



LVSC

Voluntary and
community action
for London

LVSC Management and Personal Development Courses January to June 2012

Delivered in partnership with Happy

“For once, I am walking away from training feeling I have learnt things which I can put into practice. Really stretching and thought provoking. Use of REAL examples made it all come alive!”

Managing for the First Time
Lucy Hopper, Creation Trust

“Excellent, very practical course”

Introduction to Project Management
Barbara Georgiou, Progressio

“Skilled and knowledgeable trainer! Clearly an expert in her field - instilled a lot of confidence”

Writing better fundraising applications
Annabel Crowley, Mencap

happy ©
Serious learning



LVSC in partnership with Happy are pleased to present our Learning Programme for January to June 2012. The courses, trainers and venues continue to get outstanding feedback.

Come along and experience for yourself one of our practical courses focused on enabling you to be better at your job. The LVSC trainers have years of experience working in the public and voluntary sectors, so our courses are not about abstract theories but practical application to make you more effective back at work.

All our courses are run at Happy's training centre in Aldgate, just two minutes from Aldgate East tube station. It is a relaxing environment in which to learn, and includes a healthy lunch and a wide range of refreshments.

	Days	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Voluntary & Charity Under 15 staff	Voluntary & Charity 16 to 30 staff	Voluntary & Charity 31+ staff	Other
Communication & Writing Skills											
Effective Minute Taking	1	9		8		1		£95	£110	£165	£280
Effective Presentation Skills	2		27 & 28		4 & 5		6 & 7	£190	£220	£330	£560
Effective Communication Skills	2	18 & 19		27 & 28		21 & 22		£190	£220	£330	£560
Grammar And Punctuation: Getting It Right	2		21 & 22		12 & 13			£190	£220	£330	£560
Speaking In Public With Confidence	2				18 & 19		12 & 13	£190	£220	£330	£560
Writing Reports Effectively	2						20 & 21	£190	£220	£330	£560

Data Protection												
Data Protection And Confidentiality	1	Group courses are available						Please ask for details				

Equality & Diversity												
Equality Act 2010	1	Group courses are available						Please ask for details				
Valuing Diversity	1	Group courses are available						Please ask for details				

Finance & Fundraising												
Understanding Financial Systems	1		2		24		18	£95	£110	£165	£280	
Basic Book-Keeping	1		13	30		30		£95	£110	£165	£280	
Writing Better Fundraising Applications	1			20			27	£95	£110	£165	£280	
New To Fundraising	1		29		27		20	£95	£110	£165	£280	
How To Cost Your Service	1				30			£95	£110	£165	£280	
Doing It Without Funding	1			19			28	£95	£110	£165	£280	
Writing Realistic Fundraising Bids	2	Group courses are available						Please ask for details				
Commissioning And Contracting	1		24					£95	£110	£165	£280	

Health & Safety											
Introduction To Health & Safety	1		17		20		8	£95	£110	£165	£280
Health & Safety Risk Assessment	1					24		£95	£110	£165	£280

Learning & Training Skills											
Creating A Training Course From Scratch	1		1		3		11	£95	£110	£165	£280
Facilitating Groups Effectively	2			21 & 22		16 & 17		£190	£220	£330	£560
Training The Non-Trainer	2		6 & 7		16 & 17		14 & 15	£190	£220	£330	£560

Managing People												
Contract Management	1			26				£125	£165	£165	£280	
Conflict Resolution	1	Group courses are available						Please ask for details				

	Days	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Voluntary & Charity Under 15 staff	Voluntary & Charity 16 to 30 staff	Voluntary & Charity 31+ staff	Other
Appraisals	1			23		18		£125	£165	£165	£280
Dealing With Problem Staff	1			9		29		£125	£165	£165	£280
Prove it! Evaluating your Volunteer Programme	1			29			29	£125	£165	£165	£280
Introduction To Involving Volunteers	1	Group courses are available						Please ask for details			
Managing For The First Time	2			5 & 6		8 & 9		£225	£330	£330	£560
Managing In Stressful Times	1				10			£125	£165	£165	£280
Managing Your Volunteer Programme	1		20		23		19	£125	£165	£165	£280
Supervising Staff - Essentials	2			14 & 15		10 & 11		£225	£330	£330	£560
Supervising Staff – Advanced	2		8 & 9				25&26	£225	£330	£330	£560

