



**Thurrock ACE**  
PARTNERSHIP



**Active  
Citizen  
Entitlement**

To book a place simply call  
**0800 783 7733**

Do you want to improve your local area or get more involved in your community?

Are you already involved in a voluntary or community group or want to get involved?

Are you worried that you don't have the skills or confidence to take part?

**Then don't miss out on FREE training!**

**FREE Training Programme  
Winter 2009/2010**

**GET ACTIVE... GET INVOLVED**

'On a Learning Curve' is a FREE training programme for Voluntary and Community Groups and Thurrock residents.

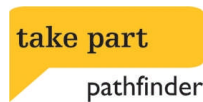
The aim is to support groups and individuals in becoming more active in their community.

**Look inside to see what is on offer...**

**Simply call  
0800 783 7733**

The training sessions in this booklet will be held in Grays at:  
Grays Adult Education Centre, Richmond Road.  
Thurrock Learning Shop, The Old Post Office, George St.  
The Beehive, Voluntary & Community Resource Centre, West St.

For more information please contact Claire Downes, ngage:  
**Tel:** 01375 389893      **E-mail:** [claire@ngagethurrock.org.uk](mailto:claire@ngagethurrock.org.uk)



# Skills For You

<p><b>Book-Keeping for Treasurers</b>  <b>Date:</b> Thurs 14th January  <b>Time:</b> 7 p.m. to 9.30 p.m.  <b>Code:</b> NLA4Z01</p> <p style="text-align: center;">Or</p> <p><b>Date:</b> Mon 22nd February  <b>Time:</b> 9.30 a.m. to 12.00 p.m.  <b>Code:</b> NLA1A03</p>	<p>Whether you have been a Treasurer for years and need a refresher or are new to the role, or for those who are not a Treasurer but just want to understand their Treasurers finance reports a bit better.  <b>Venue:</b> Grays AEC for both</p>
<p><b>Chairing &amp; Facilitation Skills</b>  <b>Date:</b> Weds 3rd February  <b>Time:</b> 9.30 a.m. to 4.30 p.m.  <b>Venue:</b> Thurrock Learning Shop  <b>Code:</b> OUTA3D02</p>	<p>This will benefit both existing Chair's or those who are new to or thinking about taking it on. Improve ability and technique to help within your group.</p>
<p><b>Secretary Skills (3 weeks)</b>  <b>Date:</b> Tues to start Dec / Jan  <b>Time:</b> Mornings  <b>Venue:</b> TBC</p>	<p>For those who are the Secretary of a group or are thinking about taking on the role. Cover writing agendas, taking and writing minutes, meeting skills etc.</p>
<p><b>Personal Development (3 weeks)</b>  <b>Date:</b> Weds to start Jan / Feb  <b>Time:</b> Mornings  <b>Venue:</b> TBC</p>	<p>This course will help you develop personally. It will increase your confidence and self esteem, develop your assertiveness and communication skills. It will also cover how to manage stress.</p>
<p><b>Dealing with Difficult Situations</b>  <b>Date:</b> Tues 30th March  <b>Time:</b> 9.30 a.m. to 4.30 p.m.  <b>Venue:</b> The Beehive  <b>Code:</b> OUTA2D02</p>	<p>Essential workshop for those on the front line who deal with difficult clients, in person or by phone. Also for those who face difficult situations in the voluntary/paid workplace.</p>

## Can't find what you are looking for?

If so, tell us and we may be able to include it in our next programme, or we could provide a training session direct to your group at a time and place that suits you - **FREE!**

# National Organisations in Thurrock!

## Demonstrating the Difference They Make!

**Date:** Weds 13th January **Code:** OUTA3D01  
**Time:** 9.30 a.m. to 4.00 p.m.  
**Venue:** Thurrock Learning Shop

Introductory course for those who support front line organisations e.g. development workers, community champions, infrastructure organisations etc. This training is NOT for those who want to use the tools purely for their own organisation. It will cover two aspects of performance management:

**Monitoring & Evaluation:** A monitoring & evaluation system enables an organisation to learn, develop & demonstrate its value to funders & others. This course will enable you to explain & set up processes with groups to help them do this.

**Strategic Planning:** Help groups become more effective & efficient by clarifying their purpose & developing a plan to make it happen.

**National Performance Programme**



## Empowering the Voluntary & Community Sector

**Date:** Tues 26th January  
**Time:** 10.30 a.m. to 4.30 p.m.  
**Venue:** The Beehive

This workshop will equip voluntary and community organisations (VCO's) with the skills to negotiate effectively with public bodies on issues such as funding cuts, policy change consultation and decisions concerning the provision of services. It will give information and support to enable groups to use the principles of public law to challenge unjust and unfair decision making by public bodies.

The aim is to strengthen the relationship between VCO's and public bodies and to increase opportunities to influence decisions made by public bodies.



