



# TRAINING PROGRAMME

## MIDLOTHIAN VOLUNTARY ACTION

### Welcome to the MVA 2011 Training Programme!

MVA runs an annual training programme, part-funded by the European Social Fund as part of the Skills for Midlothian Business Project. All the courses in this brochure are offered FREE to social enterprises working in Midlothian.

Midlothian social enterprises are working in an increasingly competitive field, with organizations competing for grant funding and contracts.

In this kind of environment it is crucial that organizations work as effectively as possible. Therefore there is an emphasis in this year's programme on the steps that organizations can take to minimize the risks to their stability.

The programme aims to address the training needs of key individuals in local social enterprises in areas such as:

- Business and Finance Skills;
- Management and Governance Skills;
- Client Specific Skills;
- ICT Skills.

Between September 2011 and March 2012 we will be running the following training courses:

- How secure is your data?
- Business Continuity Planning



- Emergency First Aid at Work
- HR aspects of tendering/grant applications;
- Introducing Midlothian;
- Writing a Risk Register;
- Dealing with Difficult People

We also provide training for Boards on governance issues. Contact [margaret.nisbet@mvacvs.org.uk](mailto:margaret.nisbet@mvacvs.org.uk) for more information.

If you would like to attend any of the training courses in this brochure, please see the booking information on page 2.

#### What can Skills for Midlothian Businesses offer to the social enterprise and voluntary sector?

- Free training for staff in social enterprises on a range of key skills;
- 1-2-1 support to staff on funding and finance issues;
- Small grants for training;
- HR Business Advice from an HR specialist (based in new leaf);
- Dedicated professional staff development guidance and advice;
- Extra literacies support/training for staff in the workplace;
- Self directed study facilities for employees and out-of-work-hours on-line learning (through Midlothian Libraries Service).

**For more information** on any of this contact:  
Lesley Kelly at MVA on 0131 663 9471  
or at [Lesley.kelly@mvacvs.org.uk](mailto:Lesley.kelly@mvacvs.org.uk)



## Introduction

### Our Training Options

MVA offers the following training options:

**In-work training for staff** working for social enterprises, which is part-funded by the European Social Fund. This includes all in-work training **except** training that is undertaken to meet statutory requirements. The training provided includes:

*Business and Finance Skills:* Providing social enterprises with the skills they need to operate in a business-like manner;

*Management and Governance Skills:* Helping social enterprises to manage their staff and resources effectively;

*Client Skills:* Giving social enterprises the skills they need to work effectively with their client groups;

*ICT Skills:* A key skill required by social enterprise staff to respond to the modern working environment.

**Contact:** Dr Lesley Kelly, e-mail: [lesley.kelly@mvacvs.org.uk](mailto:lesley.kelly@mvacvs.org.uk), tel: 0131 663 9471

**Training for voluntary Boards and Management Committees.** This includes providing information materials and training aimed specifically at voluntary Management Committee/Board members of community groups, charities, and voluntary organisations.

**Contact:** Margaret Nisbet, e-mail: [margaret.nisbet@mvacvs.org.uk](mailto:margaret.nisbet@mvacvs.org.uk), tel: 0131 663 9471

### Booking

All training courses must be booked in advance through the MVA office.  
The closing date for all events in this booklet is two weeks before the event.

In the event of over-booking, we will prioritise as follows after the closing date for the event:

- Priority is given to Midlothian based organisations and workers;
- We will limit the number of participants per organisation, to one per organisation if necessary;
- After the above criteria, we will enforce a first-come, first served policy by the date on which MVA received the booking form.

CONFIRMATION OF PLACES WILL BE SENT OUT AFTER THE CLOSING DATE.

All participants who complete training sessions will receive a Certificate of Attendance.

## September

### How secure is your data?

Data security is the process of making sure information you collect or store electronically is available only to those who need to use it for a legitimate purpose. The Information Commissioner states that if you hold and process information about your clients, employees or suppliers, you are legally obliged to protect that information under the terms of the Data Protection Act.

#### The risks of getting it wrong include:

- Financial and reputational costs. A data breach can be expensive to put right and will reduce customers' confidence in your organisation.
- You may receive a monetary penalty of up to £500,000 from the Information Commissioner's Office (ICO).

The session, which will be run by Ian Wragg, Midlothian Council's Information Security Officer, will support managers and senior staff in local voluntary organisations to improve the management of their data.

#### Learning Outcomes

By the end of the session participants will understand:

- How to exchange information by e-mail securely;
- How to hold electronic information securely;
- The training needs of other staff members on IT security issues;
- Midlothian Council protocols on electronic information exchange.

