



Voluntary Sector Training Alliance



“Training that makes a positive difference to your future.”

Training Courses 2008 /2009

- Professional Qualifications
- Management Training
- Community Development Courses
- One Day Workshops
- Welfare Benefits Courses
- Children’s Workforce Development

www.vistaproject.org.uk

Call 08453 580372



Coming Soon – Spring 2009

Supporting People In Emotional Distress (Accredited level 2 NOCN)

Community Development – Social Justice (Accredited level 2 or 3 NOCN)

Introduction To Counselling Skills (Accredited NCFE level 2)

Enabling Learning Through Instruction and Demonstration (City & Guilds)

Enabling Learning Through Coaching and Mentoring (City & Guilds)

Mediation Skills (one day workshop)

Diversity and Inclusion – Policy Into Practice (one day workshop)

Personal Safety for Lone Workers (one day workshop)

Health & Safety in the Workplace and Risk Assessment (one day workshop)

Good Governance (one day workshop)

Welfare Benefits – Introduction, Housing Benefit, Tax Credits, Employment Support Allowance

Money Matters – a course and handbook (includes a toolkit) for professionals to use with clients. This course will equip participants to work with clients and services users on a range of money related topics relating to supporting individuals and families to manage their money effectively and avoid debt.

Fundraising Training and Promotional Campaign
The 2009 Somerset Charities' Festival Week



Celebrating Somerset's
Voluntary and Community
Sector

**We can organise and deliver in-house
training courses for your staff and trustees.**

Prices start from around £550 per day.

Contact: debbie@vistaproject.org.uk

ViSTA Training Courses in Somerset 2008/2009

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Welcome to the ViSTA 2008-09 Autumn/Winter course programme.

ViSTA is a voluntary sector education and training specialist providing workforce development and community learning programmes.

This brochure can be made available in large print and other languages on request and can be viewed on our website **www.vistaproject.org.uk**.

ViSTA works in association with the Somerset Voluntary Sector Network (SVSN) **www.svsn.org.uk** and The Somerset Children and Young People's Partnership (CHYPPS).
www.chypps.org.uk

Free Courses and Costs

This brochure has a mixture of fee paying courses and courses that are funded through specific sources. These courses are clearly marked and if you are applying for a free place please make sure you meet the eligibility requirements stated within the course details and have the approval of a named authorised person within your organisation. Failure to cancel a confirmed booking may result in a cancellation charge for both free places and for fee paying courses.

Cancellation of a Fee-paying Course

Any cancellation within 21 days of the course date will be non-refundable. All other cancellations (ie giving 21 days notice) will be subject to a £20 administration charge.

Cancellation of Free Courses

MAY be subject to a fee of £65; however last minute cancellations due to sickness or exceptional circumstances are acceptable and will not incur a charge. Cancellations of free places giving 21 working days notice from the start date of the course do not incur a charge.

ViSTA Course Cancellation/Alteration

ViSTA reserves the right to cancel or alter published courses if numbers are low, or due to unforeseen circumstances.

To Book

- Use the form within this programme
- Book on-line via our website
www.vistaproject.org.uk.
- Phone our office: 0845 358 0372 or
01 458 259487

Once we receive your booking you or your organisation are committed to the booking unless you cancel (see above). We will send a confirmation **to the address given on your booking form** – with joining instructions.

Payment

In full with your booking (remittance advice will be sent). If this is not possible (your organisation's policy requires a purchase order or invoice) please provide the details we will need to invoice your organisation.

Cheques to be payable to:
Voluntary Sector Training Alliance Ltd.

Lunch

Lunch is not provided unless stated, so please ensure you bring a packed lunch. Tea, coffee, water and biscuits will be provided.

Your Support Needs

ViSTA is committed to equal opportunities and aims to remove barriers to participation for anyone

wishing to attend our events. Please use the pre-course questionnaire to notify us of your support needs. We will aim to meet your needs but may not be able to do so at very short notice (eg British Sign Language Communication Support).

Complaints Procedure

This is printed within this pack, on our website and available to delegates on the day.

Finding Your Venue

ViSTA uses fully accessible venues. Directions will be on the reverse side of your confirmation. You can use the postcode of the venue on various websites that will produce a map for you such as **www.streetmap.co.uk**. Our website will be updated to reflect any changes to the programme and will therefore give venue details throughout the year.

Would You Like Career Development Advice and Guidance?

If you would like information, advice and guidance about learning opportunities linked to your professional development or volunteering we can put you in touch with our Learning Advisor.

ViSTA's Complaints Procedure

ViSTA is committed to providing high-quality services.

