



Learn @ Exeter CVS 08/09
Course Outlines

National Qualification

National Qualification

City & Guilds 7304 Level 4 CTLLS (Certificate in Teaching in the Lifelong Learning Sector)

This **NEW** qualification is part of the recently introduced government requirements for those teaching/training adults. This course leads to the minimum qualification needed for those in what has been categorised as the 'Associate Teacher' role.

The course includes taught sessions, tutorials, teaching observations and personal study.

This course covers:

- Preparing to teach in the lifelong learning sector
- Planning and enabling learning
- Principles and practice of assessment
- Optional Unit

Entry Requirements:

Learners are required to undergo initial assessment to determine their suitability, needs and basic skills

Candidates will require a minimum of 30 hours teaching practice during the course

During the course learners will:

- Attend the taught sessions of the course
- Attend a minimum of 3 one to one tutorials with a course tutor
- Be observed by a course tutor at least 3 times
- Write assignments as part of your personal study time

Dates and Times	13, 20, 27 Jan; 3,10, 24 Feb, 3, 10, 17, 24 March; 14, 21 & 28 April 2009 10am to 4pm	
Booking Deadline	28 December 2008	
Venue	Exeter CVS	
Course Fee	Members £400	Non members £450

National Qualification

City & Guilds 7303— Level 3 PTLLS Preparing to Teach in the Lifelong Learning Sector

The Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS) is for Pre-service or In-service Teachers or Associate Teachers, and is aimed at candidates who:

- would like or require an introduction to teaching in the Lifelong Learning Sector **or**
- are seeking career progression within their area of work **or**
- will be/are seeking to progress towards ATLS/QTLS status **and/or**
- teach on a one-to-one and/or group basis

The qualification is designed to enable candidates to:

- adopt an integrated approach to the theory and practice of teaching
- reflect on their own previous/current levels of experience, practice and skills, and areas for development
- identify principles of learning, teaching, assessment and evaluation
- develop confidence, communication and inter-personal skills
- develop an awareness of their professional role and responsibilities

Dates and Times Course <u>ONE</u>	18, 25, 30 September & 7, 14, 21 October 2008 10am to 4pm	
Booking Deadline	4 September 2008	
Dates and Times Course <u>TWO</u>	4, 11, 18 June & 2, 9, 16 July 2009 10am to 4pm	
Booking Deadline	22 April 2009	
Venue	Exeter CVS	
Cost	Members £300	Non members £350

National Qualification

City & Guilds 7300 - Introduction to Trainer Skills

This **NEW** City & Guilds course is an ideal qualification for those who train others in organisations and those new to training. It is a good first step into the world of training.

This intense course is delivered over two days and provides a sound introduction to the concepts of a systematic approach to training.

This course covers:

- The Training Cycle
- Planning learning
- Delivering learning
- Evaluating learning

Assessment is by multiple choice quiz and an observation (by the course tutor and your peers) of a delivered 15 minute session.

You will need to set aside time to plan for your presentation between day one and day two.

Dates and Times Course <u>ONE</u>	5 & 12 November 2008 - 9.30am to 4.30pm
Booking Deadline	22 October 2008
Dates and Times Course <u>TWO</u>	6 & 13 May 2009 - 9.30am to 4.30pm
Booking Deadline	22 April 2009
Venue	Exeter CVS
Course Tutor	Sue Hooper-Lawrie
Cost	Members £150 Non members 180

National Qualifications

FREE City & Guilds Level 2 – Diploma for IT Users

This is a new course to Exeter CVS and is suitable for anyone wishing to develop their skills and/or achieve a Level 2 qualification in IT Skills. The course would normally cost in excess of £800 but we are offering it FREE apart from a small administration and registration fee of £104 to anyone who does not have an IT qualification at Level 2.

To achieve the qualification learners must complete the core unit - IT Principles 2, followed by 2 optional units from the following list:

- Using word processing
 - Designing and creating spreadsheets
 - Designing and creating databases
 - Using the Internet for finding, selecting and sending information
 - Designing and creating presentations
 - Working with computerised accounting software
 - Designing and creating multi page documents using desktop publishing software
 - Combining word processing, spreadsheet and database applications to present information
 - Designing and creating multimedia presentations
 - Electronic communication using Outlook
 - Combining applications to create presentations
 - Using digital imaging to create and design presentations
 - Creating combined presentation design using ICT
- Designing and creating multipage websites

Each day runs from 9.30am to 4.30pm	
Course ONE Wednesday 15 October 2008 Tuesday 21 October 2008 Tuesday 28 October 2008 Tuesday 4 November 2008 Tuesday 11 November 2008 Wednesday 19 November 2008 Wednesday 26 November 2008 Booking Deadline – 1 October 2008	Course TWO Tuesday 24 February 2009 Tuesday 3 March 2009 Tuesday 10 March 2009 Tuesday 17 March 2009 Tuesday 24 March 2009 Tuesday 31 March 2009 Tuesday 7 April 2009 Booking Deadline – 10 February 2009

Administration & registration Fee - £104

National Qualification

FREE NOCN Level 2 – Diploma for Progression

As part of Train 2 Gain this course provides an opportunity to gain a full Level 2 qualification, at no cost to the learner other than an administration fee of £104.

