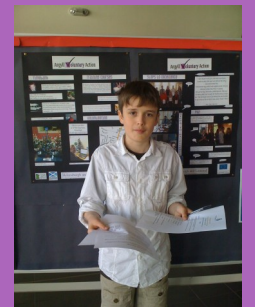
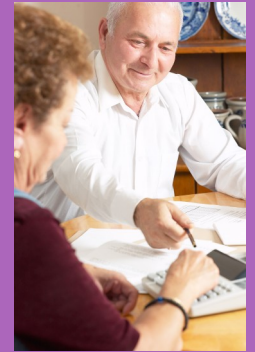


# Training Brochure

## 2011–12



# WELCOME

Argyll Voluntary Action training wing has been developed substantially over the last four years. We aim to provide a very high standard of training and resources to promote lifelong learning and key skills for the 21st Century. Many of our courses are already accredited and we strive to continually increase our range of courses aimed at the third sector. Our training portfolio is currently being expanded with the inclusion of a range of ASDAN accredited courses.



Training is provided by the staff team of Learning and Enterprise Ltd and training events and workshops take place across Argyll and Bute. In addition to courses listed, we also have a range of online courses. Training can be held as workshops or bespoke training specifically tailored to the needs of the participants as requested.

In January 2009 Argyll Voluntary Action gained recognition as a Branded Learning Centre with Learndirect Scotland, and in 2010 we became an ILA centre. Many of our courses can be funded through an Individual Learning Account (ILA) and relevant courses are indicated by the ILA symbol. If you would like to learn more about how to access your ILA please let us know.



Please get in touch with your local Argyll Voluntary Action office or the training department at our Head Office if you would like to be added to our mailing list to be informed of training events and additional courses added to our selection. Upcoming training events will be advertised in local media, AVA offices and via the Argyll Communities Web Portal.

# WHERE WE ARE

Argyll Voluntary Action operates from a main office in Oban, with five local offices across Argyll and Bute.

## Main Office

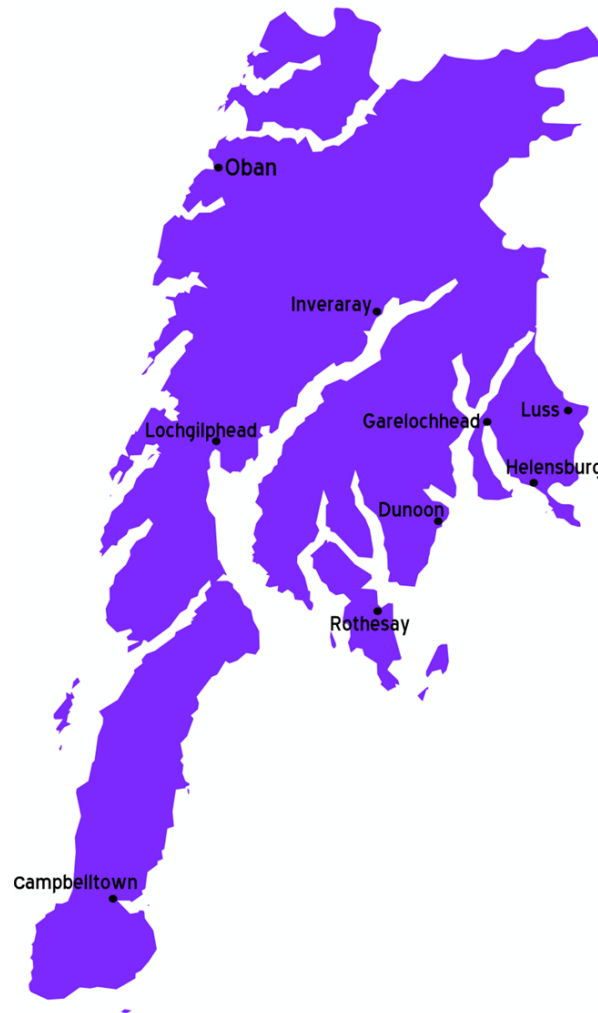
21 High Street  
Oban  
PA34 4BG  
01631 564839  
[a-v-a@btconnect.com](mailto:a-v-a@btconnect.com)

## Bute

01700 501470  
[bute.tfc@tiscali.co.uk](mailto:bute.tfc@tiscali.co.uk)

## Lochgilphead

Office 10 Tigh Mhicleoid  
Lochnell Street  
Lochgilphead  
PA31 8JL  
01546 606808  
[louise@argyllcommunities.org](mailto:louise@argyllcommunities.org)



