

# Learning Development Programme 2007/08

**WELCOME to our new Learning Development Programme  
September 2007 until July 2008**

Exeter CVS aims to provide high quality learning and development experiences for all, but particularly for those working with or for a voluntary or community organisation. This programme aims to support both paid staff and volunteers to develop their work based skills and effectiveness.

## **Exeter CVS:**

- believes that everyone is entitled to achieve their potential by being offered opportunities for personal development and learning
- believes that all organisations and individuals are entitled to access the same level of high quality provision
- is committed to the pursuit of excellence in providing services which enable voluntary and community sector organisations to develop staff and services, build capacity and learn new skills

The programme has been designed in response to the valuable feedback we have received from you about what courses you want. Within the brochure we have included a poster listing the full programme for quick and easy reference.

## **Bespoke and tailored courses**

We are keen to develop our training provision. If the brochure does not list a course you are interested in please contact us as we may be able to plan something for the future. We are also able to provide in house training and bespoke courses for organisations.

## **Learning Support at [www.pea-pod.org](http://www.pea-pod.org)**

Exeter CVS has developed a learning support website providing additional materials and helpful links for many of our courses. Further details will be provided by the course tutors once you have attended one of our courses supported by this website.

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For individual course outlines please visit our website [www.exetercvsvs/training.org.uk](http://www.exetercvsvs/training.org.uk)

# Exeter CVS Course Tutors

**Heather Barry** has run her own business as an HR Consultancy and Management Development Trainer working with universities, local authorities, businesses and the voluntary and community sector.

**Richard Brabrook** joined Exeter CVS Learning Development course tutor team in 2005 and has been involved in both developing and delivering initial teacher training.

**Gerald Conyngham** has worked in the NHS, voluntary sector, Social Services, and abroad. His main areas of expertise are in leadership, teamwork and managing conflict.

**Paul de Garis** is the former co-ordinator of Deldaf, a charity that helped to promote, support and develop the voluntary and community sector in Devon. Paul runs his own computer business designing Access databases and offering technical help and advice to VCS organisations.

**Dorothea Hall** has worked in adult education as a trainer and manager for many years. She has a *Certificate in Education* and a *Diploma in Adult and Continuing Education* as well as management qualifications. Dorothea built up the Exeter CVS Training the Trainer programme, including the delivery of training courses such as the City & Guilds 7302 and 7407.

**Anita Harper** has over twenty years' business administration experience, the last eight years within the voluntary and community sector. Anita has been teaching computers skills from beginner to advanced level for over fifteen years. Her skills enable her to offer a very practical approach to solving real issues in the workplace.

**Sue Hooper-Lawrie** is Development Manager (Learning & Volunteering) at Exeter CVS. She has worked in the voluntary and community sector for over 25 years involved in developing volunteer involving projects, managing volunteers and developing and delivering learning programmes.

**Dave Lacey** has delivered training courses and workshops to the community and voluntary sector for the past 15 years. He has extensive experience of designing and delivering programmes to a wide range of local and national organisations mainly in communication and understanding.

**Sue Powell** has worked as a Trainer/course co-ordinator in FE Colleges and for charities and Social Services for the last 20 years. Sue also has experience of being a volunteer, managing volunteers and working with adults in Community Learning.

**Alan Songhurst** has been delivering training for many years. He has worked across all sectors and focuses on the development of people skills. He has many years experience of delivering the Skilled Adviser course as well as other accredited and non-accredited courses. Alan is innovative and creative in his approach to delivering learning opportunities.

**Michael White** is a Chartered Accountant but for the last 11 years has worked in a selection of guises in the charity and not for private profit sector. Michael is a member of The Institute of Chartered Accountant's Charity and Voluntary Sector Group and one of the national panel of CAF (Charity Aid Foundation) consultants.

**Sue Witt** has been employed for fifteen years in the field of Information, Advice and Guidance and holds the Diploma in Careers Guidance from the University of the West of England. She has worked in front line, management and consultancy roles in a variety of educational and community settings across the South West of England.

# SNAP Workshops

**Cost:** Exeter CVS members: £30 Non members: £40

These are concentrated, half day courses. The sessions aim to provide information, advice, updates and compact learning opportunities. AM courses start promptly at 9.30am to 12.30pm with a 15 minute break and PM courses start promptly at 1.30pm to 4.30pm (PM) with a 15 minute break.