We want everyone who uses our services to enjoy their experience and hope that:

- You will find all our staff friendly and helpful
- Our training courses are informative and enjoyable
- Our premises are comfortable and fully accessible
- You are treated with respect and dignity.

However if you are unhappy about anything that you have experienced during your involvement with ViSTA please tell us, because we would like to improve what we do and put right whatever we have got wrong.

This is what you can do:

Phone us: 0845 358 0372

Email us: angela@vistaproject.org.uk

Write to us: ViSTA, The Town Hall, Bow Street, Langport, Somerset, TA10 9QR

Visit us in person: (phone to arrange)

This is what we will do:

- Contact you within 5 working days of receiving your complaint
- Look into the situation that you have told us about
- Offer advocacy support if required
- Arrange to meet with you to discuss the situation and tell you about what we will do to put things right
- Take action to put the situation right and inform you of our actions.

However if you feel that we have not dealt with your complaint in an acceptable way or that the situation remains unresolved, you can contact the Chair of the ViSTA Board of Trustees who will review the situation and take a final decision on our course of action.

Course Booking Enrolment Form



- 1 If you are booking training and your employer is paying the fee you must give the full name of the person authorising you to attend the training.
- 2 Once we receive this booking form you or your employer are committed to paying the training fees. We charge £20 to administer cancellations and don't refund fees unless we have been able to fill your place with another fee-paying participant.
- 3 Priority will be given to bookings that are accompanied by payment. Course fees must accompany the bookings sent by post or must be received within 5 working days from making your booking on-line. Cheques will be returned if the course is full.

Course Title	Date	Fee

Delegate Name:

Contact Phone Number:

Email Address:

Organisation Name (if applicable):

Contact Address (organisation, or personal if you are booking as an individual).

Joining instructions will be sent to this address:

.....

.....

..... Postcode:

Name and telephone number of the person authorising you to attend this training if appropriate:

..... Tel:

Please tick a box below to indicate the level of your skills and qualifications gained before the start of this course:

No formal Qualifications

Below Level 1 Qualification

Level 1 Qualification:
GCSE (Grades E- D), City & Guilds 1
RSA Stage 1, NVQ 1

Level 2 Qualification:
NVQ 2, GCSE (A-C), RSA Stage 2,
City & Guilds, School Certificate

Level 3 Qualification:
NVQ3, City & Guilds 3,
A Level

Level 4 Qualification:
NVQ 4, Above A Level
First Degree, Nursing

Level 5 Qualification:
NVQ5, Masters Degree



The Organisation or Group you are representing

Name of the Organisation or Group:

Registered Charity: Yes No

For charitable purposes without charitable status: Yes No

Community Group: Yes No

Limited Company/Housing Association or Public Sector Body: Yes No

Other (please state):

Please circle estimated number of paid staff:

0 1-5 6-15 16-30 31-60 61-200 200+

The aims and learning objectives of each course and workshop are printed in the programme and available on our website (www.vistaproject.org.uk).

Do you understand the aims of the course(s)? Yes Partly No

Please give us practical examples of what you would like to be able to do either as a new skill or differently/better as a result of attending this course.

.....
.....
.....
.....

Can you tell us about anything that may help us to ensure that the day is right for you, including your support needs (induction loop, BSL interpreter, special chair, audio learning materials, language support, speech-text, large print learning materials, other)?

.....
.....
.....
.....

Payment and Booking

Now you have completed this form please take a copy for your record and return the form to ViSTA with a cheque (payable to Voluntary Sector Training Alliance Ltd) for the fees due.

Booking confirmation and joining instructions will be sent to you by post (sent to the contact address given). Please ensure you have read the Booking Information.

Data Protection Act 1998

The information you provide may be passed to funding bodies if they have met the costs of your training courses or to an awarding body in relation to accreditation. The information you provide will ONLY be shared with other organisations for the purpose of accountability for funding or administration of qualifications. At no time will your information be passed to organisations for marketing or sales purposes. ViSTA is registered with the Information Commissioner's Office (ICO) and complies with the 8 principles of the Data Protection Act.



CAF – The Common Assessment Framework (Children & Young People)

This course is essential for:

anyone who is working with children or who is responsible for others who are working with children and young people (including trustees).

Course Outline:

The CAF is a multi-agency initiative which will allow all those who are working with a child to co-ordinate their interventions in order to help to identify and respond to needs in a more effective and joined up way. The CAF will ensure that all those involved with children will work in a way which:

- helps to identify what the strengths and needs are within the family
- prevents duplication
- promotes a more holistic view
- invites all services to help.

