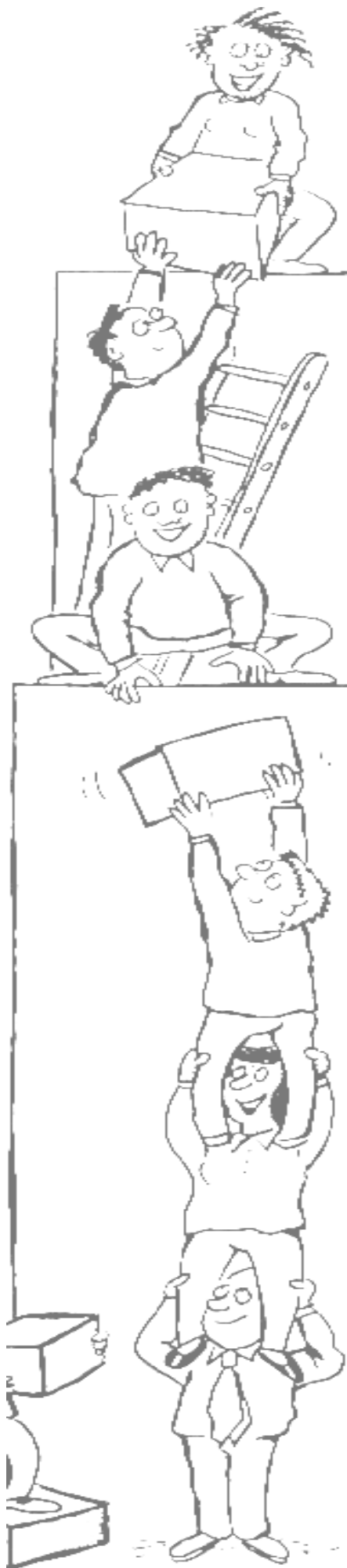


NCVS training 2009-2010



**helping to build strong,
well-run voluntary and
community organisations...**

**...helping you to be the
best you can be**

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welcome to Newcastle CVS's training 2009-2010

NCVS aims to provide high quality training that meets the needs of the voluntary and community sector. NCVS offers both a training **programme** and **on demand** training (see opposite for more information). Our courses are aimed at voluntary and community organisations, however they are open to statutory organisations and others with a maximum of two non-voluntary and community sector places per course.

We have made some changes that we hope you will like

- an annual training programme to help you plan your training over the year
- training in accessible venues around Newcastle to help you access our training near you
- a strong commissioning theme running through the programme to help you prepare for commissioning
- a programme of shorter briefing sessions on topics that are important to you

how to book

Please complete and return the booking form with a cheque for the full amount to NCVS 21 days before the course or session date. We can only reserve a place for you if you send your payment. We prefer to use email to confirm your booking so, if you have one, please include your direct email address on the booking form.

cost bands

The price is per person per course

	NCVS members	Voluntary or community organisations	Statutory and others
Band A	£15	£25	£60
Band B	£20	£30	£80
Band C	£65	£80	£130
Band D	£90	£105	£160

special offer!

If you book two courses marked **cost band A**, the second place will cost

- ✓ £10 for NCVS members
- ✓ £15 for voluntary or community organisations
- ✓ £40 for statutory and others

funding

You may be able to apply for funding for training for your group. Please contact our funding advice officers on 0191 232 7445 for help.

refreshments

Lunch is provided on full day courses and tea, coffee and biscuits on half day courses and briefing sessions.

cancellations

If you need to cancel...

Please let us know if you can't attend as soon as possible. It is normally possible to accept someone else attending in your place, but if not, our refund policy is

- ✓ **full refund** if you cancel 21 days or more before the course date
- ✓ **half refund** if you cancel less than 21 days before the course date
- ✓ **no refund** if you cancel less than 10 days before the course date or do not attend on the day

If NCVS needs to cancel...