#### Who should attend?

This session will be of particular interest to staff who regularly discuss vulnerable client issues with Midlothian Council, for example, child protection cases.

#### Two charities were recently censured by the Information Officer:

Asperger's Children and Carers Together reported a breach of the Data Protection Act after an unencrypted laptop, containing personal data relating to 80 children who attended its sessions, was stolen from an employee's home in December last year.

Wheelbase Motor Project also reported a breach after the theft of an unencrypted hard drive from the charity's offices.

#### Could this happen to your organisation?

Date: Thursday 1 September	Time: 10am—11.30am
Registration: 9.45am-10am	Trainer: Ian Wragg, Information Security Officer, Midlothian Council
Level: Intermediate	Spaces available: 15
Location: MVA, 4/6 White Hart Street, Dalkeith	Refreshments: Tea and coffee only
Cost: Free of Charge	

## September

### Business Continuity Planning

#### If your premises burned down tonight, could you deliver a service tomorrow?

Business continuity management is all about planning for the unexpected, understanding the potential for things to go wrong, and working out what you need to do to survive. It is about increasing organisational resilience and ensuring a flexible, effective response in uncertain times. For example, we all learned a lot about emergency planning from the cold winter last year—but have we all changed our policies and procedures to meet future emergencies?

*“Presentation delivery brilliant on a serious subject. Well done!”*

*Training Participant  
2010*

This session offers an introduction to the principles of business continuity management and provides some tools and templates for building a business continuity plan. The sessions will look at the principles of business continuity management and relevance to the voluntary sector, including:

- Identifying what threatens your organisation?
- The three stages of business continuity planning:
  1. Emergency response
  2. Crisis management
  3. Business recovery
- A suggested approach to developing a business continuity plan

A template will be provided at the training with key information on sources of support from Midlothian Council and other statutory agencies.

#### Learning Outcomes

- Learn how business continuity management can strengthen your organisation.
- Assess the main threats to your organisation.
- Understand the principles of business continuity management.
- Consider what your business continuity plan might look like.

#### Who should attend?

Managers and key staff.

Date: Wednesday 7 September	Time: 9.30am—1pm
Registration: 9.15am-9.30am	Trainer: Lesley Kelly
Level: Intermediate	Spaces available: 15
Location: TBC	Refreshments: Tea and coffee only
Cost: Free of Charge	

## October

### Emergency First Aid at Work

Suitable for SMEs and low risk working environments, this new course will allow the attendee to gain a basic Health and Safety Executive (HSE) accreditation and certificate in first aid. Those trained will be recognised by the HSE as workplace first aiders.

Course content includes:

- The role of the first aider
- communicating with a casualty
- contents of first aid kits (and avoid cross infection)
- recording of incidents and accidents
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- administer first aid to a casualty who;
  - is unconscious
  - requires cardio pulmonary resuscitation (CPR)
  - is choking
  - is wounded or bleeding
  - is in shock
  - has minor conditions - to include: minor cuts, grazes and bruises, minor burns & scalds, small splinters

*“Enjoyable course. Trainer interesting and held my interest.”*

*Training Participant, 2008*

This course will give candidates an emergency first aid at work (EFAW) certificate. This is a HSE approved and certified course.

#### Who should attend?

Key staff member with responsibility for workplace first aid.

Date: Thursday 6 October	Time: 9.30am—1pm
Registration: 9.15am-9.30am	Trainer: British Red Cross
Level: Intermediate	Spaces available: 12
Location: British Red Cross offices, 131 High Street, Dalkeith	Refreshments: Tea and coffee only
Cost: Free of Charge	

## November

### HR aspects of Tendering/Grant applications – make sure your staffing needs are properly resourced

This course is of direct use to managers and key staff who have to draw up tender documents. It is essential that the full resource implications of the necessary staff complement are reflected in the tender.

*“John Anzani was excellent. Made a serious topic enjoyable. Loved relate to experience.”*

*Training Participant, 2011*

There are other aspects than just the figures that need to be considered.

How will the posts be filled by direct appointment, secondment, agency staff or other method?

How will the posts in the tender fit with existing staff complement?

What are the HR implications of the end of tender?

#### Learning Outcomes

By the end of the course participants will have:

- The ability to properly cost the staffing aspects of any tender
- Considered the most appropriate methods of filling the positions
- Awareness of the various HR aspects of integrating new staff with the existing team

Date: Tuesday 1 November	Time: 9.30am—1pm
Registration: 9.15am-9.30am	Trainer: John Anzani, new leaf
Level: Intermediate	Spaces available: 15
Location: MVA, 4/6 White Hart Street, Dalkeith	Refreshments: Tea and coffee only
Cost: Free of Charge	

## January

### Introducing Midlothian

Starting work in a new location or sector can be daunting, and it can take a long time for all the gaps in local knowledge to be filled in. This course aims to provide an overview of Midlothian, the voluntary sector, and local sources of support.