These units have been brought together to provide staff and volunteers with an opportunity to develop day to day work based skills. Learners need to attend all 11 units to gain the full qualification. All days start at 9.30am and end at 4.30pm

The 11 Units available are:

- Understanding the VCS & Your Role (Work Experience)
- Developing Personal Development Skills
- Developing Group & Teamwork Communication Skills
- Demonstrating Speaking & Listening
- Developing Own Interpersonal Skills
- Problem Solving in the Workplace
- Developing Personal Confidence & Self Awareness
- Improving Assertiveness & Decision Making Skills
- Understanding Prejudice and Discrimination
- Understanding Stress & Stress Management
- Developing Negotiation Skills

Course Dates:

9 & 16 October 2008	9 & 16 December 2008
21 & 28 January 2009	25 February 2009
11, 18 & 26 March 2009	16, 22 & 29 April 2009
5, 12 & 20 May 2009	10, 17 & 24 June 2009
1 July 2009	

Booking Deadline: 25 September 2008

Registration & Administration fee: £104

Course Content:

Understanding the VCS & Your Role (Work Experience) covers:

- Understanding the structure and purpose of the organisation
- Understanding own role within organisation
- Maintaining acceptable conventions for personal presentation and behaviour in the workplace
- Complying with safe working practices demanded by the work environment
- Carrying out tasks as requested using appropriate work related skills

Developing Group & Teamwork Communication Skills covers:

- Understanding the roles and responsibilities associated with working in a group
- Interacting successfully with group members and staff in a range of contexts
- Demonstrating listening and conversational skills for social interaction
- Being aware of others' rights to communicate within a group situation
- Recognising the importance of co-operation when working in group situations
- Accepting and respond to praise and criticism in a variety of ways
- Giving praise and constructive criticism appropriately
- Being aware of the role of the team leader and their relationship with them

Developing Personal Confidence & Self Awareness covers:

- Having an understanding of reasons for feeling confident and lacking confidence
- Having an understanding of effective participation in social situations
- Having an understanding of ways to manage stress
- Setting personal objectives and plan for personal progression

Improving Assertiveness & Decision Making Skills covers:

- Presenting opinions with confidence and assertiveness.
- Making decisions and choices about him/herself with confidence and be able to justify them.
- Recognising the rights and responsibilities of self and others in decision making.
- Understanding how to negotiate to achieve a desired outcome.
- Recognising the implications and benefits of assertiveness.

Understanding Prejudice and Discrimination covers:

- Understanding the meaning of the terms 'prejudice' and 'discrimination'
- Demonstrating an awareness of stereotypical attitudes
- Demonstrating an understanding of the origins of attitudes
- Knowing some of the consequences of prejudice and discrimination
- Knowing the importance of Equal Opportunities Policies

Understanding Stress & Stress Management Techniques covers:

- Demonstrating an understanding of the term stress
- Recognising signs and symptoms of stress
- Understanding how stress affects health
- Appreciating potential causes of stress in everyday life
- Designing a personal plan to combat stress

Developing own Interpersonal Skills covers:

- Describing your own strengths and show how these skills could be transferred to other roles.
- Describing ways of improving own time management.
- Describing own strategies for managing stress.
- Describing real situations which illustrate and show use of appropriate criticism.

- Describing real situations which illustrate confident behaviour.
- Describing the application of body language in real situations.
- Describing how you can respond appropriately to aggressive passive and assertive behaviour.

Developing Personal Development Skills covers:

- Identifying personal strengths and weaknesses.
- Assessing your importance for the future in life, work and training.
- Identifying and assessing personal skills learned in life, work and training.
- Describing how these may be used in future.
- Describing your current life situation in realistic terms including home situation and relationships.
- Demonstrating in a range of situations, the ability to make considered choices in a positive manner.
- Giving reasons for the choices made using examples.
- Producing an action plan which identifies and records realistic personal goals and time-scales for achieving them.

Demonstrating Speaking & Listening covers:

- Using language and tone appropriately in a range of situations, for example, offering support, sympathising, negotiating and/or giving instruction.
- Identifying actual and potential barriers to effective speaking and listening.
- Identifying and using strategies to overcome barriers to effective speaking and listening.
- Identifying features of effective communication, for example, clarity of language and tone.
- Presenting information and ideas in a logical manner.
- Speaking clearly and coherently using appropriate pace and volume.
- Encouraging others in a group to speak.
- Creating opportunities for listeners to clarify or question information presented to obtain detailed information.
- Making relevant contributions and helping to move discussion forward.
- Adapting contributions to discussions to suit audience, context, purpose and situation.
- Using appropriate phrases for interruption and change of topic.
- Supporting opinions and arguments with evidence.
- Responding to criticism and criticise constructively.

Problem Solving in the Workplace covers:

- Stating the factors which might influence solutions to the problems, for example, cost, time, skill, knowledge.
- Identifying and exploring the implications of at least two potential solutions to the problems.
- Prioritising various solutions within the context of identified constraints.