## Managing Volunteers

### Volunteers and The Law

An introduction to where volunteers fit within current legislation and an organisation's obligations and responsibilities towards their volunteers.

**Course Date:** 17 October 07 AM  
**Booking Deadline:** 3 October 07  
**Course Date:** 26 February 08 PM  
**Booking Deadline:** 12 February 08  
**Tutor:** Sue Hooper-Lawrie

### Recruiting & Selecting Volunteers

This course identifies creative ways to recruit volunteers and how to provide a fair and effective selection process.

**Course Date:** 7 November 07 PM  
**Booking Deadline:** 24 October 07  
**Tutor:** Sue Powell

### Supporting & Supervising Volunteers

Looks at effective support and supervision for volunteers to enable them to remain focused and interested in what they are doing.

**Course Date:** 6 December 07 AM  
**Booking Deadline:** 22 November 07  
**Tutor:** Sue Powell

### Recognising & Retaining Volunteers

Retaining volunteers is important to an organisation. This course looks at how to recognise the contribution made by volunteers and what to put in place to ensure they stay committed and motivated.

**Course Date:** 10 April 08 AM  
**Booking Deadline:** 27 March 08  
**Tutor:** Sue Powell

## Governance & Finance

### Effective Board Meetings

Aimed at those responsible for chairing a board of trustees and board meetings. This course covers how to make board and committee meetings work effectively and the principles of good governance.

**Course Date:** 10 October 07 PM  
**Booking deadline:** 26 September 07  
**Course Date:** 17 April 08 AM  
**Booking deadline:** 3 April 08  
**Tutor:** Michael White

### Earning Not Asking

Aimed at those responsible for funding and income generation in the voluntary and community sector, this course looks at income generation rather than relying solely on grants.

**Course Date:** 15 November 07 PM  
**Booking deadline:** 1 November 07  
**Tutor:** Michael White

### Understanding Charity Accounts

For those responsible for the organisation's accounts with a need to understand how charity accounts should be presented.

**Course Date:** 26 March 08 PM  
**Booking deadline:** 12 March 08  
**Tutor:** Michael White

# One Day Courses

**Cost:** Exeter CVS members: £45 Non members: £60

## Governance & Finance

### Responsibilities of Trustees

All you need to know about setting up a Board of Trustees including the legal duties of board members and the recruitment, induction and development of a Board of Trustees.

**Course Date:** 13 December 07

**Booking Deadline:** 29 November 07

**Course Date:** 15 May 08

**Booking Deadline:** 1 May 08

**Course Tutor:** Michael White

### Fundraising

How to put together and write a good funding application. Understand how funders think, the elements of a good bid, the things that funders look for.

**Course Date:** 4 October 07

**Booking Deadline:** 20 September 07

**Course Date:** 13 May 08

**Booking Deadline:** 29 April 08

**Course Tutor:** Michael White

### Risk Management

The management of risk should not be seen as a compliance issue or solely focused on the prevention of disaster. The process will enable trustees to focus on the mitigation of risks.

**Course Date:** 27 February 08

**Booking Deadline:** 13 February 08

**Course Tutor:** Michael White

## Management

### Supervising Your Staff

Practical skills and information for those who have to supervise staff.

**Course Date:** 3 April 08

**Booking Deadline:** 20 March 08

**Tutor:** Dave Lacey

### Managing Volunteers for the First Time

Practical skills and knowledge needed by those new to managing volunteers.

**Course Date:** 15 January 08

**Booking Deadline:** 2 January 08

**Tutor:** Sue Powell

## Management (cont.)

### Effective Negotiation Skills

The course provides an opportunity to develop the skills and confidence to conduct negotiations and focuses on how to find common ground whilst problem solving and bargaining.

**Course Date:** 28 February 08

**Booking Deadline:** 14 February 08

**Tutor:** Dave Lacey

### Writing a Volunteer Policy

All organisations recruiting and managing volunteers require a Volunteer Policy. This course provides an overview of what should be in a Volunteer Policy and why.

**Course Date:** 31 January 08

**Booking Deadline:** 17 January 08

**Tutor:** Sue Hooper-Lawrie

### Getting the Best from Your Staff

This course looks at the skills involved in coaching staff and working with staff to solve problems and identify positive and creative ways in which to contribute to teamwork.