The course offers an introduction to:

- The Third Sector in Scotland;
- Social Enterprise – The Scottish Government’s Action Plan;
- Voluntary Sector Governance – how Third Sector organisations are managed;
- Who lives and works in Midlothian?
- How local democracy works in Midlothian – the Council, the Community Planning Partnership, the Single Outcome Agreement and the Compact;
- Volunteering in Midlothian
  - Local trends in volunteering - who's doing it and why?
  - Training, support and information services to volunteer involving organisations
- The local Third Sector;
- Midlothian’s Third Sector Interface;
- Local sources of support.

*“I am very new to all [things] voluntary, and Midlothian so it was very interesting.”*

*Training Participant, 2008*

#### Who should attend?

This session will be of benefit to key staff who have joined Midlothian organisations in the past year (or maybe even longer!).

Date: Thursday 26 January	Time: 9.30am—3pm
Registration: 9.15am-9.30am	Trainer: MVA, SEAM, Volunteer Centre Midlothian, Midlothian Council
Level: Intermediate	Spaces available: 15
Location: MVA, 4/6 White Hart Street, Dalkeith	Refreshments: Lunch provided
Cost: Free of Charge	

## February

### Writing a Risk Register

Risk management involves you, the employer, looking at the risks that arise in the workplace and then putting sensible health and safety measures in place to control them. A risk register is a tool commonly used in project planning and organisational risk assessments.

*“The more people get to meet and talk, the more we share and grow—well done.”*

Training  
Participant

This interactive session will look at the Health and Safety Executive’s ‘Five steps to risk assessment’ and consider the best way to record these risks. It will look at different examples of risk register templates, and consider the issues that are specific to the voluntary sector and its client groups.

By the end of the session participants will have the basis of a Risk Register for their own organisation.

#### Learning Outcomes

By the end of the session participants will:

- Understand what we mean by risk assessment;
- Be familiar with the HSE’s Five Steps to Risk Assessment;
- Be aware of the range of risk register templates available;
- Have an awareness of the key issues facing the voluntary sector when undertaking risk assessment.

#### Who should attend?

Managers and key staff.

Date: Wednesday 1 February	Time: 9.30am—1pm
Registration: 9.15am-9.30am	Trainer: Lesley Kelly, MVA
Level: Intermediate	Spaces available: 15
Location: MVA, 4/6 White Hart Street, Dalkeith	Refreshments: Tea and coffee only
Cost: Free of Charge	

## March

### Dealing with Difficult People

This course is of direct use to managers and key staff who have contact with difficult people in the regular course of their work. It could be someone they are managing directly or someone else whose behaviour is affecting others. The 'difficult person' could be external to the organisation or may be a within it. Tools and techniques will be introduced during the course that can be practised and used when dealing with difficult people in the workplace.

#### Learning Outcomes

By the end of the course , participants will have:

- Awareness of their own behaviour drivers and triggers and how they impact on the situation;
- Active practice of tools and techniques which participants can take away and use to deal with difficult people more effectively.

#### Who should attend?

Managers and key staff.

*“Well presented and useful content.”*

Training Participant

Date: Tuesday 6 March	Time: 9.30am—1pm
Registration: 9.15am-9.30am	Trainer: John Anzani, new leaf
Level: Intermediate	Spaces available: 15
Location: MVA, 4/6 White Hart Street, Dalkeith	Refreshments: Tea and coffee only
Cost: Free of Charge	

## Midlothian Voluntary Action: Communication



Website:

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



WORDPRESS

Blog: <http://mvacvs.com>



Twitter:

@MVACommunity



Facebook: Midlothian Voluntary Action

## MVA Training News—Sign Up Today

In addition to our annual training programme we also distribute a monthly Training News e-briefing.

The Training News provides information on local free training provided by a wide range of providers including:

- Mid and East Lothian Chamber of Commerce;
- NHS Lothian;
- Mid and East Lothian Child Protection Committee;
- East and Midlothian Adult Protection Committee;
- Cultural Enterprise Office;
- Midlothian Council;
- And lots of other providers.

Each month also features an interview with a training provider on a particular aspect of training.

If you would like to receive the Training News contact Lesley at [lesley.kelly@mvacvs.org.uk](mailto:lesley.kelly@mvacvs.org.uk)