We may need to cancel a course, for example if not enough people have booked onto it or if the trainer is sick. We will give you a full refund.

our training venues

We are using five accessible venues around Newcastle for our training this year. The venue is clearly stated for each course. The full addresses for the venues are

MEA House

Ellison Place, Newcastle upon Tyne
NE1 8XS
0191 232 7445

Newcastle East community fire station

Union Road, Newcastle upon Tyne
NE6 1EH
0191 444 1140

Newcastle South community fire station

Colby Court, Elswick Road
Newcastle upon Tyne NE4 6HL
0191 444 1100

Lemington Centre

Tyne View, Lemington,
Newcastle upon Tyne NE15 8DE
0191 264 1959

Ouseburn Farm

Ouseburn Road, off Lime Street,
Ouseburn, Newcastle upon Tyne NE1 2PA
0191 232 3698

You can find out about public transport information by ringing Traveline on 0871 200 22 33 or visit www.transportdirect.info.

our trainers

We use a mix of our staff and external trainers to run courses. We are pleased to be working with two of our partners - BECON for equality courses and CITA for ICT courses.

NCVS on demand training

NCVS can organise training specifically tailored to meet your needs.

NCVS **on demand** training can be delivered at a time and venue of your choice. It can be delivered just for your organisation, or you can share the course with another organisation to split the cost and improve working relationships. We think our **on demand** training is good value for money with prices starting from just £100, and the cost is based on the size of your organisation.

Our **on demand** courses include funding and fundraising, monitoring and outcomes, roles and responsibilities of management committees, strategic planning and organisational change. The courses in our **programme** marked with a star can be delivered **on demand** to your organisation. All **on demand** training is delivered subject to availability of NCVS trainers. Contact us to find out more.



contact us

We are always keen to hear what you think about our services – what works well and what needs improving – so please talk to us about your needs. If you have any comments about our training **programme**, have ideas for new courses or want to find out more about our **on demand** training, please contact Jaz Nagra at NCVS on 0191 232 7445 or jaz.nagra@cvsnewcastle.org.uk.

Fundraising for beginners: preparing to fundraise



13 October 2009, 10.00-13.00 at Newcastle South community fire station

2 February 2010, 10.00-13.00 at Ouseburn Farm

Aimed at those who are completely new to fundraising, this session aims to give a good understanding of the basics including

- what funders expect
- sources of funding
- basic budgeting

This session is delivered by **Louise McGlen**, funding advice officer at NCVS

Cost band A

Fundraising for beginners: writing your first funding application



20 October 2009, 10.00-13.00 at Newcastle South community fire station

9 February 2010, 10.00-13.00 at Ouseburn Farm

For those who have already attended *Preparing to fundraise*, this session covers

- how to interpret questions and guidance notes for smaller funders
- completing applications
- how to organise your fundraising

This session is delivered by **Louise McGlen**, funding advice officer at NCVS

Cost band A

Writing better funding applications



17 November 2009, 10.00-13.00 at Newcastle South community fire station

26 May 2010, 10.00-13.00 at MEA House

If you have some experience in preparing applications, are gearing up to a major bid or have attended the two *Fundraising for beginners* sessions then you will find this useful, and it will help you put together quality applications. It will look at practical matters you need to consider and at the expectations of funders. We cover

- writing skills
- how to make a good case
- how to interpret questions and guidance notes for complex funds

Cost band A

Developing a funding strategy



17 December 2009, 10.00-13.00 at Newcastle East community fire station

30 June 2010, 10.00-13.00 at MEA House

Do you know what a funding strategy is? Does your organisation have one? If the answer to either of these questions is no then you will find this course delivered by **Louise McGlen**, funding advice officer at NCVS useful

You will get more out of it if you have had some experience of fundraising or have attended the *Fundraising for beginners* sessions

Cost band A

Sustainable funding



14 January 2010, 10.00-13.00 at MEA House

17 June 2010, 10.00-13.00 at MEA House

What does it mean? Can it be done? Is it possible for your project to become more sustainable? This session delivered by **Louise McGlen**, funding advice officer at NCVS, will help you to answer these questions in the context of your own organisation