What the session will cover:

At the end of the session you will:

- 1 Understand how the CAF will be used to contribute to supporting the needs of children.
- 2 Understand the underpinning elements of the CAF.
- 3 Understand the way that the CAF process will be applied and consider the various assessment groups and procedures.
- 4 Understand the issues of information sharing, multi-agency working and common language use, as they apply to the CAF.
- 5 Apply CAF specific knowledge to your own context.

Tutor: Cara Faulkner – Project Manager, Children and Young Peoples Partnership Somerset (CHYPPS)

Date	12th November 2008, Street 19th November 2008, Taunton
Time	10.30am-2.00pm, Street 10.30am-2.00pm, Taunton
Venue	The Place 2, Leigh Road, Street (formerly Street Self Help Centre) BA16 0HA Compass Disability Services, Belvedere Rd, Taunton TA1 1BH
Cost	Free to staff and volunteers in the children and young people's workforce in Somerset except those working for statutory agencies. The funding for this course is from the Children's Workforce Development Council and has been awarded to CHYPPS.)
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Activities and Session Ideas for Children (aged 4 - 11)

This course is suitable for anyone who works or volunteers with children.

Course Outline:

Working with children can be such a fun and rewarding experience for both the children and the adults.

It is really helpful to have a bank of creative and fresh ideas that will enable the children to fully engage with a range of stimulating and fun activities.

This session will provide you with loads of tried and tested fun ideas to use in your work with children. All of our ideas can be adapted to suit your budget and your setting.

Tutor: Jane Tibbs Diocesan Children's Adviser.

Date	17th November 2008
Time	2.00pm-4.00pm
Venue	The Old Deanery, Cathedral Green, Wells, BA5 2UG
Cost	Free to staff and volunteers in the children and young people's workforce in Somerset except those working for statutory agencies. The funding for this course is from the Children's Workforce Development Council and has been awarded to CHYPPS
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Housing Benefit and Local Housing Allowances

This course is suitable for:

advisers who need to be equipped with the knowledge and skills necessary to advise on and explain the rules relating to Housing Benefit and Local Housing Allowances.

Course Outline:

By the end of the Course you will be able to:

- 1 identify who might be eligible for Housing Benefit
- 2 explain how Housing Benefit is calculated and demonstrate an awareness of Discretionary Housing Payments
- 3 explain Housing Benefit payments to enable claimants to move from one property to another covering the notice period of the tenancy agreement
- 4 explain to claimants the implications of overpayments and how to prevent them occurring
- 5 understand which claimants will now have to claim Local Housing Allowance and how this impacts on the amount of benefit they can receive.

Tutor: Elizabeth Luke has been a trainer for the past 8 years, is a member of the Institute for Learning and the National Association of Welfare Rights Advisers.

Date	5th November 2008 – Poole 18th November 2008 – Taunton 19th November 2008 – Weston super Mare
Time	9.30am-3.30pm
Venue	Weston super Mare: The Badger Centre, 3-6 Wadham Street BS23 1JY Taunton: Compass Disability, Unit 11-12, Belvedere Trading Estate TA1 1BH Poole: Arena Business Centre, Holy Rood Close BH17 7BA
Cost	£98
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Activities and Session Ideas for Young People (aged 11 - 16)

This course is suitable for anyone who works or volunteers with young people.

Course Outline:

This will be great fun and will present 25 ideas for working with young people.

Although much of youth work is about generating an environment where young people can participate, socially interact, engage with formal education and build positive relationships, the most frequent question is:

“What can we do with them next week”

This session will offer as many tried and tested ideas as can be fitted into the session.

All of the ideas brought to the session can be adapted to suit any age group, budget or setting.

Tutor: Tony Cook Diocesan Youth Adviser and Team Leader.

Date	18th November 2008
Time	7.00pm-9.00pm
Venue	The Old Deanery, Cathedral Green, Wells, BA5 2UG
Cost	Free to staff and volunteers in the children and young people's workforce in Somerset except those working for statutory agencies. The funding for this course is from the Children's Workforce Development Council and has been awarded to CHYPPS
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Training Needs Analysis (TNA) Sessions

This course is suitable for:

Development workers/advisers supporting Voluntary & Community Sector organisations in Somerset and surrounding counties.

Course Outline (aims and objectives):

Initial training day covering:

- Review what support is currently offered to organisations with regards Workforce Development
- Explore a range of TNA tools and approaches to workforce development
- Clarify funding available through Train to Gain
- Plan future actions – working together to raise awareness of the services on offer to frontline organisations
- Opportunity for developing use of web-based resources such as Ladder 4 Learning

Follow up training day on:

- Progress update on use of TNA processes with groups you support
- Issues that arise from TNAs undertaken with groups
- Practical based session for how to develop TNAs and learning activities further.