**Course Date:** 4 March 08

**Booking Deadline:** 19 February 08

**Course Tutor:** Gerald Conyngham

### Developing Motivation Skills

On this course you will learn about motivation including what motivation is, how people are motivated and why individuals can be resistance to change.

**Course Date:** 18 March 08

**Booking Deadline:** 4 March 08

**Tutor:** Dave Lacey

### Effective Staff Appraisals & Reviews

This course focuses on the skills and knowledge required to carry out annual appraisals and reviews with staff.

**Course Date:** 8 April 08

**Booking Deadline:** 25 March 08

**Course Tutor:** Gerald Conyngham

# One Day Courses

**Cost:** Exeter CVS members: £45 Non members: £60

## Personal Development

### Assertiveness

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.

**Course Date:** 18 October 07  
**Booking Deadline:** 4 October 07  
**Course Tutor:** Dave Lacey

### Introduction to NLP

This course is for anyone interested in exploring the fascinating world of Neuro Linguistic Programming with a view to applying some of the techniques and skills to their work and general life.

**Course Date:** 14 February 08  
**Booking Deadline:** 31 January 08  
**Course Tutor:** Dave Lacey

### Managing Conflict & Aggression

Conflict is a natural process of human communication and interaction. How we deal with it is what makes the difference. The course identifies the causes of conflict and aggression and explores ways to manage these effectively.

**Course Date:** 22 November 07  
**Booking Deadline:** 8 November 07  
**Course Tutor:** Dave Lacey

### Active Listening

This course identifies what is meant by active listening and helps you develop simple yet effective active listening skills and improve your ability to communicate with a wide range of people.

**Course Date:** 1 April 08  
**Booking Deadline:** 18 March 08  
**Course Tutor:** Dave Lacey

### Effective Communication

Effective communication is the key to achieving successful team work. This course is aimed at those wishing to understand and develop effective communication skills.

**Course Date:** 29 January 08  
**Booking Deadline:** 15 January 08  
**Course Tutor:** Dave Lacey

### Time Management

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.

**Course Date:** 8 May 08  
**Booking Deadline:** 24 April 08  
**Course Tutor:** Dave Lacey

Exeter CVS will be hosting courses run by other providers. These will include Health and Safety at Work, Food Hygiene, Effective Supervision Skills. Please contact us for further details.

For individual course outlines please visit [www.exetercvs.org.uk/training](http://www.exetercvs.org.uk/training)

# IT Workshops

**Cost:** Exeter CVS members: £45 Non members: £60

## Access

**Course Tutor:** Paul de Garis

### Access - Introduction

- Appropriate uses of a database
- Learn database terminology
- Construct a simple database
- Learn to use tables, forms and queries

**Course Date:** 20 September 07

**Booking Deadline:** 6 September 07

**Course Date:** 22 January 08

**Booking Deadline:** 8 January 08

### Access - Intermediate A

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

**Course Date:** 11 October 07

**Booking Deadline:** 27 September 07

**Course Date:** 7 February 08

**Booking Deadline:** 24 January 08

### Access - Intermediate B

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

**Course Date:** 31 October 07

**Booking Deadline:** 17 October 07

**Course Date:** 27 February 08

**Booking Deadline:** 13 February 08

### Access - Advanced

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

**Course Dates:** 8 November 07

**Booking Deadline:** 25 October 07

**Course Dates:** 12 March 08

**Booking Deadline:** 27 February 08

## Excel

**Course Tutor:** Anita Harper

### Excel - Introduction

- Look at different types of spreadsheet
- Create simple worksheets
- Get figures to add up automatically
- Use different types of calculation
- Discover the pitfalls and learn how to cross-check for errors
- Present the data using shading and borders

**Course Date:** 17 October 07

**Booking Deadline:** 03 October 07

**Course Date:** 5 December 07

**Booking Deadline:** 21 November 07

### Excel - Intermediate

- Use shortcuts to move around large worksheets more quickly
- Consider how to split large amounts of data into manageable chunks
- Create links to other files or worksheets
- Manage page breaks and print only part of a worksheet
- Set up several similar worksheets in one go
- Add and customise charts

