

Durham Community Action

Training Brochure



DURHAM
COMMUNITY
ACTION

Introduction

Durham Community Action (DCA) is recognised as the leading infrastructure organisation for County Durham; providing advice, support and assistance to frontline groups operating in the Voluntary and Community Sector (VCS).

We regularly offer a range of training opportunities to volunteer led organisations and groups:

Introductory One Day Courses

We currently run these 5 hour non-accredited courses which are fully funded. The courses cover topics including good governance, managing volunteers, managing finance, developing your charity or community group and managing risk.

Practical Community Development Workshops

These 2 - 3 hour practical workshops are based on topics we regularly receive enquiries about. The workshops cover topics including social media, protecting charity finances, completing funding applications and GDPR. There is a small fee for these workshops.

Bespoke Training

Alongside our bespoke packages of community development capacity building support we also offer bespoke training packages that are designed to meet the specific needs of an organisation on governance, compliance, funding, volunteering and personal development. This can also include training needs analysis, design, delivery and evaluation.

Accredited Training

To complement our bespoke courses, we also offer units, awards and certificates in skills for employment, training and personal development accredited up to Level 1. The Volunteering Passport for County Durham is an acknowledgment of basic skills for volunteers and can be accredited as a full certificate. The Passport comprises of flexible 18 hours Level 1 training.

The training covers skills for all volunteers and includes opportunities for volunteers to recognise skills and validate experiences which they may not have previously recognised themselves. Once accredited with the Passport, volunteers can develop their own tailored passports with further training in areas of special interest, which will also be accredited, adding evidence of their skills and achievements.

Our accredited units are short 3 hour courses looking specifically at personal development skills for trustees, staff and volunteers within the voluntary sector.

Courses usually take place at the Durham Community Action offices based at 9 St Stephen's Court, Low Willington, Crook, Co. Durham DL15 0BF

For further information please contact:

Tara Hallimond, Training Specialist on 01388 742040 or email tara.hallimond@durhamcommunityaction.org.uk

Introductory One Day Courses

Trusteeship and Good Governance

5 hour workshop fully funded

This course will look at good governance and the role of trustees in it including the long term direction of the organisation, its objectives or purposes, implementing policies and activities to achieve objectives, complying with legal requirements and accountability.

Aims of the course

- Understand the purpose, governance, and objectives of each learner's organisation
- Explore the roles of trustees and what a good governance process is
- Discuss lessons learnt and what you would do differently
- Consider trusteeship and good governance factors including the policies/procedures, legal requirements and long-term direction
- Identify good practice for the future

“Very informative and helpful course delivered at the right pace”

Managing Finance and the Role of the Treasurer

5 hour workshop fully funded

This course will explore the legal requirements on the organisation to plan for the future so that it can meet its aims, identify any risk to protect the assets and resources, have a strong internal financial control policy and identify reserves. It will also look at the role of Treasurer as a watchdog over all aspects of financial management.

Aims of the course

- Comprehend the practicalities of managing finance and the role of the Treasurer
- Understand individual responsibilities as trustee or committee member in managing finance and the role of the Treasurer
- Understand control policies, reserve funds and protection of assets
- To be more competent at managing finance and supporting the Treasurer
- To consider the lessons learnt from others on managing finance and the role of the Treasurer and how to replicate good practice

“ A good mix of learning styles—tutors friendly and prepared to share information ”

Introductory One Day Courses

Introduction to Managing Volunteers

5 hour workshop fully funded

This course will explore the good practice that exists in managing volunteers including supervision, support, paying expenses, policies, safeguarding, role descriptions, agreements and open recruitment processes.

Aims of the course

- Comprehend the practicalities of managing volunteers
- Understand individual responsibilities as trustee or committee member in managing volunteers
- Understand volunteer supervision, support, expenses
- Review role descriptions and recruitment best practice
- Be more competent at managing volunteers
- Consider the lessons learnt from others on managing volunteers and how to replicate good practice

“Really friendly, clear communication with learners, lots of engaging and group discussion”

Promoting your Organisation for a Better Future

5 hour workshop fully funded

This course will look at the basic tools that can be used to find your unique selling point, generate new ideas, get the message across to the public and the marketing resources that can be harnessed to attract new business to community buildings/groups.