Tutors: Sara Iles (ViSTA) and Jaclyn Cross (Learning Curve).

Date	19th November 2008, 21st January 2009
Time	19th November 9.30am-1.00pm, 21st January 9.30am-4.00pm
Venue	ViSTA, Town Hall, Langport, TA10 9QR
Cost	Free
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Level 3 Award in Volunteer Management (LANTRA)

This course is suitable for:

The opportunity to gain a nationally recognised qualification for people with responsibility for managing volunteers. Suitable for anyone who manages, supervises or leads volunteers on a day-to-day basis. The course will help you to develop management skills which recognise the special nature and values of volunteering and to learn techniques for improving quality, retention and volunteer management.

Course Outline (aims and objectives):

The purpose of the qualification is to enable individuals and organisations to develop an awareness of the skills needed to manage volunteers and to apply these skills across a wide range of volunteer environments. The Award has been designed so that it maps to the core elements of the new level 3 standards in Volunteer Management and it has been supported by the standard setting body for Volunteer Skills – the UK Workforce Hub. This is an accredited course and participants wishing to achieve the full certificate will be required to complete 6 units of study as indicated below and a detailed case study.

- 1 Plan Volunteer Work:** This unit requires learners to demonstrate the planning and organisational skills required for volunteer work.
- 2 Organise Volunteers and Resources:** This unit focuses upon the negotiation skills used with colleagues and stakeholders in order to manage volunteer activity resources.
- 3 Monitor Volunteer Work:** This unit examines the importance of monitoring planned volunteer activity and measuring progress against key objectives.
- 4 Communicate Effectively to Brief Volunteers:** This unit relates to the skills needed to lead and motivate volunteers and, in particular, to communicate with them effectively.
- 5 Support Volunteers to Solve Problems:** This unit is about monitoring volunteer activities and recognising the importance of supporting volunteers effectively so that they are enabled to work in a positive environment.
- 6 Give Feedback to Volunteers:** This unit aims to assess the skills used in evaluating volunteer work.

Last year our learners gave us this feedback about the course;

“This course was very interesting; it was professionally delivered and completing the portfolio gave me a great sense of achievement.”

Tutor: Liz Devaney has been working within the sector for 15 years – advising on national strategies for the voluntary sector and managing projects & services.

Date	Introductory session – 20th November 2008. Main programme: six sessions 15th & 22nd January, 5th & 26th February, 12th & 26th March 2009
Time	Introduction, 9.30am-1.30pm, Six sessions 9.30am-4.30pm
Venue	Compass Disability, 11-12 Belvedere Trading Estate, Taunton TA1 1BH
Cost	£98 This course is subsidised by ViSTA and Somerset Voluntary Sector Network (SVSN www.svsn.org.uk)
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Practice and Principles in Community Development Work

National Open College Network accredited at Level 2 or 3;

Approved by the Federation of Community Development Learning

This course is suitable for:

Individuals: Any staff from community development, health & social care, education, housing, community safety, voluntary and community associations, environmental community work or regeneration.

Course Outline:

The course will run over 4 sessions. Accreditation can be taken at a level 2 or 3 dependent on your experience.

This course is for community development workers who work with people in a variety of community settings. It will explore

- What motivates you within your role in community development?
- What values inspire your work and how does that fit into the policy context in which you work?
- What are the key roles that can make a real difference in working with communities?
- How can you support groups to become more sustainable?

The course will incorporate elements of reflective practice techniques that can help the participants to gain a richer understanding of their community development work.

Last year our learners gave us this feedback about the course:

"The course gave me the chance to meet new people from other organisations; the tutor was really helpful and it is a really interesting course that will make a difference to how I work with communities in the future."

"I liked the fact that the course not only encouraged me, but gave me chance to challenge my community development work practice."

Tutor: Julia Dinsdale has worked as an adult educator for the last 25 years and has extensive experience of community work and social work.

Date	25th November, 2nd, 9th and 16th December 2008
Time	9.30am-4.30pm
Venue	The Albemarle Centre, Albemarle Road, Taunton, TA1 1BA
Cost	£145
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Introduction To Trainer Skills

– City & Guilds 7300

This course is suitable for anyone who is new to training and wants to learn the foundation skills for delivering training with adults.

Anyone who has some experience of training or presenting but lacks a nationally recognised qualification.

There are no entry requirements for those wishing to join this course.

