

GWENT
ASSOCIATION OF
VOLUNTARY
ORGANISATIONS

Charity Reg No. 1113558

Company Limited By Guarantee 5590517

(Est. 1927)

Training & Development

COURSE INFORMATION BROCHURE

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INVESTOR IN PEOPLE



Gwent Association of Voluntary Organisations

Ty Derwen, Church Road, Newport. NP2 7EJ

Telephone: 01633 241571, 01633 241575, 01633 241550

Registered Centres and Associate Partners



CIEH Registered Centre



O blaid gwell iechyd meddwl
For better mental health



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First Aid at Work

This course is designed to give delegates a comprehensive understanding of first aid protocols to save life and promote recovery, for a range of work place situations & conditions. Conditions covered include; Angina, Bleeding, Burns & Scalds, Choking, Diabetes, Epilepsy, Fainting, Fractures, Head Injuries, Heart Attacks, Strokes and Unconsciousness. This is a 3 day course for those people who require a full First Aid at Work Certificate. This programme is formally assessed through practical and oral examination. Delegates must attend all three days and successfully meet the assessment requirements to achieve this qualification. The course requires **all** delegates to participate in ground level practical activities and assessment, appropriate clothing is recommended.

Course Duration: - 18 hours / 3 days

Course cost per delegate: - £185:00

Course accreditation: - Health & Safety at Work Executive Accreditation in association with the Association of First Aiders

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Daryl Harries on 01633 241575 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.



First Aid at Work - Requalification

This course is designed to requalify existing workplace first aiders within the 3 year statutory re-assessment period and aims to give delegates a comprehensive refresher of first aid protocols to save life and promote recovery, for a range of work place situations & conditions. Conditions covered include; Angina, Bleeding, Burns & Scalds, Choking, Diabetes, Epilepsy, Fainting, Fractures, Head Injuries, Heart Attacks, Strokes and Unconsciousness. This is a 2 day course for those people who require a full re-qualification First Aid at Work Certificate. This programme is formally assessed through practical and oral examination. Delegates must attend both days and successfully meet the assessment requirements to achieve this qualification. The course requires **all** delegates to participate in ground level practical activities and assessments, appropriate clothing is recommended.

Course Duration: - 12 hours / 2 days

Course cost per delegate: - £110:00

Course accreditation: - Health & Safety at Work Executive Accreditation in association with the Association of First Aiders

Course ID	Course Date	County	Venue

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First Aid at Work - Refresher

This course is strongly recommended by HSE to refresh existing workplace first aiders annually within the 3 year statutory re-assessment period and aims to refresh Cardio Pulmonary Resuscitation skills of first aid protocols to save life and promote recovery. This is a 1/2 day refresher course for those people who currently hold a First Aid at Work Certificate but do not regularly practice. This programme is continually assessed by the trainer. Delegates must attend full session and successfully meet the assessment requirements to achieve this qualification. The course requires **all** delegates to participate in ground level practical activities and assessments, appropriate clothing is recommended.

Course Duration: - 3 hours / 1/2 day

Course cost per delegate: - £35:00

Course accreditation: - Health & Safety at Work Executive Accreditation in association with the Association of First Aiders

Course ID	Course Date	County	Venue

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Paediatric First Aid

This course is aimed at child care professionals including childminders, teachers and play group staff and meets the requirements of the Early Years foundation stage statutory Framework. It meets requirements for registered childminders and the requirements for nannies under the Approved Carers Scheme. It can also be used as evidence for employees working towards an NVQ in Childcare and Education.

The course focuses on emergency scenarios that are faced by professionals, looking after young children and includes:- First aid kit, action planning, treatment of an unconscious casualty, resuscitation, choking, asthma and diabetic emergencies, head injuries, seizures, bleeding, burns, sprains, strains and fractures, poisoning, bites and stings, foreign objects and Childhood conditions (e.g. measles, meningitis, croup). Assessment is by way of continuous trainer assessment.

. The course requires **all** delegates to participate in ground level practical activities and assessments, appropriate clothing is recommended.

Course Duration: - 12 hours / 2 days

Course cost per delegate: - £110:00

Course accreditation: - Health & Safety at Work Executive Accreditation in association with the Association of First Aiders

Course ID	Course Date	County	Venue

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Training & Development



MEMBER



**ASSOCIATION OF
FIRST AIDERS**

Basic First Aid

This course is designed to give delegates an overview of first aid protocols to save life and promote recovery, for a range of conditions. Conditions covered include; Angina, Bleeding, Burns & Scalds, Choking, Diabetes, Epilepsy, Fainting, Fractures, Head Injuries, Heart Attacks, Strokes and Unconsciousness. This is a 1 day course for those people who do not require a full First Aid at Work Certificate. This programme is continually assessed and as such has no formal examination.

