



*It is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change.*

Charles Darwin

**August - December 2009**

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# Training and Learning

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at the Albany Centre

Preparing you for the  
challenges ahead

The logo features a stylized red square with a white 'A' shape inside. To the right of the square, the word "albany" is written in a bold, dark grey font. Above the 'a' in "albany", the letters "the" are stacked vertically in a smaller font. Below "albany", the words "Learning and Conference Centre" are written in a smaller, red font.



# Whatever your needs, we're here to help!



## Bespoke training tailored specially for your organisation

We will be very happy to discuss how we can tailor training to meet your own needs.

## Action Learning Sets

Bringing together participants with shared needs along with an experienced facilitator to address issues and solve problems.

## Training courses

We have over twenty years experience of delivering training to Glasgow's voluntary and community organisations.

## SVQ and Qualifications

GCVS delivers SVQ and other accredited qualifications, many of which are now available as an e-learning option.

## Advice and support for managers and organisations

Working with you to create a stronger, healthier organisation.

All our training and qualifications are delivered by experienced GCVS staff or consultants who work with and know the needs of the voluntary sector.

## Use your *Individual Learning Account* for GCVS courses and qualifications.

If you have an income of less than £22,000 per year or you are on benefits, you can get financial help towards training. For more information, visit:

[www.ilascotland.org.uk](http://www.ilascotland.org.uk)



## Get the reward for using GCVS training and venue-hire

This edition of the GCVS training calendar includes your organisation's copy of the new *Albany Centre Loyalty Card*.

Use your card to build up ten credits with us - and then receive a £120 discount on your future GCVS training or, if you prefer, a venue-hire of the Albany Centre.

The card can be used by any member of your organisation who attends training or hires a room at the Albany Centre. For terms and conditions, see the Loyalty Card, or contact us on: [albanyinfo@gcvs.org.uk](mailto:albanyinfo@gcvs.org.uk)

NB: Courses that qualify for the scheme are marked 

**the albany**  
Learning and Conference Centre

Loyalty Card  
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Loyalty Card

**Loyalty Card**

Financial reward for your organisation's use of the Albany Centre



# Bespoke Training

**All of the courses on this training programme can be delivered specially for your organisation.**

We will tailor the content so that it fits with your needs and you get the most out of the day. We work with a wide range of trainers and consultants to deliver courses, so even if you don't see the topic you need listed ask us and we'll try to find someone who can do the training for you.

Costs will vary according to the nature of the course and the amount of work required in tailoring it, but start at £500 plus vat per day for members.

**Training tailored to your needs**



# Action Learning Sets

**GCVS has a wealth of experience, not least through our highly-successful *Healthy Organisations* contract, of running action learning sets.**

These are a range of workshops specifically designed to help organisations grow and develop in response to the changing environment and common areas of development. Examples of past learning sets include:

- Developing the leader
- Managing buildings
- Practice development
- Full cost recovery
- Promoting and selling your services to funders
- Securing managing and delivering on contracts
- Leading organisational change
- Boards and high-risk decision making
- Working to Single Outcome Agreements and evidencing impact
- Collaborative working

Though these sets have been pioneered round organisational development issues the structure lends itself well to learning on many topics. Costs will vary depending on the nature of the work required and the amount of time it will take, but start at £500 plus vat per day for GCVS members.



**Workshops with a common thread**

## **LARGER TYPE**

For a larger-type version of the calendar, visit our website: [www.gcv.org.uk](http://www.gcv.org.uk)

# Training courses

## COST KEY

**M** GCVS Member organisation

**NM** Non-member organisation

**LC** Loyalty Card qualifier - page 2 for details

## MANAGEMENT

### GENERAL

#### **New to managing** **LC** **Mon 24th August 09**

This course will help you begin to develop your style as a manager and leader. It introduces some of the skills you will need to undertake your new role, including managing individuals and teams, communication and decision-making. It will also provide the basis for you to plan your future development.

**GCVS Consultant Trainer, Mark Reid** **COSTS: £115 M, £165 NM**

## PROJECT MANAGEMENT

#### **An introduction to project management** **Tue 24th November 09** **Run jointly with SCVO**

Project management is one of the best methods of managing an organisation, utilising a complex mix of hard and soft management skills. This course will investigate the best method of planning, organising and controlling your projects and equip you with the necessary tools to manage effectively.