Course Outline:

Introduction to trainer skills is a packed two day course. Over the two days participants will go through information on the theories and systems used in training and will have an opportunity to practice their skills in a micro teach.

This is an ideal course for those who train others in organisations or those who work with volunteers or service users to deliver training and life skills programmes.

The course covers the following:

- Training cycle
- Icebreakers
- Learning environments
- Resources
- Motivation and discipline
- Assessment
- Lesson plans, schemes of work, delivery, and evaluation.

The course is assessed through observation of a 10 – 15 minute micro-teach session and completion of a multiple choice quiz of 15 questions.

Last year our learners gave us this feedback about the course:

“Very enjoyable; I feel more confident to move forward!”

“Really enthusiastic tutor who helped me to develop my training skills.”

Tutor: Judith Nealon is a member of the Institute for Learning and has over 20 years experience as a tutor, coach and mentor.

Date	1. 25th November and 2nd December 2008 - Westonzoyland 2. 14th and 21st January 2009 – Street
Time	9.30am-4.30pm
Venue	1. Somerset Young Farmers, The Old School, School Road, Westonzoyland, Somerset TA7 0LN 2. The Place 2, (formerly Street Self Help Centre), Leigh Road, Street, Somerset BA16 0HA
Cost	£145
Booking	www.vistaproject.org.uk, 0845 358 0372 or use the booking form within

Certificate In Managing Voluntary & Community Sector Organisations – Level 2 (NOCN)

This course is suitable for:

Individuals: who are in a management role and who wish to gain up to the minute knowledge in relation to the latest thinking and best practice when managing voluntary and community organisations.

Individuals: who wish to move into management.

Organisations: who are committed to building their staff and volunteers' skills and competencies in order to build a workforce for the future.

Course Outline (aims and objectives):

This is an accredited course and participants wishing to achieve the full certificate will be required to complete 5 units of study as follows:

- 1 Introduction to Running A Voluntary Organisation – a good overview of the key tasks including: employing staff, health and safety, financial record-keeping, admin systems, induction and supervision, promoting your organisation and the role of committees.
- 2 The Legal Status and Obligations of Voluntary Organisations - learn the basics about governing documents, the different legal structure of voluntary organisations, the roles and responsibilities of trustees, company secretary etc
- 3 Strategic Planning – get to grips with Mission, Vision, Goals and Objectives and relate this to your own organisation. Understand the strategic planning cycle and undertake a stakeholder analysis and SWOT analysis
- 4 Business Planning – Familiarise yourself with the basics of business planning and create an outline business plan for your own organisation
- 5 Funding Strategies and Bid Writing for Voluntary and Community Organisations – write a funding strategy for your own organisation, learn the key elements for a successful funding application and prepare a simple application.

Last year our learners gave us this feedback about the course;

"I found the course really useful. It gave me an introduction to different trustee/staff roles and responsibilities."

"The small group work was invaluable as we had real work situations to compare and contrast to the ideal."

Tutor: Liz Simmons has 18 years experience in the VCS as a volunteer, project manager and Chief Executive.

Date	Tuesday 4th November 2008 – Tuesday 3rd February 2009 (12 sessions)
Time	10.00am-4.00pm
Venue	The VISTA Training Room, Bow Street, Langport TA10 9QRN
Cost	£98 This course is subsidised by ViSTA and Somerset Voluntary Sector Network (SVSN – www.svsn.org.uk)
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Certificate in Youth Work

Unit 1 “Relationships with Young People & Groups”

This course is suitable for anyone involved as a volunteer or paid worker in a youth work setting or anyone interested in working or volunteering with children and young people.

Course Outline (aims and objectives):

This unit is one of the 4 mandatory units which make up the Certificate in Youth Work accredited at level 2 by City and Guilds. The other units will be delivered over the coming 12 months for those learners that wish to complete the full award.

This unit provides the vocational knowledge necessary for youth workers and is aligned with the National Occupational Standards in Youth Work.

Another added benefit of this course will be that it will be delivered in a way which links the principles of youth work to the 5 Outcomes for Children and Young People (set out in the County Council’s Children and Young People’s Plan 2006-09).

This unit is about building open, honest and trusting relationships with individuals and groups through the use of effective communication and by using the basic principles of group work. Both are essential skills for those who work in the youth work sector.

The unit is divided into four outcomes and by the end of the study sessions participants will be able to:

- Understand and use the basic principles of group work including group dynamics, group values, group safety and well being
- Understand verbal and non-verbal communication and its impact on relationships – “building a rapport with young people”
- Understand the factors influencing the emotional development of young people and learn about how to support young people to express their values and aspirations
- Understand the issues affecting young people (locally and nationally).