## Helensburgh

30 West King Street  
Helensburgh  
G84 8EB  
01436 671613  
[helens.abvc@tiscali.co.uk](mailto:helens.abvc@tiscali.co.uk)

## Dunoon

Community Education Centre  
Edward Street  
Dunoon  
PA23 7PJ  
01369 700100  
[dev.abvc@tiscali.co.uk](mailto:dev.abvc@tiscali.co.uk)

## Mid Argyll, Kintyre and Isles

21 Longrow South  
Campbeltown  
PA28 6ER  
01586 554744  
[makiabvc@tiscali.co.uk](mailto:makiabvc@tiscali.co.uk)

# FIRST STEPS

GOV/01

## Getting Started; setting up a third sector organisation



### Course Content

The options and 'how to' around setting up a voluntary, community or social enterprise organisation and which models to use. This workshop will cover the basics of company and charity law, creating a constitution or memorandum and articles, and information on the relevant governing bodies different organisations will be regulated by. Participants will also be advised of further training opportunities that will be applicable to their needs.

### Projected outcomes for Participants:

- Knowledge on how to construct a Third Sector organisation
- Awareness of relevant legislation and governing bodies that must be adhered to.

GOV/02

## Induction and Governance Initial Training for Trustees



### Course Content

Getting new Trustees off to the right start, with the essential information they need to know. This short course will examine the roles of Trustees and Directors and how best to assign duties to members, creation and maintenance of documentation required for effective running of the organisation and the legal responsibilities of individual Trustees and the organisation as a whole.

### Projected outcomes for Participants:

- Strong and informed management committee

GOV/03

## Developing a Constitution or Memorandum and Articles.



### Course Content

OSCR and the Charity Test, what should be in - and what should not. It is a duty of directors that they are aware of the contents of the constitution of their organisation, and that they have a responsibility for creating and maintaining a company's core constitutional documents. This 3 hour workshop covers the legal status of the memorandum and articles, what they should comprise and how, when and why they should be reviewed and updated.

### Projected outcomes for Participants:

- A robust understanding of what should be included in constitutional documents.
- Knowledge of how to create and present these documents

# COMMITTEE SKILLS

GOV/04

## Committee Skills for Voluntary and Community Groups



### Course Content

A 3 hour workshop to clarify the roles and responsibilities of committee members. This training is for people involved in the governance of voluntary and third sector organisations and is a useful guide to ensuring your organisation is run in accordance with latest legislation.

### Projected outcomes for Participants:

- Clearer understanding regarding why have a management committee
- Clarity of the roles and responsibilities of the management committee
- Effective meetings - make the most of your time
- Confidence in how best to action and review roles and duties

GOV/05

## Skills and Roles for Management Committee Members



### Course Content

The roles, responsibilities and essential skills for committee members, who may or may not also be Trustees. This 3 hour training event will describe in depth the responsibilities of the Chair, Vice Chair, Secretary and Treasurer of a community, voluntary or social enterprise group as well as a general overview of the roles and responsibilities of the management committee as a whole.

### Projected outcomes for Participants:

- Knowledge of the different roles and responsibilities in a management committee.

GOV/06

## Getting to grips with Minute Taking



### Course Content

Half day course for those who wish to gain confidence in their role as minute taker. This course will contain information and advice on the importance of preparation before taking on the role of minute taker, understanding your role, the importance of listening critically and recognising the content that needs to be recorded, note taking, common layout of minutes, recording decisions, final stages of preparations and action and review.

### Projected outcomes for Participants:

- Strong minute taking skills
- More effective record keeping for your organisation

# GOVERNANCE

COMP/01

## The Equality Act 2010



### Course Content

The new legislation, what is covered by the Equality Act (2010) and how the Act may affect your organisation. A full day training event detailing how third sector organisations can ensure that they are complying with The Equality Act (2010) and that they are fully up to date with the regulations governing the protection the right of the individual against discrimination afforded to service users, staff and volunteers as outlined in the Act.

### Projected outcomes for Participants:

- Understanding of the Equality Act (2010)
- Compliance with the Equality Act (2010)
- A discrimination free workplace

COMP/02

## Vulnerable People Group Awareness Training



### Course Content

A short course aimed at raising awareness of the Disclosure process, and the Vulnerable People Group, highlighting issues relevant to the Voluntary Sector. This 3 hour workshop will cover how to meet the terms of this legislation as well as supplying up to date material provided by the Central Registered Body for Scotland for voluntary organisations working with individuals or groups.