**GCVS Consultant Trainer, Karen Caldwell** **COSTS: £108 M, £165 NM**

## EVALUATION AND OUTCOMES

#### **Demonstrating success** **Fri 28th August 09** **Run jointly with SCVO**

Organisations are under pressure to demonstrate to funders they are delivering. This course, aimed at those new to the task of demonstrating success, will help you assess if current or proposed indicators and measures will really demonstrate your organisation's or project's success.

**GCVS Consultant Trainer, Mark Reid** **COSTS: £108 M, £165 NM**

## THE MEDIA, LOBBYING, CAMPAIGNING

#### **Media work for beginners** **Thurs 1st October 09** **Run jointly with SCVO**

For those who are not used to working with the media, this course aims to give a basic grounding in some of the skills required to engage with the media and to get your message across.

**SCVO Corporate Affairs Team** **COSTS: £108 M, £165 NM**

#### **Parliamentary lobbying** **Wed 11th November 09** **Run jointly with SCVO**

Includes an in-depth presentation on Scottish Parliament procedures and workshop time spent sharing voluntary sector and parliamentary experience. It will help you identify various opportunities for participation and influence.

**SCVO Corporate Affairs Team** **COSTS: £108 M, £165 NM**

#### **Effective campaigning** **Thurs 3rd December 09** **Run jointly with SCVO**

Combines discussion of the specific elements that can be used in campaigning, together with a wider discussion of what makes an effective campaign.

**SCVO Corporate Affairs Team** **COSTS: £108 M, £165 NM**

## PEOPLE MANAGEMENT

#### **Managing people** **Mon 19th, Tue 20th October,** **ILM endorsed course** **LC** **Mon 9th, Tue 10th, Wed 25th** **November 09**

Over five days you will develop your people-management skills and review your policies and procedures in line with legal requirements and best practice. You will explore almost all aspects of managing people, from the essentials of employment law to key interpersonal skills. Participation on this course is a must for the manager who wants to get the best from their team.

**GCVS Trainer, Linden Stables and Consultant Trainer, Angela Evans**  
**ALL DAYS 9.00am - 4.30pm** **COSTS: £745 M, £795 NM**

#### **Supporting and supervising staff** **LC** **Wed 23rd September** **or Tue 15th December 09**

This course examines the purpose of supervision and what it can achieve, plus practical models and systems such as drawing up supervision contracts, styles of supervision, problems that may arise and supervisory skills.

**GCVS Consultant Trainers, Angela Gribben (23/9) or Mark Reid (15/12)**  
**COSTS: £115, £165 NM**

#### **Staff appraisal** **Run jointly with SCVO** **Tue 17th November 09**

Build confidence and skills in key elements of appraisal activities such as performance review, helpful feedback and encouraging high-performance. The course will be helpful to those wishing to develop new or existing appraisal systems.

**GCVS Consultant Trainer, Mark Reid** **COSTS: £108 M, £165 NM**

#### **Redundancy handling** **LC** **Tue 18th August 09**

This day will take you through the process of handling redundancies effectively with best practice in mind at all times. Of course the legal obligations are covered, but more importantly this is a practical session that will leave you with clear guidelines and paperwork to help you get it right.

**GCVS Trainer, Linden Stables** **COSTS: £115 M, £165 NM**

#### **Effective absence management** **Wed 26th August 09** **Run jointly with SCVO**

How to provide a structure for dealing with long-term and short-term absences, based on good practice and legal requirements. Particularly useful for line managers, supervisors and management committees.

**GCVS Trainer, Linden Stables** **COSTS: £108 M, £165 NM**

#### **Managing conflict** **LC** **Fri 4th September 09**

It is almost always best to settle employee disputes informally and internally. This participative session looks at how conflicts arise, as well as conflict management techniques, including an introduction to mediation.