Tutor: Sarah Blake (PGCE) is a voluntary sector youth worker with over fifteen years experience. Currently Sarah is employed as the Sedgemoor Deanery Youth Development Worker with the Diocese of Bath & Wells

Date	5th, 12th, 19th, 26th November and 3rd, 10th December 2008.
Time	5.30pm-8.30pm
Venue	Somerset Young Farmers, The Old School, School Road, Westonzoyland, TA7 0LN
Cost	This course is free to staff and volunteers in the children and young people’s workforce in Somerset except those working for statutory agencies. The funding for this course is from the Children’s Workforce Development Council and has been awarded to CHYPPS All other delegates: £120.00 plus City & Guilds Registration fee
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Tax Credits and Family Benefits

This course is suitable for:

Individuals: Who work with families, and who want to increase their knowledge of the Tax Credit System and other benefits which can be claimed by families. No previous knowledge of the topic is required.

Organisations: who work with families that wish to keep staff knowledge up to date.

Course Outline (aims and objectives):

At the end of this is a one day course you will:

- Understand how an award for tax credits is calculated
- Explain the changes of circumstances that can affect entitlement to tax credits during the award period
- Understand the requirement for claimants to check their award notices and notify changes and the penalties for non-compliance
- Understand the process for dealing with overpayments
- Explain the rules for claiming child benefit and how this is affected when children reach the age of 16 and move on to further education and training
- Understand who is entitled to free school meals.

Tutor: Elizabeth Luke is a member of the Institute for Learning and the National Association of Welfare Rights Advisers. and has been a trainer for the past 8 years.

Date	3rd December 2008 – Weston super Mare 9th December 2008 – Taunton 10th December 2008 – Poole
Time	9.30am-3.30pm
Venue	Weston super Mare: The Badger Centre, 3-6 Wadham Street BS23 1JY Taunton: Compass Disability, Unit 11-12, Belvedere Trading Estate TA1 1BH Poole: Arena Business Centre, Holy Rood Close BH17 7BA
Cost	£98
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Safeguarding Children and Young People

This course is suitable for anyone who works with children and young people or who manages services and projects.

Course Outline

Aims:

To provide an introductory level of knowledge and understanding about child abuse and what to do if you suspect a child is being abused.

To provide a local and national perspective on safeguarding.

Objectives:

- Explain the work of the Safeguarding Board
- Outline the different types of abuse and the ways they can affect children
- Describe how key agencies work to protect children
- Explain the Somerset child protection referral procedures
- Describe the inter-agency working partnerships and the responsibility each agency has in the protection of children.

Tutor: Somerset Safeguarding Children Board – Claire Winter.

Date	2nd December 2008.
Time	9.30am-4.30pm
Venue	The Swan Hotel, Sadler Street, Wells, BA5 2RX
Cost	Free to staff and volunteers in the children and young people's workforce in Somerset except those working for statutory agencies. The funding for this course is from the Children's Workforce Development Council and has been awarded to CHYPPS All other delegates £98
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Effective Supervision

(Staff and Volunteers)

The course is suitable for anyone who currently supervises, or will be supervising, paid staff or volunteers. You may be an experienced supervisor without any formal training, or someone new to a supervision role. This course is also suitable for someone wanting to refresh their practice.

Course Outline

The course will provide you with the knowledge and skills to ensure that supervision meets the needs of the supervisee, the organisation, and service users.

By the end of the course you will know:

- the purpose and value of supervision, and the different ways in which it can be delivered,
- how supervision can help to motivate staff and increase their effectiveness,
- how to structure a supervision session using a recognised model

and be able to:

- agree a supervision contract,
- use the skills of reflection, challenge, and feedback in supervision.

Tutor: Mark Robertson has extensive experience of supervising staff in the voluntary and public sector. He worked as Head of Learning and Development for a national charity for over 10 years and developed policies, procedures and training for supervision for volunteers and staff across the organisation. More recently he has developed a supervision model for the staff in an NHS Primary Care Trust.

Date	3rd December 2008.
Time	9.30am-4.30pm
Venue	ViSTA, The Town Hall, Bow Street, Langport, TA10 9QR
Cost	£98
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Thinking about Quality and Performance and thinking about PQASSO

These sessions are suitable for anyone who is working or volunteering in a small or medium voluntary or community sector organisation including trustees. Additionally development officers supporting VCS groups would find this course useful.

Course Outline:

Thinking About Quality and Performance

This session is for people who work in or with small or medium sized third sector organisations and gives:

- An interactive introduction to the concepts of quality & standards
- An overview of existing quality and performance management systems
- An in depth session on how to go about choosing a system to use
- An overview of next steps.