Cost band A

Budgeting and financial management

28 January 2010, 10.00-16.00 at MEA House

This course by **Angie Martin** will benefit anyone with responsibility for managing an organisation's accounts. It is aimed at people familiar with producing financial information for management committees and will certainly be an advantage in preparing budgets or cashflow forecasts for funding applications. It covers

- practical budgeting techniques, the purpose of a budget and identifying budget headings
- cashflow forecasts
- budget monitoring and budget control
- an overview of full cost recovery

Cost band C

Commissioning



25 February 2010, 10.00-13.00 at Ouseburn Farm

Are you ready to play the commissioning game? ... the word 'commissioning' is used in its broadest sense across health, children and adult social care service planners and funders. To help with commissioning, this session covers

- understanding the market - mapping and forecasting supply and demand to meet current and evolving need
- tailoring your service planning to align it to funder priorities
- applying for resources – making your case in best business way possible
- reviewing/evaluating - re-provisioning or adjusting to meet changing needs

Cost band A

First steps in bookkeeping

31 March 2010, 10.00-16.00 at MEA House

This course delivered by **Angie Martin** of the learning team will enable you to set up a simple, manual financial system suitable for your organisation. It will also help you if you need reassurance that your present system is acceptable and as efficient as possible. The course will cover

- maintaining records
- accounting systems
- petty cash systems
- golden rules for handling money
- bank reconciliation

Cost band C

Outcomes for beginners



19 November 2009, 10.00-13.00 at Newcastle East community fire station

4 March 2010, 10.00-13.00 at Lemington Centre

Are you unsure what an outcome is and how to identify one?

The aim of this session is to explain what an outcome is; the difference between outcomes and outputs; the benefits of an outcome based approach; and, takes you through the process of identifying outcomes for your project. It is ideal for those who are new to outcomes. The session is delivered by outcomes champion, **Louise McGlen**, funding advice officer at NCVS

Cost band A

Applying to the Lottery - SMART outcomes



10 December 2009, 10.00-13.00 at Newcastle East community fire station

11 May 2010, 10.00-13.00 at MEA House

If you wish to apply for Lottery funding you will be expected to be able to have good SMART (specific, measurable, achievable, realistic and time-based) outcomes as well as being able to back up your application with solid evidence of need. This session, delivered by outcomes champion, **Louise McGlen**, funding advice officer at NCVS, aims to demystify this process and help you to improve your applications

Cost band A

Introducing monitoring methods



3 December 2009, 10.00-13.00 at Newcastle East community fire station

18 March 2010, 10.00-13.00 at Lemington Centre

This session, delivered by outcomes champion, **Louise McGlen**, funding advice officer at NCVS, explores the different ways you can show that you are achieving your outcomes. It will help you think about how this fits with the monitoring you are currently doing. You may find it useful to have attended *Outcomes for beginners* before coming to this session

Cost band A

Quality control - is it right for you?



23 March 2010, 10.00-13.00 at MEA House

Quality assurance is becoming an accepted part of voluntary and community sector life but what does it mean, why does it matter so much and how can you choose the right quality assurance system for your organisation?

This half day course delivered by **Jac Bell** and **Pam Jobbins** from NCVS gives an introduction to quality assurance, outlines its role in the voluntary and community sector and gives an overview of the main quality assurance systems

Cost band A

Producing a great strategy



13 May 2010, 10.00-13.00 at MEA House

So, you think you need (or have been told you need) a strategy – where do you start? This session by **Jac Bell**, NCVS's chief executive, will look at the five essential steps to producing a great strategy

- agree a common language
- agree what the strategy is for
- analyse the way things are now
- declare the way you would like things to be
- identify the areas of activity that you think will have the biggest impact on delivering the future possibility