**GCVS Trainer, Linden Stables** **COSTS: £115 M, £165 NM**

#### **Managing challenging situations** **LC** **Mon 7th December 09**

For supervisors, team leaders and managers. This is an interactive course that will develop the skills required to engage with some of the most difficult areas of people management. We look at strategies for managing the person who under performs; managing emotions in highly charged situations; giving feedback and direction; managing conflict in teams and asserting the right to manage, with confidence.

**GCVS Consultant Trainer, Angela Gribben** **COSTS: £115 M, £165 NM**

#### **Managing teams** **LC** **Tue 15th September 2009**

This course enables team leaders, managers and CEO's to understand and work on how they are developing their teams. Understand team roles, use team meetings effectively and plan team development. Understand more of how teams function, develop the way you use team meeting processes and create strategies for improving the team. The course is very interactive and learning will be through individual and group exercises, self-reflection, handouts and group discussions.

**GCVS Consultant Trainer, Duncan Wallace** **COSTS: £115 M, £165 NM**

## FINANCIAL MANAGEMENT AND FUNDING

### Introduction to Sage Line 50 **Fri 4th December 09** Run jointly with SCVO

For those who are new to using Sage Line 50 or considering purchasing it. The course is a basic introduction and covers topics such as setting programme defaults, setting up customer and supplier accounts, inputting opening balances, customising the nominal ledger, producing the trial balance, processing credit and cash transactions, producing various reports etc. We also take a brief look at financial and management information that can be produced by Sage and discuss advanced features which are covered in more detail in the intermediate course.

**GCVS Consultant Trainer, David Egdoll** COSTS: £108 M, £165 NM

### Intermediate Sage Line 50 **Wed 19th August 09** Run jointly with SCVO

Building on the Introduction to Sage course delegates will learn how to use VAT principles to generate VAT returns, produce bank reconciliations and produce a variety of reports such as budget reports and profit and loss accounts to aid management reporting.

**GCVS Consultant Trainer, David Egdoll** COSTS: £108 M, £165 NM

### Keeping track: basic bookkeeping **LC** **Wed 2nd September 09**

One of the most important parts of an organisation is to be accountable for the organisation's resources. This practical workshop will explore methods of keeping records of transactions in a straightforward, easily understood manner.

**GCVS Consultant Trainer, David Egdoll** COSTS: £115 M, £165 NM

### Effective budgeting **LC** **Wed 9th December 09**

Introduces participants to good practice models in key areas of administering and reporting finances, with an opportunity to practice selected models. It aims to broaden participant understanding of managing budgets.

**GCVS Consultant Trainer, David Egdoll** COSTS: £115 M, £165 NM

### Full cost recovery **Mon 2nd November 09** – a practical implementation

Run jointly with SCVO

Covers the concepts of full cost recovery as applicable to the costing of services and projects within the voluntary sector. It is participative and practical using examples based on data supplied by the participants.

**GCVS Consultant Trainer, David Egdoll** COSTS: £108 M, £165 NM

### Funding sustainability **LC** **Tue 3rd November 09**

It is becoming increasingly important for sustainability to ensure your organisation has a mixture of funding sources. This course will enable participants to work on their plan for how to attract and maintain a range of funding sources.

**GCVS Consultant Trainer, Duncan Wallace** COSTS: £115 M, £165 NM

### Funding: securing it and delivering on it **LC** **Wed 11th November 09**

Equip yourself with the knowledge and skills to make effective and successful funding applications - from fundamental requirements through to articulating your proposals and delivering successful projects.

**GCVS Consultant Trainer, Alan Bigham** COSTS: £115 M, £165 NM



## LEGAL ISSUES

### Data Protection Act **Wed 4th November 09** Run jointly with SCVO

Data sharing is something that increasing numbers of organisations are asked to agree to. What does the law say? When can you refuse to hand over data? This half-day workshop will help voluntary organisations navigate through the maze.

**SCVO Consultant Trainer, Ken MacDonald** COSTS: £62 M, £95 NM

**THIS IS A HALF-DAY COURSE 9.30am - 12.30pm**

## HEALTH AND SAFETY

### Emergency aid for appointed persons **LC** **Mon 31st August 09**

Designed for individuals who will be Appointed Persons with responsibility for managing first aid arrangements within low risk areas and who will take charge in the event of an emergency until the arrival of a fully qualified First Aider. A certificate will be awarded after successful completion of practical requirements and a short multiple-choice test.