Course Duration: - 6 hours / 1 day

Course cost per delegate: - £38:00

Course accreditation: - Non-accredited

Course ID	Course Date	County	Venue
	20/02/12	Monmouthshire	Overmonnow, Monmouth – Fully subscribed
	27/02/12	Monmouthshire	Abergavenny Walkers – Fully subscribed
	29/02/12	Monmouthshire	Bridges Centre Monmouth – Fully subscribed
	06/03/12	Newport	Ty Derwen, Church Road, Newport. NP197EJ
	13/03/12	Caerphilly	Venue to be advised subject to demand
	15/03/12	Caerphilly	Venue to be advised subject to demand
	22/03/12	Blaenau Gwent	Venue to be advised subject to demand
	12/04/12	Caerphilly	Venue to be advised subject to demand
	18/04/12	Blaenau Gwent	Venue to be advised subject to demand
	26/04/12	Monmouthshire	Venue to be advised subject to demand
	01/05/12	Newport	Venue to be advised subject to demand
	09/05/12	Caerphilly	Venue to be advised subject to demand
	15/05/12	Blaenau Gwent	Venue to be advised subject to demand
	23/05/12	Monmouthshire	Venue to be advised subject to demand
	31/05/12	Newport	Venue to be advised subject to demand
	12/06/12	Caerphilly	Venue to be advised subject to demand
	21/06/12	Blaenau Gwent	Venue to be advised subject to demand
	26/06/12	Monmouthshire	Venue to be advised subject to demand
	03/07/12	Newport	Venue to be advised subject to demand
	12/07/12	Caerphilly	Venue to be advised subject to demand

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CIEH Level 1 Award in Food Safety

The CIEH Level 1 Award in Food Safety provides an ideal solution to staff induction training including:

- new employees with minimal or no prior food safety knowledge;
- employees handling low-risk or wrapped foods (category A);
- front of house employees, such as waiting or check out staff;
- back of house employees, such as kitchen porters or warehouse staff.

Why is this training important?

Food business operators must ensure that employees are supervised, instructed and trained in food hygiene matters in order to guarantee safe food to consumers.

Learning outcomes

- **Understand the basic requirements of food safety and hygiene**
 - how to keep clean and hygienic;
 - how to keep work areas clean;
 - the role an individual plays in reducing contamination.
- **Identify key food safety issues**

Course Duration: - 3 hours / 1/2 day

Course cost per delegate: - £35:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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CIEH Level 2 Award in Food Safety

The CIEH Level 2 Award in Food Safety provide a flexible syllabus which enables training to be tailored to meet specific needs.

Who needs this qualification?

Anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled. Typical environments may include:

- pubs, hotels, restaurants;
- supermarkets and retail environments;
- food and drink manufacturers;
- hospitals;
- care homes;
- schools;
- prisons.

Learning outcomes

- Firm grasp of the importance of food safety and knowledge of the systems, techniques and procedures involved;
- Understanding of how to control food safety risks (personal hygiene, food storage, cooking and handling);
- Confidence and expertise to safely deliver quality food to customers.

Refreshment of this qualification is recommended at least every three years.

Course Duration: - 6 hours / 1 day

Course cost per delegate: - £40:00

Course ID	Course Date	County	Venue
	28/03/12	Caerphilly	Ael-y-bryn Community Centre, Rhymney.
	19/04/12	Blaenau Gwent	Venue to be advised subject to demand
	17/05/12	Caerphilly	Sardis Chapel, Ynysddu
	20/06/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ
	10/07/12	Blaenau Gwent	Venue to be advised subject to demand

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Level 1

Award in Health & Safety at Work

The Level 1 Award provides a formal assessment outcome to the delivery of health and safety in the National Curriculum and operates on the Qualifications and Credit Framework (QCF). The British Safety Council provides all student materials and assessment is via a 40-question multiple-choice examination. All marking is done by the British Safety Council. Results and certificates are issued within five working days. Qualification Accreditation Number - 500/9831/7

Course Duration: - 6-8 hours / 1 day Course cost per delegate: - £55:00

Course ID	Course Date	County	Venue
	17/04/12	Monmouthshire	Bridges Centre, Monmouth

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Level 2 Award in Supervising Staff Safely

COURSE OVERVIEW

The three day course gives participants a practical understanding of health and safety, and equips them to undertake a realistic, workplace related assessment that leads to a level 2 qualification.

BENEFITS

- A nationally-recognized, transferable qualification based on the national occupational standards
- Up-to-date and practical training, supplemented with completely new learning materials and specially developed interactive learning sessions
- A fit for purpose assessment task related directly to the candidate's workplace, testing the application of learning in a practical context

Course Duration: - 12 hours / 2 days

Course cost per delegate: - £80:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.



Level 2

Award in Risk Assessment

COURSE OVERVIEW

This one day course teaches delegates how to carry out a risk assessment in line with the HSE's Five Steps to Risk Assessment and leads to a Level 2 qualification.

BENEFITS

- A nationally-recognized, transferable qualification based on the national occupational standards
- Allows employers to get more of their staff properly qualified to carry out risk assessments, helping them to meet their legal obligations
- Up-to-date and practical training, supplemented with completely new learning materials and specially developed interactive learning sessions
- A fit for purpose assessment task related directly to the candidate's workplace, testing the application of learning in a practical context

Course Duration: - 12 hours / 2 day Course cost per delegate: - £55:00

Course ID	Course Date	County	Venue
	24&25/04/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Level 2 Manual Handling – Principles & Practice (p1 & 2)

Course Overview: All staff who have to carry out any manual handling activities at work by introducing them to the hazards of manual handling, the risks involved and the controls that are available to help prevent injury.

Part 1 will allow learners to understand the risks associated with manual handling and to make recommendations to manage those risks.

Part 2 will allow learners to apply the principles of safer handling to a range of everyday manual handling tasks.

Subjects covered:

- manual handling hazards, risks and controls
- how manual handling operations can cause injury and harm
- the scope of legal requirements and where guidance can be found
- the process for assessing manual handling risks
- the value of risk assessment and how it applies to safe manual handling practice
- manual handling techniques – lifting loads from low levels/working at low levels/lowering from height/pushing loads/pulling loads/carrying/team handling

Assessment: 30 multiple choice questions plus practical assessment

Course duration: 6hrs / 1 day **Course cost per delegate:** - £55:00

Course ID	Course Date	County	Venue
	20/03/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ
	10/05/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

[Contents](#)

1a – What do you want to do?