- Selecting a preferred solution in response to identified constraints.
- Describing the nature of the problems.
- Identifying and explaining an appropriate sequence of action to be taken and possible effect of this action.
- Describing the sequence of action to the problems.
- Describing preferred solution to identified problem explaining rationale.
- Applying preferred solution using evidence gathered.
- Reviewing the effectiveness of the solution describing what worked well and what could have been different.
- Revising plans and solution selected.
- Explaining rationale for the decisions made in solving the problem.
- Stating who made various decisions and why they were the appropriate person to make those decisions.

Developing Negotiation Skills covers

- Describing the characteristics of negotiation and debate.
- Comparing a range of differences between negotiation and debate.
- Listing and describing common tactics used to stall or halt the negotiation process.
- Using examples describe strategies that could be used to move the process on.
- Identifying and describing: (a) Constructive behaviour. (b) Destructive behaviour.
- Using examples, explain how to be constructive in difficult situations to lessen (reverse) destructive behaviour.
- Identifying and describing a range of strategies that disputants need to be able to negotiate.
- Using examples to demonstrate the practical application of these strategies.
- Identifying differing roles within the negotiation situation.
- Assessing the implications of assuming different roles within negotiating situations.
- Describing different strategies for successful negotiation.
- Explaining and demonstrate how these strategies can be used.
- Explaining how the use of these strategies can help to achieve the desired outcome in given situations.
- Listing and explaining the role of each of the stages of negotiation.
- Describing how knowledge of each stage can be used to achieve outcomes.
- Demonstrating competent use of the different stages.

National Qualifications

NOCN Level 2 - Writing for Newsletters and the Press (Using Writing for Meaning)

Who should attend this course:

This Level 2 course is suitable for anyone wishing to develop writing skills. Whether you are new to writing or have been doing it for some time this course will give you the foundation on which to develop your writing skills.

This 2 day course specifically focuses on writing effective newsletters, press releases and reports.

This course covers:

- Identifying and interpreting the purpose of writing and the audience
- Using appropriate formats and styles
- Using writing to communicate clearly and effectively
- Planning, drafting, reviewing, editing and redrafting writing
- Creating a portfolio of evidence showing your progress on the course

Date & Time	13 & 27 November 2008 - 9.30am to 4.30pm
Booking Deadline	25 October 2008
Venue	Exeter CVS
Course Tutor	Sue Mitchinson
Cost	Members £150 Non members £180

National Qualification

NOCN Level 2 - Digital Imaging (Artwork and Imaging Software)

Who should attend this course:

This Level 2 course is suitable for anyone wishing to understand the basics of manipulating digital images. Whether you are new to digital photography or have been doing it for some time this course will give you the framework on which to develop your skills in manipulating images.

This course covers:

This course is the NOCN Level 2 qualification in artwork and Imaging Software. On the course you will:

- Identify exactly what you want to create and what it will be used for
- Understand how to produce artwork using various techniques
- Identify different file formats and their usefulness
- Create artwork and images
- Insert, manipulate and edit images
- Ensure images are fit for purpose
- Create a portfolio of evidence showing your progress on the course

Date & Time	11 & 18 March 2009	10am to 4pm
Booking Deadline	25 February 2009	
Venue	Exeter CVS	
Course Tutor	Paul de Garis	
Cost	Members £150	Non members £175

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.



Learn @ Exeter CVS 08/09 Course Outlines

IT Courses

IT - Access

Access - Introduction

Appropriate for anyone new to MS Access and wanting to learn the basics.

The course covers:

- Appropriate uses of a database
- Learning database terminology
- Constructing a simple database
- Learning to use tables, forms and queries

Course Date:	12 November 2008	10am to 4pm
Booking Deadline	29 October 2008	
Venue	Exeter CVS	
Course Tutor	Paul de Garis	
Cost	Members £75	Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Access

Access - Intermediate Part A

Appropriate for those who have covered the basics or attended the Access - Introduction Course

This course covers:

- Learning to use default values and primary keys
- Designing forms to view your data
- Learning to use more than one table to hold data
- Creating a switchboard
- Creating 'Command Buttons' to navigate around your database

Course Date:	10 December 2008 —10am to 4pm
Booking Deadline	26 November 2008
Venue	Exeter CVS
Course Tutor	Paul de Garis
Cost	Members £75 Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Access

Access - Intermediate Part B

For those who have completed Access - Intermediate Part A this is the second part of the intermediate course.

The course covers:

- Queries in Access; what they can be used for
- Tables, queries and reports link together
- Learning to use the 'report wizard' to produce graphs, reports and mailing labels based on your queries and tables
- Customising your graphs and reports
- Combining queries to produce statistics

Course Date:	14 January 2009 —10am to 4pm
Booking Deadline	31 December 2008
Venue	Exeter CVS
Course Tutor	Paul de Garis
Cost	Members £75 Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Access

Access - Advanced

For those interested in taking Access further and wanting to develop the full range of Access skills

This course covers:

- Understanding how relational tables work
- How Macros can be used to automate tasks
- Understanding the Module section and how to use and re-use a function in another database

Course Date:	11 February 2009 —10am to 4pm
Booking Deadline	28 January 2009
Venue	Exeter CVS
Course Tutor	Paul de Garis
Cost	Members £75 Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Excel

Excel - Introduction

A course suitable for those new to Excel and wanting to understand the basics.