Cost band A

Supporting and supervising staff

24 November 2009, 10.00-16.00 at MEA House

12 May 2010, 10.00-16.00 at MEA House

This one-day course led by **Lynn Howard** is for those with line management responsibilities who are new to the role or need a refresher. It will introduce participants to the principles and practice of supervision and includes

- what is supervision?
- relating supervision to the job and the person
- models of supervision and good practice
- defining boundaries of responsibility

Cost band C

Planning to succeed



20 July, 13.00-16.00 at MEA House

A good business plan is one that

- shows that your plans are feasible and realistic
- helps you plan for the future and assess your strengths and weaknesses
- helps spot future opportunities and threats
- helps to identify risks and how you will deal with them
- shows how you will monitor success and manage

This session will help you to include these key features in your business planning.

Cost band A

Employing for the first time

19 May 2010, 10.00-16.00 at MEA House

Are you employing your first member of staff? This course delivered by **Lynn Howard** will tell you

- what you need to think about before employing someone
- the process for employing your first staff member
- the basics of employment law and your other legal obligations
- the basics of supporting and managing your new staff member
- what help is available to support you

Cost band C

ncvs training 2009 -

October

- 7 Newcastle Partnership, the SCS and the LAA - what are they?
- 13 preparing to fundraise
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November

- 12 the equalities bill...what it says and how it will affect you
- 17 writing better funding applications
- 18 what do councils do and how do they work?
- 19 outcomes for beginners
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December

- 3 introducing monitoring methods
- 10 applying to the Lottery (SMART outcomes)
- 16 the Compact - what it is and how it can help you
- 17 developing a funding strategy

March

- 4 outcomes for beginners
- 17 ICT strategy and planning
- 18 introducing monitoring methods
- 23 quality control - is it right for you?
- 24 health and safety
- 25 making sense of Newcastle's Children's Trust for the third sector
- 31 first steps in bookkeeping

April

- 21 Science City - what it is and how can you get involved
- 22 making equality and diversity work in your organisation
- 27 compliance and best practice in ICT
- 28 minute taking skills
- 29 the Compact - what it is and how it can help you

May

- 11 applying to the Lottery (SMART outcomes)
- 12 supporting and supervising staff

ICT strategy and planning

17 March 2010, 10.00-13.00 at NCVS in MEA House

The basis of our approach to ICT planning is knowing what you want the ICT to do for you and not changing what you do to fit the ICT. This session helps you to examine your ICT, where you want it to go and how you might be able to get there

- the technology trap
- mission and objectives – what do we actually do and what do we want to do
- ICT strategy tool
- ICT solutions
- budgeting and planning - costs, funding, risks and buy in

Cost band B

Compliance and best practice in ICT

27 April 2010, 10.00-13.00 at NCVS in MEA House

This session will help you move towards better management of your ICT systems by making you aware of what you *must* do and what you *should* do. The session will be discussion, Q&A and tutorial based with plenty of practical hints, tips and links to online resources. Issues raised in the session are

- ICT and health and safety
- data protection and copyright
- licensing and compliance
- website accessibility and the DDA
- best practice in ICT

Cost band B

ICT communications and web 2.0 technologies

19 May 2010, 10.00-13.00 at NCVS in MEA House

What is Web 2.0 and how can it help you? This session introduces key areas of web 2.0 technologies such as social media and show how they could be useful to the VCS for getting the message out, fundraising and communicating

- social media – Facebook, My Space, Ning, Twitter
- presentation and information – Flickr, slideshare, Youtube, oovo, RSS
- interactivity – blogs, wikis,
- communications and collaboration – Skype, Doodle, Google docs, mass emailers

Cost band B

...really enjoyable training and very useful strategies for ensuring effective supervision. Thank you...

...good training – very enjoyable...

...an excellent course and trainer, very well delivered, totally engaging and very useful...

Comments from **Supporting and supervising staff**, April 2009

...thanks - lots of information but really interesting, all questions answered...