Learning Outcomes

- How to identify needs
- How to design, implement and analyse a simple survey
- Where to look for statistical and other information
- How to present a case for action

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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1b – Organising a committee

Learning Outcomes

- Understand the principles of governance
- Understand the need for and responsibilities of officers
- Be able to establish a committee

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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1c – Organising your work

Learning Outcomes

- Plan strategically
- Identify aims and objectives
- Choose appropriate techniques for planning and decision making
- Use participatory methods for involving members and users in planning
- Create action plans

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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1d – Formalising your organisation

Learning Outcomes

- Benefits of formal structures
- Difference between incorporated and unincorporated bodies
- Different types of legal structure
- Identify appropriate structures

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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2c – Planning ahead

Learning Outcomes

- Understand the planning cycle
- Understand the purposes and structures of different types of plans, eg business plans, strategies, action plans
- Understand how to use their constitution to tackle problems
- Understand some approaches to problem solving in organisations
- Know where to find information, advice and support and how to access them

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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2d – What to do when things go wrong

Learning Outcomes

- Understand how to use their constitution to tackle problems
- Understand some approaches to problem solving in organisations
- Know where to find information, advice and support and how to access them

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

2e – Monitoring & evaluation your organisations work

Learning Outcomes

- Understand what can be measured
- Understand different methods of measurement
- Know how to design a simple monitoring and evaluation system

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

2f – Getting the best out of IT

Learning Outcomes

- Understand the use and application of different programs
- Understand the benefits and disadvantages of internet use in voluntary and community organisations

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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3a – Effective Communication Skills

Learning Outcomes

- Understand the importance of effective communication
- Have considered the variety of ways in which we communicate
- Know how to actively listen to others
- Have developed effective questioning skills
- Have learnt how to give others the opportunity to contribute ideas and opinions to the discussion
- Explored how best to prepare for meetings in order to communicate any messages/ideas and views clearly and concisely

Course Duration: - 6 hours / 1 day **Course accreditation:** - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	22/02/12	Monmouthshire	Bridges Centre, Monmouth – Fully subscribed
	03/04/12	Newport	Venue to be advised subject to demand

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**GWENT
ASSOCIATION OF
VOLUNTARY
ORGANISATIONS**
Charity Reg No. 1113558 Company Limited By Guarantee 5590517
(Est. 1927)

Training & Development



3b – From Planning to Delivery – working with the statutory sector

Learning Outcomes

- To understand the scope of the statutory sector
- To have explored how the voluntary sector works with the statutory sector
- To have increased confidence to ‘speak up’ when appropriate
- To know how best to represent their interests to the statutory sector
- To ensure effective ‘two-way’ communication

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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3c – Networks, Consortia and Alliances

Learning Outcomes

- Have identified what networks, alliances and consortia actually are
- Have considered the merits of working with networks, alliances or consortia
- Know how to ‘get involved’
- Be able to prepare for, and contribute to a network, alliance or consortia meeting

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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3d – Skills for Negotiating and Influencing Others

Learning Outcomes

- Distinguish issues that are ‘common ground’ from those that are being disputed
 - Have developed skills for presenting arguments factually and rationally, whilst acknowledging that the parties involved may have strong feelings about the situation
 - Understand the importance of moving from competitive win/lose outcomes to co-operative solutions
- Aims of the session**

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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Minute taking

Learning Outcomes

- To understand what minutes are and what they are for?
- To understand the legal status and types of minutes.
- To appreciate the importance of clear agendas.
- To develop summarising skills.
- To understand the effective use of vocabulary, grammar and jargon.

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £25:00

Course ID	Course Date	County	Venue
	14/03/12 am	Newport	To be advised subject to demand
	24/04/12 am	Blaenau Gwent	To be advised subject to demand
	10/05/12 am	Monmouthshire	Venue to be advised subject to demand
	27/06/12 am	Caerphilly	Venue to be advised subject to demand
	10/07/12 am	Newport	Venue to be advised subject to demand

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Committee skills

Aim

To explore the functions of a constituted committee.

Learning Outcomes

- To define a committee
- To discuss the purpose of a constitution
- To explore the content of a constitution document
- To define the roles of committee officers
- To highlight good practice in arranging and conducting meetings

Course Duration: - 3 hours / 1/2 day Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	14/03/12 pm	Newport	To be advised subject to demand
	14/04/12	Newport	Ringland – Fully subscribed
	24/04/12 pm	Blaenau Gwent	To be advised subject to demand
	10/05/12 pm	Monmouthshire	Venue to be advised subject to demand
	27/06/12 pm	Caerphilly	Venue to be advised subject to demand
	10/07/12 pm	Newport	Venue to be advised subject to demand

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4a – Introduction to Volunteering

Learning Outcomes

- Understand the nature and scope of volunteering and how it differs from paid work
- Recognise how and why organisations involve volunteers in their work
- Appreciate the resource implications of involving volunteers

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	05/03/12	Monmouthshire	Overmonnow Family Centre – Fully subscribed

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4b – Preparing for Volunteers

Learning Outcomes

- Be able to develop a volunteering policy
- Have considered what other policies might be necessary
- Understand key legal issues relating to volunteers
- Be able to identify volunteer roles and draw up volunteer ‘task descriptions’
- Know how to assess and manage risk associated with a volunteer role