**TRAINER: St. Andrew's Ambulance Assoc** COSTS: £75 M, £95 NM

### Risk Assessment **Fri 11th September 09**

This course is essential for people who have to consider risks to themselves and others as part of their work role. By the end of the course you will be able to identify, minimise and record risks in the workplace.

**GCVS Trainer, Jacqueline Tough** COSTS: £60 M, £100 NM

**THIS IS A HALF-DAY COURSE 9.30am - 12.30pm**

### Introduction to managing Health & Safety in the voluntary sector **Mon 30th November 09**

Run jointly with SCVO, and REHIS accredited course.

A one-day course for those new to managing Health & Safety covering

- principles behind Health & Safety
- legal rights and responsibilities
- issues for the voluntary sector
- '5 steps' to risk assessment;
- requirements of a Health & Safety policy and statement
- fostering a positive Health & Safety culture.

**GCVS Consultant Trainer, Mark Reid** COSTS: £125 M, £175 NM

### REHIS Elementary Certificate in Health & Safety **LC** **Fri 20th November 09**

This course is certified by the Royal Environmental Health Institute of Scotland providing basic Health & Safety awareness for all levels of staff. This nationally recognised certificate requires successful completion of a short multiple-choice examination at the end of the course. Individual participants are welcome as are block-bookings from organisations who wish to utilise the course as part of an induction programme.

**GCVS Consultant Trainer, Mark Reid** COSTS: £75 M, £95 NM

**FULL DAY COURSE 9.00am - 5.00pm**

## COURSE TIMES

All courses run over a full day  
(9.30am – 4.30pm), unless otherwise stated.

# Training courses

## TRAINING AND PRESENTATION SKILLS

### Positive presentations <sup>LC</sup> Mon 5th October 09

Essential for anyone who has to make formal presentations as part of their work. Understand how to plan and prepare a formal presentation. Use the skills and knowledge gained to deliver a presentation.

GCVS Consultant Trainer, Mark Reid COSTS: £115 M, £165 NM

### Facilitation skills <sup>LC</sup> Wed 21st and Fri 23rd October 09 Run jointly with SCVO

Do you have to facilitate group processes at work? This course will help you understand and work with group dynamics. You will learn about the skills and techniques needed for effective facilitation. It is a participative course which will allow you to put learning into practice.

GCVS Consultant Trainer, Mark Reid COSTS: £190 M, £270 NM

## ADMINISTRATION

### Minutes made simple <sup>LC</sup> Thurs 1st October 09

A practical skills development workshop for anyone who has to take minutes at meetings. Develop skills that will make the task of taking minutes easier. Decide what to include and what to leave out of your minutes and how to deal with jargon in meetings. Also ideas on layout and writing up.

GCVS Consultant Trainer, Angela Gribben COSTS: £115 M, £165 NM

## COST KEY

**M** GCVS Member organisation

**NM** Non-member organisation

**LC** Loyalty Card qualifier - page 2 for details

## COURSE TIMES

All courses run over a full day (9.30am – 4.30pm), unless otherwise stated.



## WORK SKILLS AND PERSONAL EFFECTIVENESS

### Assertiveness and confidence building <sup>LC</sup> Tue 22nd September 09

This interactive course is designed to help people handle others in a confident and assertive manner. Learn how to stand up for your point of view and how to put views across without being aggressive or offensive.

GCVS Consultant Trainer, Angela Gribben COSTS: £115 M, £165 NM

### Effective communication <sup>LC</sup> Tue 27th October 09

If you are responsible for staff, volunteers or building relationships in partnership working projects, effective communication skills are essential. This course emphasises specific tools and techniques for improving listening skills, delivering effective messages and bridging different communication styles.

GCVS Consultant Trainer, Angela Gribben COSTS: £115 M, £165 NM

### Handling difficult situations <sup>LC</sup> Fri 13th November 09

Become more confident in handling the difficult situations that arise when working with people in the workplace; including conflict of ideas, clashes of personalities, aggressive behaviour and co-operative behaviour. An interactive course with time for discussion and analysing case studies.