Comments from **Improving your funding applications**, November 2008

Health and safety

24 March 2010, 10.00-16.00 at MEA House

This one day course delivered by **FANE Ltd** gives an overview of health and safety so is suitable as an introduction for everyone. After the course you will be able to

- work in a safe and healthy manner
- understand the importance of health and safety rules and working procedures
- report potential health and safety problems
- understand the responsibilities of employers and employees regarding safety

Cost band C

Risk assessment

25 May 2010, 10.00-16.00 at MEA House

This one day course delivered by **FANE Ltd** is for those responsible for carrying out risk assessments or health and safety, and gives an introduction to assessing risk. It covers

- legal requirements for risk assessment - legislation and definition of terms
- principles of risk assessment including five steps to risk assessment; control measures; and, record keeping
- main causes of accidents in the workplace

Cost band C

Help us to start our courses and briefing sessions on time by arriving 15 minutes before the start time.

Please phone Jaz on 0191 232 7445 if you are going to be late so we can tell the trainer

Making equality and diversity work in your organisation

22 April 2010, 10.00-13.00 at MEA House

Creating a work place where everyone feels that they will be treated fairly, with dignity and respect is important for any organisation, but even more so for ones with volunteers. This course will look at the process for creating a culture which will recognise differences and value them as strengths

This course led by **Justine King** from **BECON** explores issues around equality and diversity in volunteering and the workplace including understanding equality and diversity; understanding culture, race and ethnicity; appreciation of diversity and implementing it; and, examples of good practice

Cost band A

The equalities bill...what it says and how it will affect you

12 November 2009, 10.00-12.00 at MEA House

Daljeet Singh from **BECON** will give an overview of the equalities bill, how it will affect you and what stage it is at

The equalities bill was published in April 2009, replacing nine major laws and over 100 regulations we currently have on equality. The bill has come about to make sure the UK complies with European Union equality regulations. It proposes a general public equality duty on public authorities for the following groups - race, sex, pregnancy and maternity, gender reassignment, disability, age, sexual orientation and religion and belief

Free

Newcastle Partnership, the SCS and the LAA - what are they?

7 October 2009, 10.00-12.00 at MEA House

The Newcastle Partnership brings together the public, private and third sectors to plan and deliver the services needed to make Newcastle a vibrant, modern city that can meet the needs of all those that live, work or visit here

But what exactly does the Newcastle Partnership do and what on earth is a Sustainable Community Strategy or a Local Area Agreement? This session seeks to reveal all, explain what the Newcastle Partnership means for the third sector and how your organisation can get involved

Free

The Compact - what it is and how it can help you

16 December 2009, 10.00-12.00 at Newcastle East community fire station

29 April 2010, 10.00-12.00 at MEA House

16 June 2010, 13.00-15.00 at MEA House

This session will give an overview of the Compact, how it works in Newcastle, and how you can use it. We will look at how we're planning to develop the Compact and the five codes of good practice (funding, communities, BME, consultation and policy, and volunteering)

Come and get involved in shaping your local Compact

Free

What do councils do and how do they work?

18 November 2009, 10.00-12.00 at MEA House

Local councils are responsible for many of the public services we receive day-to-day and have a unique role in shaping our communities. For voluntary and community groups, councils can be an important source of funding and support or a complete headache!

Looking in particular at Newcastle City Council this session will explain what drives councils, the different roles of councillors and officers and how voluntary and community groups can seek to make the best of their relationship with the council

Free

Regeneration in Newcastle

26 January 2010, 13.00-15.00 at MEA House

Newcastle has five main regeneration schemes that are each seeking to bring physical, economic and social improvement: Walker Riverside, Scotswood Benwell, Byker Ouseburn, Elswick Discovery and North Central

This session will provide an introduction to each of the five schemes and explain how the third sector and local communities can get involved