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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4c – Volunteer recruitment, selection & induction

Learning Outcomes

- Be familiar with a range of methods to attract a diversity of volunteers
- Recognise ‘selection’ as a two ways process and be familiar with a range of selection tools
- Understand the use of vetting procedures including CRB checks and recognise their limitations

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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4d – Getting the best from Volunteers

Learning Outcomes

- Understand what motivates and de-motivates volunteers
- Understand good practice in relation support and supervision
- Recognize and be able to manage a variety of difficult situations

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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5a – Introduction to being a trustee or committee member

Learning Outcomes

- Understand what being a trustee means
- Have an overview of what is involved in governing a voluntary organisation

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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5b – Governance

Learning Outcomes

- Understand the concept of governance
- Be aware of the key principles of governance
- Understand how trustees as a board are collectively responsible and accountable for ensuring that the organisation is well-run, solvent and complies with all its obligations
- Be aware of key governance documents

Course Duration: - 12 hours / 2 days

Course accreditation: - Non-accredited

Course cost per delegate: - £40:00

Course ID	Course Date	County	Venue

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5c – Roles and responsibilities of trustees and management committee members

Learning Outcomes

- Have an understanding of trustee roles and responsibilities
- Be clear on how aims or legal objects should reflect the organisation’s values or mission
- Identify potential liabilities and how to guard against them

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	04/04/12	Caerphilly	Venue to be advised subject to demand
	14/04/12	Newport	Ringland – Fully subscribed

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5d – Roles of officers

Learning Outcomes

- Have identified the individual roles of honorary officers
- Understand the importance and impact of these roles on the organisation
- Understand the functions and responsibilities of honorary officers
- Considered the knowledge and skills required to undertake these specific roles

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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5e – The board & sub committees

Learning Outcomes

- Be more aware of board and committee structures
- Have identified types of sub committee and their roles
- Have considered the particular responsibilities and powers delegated to sub-committees and working groups responsible for specific activities
- Know how to ensure that the composition of their board and sub committees should reflect the community and membership it serves

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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5f – Recruiting & developing trustees

Learning Outcomes

- Be familiar with the range of recruitment methods to attract a diversity of trustees
- Have considered policies and procedures for trustee recruitment
- Have explored the need for trustee job descriptions
- Be familiar with the merits of undertaking a skills audit
- Understand the importance of trustee induction and opportunities for learning and development

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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5g – Working with the chief officer

Learning Outcomes

- Be clear on the difference between governance and management
- Understand the role of the chief officer in relation to the board
- Have considered ways in which the board can support the chief officer in his/her role

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6a – Recruitment & selection

Learning Outcomes

- Understand the recruitment process
- Be able to design job descriptions and person specifications
- Explore different approaches to recruitment and selection in the context of equality legislation

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6b – Contracts of employment

Learning Outcomes

- Have an overview of what should be included in a contract of employment
- Understand the difference between the written particulars of employment and a contract
- Be able to ensure contracts are accurate and fair, whilst being flexible

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6c – Staff induction

Learning Outcomes

- Understand the key components of an effective induction framework
- Examine the link between the induction programme and assessment of staff competence throughout the probationary period
- Be able to plan an induction programme for own organisation

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6e – Supervision & appraisal

Learning Outcomes

- Understand the benefits of supervision and appraisal of staff and the organisation
- Recognise the difference between supervision and appraisal
- Develop and implement appropriate systems for supervision and appraisal

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	14/06/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ

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6f – Managing grievance & disciplinary situations

Learning Outcomes

- Have an understanding of statutory discipline and grievance procedures (Employment Act 2004)
- Understand the importance of having up to date procedures
- Understand the importance of complying with your organisation’s procedures

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6g – Managing absence

Learning Outcomes

- Have an overview of legal and contractual obligations in relation to staff absence
- Be able to identify the organisational and personal impact of absence from work
- Have considered strategies and options for dealing with absenteeism

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6i – Handling conflict

Learning Outcomes

- Recognise why and when conflict occurs
- Explore the dangers and opportunities in conflict situations and identify our personal responses to conflict
- Understand the importance of effective communication skills and techniques for behaving assertively
- Develop strategies for successful conflict resolution

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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6j – Staff Development

Learning Outcomes

- Be able to undertake a training needs analysis
- Know how to develop a training plan
- Understand the different approaches to training and development
- Recognise the importance of evaluating training

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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7a – Business & strategic planning

Learning Outcomes

- Understand the difference between business and strategic planning
- Understand the purpose of business and strategic plans and why every organisation needs one
- Appreciate the benefits of the planning process
- Be able to develop a comprehensive business and strategic plan

Course Duration: - 6 hours / 1 day Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	12/04/12	Newport	To be advised subject to demand

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7b – Developing a sustainable funding strategy

Overview

A fundraising strategy sets out an organisation’s planned approach to fundraising. By examining current and planned organisational activities, developing a strategy can assist in setting achievable fundraising goals and planning the range of methods available to achieve these goals.

This course is intended to assist staff and board members of frontline voluntary and community organisations understand the importance and benefits of adopting a structured approach to fundraising in order to develop a sustainable income base.

It will also provide participants with practical resources to explore the range of funding options available to their organisations.