**Course Date:** 5 February 08

**Booking Deadline:** 22 January 08

### Excel - Advanced

- Work with macros to record and reproduce common tasks
- Protect the worksheet against accidentally overwriting the formulae
- Put in checks to validate the type of information entered
- Use conditional formatting so that different colours appear depending on the content
- Customise the toolbar and create a new one
- Work with charts

**Course Date:** 20 March 08

**Booking Deadline:** 06 March 08

# IT Workshops

**Cost:** Exeter CVS members: £45 Non members: £60

## PowerPoint

**Course Tutor:** Anita Harper

### PowerPoint - First Steps

- An introduction to PowerPoint and how to create visually interesting presentations.
- Change colour schemes and font styles and the content
- Create a simple presentation to practise the techniques of creating, moving and deleting slides

**Course Date:** 7 November 07

**Booking Deadline:** 24 October 07

### PowerPoint - Advanced (Snap)

- Applying design changes to a whole presentation
- Learn how to use movies, sound clips and moving text
- Create speaker notes and handouts
- Add "hidden" slides to display or skip over during your presentation

**Course Fees:** £30/40

**Course Date:** 13 December 07 PM

**Booking Deadline:** 29 November 07

## Publisher

**Course Tutor:** Anita Harper

### Publisher - First Steps

- How to manipulate text to fit within a specific area
- Incorporate clip art and other pictures
- Create a variety of different types of publication, from a simple poster to a more complicated newsletter

**Course Date:** 21 November 07

**Booking Deadline:** 07 November 08

### Publisher - Advanced

- Learn to use drawing tools and text effects
- Import text
- Group objects together to move and resize as a single item
- Link text frames
- Create postcards and business cards

**Course Date:** 17 January 08

**Booking Deadline:** 03 January 08

## 2 Day Accredited Course

**Cost:** Exeter CVS members: tbc Non members: tbc

### City & Guilds 7300 - Introduction to Trainer Skills

This **NEW** City & Guilds course is an ideal qualification for those who train others in organisations. The course is delivered over two days and provides a sound introduction to the concepts of a systematic approach to training.

#### Course content:

The course is based on the training cycle and covers planning, delivery and evaluation. Assessment is by multiple choice quiz and an observation (by the course tutor) of a delivered 15 minute session.

#### Course Dates:

5 & 11 December 2007 (9.30 to 4.30)

15 & 22 April 2008 (9.30 to 4.30)

3 & 10 June 2008 (9.30 to 4.30)

**Booking Deadline:** 21 November 07

**Booking Deadline:** 1 April 08

**Booking Deadline:** 20 May 08

**Course Tutor:** tbc

# 2 Day Accredited Units

**Cost:** Exeter CVS members: £90 Non members: £120

## National Open College Network (NOCN accredited)

### Developing Leadership Skills - NOCN Level 3

This 2 day course is for anyone new to leadership and a useful refresher for those in a leadership role. Over the two days you will:

- Examine and analyse the characteristics of an effective leader
- Identify and appraise the skills involved in being an effective leader
- Critically assess the relationship between a leader and their team
- Analyse your own leadership skills

To achieve the unit accreditation you will produce one written assignment as part of this course.

**Date:** 14 & 28 November 07 - 9.30am to 4.30pm

**Booking Deadline:** 31 October 07

**Course Tutor:** Heather Barry

### Developing Own Interpersonal Skills - NOCN Level 3

This 2 day course is suitable for anyone wishing to improve and develop their interpersonal skills. Whether you are a manager, team leader, receptionist, or support worker this course is a great opportunity to take stock of skills and identify how to develop them to ensure you are more effective.

On the course you will:

- Critically assess personal strengths and weaknesses and identify strategies for improvement.
- Examine time and stress management, confidence, body language and assertiveness

**Date:** 22 January 08 & 5 February 08 - 9.30am to 4.30pm

**Booking Deadline:** 6 January 08

**Course Tutor:** Heather Barry

### Developing Presentation Skills - NOCN Level 3

This 2 day course is suitable for anyone making presentations whether you are new to presentations or want to review and appraise your existing skills. On the course you will:

- Identify different styles of presentation
- Identify the key elements involved in preparing and giving a presentation.
- Give a short presentation
- Evaluate your own presentation and receive constructive feedback

**Date:** 5 & 19 March 08 - 9.30am to 4.30pm

**Booking Deadline:** 20 February 08

**Course Tutor:** Heather Barry

### Developing Problem Solving Skills - NOCN Level 3

This 2 day course is appropriate for anyone involved in problem solving. This practical course covers a range of issues including:

- The factors which contribute to a problem and the impact they have
- Identifying and evaluating possible approaches and solutions to problem solving
- How to implement a specific response to a problem

To achieve the unit accreditation you will produce one written assignment as part of this course.