Thinking about PQASSO (Practical Quality Assurance System)

This session is intended for people who work in or with small or medium sized third sector organisations and gives:

- An introduction to PQASSO (Practical Quality Assurance System for Small Organisations)
- Working through a sample standard
- The steps to implementing PQASSO
- Costs and commitments

Tutor: Bette Baldwin is a Charities Evaluation Services Licensed PQASSO mentor and offers a range of services from bespoke support to group mentoring sessions for those interested in finding out about, or implementing, quality systems and PQASSO.

Date	8th December 2008.
Time	9.30am-4.30pm
Venue	The Place2 (formerly Street Self Help Centre), Leigh Road, Street, Somerset BA16 0HA
Cost	Morning £50, Afternoon £50, all day £98
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Certificate in Youth Work

Unit 4 “Health & Safety and Well Being”

This course is suitable for anyone involved as a volunteer or paid worker in a youth work setting or anyone interested in working or volunteering with children and young people.

Course Outline (aims and objectives):

This unit is one of the 4 mandatory units which make up the Certificate in Youth Work accredited at level 2 by City and Guilds. The other units will be delivered over the coming 12 months for those learners that wish to complete the full award.

This unit provides the vocational knowledge necessary for youth workers and is aligned with the National Occupational Standards in Youth Work.

Another added benefit of this course will be that it will be delivered in a way which links the principles of youth work to the 5 Outcomes for Children and Young People (set out in the County Council’s Children and Young People’s Plan 2006-09).

This unit is about understanding the regulations and standards of practice that govern and guide youth work including health & safety, safeguarding children and young people and risk assessment.

The unit is divided into 4 outcomes and by the end of the course delegates will have an understanding of:

- How to carry out a risk assessment within a youth work setting and of how to work with young people to deal with risks and hazards
- Ways to work with young people which empower them to promote their own safety
- Ways of working with young people to assist them to develop practices to safeguard their own safety and well being
- How to support young people to deal with stressful situations and identify relevant sources of support for them.

Tutor: Sarah Blake (PGCE) is a voluntary sector youth worker with over fifteen years experience. Currently Sarah is employed as the Sedgemoor Deanery Youth Development Worker with the Diocese of Bath & Wells.

Date	21st, 28th January, 4th, 11th, 18th, 25th February 2009
Time	5.30pm-8.30pm
Venue	Somerset Young Farmers, The Old School, Westonzoyland, TA7 0LN
Cost	Free to staff and volunteers in the children and young people’s workforce in Somerset except those employed by statutory agencies. The funding for this course is from the Children’s Workforce Development Council and has been awarded to CHYPPS All other delegates: £120.00 plus City & Guilds Registration fee
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Safer Recruitment of Staff and Volunteers and Allegation Management

This course will focus on the safeguarding aspects of the process and explores the legal requirements and effective management of allegations made against staff who work with children and young people.

This course will provide an opportunity for managers to identify and avoid common pitfalls in the recruitment process and improve practice in the safeguarding aspects.

The course will outline the statutory processes and procedures in relation to managing allegations against staff who work with children and how this should be incorporated into organisational policy.

By the end of this course participants will:

- Be able to identify effective safeguarding practice in each stage of the recruitment process
- Have had the opportunity to reflect on the safeguarding aspects of their organisation's recruitment and allegations' processes and identify areas for development
- Understand the statutory requirements of the allegations' management process and how to create an effective system to manage this.

This course includes delivery of the accredited Safer Recruitment workshop, which includes an assessment pack. Delegates will receive the associated accreditation on completion of the workshop assessment.

N.B. Although this course discusses recruitment processes it should not replace organisational recruitment and selection training programmes. It can be used as additional training to strengthen managers' understanding of the importance of safeguarding aspects of these processes.

Tutor: Somerset Safeguarding Children Board – Claire Winter.

Date	27th January 2009
Time	9.30am-4.30pm
Venue	Compass Disability Services, Unit 11-12 Belvedere Trading Estate Taunton TA1 1BH
Cost	Free to staff and volunteers in the children and young people's workforce in Somerset except those working for statutory agencies. The funding for this course is from the Children's Workforce Development Council and has been awarded to CHYPPS All other delegates £98
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Developing Effective Teams

– Workshop and Action Learning Set

This programme is suitable for team leaders and anyone who works in a team and wishes to learn more about how to develop and support team effectiveness. The team may be inside your organisation or may be a partnership team comprising members from different agencies.