### Projected outcomes for Participants:

- Better prepared to meet obligations when working with vulnerable groups
- Stronger understanding of current legislation
- Ability to assess regulated work

GOV/07

## Charity and Company Law for Trustees and Directors



### Course Content

A 3 hour workshop taking a deeper look at the responsibilities and liabilities of Trustees and Directors. This training event will examine the legal duties that the directors of community, voluntary and social enterprise organisation commit themselves to abiding by when agreeing to become involved with an organisation as part of the management committee, and discusses how to best meet these obligations.

### Projected outcomes for Participants:

- Knowledge of how Charity and Company law affects trustees and directors
- Understanding best practice for upholding these responsibilities.

# GOOD PRACTICE

COMP/03

## Data Protection



### Course Content

A guide to the essential information all organisations need to ensure they are complying with the current Data Protection legislation. This 3 hour workshop will encompass the responsibilities that organisations have to securely hold information on their service users, staff and volunteers, the different methods of protecting and storing data in order to comply with current legislation, how data protection may be breached and what to do if a breach does happen.

### Projected outcomes for Participants:

- Knowledge of current Data Protection legislation
- More robust storage arrangements when handling personal information.

*“Well Set Out and Delivered”*



COMP/04

## Health and Safety and Risk Management



### Course Content

A short workshop aimed at equipping participants with the requisite knowledge to address any relevant health and safety issues that may impact on staff, volunteers and service users involved with their organisation. This 3 hour training event also includes an overview of risk management and how it is significant to those working, volunteering or using services in the third sector.

### Projected outcome for Participants:

- Safe and reduced risk environment for staff, volunteers and service users.
- Robust understanding of assessing and reporting on possible risk factors.

# MANAGEMENT

MHR/01

## First Time Management and Supervision Skills.



### Course Content

For new Managers or those new to supervising, this half day course details the essential skills required to manage; how to build morale and increase productivity, strategies for handling conflicts and curbing absenteeism, developing skills in team-building and problem-solving and dealing effectively with nonperformers and problem employees or volunteers in the demanding landscape of the Third sector.

### Projected outcomes for Participants:

- Stronger management style
- More cohesive staff relationships

MHR/02

## The Recruitment Process - recruiting in the Third Sector



### Course Content

A 3 hour training event focussed on good practice and the essential criteria managers should look for when recruiting new staff in your organisation. The workshop will examine effective methods to advertise positions, the selection and interview process and communication with applicants, as well as the implications of current employment and equality law that may impact on your recruitment success.

### Projected outcomes for Participants:

- Improved recruitment processes



*“Excellent Course”*

# MARKETING

**MKT/01**

## Argyll Communities Web Portal Website Course

### Course Content

Argyll Communities is the web portal for voluntary, community and social enterprise organisations across Argyll and Bute. Participants of this short training event will be taught how to use the Argyll Communities web portal to maintain their own website and different methods of presenting and linking information via the website to fully maximise their online presence.

### Projected outcomes for participants:

- Raised profile of organisation on the internet
- Knowledge of how best to promote organisation

**MKT/02**

## Selling your Story



### Course Content

Learn more about how best to promote your third sector organisation through the medium of power point presentations. A three hour workshop demonstrating how to create a powerful presentation with relevant materials that can be used for a number of purposes including promotion, bidding for contracts and for viewing by service users and partner organisations at awareness raising events.

### Projected outcomes for Participants:

- Ability to create Powerpoint presentations
- A more visible profile for your organisation

**MKT/03**

## Raise Your Profile.



### Course Content

Initial advice around advertising and marketing, with the objective of letting the world know that you have arrived. The majority of organisations working in the Third Sector have a very constrained budget and can lack the funds to effectively publicise their activities and services. This short course will offer advice and information on low cost and time effective methods of promotion in the local community.

### Projected outcomes for participants:

- Raised profile of organisation in local community
- Knowledge of how best to promote organisation

# COMMUNICATION

## MHR/03

### Listening Skills

#### Course Content

Essential at all levels and in all areas of work. From large seminars where a large amount of information needs to be processed in a brief period of time, to one on one meetings with clients and service users, being able to listen critically and digest relevant information is crucial. This half day training event aims to provide participants with a range of methods and techniques on how to best take in and retain data for later use.