Learning Outcomes

- Understand what a sustainable fundraising strategy is and why every organisation needs one
- Learn how to explore and extend your fundraising options
- Be able to construct a realistic and sustainable fundraising strategy

Course Duration: - 6 hours / 1 day **Course accreditation:** - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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Introduction to funding opportunities and applications

Learning Outcomes

- To develop an understanding of potential funding organisations
- To identify funders’ key themes, priorities and areas of interest
- To explore the issues funding applicants should be aware of
- To consider project planning, sustainability, monitoring and planning

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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7g - Introduction to trading & tendering

Learning Outcomes

- To assess your potential for trading
- To understand the processes involved in developing a trading idea
- To develop a competitive advantage
- To know where to go for further information, help and advice

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	11/05/12	Newport	Venue to be advised Subject to demand

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8a – Accounting basics

Learning Outcomes

- Have an overview of legal requirements in relation to different size/structured voluntary organisations
- Understand the basic accounting terms and concepts
- Establish a petty cash system
- Be able to set up and maintain a simple book-keeping system
- Produce a financial report for a Management Committee

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue
	25/02/12	Newport	Ringland – Fully Subscribed
	10/03/12	Newport	Ringland – Fully Subscribed
	03/05/12	Caerphilly	Venue to be advised subject to demand
	16/05/12	Blaenau Gwent	Venue to be advised subject to demand
	05/07/12	Monmouthshire	Venue to be advised subject to demand

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8b – Charity annual accounts & audit

Learning Outcomes

- Understand the importance of effective financial management and control within a charity
- Have an overview of the role of the Charity Commission
- Explain the significance of SORP and be able to advise trustees of their responsibilities
- Be able to describe the audit and reporting requirements in relation to own organisation

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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9a – Buildings – buy, lease or license?

Learning Outcomes

- Have an understanding of the main advantages and disadvantages of renting, leasing or buying a building for community use
- Have an understanding of the legal procedures and implication of renting, leasing or buying a building
- Know what to look for in a lease

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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9b – Running a community building

Learning Outcomes

- Have an understanding of the key tasks involved in running a successful community building
- Know the legal responsibilities of running a building, such as insurance, health and safety
- Understand the essential costs involved in running a building and how they might be met
- Have an understanding of how to manage tenants and users and avoid conflict of use

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

10a – Developing & writing a communications strategy

Learning Outcomes

- Have defined the purpose of a communications strategy
- Have understood the key elements and specific contents of a communications strategy

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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10b – Creating publicity & marketing materials

Learning Outcomes

- Understand how to get the message across and to whom
- Understand the basic principles of graphic design
- Be able to create a design brief
- Assess work that has been produced and know what to avoid in publicity materials

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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10c – Creating your Newsletter

Learning Outcomes

- Have explored a variety of approaches to producing a newsletter
- Have considered the key elements of a newsletter
- Have identified target audiences and how to tailor the newsletter accordingly

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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10e – Writing effective press releases

Learning Outcomes

- Know how to improve the organisation’s chance of gaining press coverage
- To have developed an understanding of what makes a good news story

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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10g – Utilising your website - making the most of your website and the internet

Learning Outcomes

- Have understood what the web is good for (and what it is not so good for)
- Have understood the structure of a website
- Have identified ways of making a website more user friendly and accessible

Course Duration: - 6 hours / 1 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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10h – Reaching out – using accessible formats and languages

Learning Outcomes

- Have understood the importance and need for making information available in accessible formats
- Have explored the variety of accessible formats available

Course Duration: - 3 hours / 1/2 day

Course accreditation: - Non-accredited

Course cost per delegate: - £20:00

Course ID	Course Date	County	Venue

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Training & Development



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mental health

Mental Health First Aid

Who should attend?

The 12-hour courses are accessible to a wide range of groups and individuals across Wales. The programme is targeted at raising mental health awareness literacy in the general public. Some key groups of people include support workers in a variety of settings, voluntary and community groups, and other workplaces.

Course programme

The 12-hour course covers a number of topics including:

- what is meant by mental health/mental ill health
- the signs and symptoms of common mental health problems including depression, anxiety disorders, and psychosis
- the range of effective interventions and treatments
- how to access help and support.

Course aims

Mental Health First Aid (Wales) aims to help participants:

- preserve life where a person may be a danger to themselves or others
- provide help to prevent a mental health problem developing into a more serious state
- promote recovery of good mental health
- provide comfort to a person experiencing mental distress.

This course can only be delivered by a specially selected, trained and approved Mental Health First Aid (Wales) Instructor.

Course Duration: - 12 hours / 2 days Course accreditation: - Mind Cymru

Course cost per delegate: - £75:00,

CCBC – subsidised rate £20:00 - Subsidised by Health Challenge Caerphilly

Course ID	Course Date	County	Venue
	03&04/07/12	Newport	Venue to be confirmed subject to demand

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Mental Health First Aid in youth

What's it for?

A 14 hour training course that improves mental health literacy and helps people to recognise the signs and symptoms of someone with mental health problems; to respond to various mental health crises, engage with, support and signpost people to appropriate help.

Who's it for?

The programme is targeted at raising mental health literacy in the general public. Some key groups of people include Support Workers in a variety of settings, voluntary and community groups, and other workplaces.

What is covered?

- | | | | |
|---|---------------------------------|---|-----------------------------------|
| 1 | Why Mental Health First Aid? | 5 | Psychosis in youth |
| 2 | Mental health problems in youth | 6 | Substance use disorders in youth |
| 3 | Depression in youth | 7 | Eating disorders in youth |
| 4 | Anxiety disorders in youth | 8 | Non-suicidal self-injury in youth |

This course can only be delivered by a specially selected, trained and approved Mental Health First Aid (Wales) Instructor.