Aims of the course

- Raising awareness of your organisation
- Know the responsibilities as trustees in planning for the future
- Know how to increase followers on social media
- Understand how to market the organisation as a business
- Know how to complete market research online
- Identify the right marketing strategy for the target audience

“Very helpful and knowledgeable. Gave us a lot to think about and new ways to approach things”

Introductory One Day Courses

Managing Risk

5 hour workshop fully funded

This course will explore the main risks (e.g. data protection, safeguarding) that a community organisation needs to review and will provide information on how to assess these risks then mitigate the risk factors.

Aims of the course

- Comprehend the practicalities of risk assessment
- Understand the individual responsibilities as trustees or committee members in risk assessment
- Understand safeguarding, data protection and risk factors
- Be more competent in risk assessment
- Consider the lessons learnt from previous risk events and next steps

“A good all round look at some of the problems that can arise”

Practical Community Development Workshops

Completing a Funding Application – Bring Your Project to Life!

3 hour workshop with one to one support £35.00 per person

This is a practical workshop with specialist support to complete funding applications. Come along with a project idea to allow us to help you research suitable funders and complete the relevant applications.

Aims of the workshop

- Understand the basics of bid writing
- Learn how to link your project to a funder's criteria
- Participate in a practical session to create a funding bid

“The course was well pitched and very useful”

Understanding Safeguarding for Voluntary and Community Organisations

2 hour workshop which is part of Safer Culture North East, a partnership between Catalyst Stockton-on-Tees, Connected Voice, Durham Community Action, Northumberland CVA and VONNE, funded jointly by Department for Digital Culture Media and Sport and The National Lottery Community Fund.



Department for
Digital, Culture
Media & Sport



This workshop will include understanding your responsibilities and developing a safeguarding policy.

Aims of the workshop

- The importance of having a safeguarding policy
- Understanding your responsibilities for safeguarding within your organisation
- What to include in your safeguarding policy

“Excellent course, extremely useful”

Practical Community Development Workshops

Understanding GDPR for Voluntary and Community Organisations

2 hour workshop £25.00 per person

This workshop will include understanding your responsibilities and developing a data protection policy.

Aims of the workshop

- Gain an understanding of what personal data is
- Develop ways to establish how much personal data to process
- Understand the six lawful bases to process data
- Identify what needs to be included in your data protection policy

“Very friendly and clear communication from tutor”

Understanding Trustee Responsibilities for Good Governance

2 hour workshop £25.00 per person

This workshop will include understanding your responsibilities as a trustee to ensure you are following governance best practice.

Aims of the workshop

- Understanding the importance of good governance
- Gaining a better understanding of the role of a trustee
- How to work effectively as a trustee board
- Creating an action plan to ensure good governance

“It was a very useful course with some great information”

Practical Community Development Workshops

Developing Good Governance

2 hour workshop £25.00 per person

This workshop will include why good governance is important and steps you can take to measure and improve current practice.

Aims of the workshop

- Establishing best practice
- Developing a review of your own organisation against the Charity Governance Code
- Tips on how to measure effectiveness
- Creating a realistic action plan

“Very helpful and informative”

Protecting your Charity’s Finances

2 hour workshop £25.00 per person

This is a practical session on recording your accounts; topics will include keeping basic payment and receipt accounts, cashflow and restricted funds.

Aims of the workshop

- Learn the practicalities of managing finance for your organisation
- Learn how to record your accounts
- Develop a financial controls policy to minimise risk

“ Really well delivered—took time to explain”

Practical Community Development Workshops

Developing your Volunteers Induction Process

2 hour workshop £25.00 per person

This practical workshop is aimed at staff/volunteers who are responsible for volunteer management

Aims of the workshop

- How to introduce volunteers to your organisation
- Developing an induction process for volunteer roles
- The support system and appropriate paperwork to use

“Explained everything really well”

Volunteers and the Law

2 hour workshop £25.00 per person

This practical workshop is aimed at staff/volunteers who are responsible for volunteer management

Aims of the workshop

- How the law applies to recruiting, supporting and managing volunteers
- Understanding the Disclosure and Barring process and when it is required
- Using the correct language when recruiting volunteers
- Identifying the difference between good practice and the law when working with volunteers

Practical Community Development Workshops

Getting Started on Facebook

2 hour workshop £25.00 per person

This is a practical workshop focusing on understanding Facebook for your organisation, how to set up an account on Facebook, adding information, creating events and managing your settings.