#### Projected outcomes for Participants:

- Increased skill in absorbing and interpreting information.
- Enhanced ability to concentrate
- Confidence in attending meetings

## MHR/04

### Telephone Skills



#### Course Content

Often the first impression for the public is the way you answer the telephone and how you deal with their query. This short workshop aims to inform how best to avoid the pitfalls many people fall for and create a good impression. This is achieved by developing the techniques and skills required to make and take calls effectively, learning methods for giving and receiving information logically and clearly, building rapport and finding ways to deal with difficult callers.

#### Projected outcomes for Participants:

- Professional image conveyed via telephone conversations
- Increased confidence in responding to service users

*“Delivered Well”*



# WORK EFFECTIVENESS

MHR/05

## Business Communication



### Course Content

A three hour workshop exploring effective communication methods that can be utilised to ensure your organisation demonstrates a high level of professionalism in verbal and written communications. This can be particularly relevant when approaching organisations for funding or contracts, and is good practice for all written and verbal correspondence.

### Projected Outcomes for Participants:

-Heightened clarity in business communication



*“Flexible to Requirements”*

MHR/06

## Dealing with Difficult People



### Course Content

A short half day course offering advice and information on how to neutralise problem situations in the workplace, covering a wide range of scenarios that can occur in the workplace such as; working with aggressive people, disagreeing with others, handling bullies and working with unreasonable or demanding people. This course will cover mediation and will show how valuable managing and mediating conflict is when interacting with difficult colleagues, employees, volunteers or managers.

### Projected outcomes for Participants:

- Stronger conflict resolution skills

# ORGANISATIONAL SKILLS

MHR/07

## Organising Meetings



### Course Content

A half day course aimed at providing participants with an opportunity to consider how to organise meetings for their particular organisation. Without a clear agenda and good control a meeting it is unlikely to achieve its purpose, and ineffective meetings can be detrimental both to the smooth running of an organisation and to the morale of those who give their time to attend.

### Projected outcomes for Participants:

- Improved skill in preparing concise and relevant meeting agendas.
- Knowledge of methods that can be utilised to keep meetings relevant to agenda

MHR/08

## Time Management



### Course Content

This workshop has been developed for staff and volunteers, as well as managers and management committees; making the best use of your time and working SMART within a busy day. A half day training event exploring methods of managing workloads within budgeted hours by learning how and when to say no, how to prioritise effectively and respond to changing priorities within the organisation, and how to ensure these improvements are sustained over time.

### Projected outcomes for Participants:

- More effective time management
- Improved organisational skills

MHR/09

## Prioritising for Admin Staff



### Course Content

A short 3 hour course aimed at enabling administration support workers to make the most of their allotted hours while working or volunteering in the demanding and financially constrained scope of the voluntary sector. This training event has been developed to improve the ability to plan and prioritise workloads, raise awareness of the importance of setting clear goals and minimise stress and dissatisfaction caused by taxing work environments.

### Projected outcomes for Participants:

- More focussed administration staff
- Greater work efficiency

# FUNDING AND REPORTING

GOV/08

## Outcome Training



### Course Content

This short course has been designed to give participants an understanding of what outcomes are and how they can be collected. This includes how to communicate the projected outcomes to others within the organisation, identify outcome goals relevant to the organisation's work and ensure outcomes are being met through regular reporting and assessing.

### Projected outcomes for participants:

- Increased knowledge of ways to monitor outcomes.
- Raised awareness of introducing and implementing an outcomes focus in organisation

GOV/09

## The Funding Maze



### Course Content

A Half day workshop providing funding advice, guidance, access to current funding sources and direction on how to compile a successful funding bid. The training event will also explore funding opportunities for community, voluntary and social enterprise organisations in the current financial climate, and how to effectively channel bids through writing and distribution in order to maximise opportunities for funding without spending more time.

### Projected outcomes for Participants:

- More effective funding requests.
- Knowledge of criteria that funders may look for in assessing applications.



*“Training Focused to Participant Needs”*

# VOLUNTEER SUPPORT

VSPT/01

## Effective Volunteer Recruitment



### Course Content

This half day course aims to assist participants in creating motivating volunteer opportunities and identifying appropriate strategies to attract the right people to fill these voluntary roles.

### Projected outcomes for Participants:

- Volunteering roles filled by suitable

VSPT/02

individuals

## Matching Volunteers to Roles and Tasks

### Course Content

This course aims to explore issues and practice in the selection and matching of volunteers to appropriate tasks within the organisation.

*“Couldn’t be improved”*



VSPT/03

## Increasing Volunteer Effectiveness through Training and Development



### Course Content

This 3 hour course aims to explore ideas and methodologies for the planning of effective training routed for volunteers. Participants will also have the opportunity to increase knowledge and skills in planning and implementing an interesting, relevant, and informative ongoing training programme for volunteers.