This course covers:

- Looking at different types of spreadsheet
- Creating simple worksheets
- Getting figures to add up automatically
- Using different types of calculation
- Discovering the pitfalls and learn how to cross-check for errors
- Presenting the data using shading and borders

Course Date:	20 November 2008 —10am to 4pm
Booking Deadline	6 November 2008
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £75 Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Excel

Excel - Intermediate

For those who have covered the basics it is time to move on to the intermediate stage. This course is for those who have a basic understanding of how Excel works and want to develop their skills further.

This course covers:

- Using shortcuts to move around large worksheets more quickly
- Considering how to split large amounts of data into manageable chunks
- Creating links to other files or worksheets
- Managing page breaks and print only part of a worksheet
- Setting up several similar worksheets in one go
- Adding and customising charts

Course Date:	22 January 2009 —10am to 4pm
Booking Deadline	8 January 2009
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £75 Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Excel

Excel - Advanced

Having completed the basic and intermediate courses it is now time to round off your skills with the advanced Excel course.

This course covers:

- Working with macros to record and reproduce common tasks
- Protecting the worksheet against accidentally overwriting the formulae
- Putting in checks to validate the type of information entered
- Using conditional formatting so that different colours appear depending on the content
- Customising the toolbar and create a new one
- Working with charts

Course Date:	4 March 2009 —10am to 4pm
Booking Deadline	18 February 2009
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £75 Non Members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Other

MS PowerPoint - First Steps

Who should attend this course:

PowerPoint enables you to create an on-screen presentation, moving from one screen to the next either by the click of the mouse or automatically after a pre-set length of time.

This course is suitable for anyone who gives presentations and would like to learn the basics of creating a presentation in Microsoft PowerPoint.

This course covers

- Working on a ready-made presentation, changing the colour schemes, font styles and content
- creating a simple presentation to practise the techniques of creating, moving and deleting slides and learning how to move from one slide to the next
- You will also have the opportunity of creating something of your own design

Date & Time	17 February 2009 10am to 4pm
Booking Deadline	3 February 2009
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £75 Non members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT – Other

Intermediate MS WORD (Reports & Long Documents)

Who should attend this course:

Most people are familiar with the basic operation of Word but when it comes to producing longer documents, such as the Annual Report, it helps to know the shortcuts and how to present the document effectively. This course is suitable for those who already use Word 2003 (or earlier versions) and want to extend their knowledge. It will cover:

This course covers

- Using page numbering options effectively
- Allowing the document to have both landscape and portrait pages
- Adding text that repeats at the top (or bottom) of each page
- Setting up a document to print on both sides of the paper
- Creating cover pages, including pictures
- Inserting an automatically generated Table of Contents
- Using Styles to keep titles, sub-headings and body text formats consistent
- Breaking up blocks of text with bullets and numbered paragraphs
- Using tables to present information neatly
- Setting the printer to print quick “half-size” copies

Date & Time	5 February 2009	10am to 4pm
Booking Deadline	22 January 2009	
Venue	Exeter CVS	
Course Tutor	Anita Harper	
Cost	Members £75	Non members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Other

MS Publisher - First Steps

Who should attend this course:

Anyone wishing to learn basic desk top publishing skills to enable you to create newsletters, flyers and many other publications easily and creatively. This course teaches the learner to use MS Publisher

This course covers:

- Understanding the basics of MS Publisher
- Learning how to manipulate text to fit within a specific area
- Learning how to incorporate clip art and other pictures.
- Creating a variety of different types of publication, from quick and simple headline posters to a more complicated newsletter.

Date & Time	7 October 2008 10am to 4pm
Booking Deadline	19 September 2008
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £75 Non members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Other

MS Publisher – Advanced

Who should attend this course:

For those who have attended the Publisher First Steps course or anyone wishing to build on their existing knowledge of Publisher and develop more complex and creative documents.

This course covers:

- Using text imported from Word
- Using drawing tools and text effects to create logos
- Grouping objects together to move and resize as a single item
- Linking text frames to allow a story to continue onto another page
- Adding and deleting pages within an existing design
- Learning how to create postcards and business cards

Date & Time	5 November 2008 10am to 4pm
Booking Deadline	22 October 2008
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £75 Non members £100

NOTE

If you would like to save a copy of your work please bring your own USB stick with you when you attend this course.

IT - Other

Internet & Email: Basics (1/2 day)

Who should attend this course:

Playing around on your own computer feels quite safe but many people are nervous of trying out "The Internet" – the jargon and the scare stories about virus infections and identity fraud can be off-putting. This course aims to de-mystify the internet and show you how to find information and communicate with others safely.

This course covers:

- Using an E-mail programme to look at incoming and outgoing messages
- Viewing and searching for messages in different ways
- Creating, receiving and replying to emails
- Using a computerised address book
- Looking at some common websites on the internet
- Using search facilities to find information

Date & Time	3 December 2008 10am to 1pm
Booking Deadline	19 November 2008
Venue	Exeter CVS
Course Tutor	Anita Harper
Cost	Members £40 Non members £50

IT - Other

Internet & Email: Next Steps (½ day)

Who should attend this course:

This course assumes some basic knowledge of email and the Internet, by which time you will have lots of questions!

