

Community
Action
Suffolk
Learning
Zone

CLZ



Your destination
for learning



COMMUNITY ACTION SUFFOLK LEARNING ZONE

Your destination for learning

VOLUNTEERING COURSES

2019-2020



www.communityactionsuffolk.org.uk/learningzone

"Very useful, important, practical course for Volunteer Manager"

Feedback from "Dealing with challenging volunteer situations' course

HIGH QUALITY LEARNING AT AFFORDABLE PRICES

At Community Action Suffolk's Learning Zone we believe that you deserve the best possible learning to support you to create, develop and deliver your vision for people in Suffolk. We are here to help you.

Working with our Partners we are able to offer our learning opportunities at highly subsidised prices for the Voluntary Community Social Enterprise sector in Suffolk (VCSE). Other sectors are very welcome to attend.

Other brochures available to download;

Safeguarding and safety courses
Business Skills courses
Youth work courses

98%

'I'm better equipped to do my role as a result of the training'



VOLUNTEERING COURSES: CONTENTS

At Community Action Suffolk we believe in the power, creativity and possibilities of volunteers. To support you and your volunteers we provide the following courses:

Introduction to involving volunteers: Planning and recruitment - Page 4
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These courses are also available for delivery as 'In House' courses for your Team at a time and venue of your choice.* We can also tailor and develop courses to meet your needs.

For more information email training@communityactionsuffolk.org.uk
Tel: 01473 345400

*Subject to agreement



VOLUNTEERING COURSES

Introduction to involving volunteers: Planning and recruitment

Questions you will be able to answer

What is Volunteer Management?

What do we need to do to prepare our group to attract the right kind of volunteers and involve them?

How do we turn interest into action, and get volunteers started in our organisation?

This practical course will help you to understand today's volunteers and what your organisation needs to have in place to give Volunteers a great experience that your organisation, your service users and volunteers all benefit from.

Who should attend?

This course is for people who manage or supervise volunteers especially individuals who are new to involving volunteers.

Duration: 3 hours

Fee: £38 VCSE/ £50 Other

“
A practical introductory course equipping you for your journey to becoming an outstanding volunteer manager and an inspiring volunteer leader

”
This course complements the Introduction to involving volunteers: Support and Retention

This course works well as an 'In-House course for your own team. Prices start from £370 per course



VOLUNTEERING COURSES

Introduction to involving volunteers: Support and retention

Questions you will be able to answer

How do I prepare to involve volunteers and attract the right kind of volunteers?
How do I turn a potential volunteer's interest into action and get volunteers started in my organisation?
What are the right ways to support volunteers including the right policies and procedures for my organisation?

This practical course will help you to understand today's volunteers and what your organisation needs to have in place to give Volunteers a great experience that your organisation, your service users and volunteers all benefit from.

Who should attend?

This course is for people who manage or supervise volunteers especially individuals who are new to involving volunteers.

Duration: 3 hours
Fee: £38 VCSE/ £50 Other

“

"A brilliant chance to stop, pause, consider and strengthen your organisations ability to successfully use volunteer"
Anon.

”

This course complements the Introduction to involving volunteers: Planning and recruitment

This course works well as an 'In-House course for your own team. Prices start from £370 per course



VOLUNTEERING COURSES

Dealing with challenging volunteer situations

Questions you will be able to answer

How to identify disruptive behaviours from volunteers?

What could be behind these issues?

What structures and procedures to have in place?

How to let volunteers go?

This session will offer 'best practice' methods in dealing with these difficult situations while providing suggestions on potential preventative measures. We will cover the following topics:

Disruptive behaviours/ Confronting the issue/ Implementing a structured volunteer programme/ Ending the relationship

Who should attend?

This course is for people who manage or supervise volunteers especially individuals who are new to involving volunteers.

Duration: 3 hours

Fee: £38 VCSE/ £50 Other

“

"I can better support colleagues experiencing difficulties with volunteers" S.H. 2017

"Very useful, important, practical course for Volunteer Managers".
S.P. 2018

”

This course works well as an 'In-House' course for your own team. Prices start from £370 per course



VOLUNTEERING COURSES

What are the legal implications that organisations need to be aware of about volunteering?

Volunteers and the Law

Questions you will be able to answer

What is the legal status and the implications of involving volunteers?
Can under 16's legal and safely volunteer with my organisation?
When do volunteer expenses constitute employment law?

This session will highlight 'best practice' in providing a supportive volunteering environment while being aware of your statutory obligations in relation to:
Employment law and volunteers/
Safeguarding/Under 16's and work permits
/Expenses and benefits/ Insurance and public liability

Who should attend?

This course is for people who manage or supervise volunteers especially individuals who are new to involving volunteers.

Duration: 3 hours
Fee: £38 VCSE/ £50 Other

This course works well as an 'In-House course for your own team. Prices start from £370 per course

“

"Informative, interesting, worthwhile" A.B. 2019

"Very worth while information to ensure you are keeping within the law in your organisations practice".
S.B. 2018

”



LEARNING LUNCHES

Learning Lunches are a valuable opportunity to informally network with colleagues across the Voluntary Community Social Enterprise sector and to hear from some guest speakers who are experts in their field.

These events are hosted by some special venues across Suffolk including Ufford Park Hotel and Spa and Hintelsham Hall.

Learning Lunches have covered a diverse range of topics including:

- Charity Incorporation with Barker Gotelee Solicitors
- Handling Grievances with Ashtons Legal
- Financial Decision Making in Charities with Larking Gowen, Chartered Surveyors
- Best Practice in PR with Yellobelly Brand Communications agency

Duration: 1.5 hours

Fee: £15 including lunch



NETWORKING EVENTS

Volunteer Development Forum

The aim of the meetings is for you, the managers and coordinators who work with volunteers everyday, to come together and share, learn and offer support to each other. The CAS Volunteering team will bring information and research to get you thinking, with one “hot topic” for each meeting.

We know that being the person who coordinates volunteers within an organisation can sometimes feel like a lonely place, especially if you are the only person who has this role.

Our Volunteering team holds these regular Volunteer Development Forums across the county. The topics are picked by you, and the meetings are run for you. Come along and meet other people doing the same job as you and share your knowledge and experience. The meetings are interactive and fun, and there is usually cake!).

Duration: 2 hours
Fee: Free of charge



NETWORKING EVENTS

Safeguarding Network

The Safeguarding network is a specialist network facilitated by Community Action Suffolk for the Voluntary, Community and Social Enterprise (VCSE) sector in Suffolk. We have a couple of network meetings or micro-conferences each year and an e-newsletter that goes out quarterly.

Purpose of the Safeguarding network

- To provide a support network for safeguarding leads working with CYP and vulnerable groups to:
- Gain professional support from CAS around safeguarding policies and procedures
- Reduce isolation for those responsible for managing safeguarding particularly those in small organisations
- Identify emerging trends and issues to feed back to the Suffolk Safeguarding Boards and Suffolk County Council
- Identify safeguarding training needs for managers and staff

How to join the network

This network is open to all VCSE sector organisations, which you can join by becoming a CAS member (membership is free).



BOOKING DETAILS

All events are booked via the Community Action Suffolk Learning Zone website.

Payment for the event is securely processed at the point of booking online. Once payment is received participants receive an automated email confirmation of the payment and the booking.

www.communityactionsuffolk.org.uk/learningzone

Select the "Learning Opportunities by date" tab for the latest dates.

We look forward to seeing you at a future event.