### Projected outcomes for Participants:

- A strong and skilled workforce of volunteers
- Effective training selection for volunteers in specific roles.

# VOLUNTEER SUPPORT

VSPT/04

## Motivation, Retention and Development of Volunteers



### Course Content

This course aims to explore the area of motivation and development of volunteers with the aim of identifying key ways to increase volunteer retention.

### Projected outcomes for Participants:

- Increased volunteer job satisfaction
- Ability to create a welcoming and thriving volunteer opportunity

VSPT/05

## Supporting and Supervising Skills



### Course Content

This course aims to help participants develop their ideas, skills and strategies regarding the overall task of support and supervision of volunteers.

### Projected outcomes for Participants:

- Increased support for volunteers
- Effective supervision of volunteers

VSPT/06

## Volunteer Involvement



### Course Content

Planning strategically for volunteer involvement. The aim of this short course is to assist participants in planning their volunteer programmes at strategic level, and to establish appropriate frameworks for volunteering within their organisations.

### Projected outcomes for Participants:

- Comprehensive volunteer programmes
- Improved volunteer effectiveness

“Very Informative”



*Volunteer Support Courses developed by Volunteer Scotland and delivered by Argyll Voluntary Action, are aligned with the National Occupational Standards for the Management of Volunteers and the Investing in Volunteers Quality Standard and are relevant across all sectors. For more information please visit our website at [www.argyllvoluntaryaction.org.uk](http://www.argyllvoluntaryaction.org.uk).*

# PERSONAL DEVELOPMENT

## “First Class Training”



### PDV/01

#### STEPS to Excellence for Personal Success

##### Course Content

The Steps to Excellence for Personal Success (STEPS) programme aims to provide participants with the opportunity to participate in a positive learning environment, thus enabling them to assume responsibility, exercise good judgement and use their imagination. The programme also aims to provide them with genuine experiences of personal accomplishment and success, and tools to realise their full potential.

##### Projected outcomes for Participants:

- Deeper awareness, understanding, and appreciation of their own potential
- A stronger belief in their own ability to attempt great things and succeed

### PDV/02

#### PX2

##### Course Content

PX2 has been developed for 14 to 18 year olds and aims to give young people the thinking skills they need to make the improvements they want in their lives, and enabling them to become self motivated, lifelong learners. By using a wide variety of interactive learning experiences and activity based exercises, PX2 creates powerful opportunities for reflection and discussion.

##### Projected outcomes for Participants:

- A stronger belief in their own ability to attempt great things and succeed
- An expanded vision of the many possibilities and options for young people
- Confidence, raised self-esteem and motivation.

# PERSONAL DEVELOPMENT

**PDV/03**

## Enterprise

*(ASDAN accredited course)*

### Course Content

This short course has been developed by ASDAN and is facilitated by Argyll Voluntary Action in order to recognise the achievements of young people who contribute their time to Enterprise activities. The training is designed to help participants develop and demonstrate a range of skills through enterprise activities and studies as well as providing a way to gain credit for the wide variety of activities undertaken both inside and outside formal education.

### Projected Outcomes for Participants:

- Formal recognition of enterprise activities.
- Stronger enterprise skills and critical thinking

## *ASDAN Courses with Argyll Voluntary Action*

*Credits from the Short Course can count as up to half the curriculum requirements of the Certificate of Personal Effectiveness (CoPE), which has GCSE equivalence at Levels 1 and 2, and is worth an AS Level at Level 3. It also provides the curriculum for the Award of Personal Effectiveness (AoPE) which carries league table points equivalent to half a GCSE. For more information on the course progression routes please visit the ASDAN education website at [www.asdan.org.uk](http://www.asdan.org.uk).*

**PDV/04**

## Volunteering

*(ASDAN accredited course)*

### Course Content

A training programme aimed at providing a convenient way to capture, record and recognise the work of volunteers, helping plan and review volunteering activity to keep track of the work carried out. It is relevant for volunteers of all ages in any setting as a useful tool to enable review and reflection of the experience and achievements gained by volunteering, and can be completed over a time period to suit the individual.

### Projected outcomes for Participants:

- Formal recognition of volunteering activities
- Understanding of the beneficial impact of volunteering.

*For further information on any of our courses  
or workshops please do not hesitate to get in  
touch.*

***Tel:01631 564839***

***Email:training@argyllvoluntaryaction.org.uk***

***www.argyllvoluntaryaction.org.uk***