This course covers:

- Using webmail to look at emails from any internet-connected computer
- Adding, deleting and updating addresses in the address book
- Sending and receiving file attachments with a message
- Determining whether a picture displays in the message or as a separate file
- Carrying out some more advanced Internet searches
- Storing the names and addresses of favourite websites

Date & Time	11 December 2008	10am to 1pm
Booking Deadline	24 November 2008	
Venue	Exeter CVS	
Course Tutor	Anita Harper	
Cost	Members £75	Non members £100



Learn @ Exeter CVS 08/09
Course Outlines

Personal Development Courses

Personal Development

Introduction to NLP

Who should attend this course:

This **2 day course** is a great opportunity to learn what NLP is all about. Neuro Linguistic Programming is a psychological approach to everyday life that can allow you more control of your thoughts, actions and emotions. It is useful for motivation, breaking habits, forming new habits, questioning old messages, improving performance and looking at life anew. Ask yourself (or your clients) empowering questions, break through blocks to communication, help others find answers to their own difficult questions. This two day course will be an opportunity to try out some simple NLP skills and begin an exploration of the fascinating world of NLP.

This course covers:

- Learning what NLP is
- Identifying how NLP allows more control of thoughts, actions and emotions
- Discovering how NLP can have a positive effect on
 - Motivation
 - Breaking unwanted habits
 - Forming new positive habits
 - Questioning old messages
 - Improving performance
 - Taking a fresh look at life
- Practicing simple NLP skills

Date & Time	18 & 26 November 2008 10am to 4pm
Booking Deadline	4 November 2008
Venue	Exeter CVS
Course Tutor	Dave Lacey
Cost	Members £150 Non members £180

Personal Development

Intermediate NLP

Who should attend this course:

Build on your previous skills and knowledge. Discover the power of precise questioning. Explore models of motivation. Expand your ability to understand verbal and non-verbal communication. Set goals that really motivate. Learn to see the world from your clients point of view. *Course Participants must have attended the Introducing NLP course or a similar of at least a full days duration.*

This course covers:

Building on your previous skills and knowledge you will:

- Discover the power of precise questioning
- Explore models of motivation
- Expand your ability to understand verbal and non-verbal communication
- Set goals that really motivate
- Learn to see the world from your clients point of view

Date & Time	11 February 2009	10am to 4pm
Booking Deadline	28 January 2009	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100

Personal Development

Advanced NLP

Who should attend this course:

Continue to build on previous skills and knowledge developed on both the introduction course and intermediate course. This course provides an opportunity to hone your skills and work in greater depth. *Course Participants must have attended the Intermediate NLP course or similar.*

This course covers:

- Working with empowering metaphor using language, trance and stories
- Identifying congruence and remove incongruence
- Exploring Time Lines and how to use this in your client work

Date & Time	22 May 2009	10am to 4pm
Booking Deadline	8 May 2009	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100

Personal Development

Assertiveness

Who should attend this course:

We all have times and places where we find it difficult to assertively state our needs. This course is appropriate for anyone wishing to understand and develop assertiveness skills.

This course covers:

- Identifying and understanding the difference between various types of behaviour.
- Understanding what assertiveness is and is not.
- Identifying simple but effective techniques to apply to almost any situation.
- Understanding why you behave as you do in certain situations.

Date & Time	4 November 2008	10am to 4pm
Booking Deadline	21 October 2008	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100

Personal Development

Managing Conflict & Aggression

Who should attend this course:

Anyone interested in developing skills to help manage conflict and aggression. Conflict is a natural process of human communication and interaction. How we deal with it is what makes the difference.

This course covers:

- Identifying the various causes of conflict and aggression
- Identifying the link between conflict and aggression
- Exploring some of your own feelings and responses when faced with conflict and aggression
- Exploring ways to manage conflict and aggression effectively

This is NOT an anger management course. This course is about our own (personal and organisational) attitudes towards conflict and its resolution.

Date & Time	15 January 2009	10am to 4pm
Booking Deadline	1 January 2009	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100

Personal Development

Time Management

Who should attend this course:

The ability to manage our time successfully does not always come naturally. It is a skill that needs to be developed and reviewed to ensure maximum efficiency and effectiveness. This course is suitable for anyone needing to develop effective time management skills in order to maximise their effectiveness and potential.

This course covers:

- Developing your understanding of time management
- Developing techniques to help you succeed in managing your time effectively
- Identifying how to use your time effectively and efficiently
- Learning how to take control over your life and reduce feelings of pressure and stress

Date & Time	5 February 2009	10am to 4pm
Booking Deadline	22 January 2009	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100

Personal Development

Developing Motivation Skills

Who should attend this course:

Faced by individuals who are not motivated can be a frustrating experience. This course is suitable for

- anyone working with and supporting service users
- team/project leaders
- managers of volunteers and/or paid staff
- trustees

This course covers:

- Learning what motivation is
- Identifying how people (including ourselves) are motivated
- Learning why individuals can be resistant to change
- Learning how to develop confidence and self esteem
- Learning how to strengthen commitment.