Course Outline (aims and objectives):

The programme consists of two elements:

- 1 A one day workshop on Developing Effective Teams (theory and practice)
- 2 An optional action learning set of three half-day sessions

You can decide to just attend the workshop or the action learning set. However maximum benefit will be gained by attending the whole programme.

The one-day workshop covers the building blocks of team development. It is based around a simple toolkit that you will be able to use with your team following the session.

By the end of the workshop you will be able to:

- explain the key building blocks of effective teamwork
- identify appropriate leadership styles for your team
- use a simple model to understand, value and benefit from the different working styles in your team
- work with your team to identify the key areas for development and ways in which these can be met.

The action learning sets will support you to apply the building blocks toolkit with your team. Action learning is a powerful technique in which a small group, with a facilitator, meets on a regular basis (in this case three half days) to explore 'real life' issues. Participants are encouraged to explain an issue or challenge in their work, and through a process of questioning and reflection the group assists them to develop their own approaches and solutions.

This programme **can also incorporate** a unit of accredited study "Enabling Individual Learning Through Coaching" (City & Guilds). This is achieved through one to one assessment in your place of work and can be completed over a number of months. The fee for this is not included below.

Tutor: Mark Robertson has extensive experience of supervising staff in the voluntary and public sector. He worked as Head of Learning and Development for a national charity for over 10 years and developed policies, procedures and training for supervision for volunteers and staff across the organisation. More recently he has developed a supervision model for the staff in an NHS Primary Care Trust.

Date	Thursday 29th January 2009, 9.30-4.30pm ALS, Thursday 5th, 26th February and 12th March 2009
Time	9.30am-12.30pm
Venue	ViSTA, The Town Hall, Bow Street, Langport, TA10 9QR
Cost	£98 (1 day workshop), Action Learning Sets £150 or Both £220
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Funding and Resources for Community Groups

National Open College Network accredited at Level 2 or 3;

Approved by the Federation of Community Development Learning

This programme is suitable for:

Individuals: Community Development workers who work with people in a variety of community settings including health & social care, voluntary & community sector, education, housing, community safety, environmental community work or regeneration.

Course Outline:

This is an accredited course at either level 2 or 3 dependent on experience. Participants wishing to achieve a certificate will be required to complete a short portfolio of evidence.

The course will look at what makes an effective funding strategy and how you, as an advice worker, can support groups to achieve their goals through more effective use of funding opportunities open to them.

- What makes an effective funding strategy?
- How can you support your group to get the best out of funding opportunities available?
- How can you support monitoring the project so the project can achieve its goals?
- How can you make the most of the skills within the groups you work with so they can achieve even more?

By the end of the course delegates will understand:

- the key purpose of community development work and the range of settings in which it takes place
- the range of government policy and initiatives at national, regional and local levels, which impact on communities and community development work
- the key roles required of community development workers
- power relationships within community development work.
- recognise key factors in developing a sustainable community and community groups/ organisations.

Tutor: Sara Iles has worked for government funding agencies and has extensive experience of supporting voluntary and community sector groups in funding advice.

Date	Course runs over 4 sessions – 6th, 13th, 20th and 27th January 2009
Time	9.30am-4.30pm
Venue	The Albemarle Centre, Albemarle Road, Taunton TA1 1BA
Cost	£145
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within

Certificate for Skilled Advisers

(Open College Network) Level 2 / 3 Award

This programme is suitable for:

Individuals: Those working with the public or in front line roles who give information, advice or guidance to clients (for example, drop-ins, help-lines, reception desks, 1:1 client work etc).

Course Outline:

The course runs over 3 days and participants wishing to achieve the certificate will do so through attendance at the course and the completion of a short portfolio of assignments and case studies.

There are 2 units:

- Handling Information
- Advising on Information

By the end of the course you will be able to:

- Demonstrate active listening and questioning skills
- Describe the use of information and resources
- Identify roles (such as referral agents and providers)
- Build and maintain networks and contacts
- Show awareness of equality, diversity, confidentiality and boundaries
- Demonstrate ways of overcoming barriers to engagement with clients.

Last year our learners gave us this feedback about the course:

"This course really gave me the confidence to advise people more effectively."

"It was great to get the chance to update my guidance skills and gain validation for the work I do with my clients."

Tutor: Sara Iles has extensive experience as a client adviser in public sector and community settings.

Date	3 sessions on 8th, 25th March and 8th April 2009
Time	9.30am-4.30pm
Venue	The ViSTA Training Room, Bow Street, Langport TA10 9QR
Cost	£145
Booking	www.vistaproject.org.uk , 0845 358 0372 or use the booking form within



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