Course Duration: - 14 hours / 2 days Course accreditation: - Mind Cymru

Course cost per delegate: - £75:00

Delegates from Caerphilly County Borough – subsidised rate £40:00

Course ID	Course Date	County	Venue
	3&4/05/12	Caerphilly	Sardis Chapel, Ynysddu
	28&29/06/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Health Board

Training & Development

Specialist Child & Adolescent Mental Health Services Training (SCAMHS)

What is children's mental health?

One day introductory workshop

Course Aim

To increase participants understanding of issues that affect children's emotional well being and raise awareness of some appropriate and effective strategies to maintain emotional well being..

Course Objectives

- To enable participants to explore their understanding of and attitudes towards children's emotional health and well being.
- To consider factors that affect children's emotional health & well being.
- To determine factors and strategies that might help children maintain emotional health & wellbeing.
- To look at the structure of Specialist CAMH Services – Who does what and how to refer?

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £20:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
Aneurin Bevan Health Board**

Course ID	Course Date	County	Venue

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Specialist Child & Adolescent Mental Health Services Training (SCAMHS) Children & Anger Management

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with anger management
- How to support and when to be concerned
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
Aneurin Bevan Health Board**

Course ID	Course Date	County	Venue

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Specialist Child & Adolescent Mental Health Services Training (SCAMHS)

Children & Attachment

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with attachment
- How to support and when to be concerned
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
 Aneurin Bevan Health Board**

Course ID	Course Date	County	Venue

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Specialist Child & Adolescent Mental Health Services Training (SCAMHS)

Children & Bereavement

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with bereavement
- To raise awareness of the dynamics of grief in children
- To raise awareness of children’s perceptions of how adults behave around them during the grieving process
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
Aneurin Bevan Health Board**

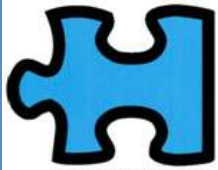
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Specialist Child & Adolescent Mental Health Services Training (SCAMHS)

Children with Challenging Behaviour

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with challenging behaviour
- How to support and when to be concerned
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
Aneurin Bevan Health Board**

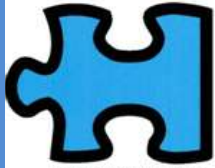
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Training & Development

Specialist Child & Adolescent Mental Health Services Training (SCAMHS)

Children's Cognitive Behaviour Therapy

Course Objectives

- To raise the basic knowledge and awareness of issues around children and cognitive behaviour therapy
- How to support and when to be concerned
- To develop a "Basic" knowledge and understanding of issues that impact on children's mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
Aneurin Bevan Health Board**

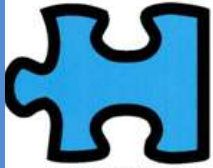
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Specialist Child & Adolescent Mental Health Services Training (SCAMHS) Children & Eating Disorders

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with eating disorders
- How to support and when to be concerned
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
 Aneurin Bevan Health Board**

Course ID	Course Date	County	Venue

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Specialist Child & Adolescent Mental Health Services Training (SCAMHS)

Children with Low Mood & Depression

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with low mood & depression
- How to support and when to be concerned
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

**Tutor – Julian Edwards, Child & Adolescent Mental Health Team Coordinator
 Aneurin Bevan Health Board**

Course ID	Course Date	County	Venue

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Specialist Child & Adolescent Mental Health Services Training (SCAMHS) Children & Self Harm

Course Objectives

- To raise the basic knowledge and awareness of issues around children/young people who are experiencing problems with self harm
- How to support and when to be concerned
- To develop a “Basic” knowledge and understanding of issues that impact on children’s mental health

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £15:00

Tutor – June Golding, Child & Adolescent Mental Health Team

Aneurin Bevan Health Board

Course ID	Course Date	County	Venue

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Autism Awareness

Course Aim

This one day course aims to increase the participant’s awareness and understanding of Autism so that support can be delivered in a more holistic way. Theories in respect of Autism will be explored and applied to the practice arena; hence the course is aimed for people working within a caring environment.

Course Objective

To enable participants to have a clear understanding of autism and to explore how students can support individuals more effectively.

Course Duration: - 6 hours / 1 day Course accreditation: - None
Course cost per delegate: - £82:00

Course ID	Course Date	County	Venue

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Training & Development



Caerphilly Safeguarding Children Board

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Child Protection Awareness - Level 1

What's it for?

The purpose of the Training is to ensure that all those who work with children and young people and with adults who are parents or carers are provided with the appropriate level of training, knowledge and skills to enable them to safeguard and promote the welfare of children and young people.

Who's it for?

All those who work with or come into contact with children and young people in the course of their work

Course Aims

To ensure all those who work with or come into contact with children and young people are able to:

- identify safeguarding issues
- know how and when to make a referral to Children's Services
- understand their own and their organisation's roles and responsibilities in relation to safeguarding
- understand when and how to share information
- know where to access safeguarding advice, guidance and protocols

Course Duration: - 3 hours / 1/2 day Course accreditation: - CSCB

Course cost per delegate: - Price on request

Course ID	Course Date	County	Venue
	21/03/12	Newport	Ty Derwen, Church Road, Newport. NP19 7EJ
	25/04/12	Blaenau Gwent	Venue to be advised subject to demand

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Protection of Vulnerable Adults - Level 1

Course Aim

To raise awareness of:

- The Wales Protection of Vulnerable Adults Policy & Procedures
- The types and indicators of abuse
- The responsibility to report abuse of a vulnerable adult

Course Objectives

Participants will be able to:

- Identify who may be a vulnerable adult
- Describe types of abuse and ways of recognising types of abuse
- Understand roles and responsibilities in reporting abuse
- Understand how to respond to disclosures or concerns of abuse

Course Duration: - 3 hours / 1/2 day Course accreditation: - CCBC ASDIT

Course cost per delegate: - Price on request

Course ID	Course Date	County	Venue
	06/03/12 am	Newport	Ty Derwen Church Road, Newport. NP19 7EJ
	19/03/12	Monmouthshire	Bridges Centre, Monmouth – Fully subscribed
	20/04/12	Caerphilly	Venue to be advised subject to demand
	26/04/12	Blaenau Gwent	GAVO Office Brynmawr.
	02/05/12	Monmouthshire	Sessions House, Usk

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Protection of Vulnerable Adults - Level 2

Course Aim

To raise awareness of:

- The issues around protecting vulnerable adults
- The potential for abuse
- Roles and responsibilities

Course Objectives

Participants will be able to:

- Recognise who is a vulnerable adult
- Identify signs of adult abuse
- Respond to a disclosure of actual or alleged abuse
- Report a concern, disclosure or allegation of abuse
- Understand roles and responsibilities in relation to Protection of Vulnerable Adults (POVA) policy

Course Duration: - 6 hours / 1 day Course accreditation: - CCBC ASDIT

Course cost per delegate: - Price on request

Course ID	Course Date	County	Venue

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Key Legal Issues Awareness in Social Care

Course Aim

To enable students to have a basic understanding of key legal issues and to explore how participants can support individuals within the clinical arena.

Course Content Areas

- Define Key terms
- The Mental Health Act
- History and application
- Human rights discussion
- Awareness of articles and their application
- The Mental Capacity Act 2005
- Key principles
- Assessing capacity
- Individuals who lack capacity
- Deprivation of Liberty Safeguards (DOL's)
- Implications for the Health Care Provider
- Challenges within the workplace

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £82:00

Course ID	Course Date	County	Venue

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Medication Awareness

Course Aim

This workshop will provide candidates with a understanding of the safe administration of medicines, which will empower people and support safe working practice.

Course Content Areas

- Records & Policies
- Obtaining consent
- Common causes of medication errors
- Storage & Handling
- Safe administration of medication
- Different forms of medication
- Routes for administration
- Commonly used medications and their side effects
- Controlled drugs
- Complementary therapies
- Common medical terms
- Acknowledging own limitations

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £69:00

Course ID	Course Date	County	Venue

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Infection Control

Course Aim

This one day course aims to increase understanding of infection control and explore how participants can maintain high standards within the clinical arena.

Course Objectives

- Identify when and how infection can be transmitted through the chain of infection.
- Identify the importance of hand washing.
- Discuss when and how to wash your hands.
- Understand the importance of standard and universal precautions.
- Aware of waste disposal issues.
- Understand the importance of sharps awareness.
- Have a basic understanding of Methicillin Resistant Staphylococcus Aureus (MRSA).
- Discuss the importance of risk assessment.

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £55:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241571 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

All Wales Passport Scheme

People Handling

Course Aim

Top develop an understanding of manual handling in and outside the workplace with emphasis on moving and handling people.

Course Objectives

This course focuses on the safe moving and handling of people. Learners will cover the following topics:

- Manual handling injuries
- Avoiding musculo-skeletal injuries
- Legislation
- Ergonomics and Risk Assessment
- Principles of safer handling
- Team handling
- Communication

Course Duration: - 12 hours / 2 days Course accreditation: - Yes
Course cost per delegate: - £85:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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An Introduction to Chronic Conditions

Course Aim

This one day course aims to increase understanding of chronic conditions and explore individuals own knowledge and understanding. The chronic conditions explored include diabetes, stroke, chronic obstructive airway disease and epilepsy.

Course Objectives

To enable participants to have an awareness of different chronic conditions and to explore how they can support the quality of life of individuals within their practice.

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £82:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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An Introduction to Degenerative Diseases

Course Aim

To increase understanding of degenerative diseases and to explore individuals own knowledge and understanding of conditions such as Multiple Sclerosis, Parkinson's and Motor Neurons disease.

Course Content Areas

- Define a degenerative disease.
- Explore what degenerative diseases are encountered within the workplace and participants understanding.
- Explore causes, symptoms and treatment of Parkinson's disease
- Explore causes, symptoms and treatment of Guillain Barre Syndrome
- Explore causes, symptoms and treatment of Multiple Sclerosis
- Explore causes, symptoms and treatment of Motor neuron disease
- Consider other degenerative diseases, such as cancer and arthritis
- Consider how the clients fundamental needs can be met, for example communication and dietary requirements.
- Consider the holistic care of a patient with a degenerative disease and devise a care plan.

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £82:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241571 or email –

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Introduction to Microsoft Office package elements – Word, Excel, PowerPoint or Publisher

Course aim

To develop participants understanding of elements of Microsoft Office suite software.

This course can be tailored to meet participant's needs and incorporate one or more elements as required.

Course Objectives

Participants will be able to:

- Open Microsoft Office 2003 or 2007 as required
- Prepare complex documents from scratch and using templates
- Create tables
- Insert images and pictures into documents
- Save and file documents for later retrieval

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - Price on request

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Creating your newsletter using Microsoft Publisher 2003 or 2007

Course aim

To enable participant's at all levels to prepare an effective newsletter using Microsoft Publisher

This course can be tailored to meet participant's needs and incorporate one or more elements as required.