Date & Time	23 June 2009	10am to 4pm
Booking Deadline	9 June 2009	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100

Personal Development

Understanding Body Language

Who should attend this course

A practical introduction to our conscious and unconscious non-verbal communication. This will be a fun and informative workshop with group exercises and practical demonstrations. This workshop is for anyone who wishes to expand their knowledge of human non-verbal communication. Ideal for anyone who works with small groups or one-to-one.

The course covers:

- Learning to recognise how body language expresses mood, attitude and status
- Recognising cultural and geographical differences and their implications
- Dispelling some of the 'myths' about body language and what certain gestures mean

Date & Time	30 April 2009	10am to 4pm
Booking Deadline	16 April 2009	
Venue	Exeter CVS	
Course Tutor	Dave Lacey	
Cost	Members £75	Non members £100



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Finance & Governance Courses

Finance & Governance

Fundraising

Who should attend this course:

Anyone responsible, or who has an interest in fundraising.

This course covers:

- What makes sustainable funding?
- How to put together and write a good application, style and how you say it, the elements of a good bid, the things that funders like and the things to avoid.
- What makes a good fundraising strategy and the role of tactics?
- What are 'Unique Selling Points' (USP's) and why they might be important to 'my' organisation?
- What is funding leverage and why might it help?
- Technical areas that can assist, such as Full Cost Recovery and Gift Aid.
- What they are and how to get 'my share'

Date & Time	6 November 2008	10am to 4pm
Booking Deadline	23 October 2008	
Venue	Exeter CVS	
Course Tutor	Michael White	
Cost	Members £75	Non members £100

Finance & Governance

Making Board Meetings Work

Who should attend this course:

This 1/2 day course will be useful for anyone responsible for chairing a board of trustees and board meetings.

This course covers:

- The role of the chair and the overall role and duties of the board itself
- Responsibilities of the board as an employer
- Recruitment and induction of board members
- Monitoring progression of boards
- How to make board and committee meetings work
- Principles of good governance and how to manage conflicts of interest and personal benefit
- How boards should work as a team
- Assessing board skills and use this to fill gaps in skills and expertise
- Situations when boards do not work and how these can be remedied

Date & Time	4 December 2008	9.30am to 12.30pm
Booking Deadline	20 November 2008	
Venue	Exeter CSV	
Course Tutor	Michael White	
Cost	Members £40	Non members £50

Finance & Governance

Understanding Charity Accounts

Who should attend this course:

This 1/2 day course is useful for anyone responsible for an organisation's accounts and for those who need to understand how charity accounts should be presented.

This course covers:

- Why Charity Accounts are different, yet many accounting fundamentals the same?
- The Charity SORP, (Statement of Recommended Practice), what is it and why is it important?
- Basic accounting requirements for all charities and charitable companies
- Understanding key terms such as Restricted, Designated and Unrestricted funds and reserves
- What are Internal Controls and how are they relevant?
- Using Full Cost Recovery

Date & Time	29 January 2009	9.30am to 12.30pm
Booking Deadline	15 January 2009	
Venue	Exeter CVS	
Course Tutor	Michael White	
Cost	Members £40	Non members £50

Finance & Governance

Finance & Business Planning for VCS Organisations

Who should attend this course:

Senior managers and trustees who want to know more about finance and business planning in the charity and voluntary sector, Project managers, anyone holding a budget and those involved in preparing and using figures.

This course covers:

- The meaning of financial terms, abbreviations and acronyms
- Producing clear and understandable financial reports
- The basics of book-keeping and good record keeping
- What are and how to use financial 'tools'?
- The rudimentary facts of VAT and tax
- The difference between employing someone and taking them on a freelance contract
- The key factors in raising finance
- The merits of business planning
- How to set about writing a business plan
- Enterprise in the voluntary and community sector
- The different types of organisational structures within the sector

Date & Time	19 May 2009	10am to 4pm
Booking Deadline	5 May 2009	
Venue	Exeter CVS	
Course Tutor	Michael White	
Cost	Members £75 Non members £100	

Finance & Governance

Social Enterprises & Sustainability

Who should attend this course:

Senior managers and trustees who want to know more about what it means to be a Social Enterprise. All those involved in looking at long-term sustainability and different ways of earning. Anyone who is curious to find out other ways of doing things and what other earning and entrepreneurial models exist.

This course covers:

- The potential of Social Enterprises
- Key factors in becoming more entrepreneurial, particularly around organisational culture and capacity
- Risks and challenges involved and how to best overcome them
- Generating Social Enterprise ideas and how best to check them out
- Selecting the best and most appropriate legal model or framework for what you are going to do
- Getting started and achieve sustainability

Date & Time	9 June 2009	10am to 4pm
Booking Deadline	26 May 2009	
Venue	Exeter CVS	
Course Tutor	Michael White	
Cost	Members £75	Non members £100



Learn @ Exeter CVS 08/09
Course Outlines

Management Courses

Management

Developing & Managing Boundaries

Who should attend this course:

This course is aimed at anyone working within the voluntary and community sector who works directly or indirectly with clients and needs to consider the importance of maintaining boundaries - both personal and professional.