Free

Making sense of Newcastle's Children's Trust for the third sector

25 March 2010, 13.00-15.00 at MEA House

The vision for children and young people in Newcastle is that they are healthy, safe, can enjoy and achieve, make a positive contribution and achieve economic well-being. This session will take you through the latest changes to Newcastle's Children's Trust to enable it to deliver the vision and what the role for the voluntary and community sector is

Free

Science City - what it is and how you can get involved

21 April 2010, 16.00-18.00 at MEA House

Newcastle is one of six Science Cities in England, which aim to increase the links between science, business and communities. Community engagement is a key strand to the success of Science City in Newcastle

This session will provide an introduction to Science City in Newcastle looking in particular at the role for voluntary and community groups

Free

Newcastle Futures and worklessness

29 June 2010, 16.00-18.00 at MEA House

Even before the current sharp rises in unemployment, finding ways to reduce the number of people classified as workless was becoming a priority for policy makers. In 2006, Newcastle Futures was set up to tackle worklessness locally. From the beginning the voluntary and community sector was seen as a key part of Newcastle Futures' approach to helping people, who are often amongst the city's most disadvantaged, to get back into work

This session will enable you to find out more about the approach to worklessness in Newcastle and the role of the voluntary and community sector

Free

Minute taking skills

20 January, 28 April and 8 July 2010
All 10.00-16.00 at MEA House

This practical course led by **Lee Comer**, author of the popular book *The minute takers handbook*, will help participants produce accurate, clear and concise minutes. It is suitable for beginners and experienced minute-takers. The day will include

- the purpose of minutes
- six types of minutes
- time saving tips and techniques
- note-taking and summarising skills
- agendas - formats and layout

Cost band C

Time management

24 February 2010, 10.00-16.00 at MEA House

Do you feel under pressure? Are you managing multiple deadlines? Are you being asked to hit demanding targets? If yes, this course led by **Mark Butcher** is for you. You will learn how to prioritise, deal with paper overload, shorten meeting times (and get better results), tackle procrastination, eliminate interruptions, delegate effectively, say 'no' safely and lower stress levels

It includes goal setting, the hidden hour, structuring your day, delegation, managing a chaotic environment, dealing with interruptions and getting the most from meetings

Cost band D

www.voluntaryskills.com

a searchable database of training courses and training providers for voluntary and community organisations in Tyne and Wear

www.coursefinder.org.uk

for information on short, part-time and full-time courses in the north east of England

Employment-related training

from ACAS www.acas.org.uk or phone 0191 269 6000

Safeguarding children and young people training from Newcastle Local Safeguarding Children Board

www.newcastle.gov.uk/lscb or phone 0191 277 7485

...course was well designed to keep me focused throughout...

...helped clarify exactly what needs to go in, and what shouldn't!...

...Lee was an excellent trainer! Thanks...

Comments from **Minute taking skills**, March 2009

...the presentation was excellent – pace was really good – really well delivered and engaging...

...really useful to hear about this and how it affects how we work...

Comments from **Compact briefing session**, July 2009

your information

Participant's name _____

Job title _____

Organisation _____

Address _____

Telephone _____

email _____

Organisation type NCVS member voluntary and community organisation
 statutory or other

course information

Course title _____

Course date _____

access and support needs

Please tell us below if you have any support needs to enable you to take part in the course, such as access, sensory or dietary. Please also tell us if you will bring a support worker with you

payment and signature

I enclose cheque for £_____ payable to NCVS

The course is free

Signed _____ (authorised signatory)

Please use one form per person per course and send the completed form and cheque to Jaz Nagra, NCVS, MEA House, Ellison Place, Newcastle upon Tyne NE1 8XS

How we will use your information

Your details will be added to our database to allow us to process your course booking

Newcastle CVS supports the voluntary and community sector in Newcastle by

- **providing information, advice and support to voluntary and community organisations**
- **helping voluntary and community organisations make links with other voluntary and community organisations, and with the public and private sectors**
- **identifying areas of need and developing or supporting projects to meet those needs**
- **promoting the voluntary sector and issues of importance to it**



LOTTERY FUNDED



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