Managing An Organisation

Effective Management Committees	1	Group courses available						£650	£750	£800	£1,200
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Personal Effectiveness

Assertiveness (Mixed Gender)	1	Please ask for details						£95	£110	£165	£280
Assertiveness For Women	1			16		4		£95	£110	£165	£280
Chairing Meetings	1		10					£95	£110	£165	£280
Coping With Workplace Stress	1	Please ask for details						£95	£110	£165	£280
Customer Care	1		20					£95	£110	£165	£280
Dealing With Difficult People	1			7		28		£95	£110	£165	£280
Dealing With Violent & Aggressive Behaviour	1				11			£95	£110	£165	£280
Effective Administration	1	Group courses available						£650	£750	£800	£1,200
Effective Time Management	1		3		2		1	£95	£110	£165	£280
Networking Skills	1	Group courses available						£650	£750	£800	£1,200
Telephone Skills	1					23		£95	£110	£165	£280

Project Management

Introduction To Project Management	2			1 & 2		2 & 3		£225	£330	£330	£560
Evaluating The Effectiveness Of A Project	2			12 & 13		14 & 15		£225	£330	£330	£560
Managing A Project Team	1	Group courses available						Please ask for details			
Managing Your Project Finances	1			30			25	£125	£165	£165	£280

Care & Support

Adult Safeguarding	1		20					£95	£110	£165	£280
Mental Capacity Act And Deprivation Of Liberty Safeguarding	1	Please ask for details						£95	£110	£165	£280
Mental Health Act & Mental Capacity Act	1	Please ask for details						£95	£110	£165	£280
Learning Disabilities: Care Planning	1	Please ask for details						£95	£110	£165	£280
Learning Disabilities: Dealing With Challenging Behaviour	1	Please ask for details						£95	£110	£165	£280
Child Protection And Safeguarding: Keeping Young People Safe	1		14			31		£95	£110	£165	£280
Child Protection & Safeguarding: Working With Safer Systems	1	23						£95	£110	£165	£280

Changes In The Sector

Preparing For And Handling Mergers Of Small Charities	2	Please ask for details						£190	£220	£330	£560
Becoming Or Transition To A Charitable Incorporated Organisation	1	Group courses available						£650	£750	£800	£1,200
Planning Personalisation	1		23		26		22	£95	£110	£165	£280
Co-ordinating Change	1	27						£95	£110	£165	£280
Change, Enablers And Barriers	1	16						£95	£110	£165	£280
Becoming More Entrepreneurial	1	3						£95	£110	£165	£280

In-house training

We can also deliver any of these courses as in house training courses just for your organisation, these can either be off the shelf or tailor-made. In house courses can be delivered at a site of your choice or at our training centre.

	Voluntary & Charity under 15 staff	Voluntary & Charity 16 to 30 staff	Voluntary & Charity 31+ staff
Price for up to 12 delegates	£575	£675	£800

	Public sector	Private sector
Price for up to 12 delegates	£1,200 plus VAT	£1,500 plus VAT

“ The course was excellently structured and all the stated outcomes were achieved. The course was interesting, stimulating, and the trainer had up to date knowledge”

Adult safeguarding
Sharon Elliot,
Community Links

Terms & Conditions

Payment

In order to maintain these low prices we have to insist on payment in advance of the course. You can make payment by cheque, credit card, or by BACS. If payment has not been received by the course start date, we may not be able to let you join the course.

When you book your course you will be sent an invoice the same day and to avoid any disappointment please pay promptly.

Transferring or cancelling courses

You can transfer your place on the course to a substitute delegate free of charge. In the event that you need to cancel or change the dates, the following charges will apply:

- Cancellation 14+ days before the course - free of charge
- 13-7 days before the course - 50% of the course fees
- Cancellation 0-6 days before the course - 100% charge

We accept the following payment methods

Cheques: Please make cheques payable to London Voluntary Service Council

BACS: Our bank details are shown on your invoice

Card: Please call 020 7375 7300 to pay by Visa or Mastercard

Please contact us on:
Tel: 020 7375 7375
Email: lvsc@happy.co.uk
Minicom: 020 7375 7349
Fax: 020 7375 7301

The Learning Team,
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London E1 1EE

or visit:
www.happy.co.uk/lvsc