This course covers:

- Exploring the legal framework and codes of practice in place to support our work
- Practical suggestions for dealing with a variety of potentially difficult situations
- The consequences of not adhering to boundaries
- Protecting yourselves, your organisation and your clients!
- Definitions of personal and professional boundaries
- Objective/subjective working
- Developing a policy
- Risk factors
- Raising concerns/gaining support
- Action planning

Date & Time	10 December 2008	10am to 4pm
Booking Deadline	26 November 2008	
Venue	Exeter CVS	
Course Tutor	Sue Witt	
Cost	Members £75	Non members £100

Management

Managing Diversity

Who should attend this course:

This informative and practical course is suitable for anyone needing to understand issues relating to diversity and equality. This course will explain why individuals behave the way they do and gives an opportunity to work through realistic scenarios.

This course covers:

- Defining and valuing diversity
- Assumptions – values and beliefs
- Status and dominance
- Communication
- Expectations
- Stereotypes, prejudice and discrimination
- Legislation
- Scenarios
- Action planning

Date & Time	4 February 2009	10am to 4pm
Booking Deadline	21 January 2009	
Venue	Exeter CVS	
Course Tutor	Alan Songhurst	
Cost	Members £75	Non members £100

Management

Developing Surveys & Questionnaires

Who should attend this course:

Another practical course for those responsible for or interested in developing effective surveys and questionnaires which result in the collection of required data and feedback. You will develop the skills needed to ensure that your surveys and questionnaires are effective and are planned and implemented well.

This course covers:

- Planning
- Structure and format
- Sampling
- Equality
- Confidentiality
- Implementation
- Evaluation
- Post survey issues

Date & Time	26 February 2009	10am to 4pm
Booking Deadline	12 February 2009	
Venue	Exeter CVS	
Course Tutor	Alan Songhurst	
Cost	Members £75	Non members £100

Management

Developing Marketing & Publicity

Who should attend this course:

This course is suitable for anyone responsible for marketing and publicity in their organisation. This practical course focuses on how to get the best out of your marketing ensuring that both marketing and publicity are as effective as possible to reach your identified audience.

This course covers:

- Defining your market
- Organisational ethics and philosophy
- Legislation
- Customer orientation
- Market research
- Marketing plans
- Use of the media
- Free publicity
- Market image
- Branding

Date & Time	25 March 2009	10am to 4pm
Booking Deadline	11 March 2009	
Venue	Exeter CVS	
Course Tutor	Alan Songhurst	
Cost	Members £75	Non members £100

Management

Managing Absence

Who should attend this course:

Anyone responsible for managing staff absence. This course looks at how to take practical and constructive steps to manage absence effectively and in such a way as to minimise absence episodes.

This course covers:

- Definitions of types of absence
- Absence and sickness policies and procedures
- Principles of managing absence
- Disability Discrimination Act
- Recording and monitoring
- Confidentiality
- Contact
- Return to work
- Data Protection
- Warning process and disciplinary procedures
- Occupational health

Date & Time	15 April 2009	10am to 4pm
Booking Deadline	1 April 2009	
Venue	Exeter CVS	
Course Tutor	Alan Songhurst	
Cost	Members £75	Non members £100



Learn @ Exeter CVS 08/09 Course Outlines

Managing Volunteers

Managing Volunteers

Volunteers & The Law and Writing a Volunteer Policy

Who should attend this course:

This course is extremely important if your organisation uses or is planning to use volunteers. If you are responsible for volunteers or are developing a new volunteer programme then this course provides the framework on which a volunteering programme should be developed. If you are

- responsible for managing or co-ordinating a volunteer programme
- managing an organisation which use volunteers
- needing to understand how the law relates to volunteers
- responsible for developing policies relating to volunteers

This course is an introduction to where volunteers fit within current legislation and what your obligations and responsibilities are towards your volunteers.

This course covers:

- Volunteers & employment rights
- What is meant by 'consideration'?
- Benefits and Tax issues
- Responsibility for safety and security of volunteers
- Volunteers and Good Practice
- What a Volunteer Policy should contain and why
- How to construct and implement a Volunteer Policy
- Using the Volunteer Policy to ensure consistency and best practice
- Reviewing and updating the Volunteer Policy

Date & Time	22 January 2009	10am to 4pm
Booking Deadline	8 January 2009	
Venue	Exeter CVS	
Course Tutor	Sue Hooper-Lawrie	
Cost	Members £75 Non members £100	

Managing Volunteers

From Recruitment to Induction

Who should attend this course:

This course is aimed at those responsible for recruiting and selecting volunteers. Whether you have been doing it for some time but are unsure about the systems and processes you have in place or you are new to the role, this course will be useful to you.

This course covers:

- What does your organisation want volunteers to do?
- Using your Volunteer Policy to recruit volunteers
- Developing Volunteer Task Descriptions
- Developing volunteer recruitment adverts
- Interviewing questions
- Developing interviewing skills
- Interviewing and Selecting volunteers
- Developing a Volunteer Handbook
- Inducting Volunteers to your organisation

Date & Time	4 March 2009	10am to 4pm
Booking Deadline	18 March 2009	
Venue	Exeter CVS	
Course Tutor	Sue Hooper-Lawrie	
Cost	Members £75	Non members £100

Managing Volunteers

From Hello to Goodbye with Volunteers

Who should attend this course:

This course is aimed at those responsible for managing volunteers. Whether you have been doing it for some time but are unsure about the systems and processes you have in place or you are new to the role, this course will be useful to you. Volunteers are a crucial resource to any organisation. Providing effective support and supervision is one of the key elements in ensuring volunteers remain motivated and enthusiastic in their role.