GCVS Consultant Trainer, Angela Gribben COSTS: £115 M, £165 NM

### Minutes made simple <sup>LC</sup> Thurs 1st October 09

A practical skills development workshop for anyone who has to take minutes at meetings. Develop skills that will make the task of taking minutes easier. Decide what to include and what to leave out of your minutes and how to deal with jargon in meetings. Also ideas on layout and writing up.

GCVS Consultant Trainer, Angela Gribben COSTS: £115 M, £165 NM

### Media work for beginners <sup>LC</sup> Thurs 1st October 09

#### Run jointly with SCVO

For those who are not used to working with the media, this course aims to give a basic grounding in some of the skills required to engage with the media and get your message across.

SCVO Corporate Affairs Team COSTS: £108 M, £165 NM

### Positive presentations <sup>LC</sup> Mon 5th October 09

Essential for anyone who has to make formal presentations as part of their work. Understand how to plan and prepare a formal presentation. Use the skills and knowledge gained to deliver a presentation.

GCVS Consultant Trainer, Mark Reid COSTS: £115 M, £165 NM

### Working with groups <sup>LC</sup> Fri 9th October 09

This course is for staff who use group work as one of their tools for helping people change and develop. The course will provide an understanding of what group work is all about, some theories about groups and some insights into the skills and processes required for running effective groups.

GCVS Consultant Trainer, Duncan Wallace COSTS: £115 M, £165 NM

### Report writing <sup>LC</sup> Wed 4th November 09

This course gives you the skills and techniques to produce clear, readable reports. It takes you step by step through the process of writing a report from being clear about the purpose, organising your material and getting going. Explore lots of techniques to help overcome writers block.

GCVS Consultant Trainer, Angela Gribben COSTS: £115 M, £165 NM

### Time management <sup>LC</sup> Wed 2nd December 09

#### Run jointly with SCVO

See what you can achieve through effective time management, with approaches for analysing how you use your time and for prioritising your activities and tasks. Participants will also identify their own major "time-stealers" at work and identify actions to overcome them.

GCVS Consultant Trainer, Mark Reid COSTS: £108 M, £165 NM

## INFORMATION TECHNOLOGY

### Introduction to Sage Line 50

Fri 4th December 09

Run jointly with SCVO

For those who are new to using Sage Line 50 or considering purchasing it. The course is a basic introduction and covers topics such as setting programme defaults, setting up customer and supplier accounts, inputting opening balances, customising the nominal ledger, producing the trial balance, processing credit and cash transactions, producing various reports etc. We also take a brief look at financial and management information that can be produced by Sage and discuss advanced features which are covered in more detail in the intermediate course.

GCVS Consultant Trainer, David Egdoll COSTS: £108 M, £165 NM

### Intermediate Sage Line 50

Wed 19th August 09

Run jointly with SCVO

Building on the Introduction to Sage course delegates will learn how to use VAT principles to generate VAT returns, produce bank reconciliations and produce a variety of reports such as budget reports and profit and loss accounts to aid management reporting.

GCVS Consultant Trainer, David Egdoll COSTS: £108 M, £165 NM

### Introduction to Microsoft Access

Tue 25th August 09

For people who may have little or no knowledge of Microsoft Access (Database). Through a series of exercises, participants will learn about designing databases, queries and reports.

GCVS Consultant Trainer, Kate McGarrigle COSTS: £115 M, £165 NM

### Intermediate Microsoft Access

LC

Tue 6th October 09

For people who have some knowledge of Microsoft Access and want to develop more skills. Through a series of exercises, learn to edit data, run advanced queries, work with forms, reports and much more.

GCVS Consultant Trainer, Kate McGarrigle COSTS: £115 M, £165 NM

### Intermediate Microsoft Excel

Run jointly with SCVO

Mon 14th September 09

For people who have some knowledge of Microsoft Excel and who want to develop more skills. Through a series of exercises, participants will learn how to format cells, manage worksheets, use formulas and functions, create charts and much more.

GCVS Consultant Trainer, Kate McGarrigle COSTS: £108 M, £165 NM

### Photoshop basics

LC

Wed 7th October 09

For people with little or no experience of Adobe Photoshop, we will explore the basic principles behind image manipulation and work practically with your images to put those principles to work.