Aims of the workshop

- Understand the importance of using Facebook for organisations
- Understand the difference between groups and pages
- Learn how to set up an account for your organisation
- Learn how to update Facebook with posts and events

“Very knowledgeable and patient tutors!”

Grow your Community Group using Social Media

2 hour workshop £25.00 per person

This workshop will focus on understanding the different social media platforms, the future of social media, how to use social media to develop your community group, developing your social media strategy and managing your settings.

Aims of the workshop

- Understand the different social media platforms
- Understand the difference between groups and pages
- Learn how to set up an account for your organisation
- Have an online presence for your organisation

“Both tutors got everything across in a way I could understand—perfect!”

Bespoke training for organisations

DCA has an established and significant resource base with toolkits and training resources which help shape and inform the management of community services. We can design and deliver bespoke training for trustees, staff and volunteers. Some examples of training we have delivered for other organisations include:

- How to run an Effective Committee
- Managing Finance for your Association
- Top Tips for Fundraising
- Managing Facebook for your Community Group
- Principles of good internal management practice

Give us a call if you have specific training needs for your organisation and we can look at designing a bespoke package to meet your needs

One to One Facebook Support

This is a support package of 1 hour, one to one sessions for 5 weeks following our 'Getting Started on Facebook' workshop

£50.00 per package

Week 1 – Creating and managing an event on Facebook

Week 2 – Setting up and managing a private group

Week 3 – Managing your business page

Week 4 – Increase your followers and set up a Facebook strategy

Week 5 – Managing sponsored posts and scheduling

Accredited training for volunteer groups

The Volunteer Passport is an accredited course up to a Level 1 certificate which runs over 5 sessions for people who are looking to volunteer which can link into employment and support programmes or for those currently volunteering, can be run as a bespoke volunteer induction programme for organisations or link into new opportunities for individuals looking for to enhance their volunteering experiences.

By taking part learners will:

- Gain practical and real experiences
- Develop personal and work-based skills
- Set goals and access support to volunteer
- Gain an accredited qualification

Once accredited, the learners will receive their Passport which is a personal development folder put together to enable volunteers to record details of their volunteering experience including personal goals and recording in-house training. Volunteers can also record skills development to allow them to move into different volunteer roles, training and employment.

The individual units comprise of 3 hour courses and are tailored to trustees, staff and volunteers within the voluntary sector and the topics we cover include:

- Recognising voluntary opportunities
- Working as a volunteer
- Group and teamwork communication skills
- Gain an accredited qualification
- Assertiveness and Decision Making
- The Local Community

Training Dates for April - June 2020

COMMUNITY DEVELOPMENT WORKSHOPS

Understanding Trustee Responsibilities

Thursday 23rd April 10.30am – 12.30pm

Getting Started on Facebook

Thursday 30th April 10.30am – 12.30pm

Understanding GDPR for Voluntary and Community Organisations

Thursday 7th May 10.30am – 12.30pm

Understanding Safeguarding for Voluntary and Community Organisations

Tuesday 19th May 10.30am – 12.30pm.

Grow your Community Group using Social Media

Thursday 21st May 10.30am – 12.30pm

Protecting your Charity's Finances

Tuesday 9th June 10.30am – 12.30pm

Volunteers and the Law

Friday 24th April 10.30am – 12.30pm

Thursday 11th June 10.30am – 12.30pm

Completing a Funding Application – Bring Your Project to Life!

Thursday 18th June 9.30am – 12.30pm

How to Book

Details of our courses and links to book online can be found at

<https://www.durhamcommunityaction.org.uk/dca-training.html>

Alternatively please contact DCA on 01388 742040 or email

info@durhamcommunityaction.org.uk

Training Dates for April - June 2020

INTRODUCTORY ONE DAY COURSES

Introduction to Managing Volunteers

Tuesday 28th April 10.30am – 3.00pm

Managing Finance and the Role of the Treasurer

Tuesday 5th May 10.30am - 3.00pm

Trusteeship and Good Governance

Wednesday 13th May 10.30am - 3.00pm

Managing Risk

Thursday 4th June 10.30am – 3.00pm

Promoting your Organisation for a Better Future

Tuesday 16th June 10.30am – 3.00pm

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Further Support Available

Our friendly staff at Durham Community Action will be happy to offer you practical tailored help including:

- Community Development Support
- Bespoke Casework
- Tailored Training



Get in touch with Durham Community Action

01388 742040

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www.durhamcommunityaction.org.uk

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