This course covers:

- How to motivate volunteers
- Reviewing and recording the needs of volunteers
- Providing new challenges and opportunities for volunteers
- Different methods of recognising the contribution made by volunteers
- Developing a volunteer support process
- Planning a support/review session
- Identifying training and development needs
- Providing ongoing, regular and varied support for volunteers
- How to recognise the contribution made by volunteers and retain their interest in your organisations activities

Date & Time	23 April 2009	10am to 4pm
Booking Deadline	9 April 2009	
Venue	Exeter CVS	
Course Tutor	Sue Hooper-Lawrie	
Cost	Members £75	Non members £100



Learn @ Exeter CVS 08/09
Course Outlines

Continued Professional Development Courses

**Continued Professional Development (CPD) is now a requirement for
teachers/trainers/tutors to maintain their ATLS/QTLS license**

Continued Professional Development

Continued Professional Development (CPD) is now a requirement for teachers/trainers/tutors to maintain their ATLS/QTLS license

CPD—What is it and how is it done?

Who should attend this course:

As from September 2007 there will be a requirement on all trainers/ tutors to provide evidence of Continuing Professional Development (CPD) to be able to stay in or obtain work which is supported through government funding. The course will be useful to all trainers/ tutors currently delivering courses or wishing to become involved in tutoring/ training.

This course covers:

- Identifying and discussing the benefits and challenges of CPD in general and the new requirements in particular
- Identifying appropriate CPD opportunities
- Starting the process of developing a system of recording CPD
- Consider ways of providing evidence for CPD activities
- Identifying guidance and support needs for undertaking appropriate CPD activities
- Completing an audit of your strengths and areas for development in relation to where you plan to be (by the following year and beyond)
- Writing specific and achievable objectives for a self-development action plan
- Developing an action plan to meet your personal goals and the requirements for tutors within the voluntary and community sector

Course ONE -Date & Time	11 December 2008	9.30am to 12.30pm
Booking Deadline	27 November 2008	
Course TWO -Date & Time	25 June 2009	9.30am to 12.30pm
Booking Deadline	11 June 2009	
Venue	Exeter CVS	
Course Tutor	Sue Hooper-Lawrie	
Cost	Members £40	Non members £50

Continued Professional Development

CPD - Resources for Delivering & Supporting Learning

Who should attend this course:

This one day course is suitable for anyone delivering learning opportunities who would like to learn how to use current technology to support their delivery.

This course covers:

- Understanding how technology should support learning
- Ensuring technology supports, not interferes with, the learning process
- Effective use of
 - a SMART Board
 - a MIMIO
 - a 3D Visualiser
 - PowerPoint
- The chance to have a go at using this technology

Date & Time	31 March 2009	10am to 4pm
Booking Deadline	17 March 2009	
Venue	Exeter CVS	
Course Tutor	Craig Bowden & Sue Hooper-Lawrie	
Cost	Members £75 Non members £100	

Continued Professional Development

CPD - Co-tutoring & Team Teaching

For co-tutoring or team teaching to be effective, a clear definition of roles, communication skills and agreed procedures are essential.

Who should attend this course:

This day is designed for tutors / trainers who would like to explore the issues arising from co-tutoring and team teaching. Some experience of co-tutoring or team teaching would be helpful but is not essential.

This course covers:

- Identifying factors which help to create an effective tutor team
- Analysing what is involved in planning a session or course together
- Recognising the importance of roles and boundaries
- Creating a checklist for effective communication
- Describing procedures for evaluation and record keeping
- Addressing issues of standardisation
- Depending on the specific needs and interests of the participants, we may also deal with such matters as supporting learners and creating tutor groups, e.g. for tutorials and assessment

Date & Time	21 May 2009	10am to 4pm
Booking Deadline	7 May 2009	
Venue	Exeter CVS	
Course Tutor	Dorothea Hall	
Cost	Members £75	Non members £100

Continued Professional Development

CPD - Trainer as Manager

One definition of a trainer is:

A manager of people and the learning environment.

This is the theme of this CPD development day.

Who should attend this course:

This day is designed for tutors / trainers with some experience of delivering training in the voluntary sector. It may be useful to those wanting to take up training. Those without experience should find an opportunity to observe a teaching session before they join this course.

This course covers:

- Identifying key factors for effective recruitment to courses
- Creating a checklist for paperwork associated with delivering learning
- Reviewing factors affecting the learning environment
- Identifying factors affecting individual learners, such as personality, and learning styles
- Describing the effects of verbal and non-verbal communication, including that of tutors / facilitators
- Identifying solutions to common group problems
- Selecting 3 key factors to assist a trainer in managing him or herself
- Recording action points from the day
- Signposting learners to continue their development as a manager of learning

Date & Time	16 June 2009	10am to 4pm
Booking Deadline	2 June 2009	
Venue	Exeter CVS	
Course Tutor	Dorothea Hall	
Cost	Members £75	Non members £100