GCVS Consultant Trainer, Rachel Jury COSTS: £115 M, £165 NM

### Microsoft Publisher

LC

Mon 9th November 09

For people who may have little or no knowledge of Microsoft Publisher. Through a series of exercises, participants will learn how to create professional looking publications and marketing material.

GCVS Consultant Trainer, Kate McGarrigle COSTS: £115 M, £165 NM

### InDesign Basics

LC

Wed 18th November 09

For people with little or no experience of Adobe InDesign, we will explore the basic principles behind desk top publishing and work practically with your projects from newsletters, to posters to reports.

GCVS Consultant Trainer, Rachel Jury COSTS: £115 M, £165 NM

### Introduction to Microsoft Access

Tue 1st December 09

Run jointly with SCVO

For people who may have little or no knowledge of Microsoft Access (Database). Through a series of exercises, participants will learn about designing databases, queries and reports.

GCVS Consultant Trainer, Kate McGarrigle COSTS: £108 M, £165 NM

## Support for Managers and Organisations

### Support for organisations and managers

#### Helping to develop your capacity

GCVS has decades of experience in helping voluntary and community organisations to develop and grow. We will be very happy to talk to you about the sort of advice, information, and assessments that we can offer to your organisation.

#### The Healthy Organisations service

The Healthy Organisations service was formed in 2003 to support the development needs of small to medium voluntary sector organisations that have a particular focus on health and regeneration.

#### Community learning and development and literacies

Working in the voluntary sector to develop skills and learning in Community Learning and Development and literacies.

#### Employers Advice Service

Helping voluntary sector employers to be good employers. The GCVS Employers' Advice service offers expert advice and support on employment law and good practice. And a one-year subscription costs about the equivalent of one hour of a lawyer's time!

## Mainstreaming Equalities

*Mainstreaming Equalities* has been designed by GCVS to support organisations to mainstream equality across their operations and functions.

We will be very happy to discuss tailoring the programme to meet your organisational needs.

Contact:

Email: [frieda.park@gcvs.org.uk](mailto:frieda.park@gcvs.org.uk)

Tel: 0141 332 2444

See more about GCVS learning and development at [www.gcvs.org.uk](http://www.gcvs.org.uk)

# Scottish Vocational Qualifications (SVQs)



All GCVS SVQ courses qualify for our new Loyalty Card scheme. See page 2.

## Accredited training at reasonable costs

### Business and Administration Levels 2, 3 & 4

Costs: L2 £800, L3 £1000, L4 £1200

### Advice and Guidance

Levels 2, 3 & 4

Costs: L2 £800, L3 £1000, L4 £1200

### Customer Service

Levels 2 & 3

Costs: L2 £800, L3 £1000

### Health & Social Care

Levels 2, 3 & 4

Costs: L2 £1200, L3 £1500, L4 £1800

### Leadership & Management for Care Services

Cost: £2000

### Management

Levels 3 & 4

Costs: L3 £1500, L4 £1800

### Learning and Development

Levels 3 & 4

Costs: L3 £1500, L4 £1800

### Assessor and Verifier Awards A1/V1

Costs: £400 per unit

### Professional Development Awards

- Introduction to Tutoring in Adult Literacies Learning
- Training & Development

“High levels of support offered by Centre staff.”

“Centre operates to high professional standards.”

**SQA External Verifier, April 2009**

### Online Learning with GCVS

Many of the GCVS SVQ and other qualifications are now available as an e-learning option.

Contact [ruth.farquharson@gcvs.org.uk](mailto:ruth.farquharson@gcvs.org.uk) for details



## Host your event at the Albany

Meeting spaces furnished  
to your requirements

Large cafe / dining room  
for your catering needs

Fully equipped I.T. suite

**Highly competitive prices!**

Light, bright, well equipped  
and accessible spaces for  
your events and conferences

**To talk about hiring the Albany:**

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0141 332 2444

EMAIL:  
[albanyinfo@gcvs.org.uk](mailto:albanyinfo@gcvs.org.uk)

WEB:  
[www.gcvs.org.uk/albany](http://www.gcvs.org.uk/albany)