**Date:** 6 & 20 May 08 - 9.30am to 4.30pm

**Booking Deadline:** 22 April 08

**Course Tutor:** Heather Barry

# National Qualifications

**Cost:** Exeter CVS members: tbc Non members: tbc

## **City & Guilds 7304 Levels 3 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.

### **The 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
- Carry out a 30-minute micro-teaching session
- Attend a minimum of 3 one to one tutorials with a course tutor
- Be observed by a course tutor at least 3 times while delivering training

### **Course Dates:**

- |                                 |                                  |
|---------------------------------|----------------------------------|
| 1. Tuesday 25 September 2007    | w/b 10 December 2007 – Tutorials |
| 2. Tuesday 2 October 2007       | 11. Tuesday 18 December 2007     |
| 3. Tuesday 9 October 2007       | 12. Monday 14 January 2008       |
| w/b 15 October 2007 – Tutorials | 13. Monday 21 January 2008       |
| 4. Wednesday 24 October 2007    | 14. Monday 28 January 2008       |
| 5. Tuesday 30 October 2007      | 15. Monday 4 February 2008       |
| 6. Tuesday 6 November 2007      | 16. Monday 11 February 2008      |
| 7. Tuesday 13 November 2007     | w/b 18 February 2008 – Tutorials |
| 8. Wednesday 21 November 2007   | 17. Monday 25 February 2008      |
| 9. Tuesday 27 November 2007     | 18. Monday 3 March 2008          |
| 10. Tuesday 4 December 2007     |                                  |

**Booking Deadline:** 11 September 2007

**Course Tutors:** TBC

**Spaces are limited to 12 places on this course,  
so please book early to avoid disappointment.**

**For further details please contact the Learning Development Manager**

# National Qualifications

**Cost:** Exeter CVS members: £180 Non members: £210

## Information, Advice & Guidance (Skilled Advisor) - Level 3 (NOCN accredited)

This course is suitable for anyone who:

- gives general information and advice or offers guidance (e.g. housing information, health information, learning advice, community resources).
- has a customer / client service role (reception staff, drop-in workers, office staff).
- is responsible for taking general enquiries.
- wishes to develop their career and gain a nationally recognised qualification.

The programme has been designed as a confidence-builder and offers specific professional development for many front-line staff and volunteers. The course is accredited by the National Open College Network. The course includes:

### Handling Information

- Developing skills for active listening and questioning techniques
- Exploring the use of information and resources
- Raising awareness of resources to support information giving

### Advising on Information

- Consideration of inter-personal skills
- Awareness of equality, diversity, confidentiality, boundaries
- Codes of practice and legislation for advisors
- Overcoming barriers and exclusion

#### Course ONE Dates:

16, 23, 30 January, 6, 13 February 08

**Booking Deadline:** 2 January 08

#### Course TWO Dates:

5, 12, 19, 26 June, 3 July 08

**Booking Deadline:** 20 May 08

**Course Tutors:** Sue Witt and Alan Songhurst

## NOCN - Trustee Accredited Learning Programme (FREE)

The UK Workforce and Governance Hubs are piloting a new NOCN qualification for trustees and management committee members in the voluntary and community sector. Exeter CVS has been selected to pilot 4 units. You can book on 1,2,3 or all 4 units.

### Units & Dates:

1. Understanding the Terminology of the Voluntary and Community Sector	Wednesday 19 September 07 10am to 4pm
2. Applying Good Governance	<b>2 Sessions</b> 3 & 19 October 07—10am to 4pm
3. How the board is working - reviewing the functioning of a voluntary or community organisation's board of trustees.	<b>2 Sessions</b> 8 & 29 November 07—10am to 4pm
4. Organisational review; reviewing the effectiveness and accountability of a voluntary or community organisation	<b>2 Sessions</b> 12 Dec 07 & 17 Jan 08 10am to 4pm

**Course Tutors:** tbc **Course Fee:** FREE

# CPD for trainers/tutors

**Cost:** Exeter CVS members: tbc Non members: tbc

**Continuing Professional Development (CPD) courses count towards the CPD requirement for Quality Training Learning Standards (QTLS) status.**

## What is CPD and how is it done?

On this course you will identify and discuss the benefits and challenges of CPD in general and the new QTLS requirements; identify appropriate CPD opportunities; start the process of developing a system of recording CPD activities; consider ways of providing evidence for CPD activities and identify guidance and support needs for undertaking appropriate CPD activities.