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £35:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Creating and delivering presentations using Microsoft PowerPoint 2003 or 2007

Course aim

To enable participant's at all levels to prepare and deliver effective presentations using Microsoft Publisher

This course can be tailored to meet participant's needs and incorporate one or more elements as required.

Course Duration: - 6 hours / 1 day Course accreditation: - None

Course cost per delegate: - £35:00

Course ID	Course Date	County	Venue
	17/04/12	Newport	Ty Derwen Church Road, Newport. NP19 7EJ

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Train the Trainer

Course aim

To develop participants' ability to plan, deliver and evaluate training

Course Objectives

- To explore learning, individual learning styles and potential barriers to learning
- To consider how to identify training needs
- To define the trainer role
- To identify a variety of methods and techniques for training delivery
- To practice planning a training session
- To deliver a short training session
- To discuss the importance of evaluation and use an evaluation technique
- To practice giving constructive feedback

Course Duration: - 12 hours / 2 days Course accreditation: - None

Course cost per delegate: - £110:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Equality & Diversity Awareness

Course aim

To explore what is meant by Equality and Diversity and how it affects our lives, looking at stereotyping, prejudice and discrimination both in and out of the workplace.

Our Equality and Diversity Awareness Workshop cover the legal, business, ethical and social challenges and responsibilities of organisations and individuals to reduce incidents of unfair treatment and enhance communication, efficiency and effectiveness in the workplace.

Course Duration: - 3 hours / 1/2 day Course accreditation: - None
Course cost per delegate: - £30:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Disability Awareness

Course aim

To increase awareness of disability and disability issues.

Course Content

- Understanding more about Disability and how disability issues have developed over time
- Practical demonstration of access and customer service issues
- The right thing to say at work; to understand is to get it right!
- Appropriate language & signage; how not to get it wrong!
- Brief overview of the Disability Discrimination Act 1995

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £40:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

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Learning Disability Awareness

Course aim

To increase awareness of Learning Disabilities and Learning Disability issues.

Course Content

To identify different types of learning disabilities

To identify learning disability issues

To identify types and sources of support for learning disabilities

Course Duration: - 3 hours / ½ day Course accreditation: - None

Course cost per delegate: - £ POA

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

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Advocacy Awareness

Course aim

To increase awareness of different types of advocacy.

Course objectives

To identify different types of advocacy

To define advocacy

To review examples of advocacy

To identify and support someone to receive advocacy

Course Duration: - 2 hours

Course accreditation: - None

Course cost per delegate: - £ POA

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

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Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.

Lone Working Awareness

Course aim

To raise awareness and build the confidence of lone workers within an organisation.

The personal safety of the lone worker is extremely important as they are at a high risk of verbal and physical abuse. The session will stimulate the delegate's minds to identify what the risks are to their personal safety and what good working practices can be used to keep them safe. Advice and practical strategies to reduce the risks in lone working are discussed in detail.

Course Duration: - 3 hours / 1/2 day Course accreditation: - None

Course cost per delegate: - £30:00

Course ID	Course Date	County	Venue

To book places on the above courses please complete and return the booking form on pages 98 & 99. **Courses are offered subject to a minimum delegate number of 8 persons per course.**

For further information contact Jan Billingham on 01633 241575 or email –

daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk

Please note: - Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.



GWENT
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Training & Development

GAVO Training & Development Booking Form

Your Organisation:	
CF Partnership: (Where Applicable)	
Name:	
Address:	
Postcode:	
Tel Num:	
E-mail address:	

Please reserve my place on the course below:

Course Title:	
Course Ref No:	GLD/
Venue:	
Area:	
Tutor:	
Any Specific Dietary Requirements:	
Any access requirements:	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes please state:	

Please return completed form to:

Name:	Jan Billingham / Daryl Harries
Address:	Gwent Association of Voluntary Organisations
	Ty Derwen, Church Road,
	Newport
Postcode:	NP19 7EJ
Tel Num:	Direct Dial - Jan 01633 241571 / Daryl 01633 241575
E-mail:	daryl.harries@gavowales.org.uk or janet.billinghurst@gavowales.org.uk



Training & Development Project

Terms & Conditions

1. Booking for training, we must receive all booking forms at least two weeks before the training event.
2. Payment for training must be paid for in advance at least two weeks before training is due.
3. All money paid into GAVO for training is non refundable, should any training be cancelled extra alternative training will be offered. (Exchange date for training missed).
4. All information provided by clients will remain in a secure environment not available to other organisations.
5. All venues will be subjected to Health & Safety of Clients, Staff and Tutors will be Risk Assessed.
6. GAVO Training & Development Project will endeavour to provide a high quality provision for all courses offered and delivered.
7. Permission to take photographs for marketing and promotional materials
8. Complaints procedure: All complaints must be submitted in writing to the Senior Officer at the GAVO Office and returned within 7 days. This will be acted upon with the utmost urgency and a meeting called with all parties to resolve any issues at a pre set date'
9. Bespoke courses are available to meet your organisations specific needs by prior arrangement. Contact the trainer for more information.
10. Courses are offered subject to a minimum delegate number of 8 persons per course.

Please sign to agree to the terms and conditions of the above policy.

Print Name: _____

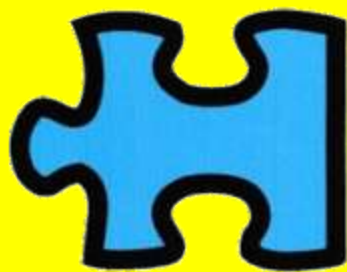
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