**Date:** 1 November 07—9.30 to 12.30 26 February 08—9.30 to 12.30

**Booking Deadline:** 18 October 07 12 February 08

**Course Tutor:** Dorothea Hall

## Developing your CPD Plan (taking stock of where you are)

This course includes the opportunity to complete an audit of your strengths and areas for development in relation to where you plan to be by the following year and beyond; write specific and achievable objectives for a self-development action plan; draw up a personal action plan to meet your personal goals.

**Date:** 15 November 07—1.30 to 4.30 26 March 08—9.30 to 12.30

**Booking Deadline:** 1 November 07 12 March 08

**Course Tutor:** Dorothea Hall

## Understanding Group Dynamics

This course includes the opportunity to understand why groups of learners respond so differently; what factors influence group dynamics; how tutors / facilitators can enable groups of learners to work together effectively and what can be done when things go wrong.

**Date:** 24 January 08—10.00 to 4.00

**Booking Deadline:** 10 January 08 **Course Tutor:** Dorothea Hall

## Understanding the Learner Centred Approach to Learning

The day is designed to examine the reasons for adopting a Learner Centred Approach, the benefits it brings, and how it can be carried out in practice.

**Date:** 12 February 08—10.00 to 4.00

**Booking Deadline:** 29 January 08 **Course Tutor:** Dorothea Hall

## Planning & Developing Learning Programmes

On this course you will:

- review the process of writing aims and 'SMART learning objectives
- create a strategy to identify the stages of developing a course.
- identify the factors to consider when designing and creating schemes of work.
- create ways to meet the needs of the learner and organisation.
- identify ways to manage sessions when they don't go to plan, including ways to cope with difficult learners.

**Date:** 13 March 08—10.00 to 4.00

**Booking Deadline:** 28 February 08 **Course Tutor:** Richard Brabrook

## Evaluating Training/Learning

This half day course covers the importance of evaluating training/learning and how this can be achieved effectively; what questions we ask and how we ask them to ensure we get the most objective and constructive feedback from learners.

**Date:** 24 April 08—9.30 to 12.30

**Booking Deadline:** 10 April 08 **Course Tutor:** Sue Hooper-Lawrie

# Booking Information

## Exeter CVS Terms and Conditions

### Booking Forms

Bookings will **ONLY** be accepted on receipt of a signed and completed Exeter CVS 07/08 Course Booking Form. On receipt of the booking form an invoice will be sent with confirmation of your place. Please use a separate Course Booking Form for each person and each course. A booking form may be downloaded from Exeter CVS website [www.exetercvs.org.uk/training](http://www.exetercvs.org.uk/training)

### Booking Deadline for Courses

There is a booking deadline for all courses. It is essential that we receive completed booking forms by the date indicated.

### Cancellation

If you are unable to attend you may send someone in your place or:

More than two weeks notice - a full refund less £5 administration charge will be sent

Less than two weeks notice - the full amount is owing.

Exeter CVS reserves the right to cancel or postpone courses. In the event of a course being cancelled, at least 7 days' notice will be given, unless circumstances beyond our control intervene. A full refund will be given.

***Please note - In the event of a course being cancelled on the day it is due to run, Exeter CVS will not pay an organisation's costs for staff cover for an individual attending a course.***

### Free places

A limited number of free places are available on **some** of our one day and SNAP courses. These places are only available for trustee/management committee members and volunteers when they are accompanied by a paid member of staff.

### Learners needing additional support

If you have specific support needs please contact us **before you book** to discuss your requirements. Exeter CVS will endeavour to provide the support requested - however where this is not possible, we will inform you.

### Access

Exeter CVS is fully accessible to wheelchair users. Please notify our staff of any special requirements. A hearing loop system is available in the training room.

### Catering

Tea, coffee and biscuits are provided throughout the day. We are situated just off the High Street where there are numerous food outlets within easy walking distance.