## Influencing & Getting Involved

<p><b>Representing Your Group</b>  <b>Date:</b> Tues 12th January  <b>Time:</b> 9.30 a.m. to 12.00 p.m.  <b>Venue:</b> Grays AEC  <b>Code:</b> NLA2A02</p>	<p>Increase your confidence so you feel better able to represent your group. Includes what is involved in representing a group, how to ensure you present a good image of your group and practical skills to take away.</p>
<p><b>Community Forums - What's in it for ME?</b>  <b>Date:</b> Thurs 21st Jan: NLA4Z02  <b>Time:</b> 7 p.m. to 9.30 p.m.  <b>Venue:</b> Grays AEC  Or  <b>Date:</b> Weds 10 March: OUTA3A03  <b>Time:</b> 9.30 a.m. to 12.00 p.m.  <b>Venue:</b> Thurrock Learning Shop</p>	<p>Heard a lot about Community Forums but are still not sure how you might benefit from getting involved? This session will explore why Forums are important to all residents of Thurrock. It will also explain about the funding available to improve your area and how to influence decisions.</p>
<p><b>What Does That Mean? - Jargon &amp; How It All Fits Together</b>  <b>Date:</b> Mon 25th Jan: NLA1A02  <b>Time:</b> 9.30 a.m. to 12.00 p.m.  Or  <b>Date:</b> Mon 22 March: NLA1Z05  <b>Time:</b> 7 p.m. to 9.30 p.m.  <b>Venue:</b> Grays AEC for both</p>	<p>This is for you if you are confused by all the words and phrases used by other people at meetings or in documents. It will help you get to grips with the jargon so you feel more confident to speak up and get involved. This session will also help you gain information about &amp; understand the different agencies, initiatives and partnerships around - locally, regionally and nationally.</p>
<p><b>Reaching Out &amp; Getting People's Views</b>  <b>Date:</b> Mon 25th Jan: NLA1Z02  <b>Time:</b> 7 p.m. to 9.30 p.m.  Or  <b>Date:</b> Tues 2nd Feb: NLA2A03  <b>Time:</b> 9.30 a.m. to 12.30 p.m.  <b>Venue:</b> Grays AEC for both</p>	<p>For organisations who want to find out people's views about their group, services or community issues. Includes identifying your target group, the pro's and con's of different consultation methods, ensuring accessibility to all members of the community etc.</p>

## Skills For Your Organisation

<p><b>First Aid Appointed Persons</b>  <b>Date:</b> Tues 26th Jan  <b>Time:</b> 9.30 a.m. to 1.30 p.m.  <b>Code:</b> OUTA2A02  Or  <b>Date:</b> Mon 15th March  <b>Time:</b> 9.30 a.m. to 1.30 p.m.  <b>Code:</b> OUTA1A01</p>	<p>This will include what to do in an emergency, cardio-pulmonary resuscitation, first aid for the unconscious casualty and first aid for the wounded or bleeding.   <b>Venue:</b> The Beehive for both</p>
<p><b>CIEH Level 2 in Health &amp; Safety</b>  <b>Date:</b> Thurs 28th January  <b>Time:</b> 9.30 a.m. to 4.30 p.m.  <b>Venue:</b> Thurrock Learning Shop  <b>Code:</b> OUTA4D01</p>	<p>This is an accredited course which covers legislation, risk assessment, manual handling, the workplace and workplace equipment, welfare etc.</p>
<p><b>CIEH Level 2 in Food Safety</b>  <b>Date:</b> Mon 1st February  <b>Time:</b> 9.30 a.m. to 4.30 p.m.  <b>Venue:</b> The Beehive  <b>Code:</b> OUTA1D01</p>	<p>This is an accredited course which covers legislation, food safety and hygiene hazards, temperature control, food handling, safe food storage, etc.</p>
<p><b>Event Management</b>  <b>Date:</b> Weds 10th February  <b>Time:</b> 9.30 a.m. to 12.30 p.m.  <b>Venue:</b> The Beehive  <b>Code:</b> OUTA3A02</p>	<p>Covers the legal responsibilities and requirements of planning, managing and running small to medium size events. Includes identifying, eliminating and controlling potential risks/hazards.</p>
<p><b>Fire Marshal Training</b>  <b>Date:</b> Weds 10th February  <b>Time:</b> 1.30 p.m. to 4.30 p.m.  <b>Venue:</b> The Beehive  <b>Code:</b> OUTA3L02</p>	<p>Trains marshals to operate in a fire emergency to meet relevant legislation. Includes awareness, fire fighting equipment, routine checks, evacuation procedure, &amp; liaising with Fire &amp; Rescue Service.</p>
<p><b>Trustee Essentials (Level 3 NOCN Accredited Course)</b>  <b>Date:</b> Fri 19th February  <b>Time:</b> 9.30 a.m. to 4.30 p.m.  <b>Venue:</b> Thurrock Learning Shop  <b>Code:</b> OUTA5D02</p>	<p>Aims to increase the knowledge of those considering or already acting as Trustees or Trustee Directors. Provides an overarching view of the responsibilities, legal and financial requirements.</p>

# Improving Your IT Skills

<p><b>Microsoft Word - Additional Features</b>  <b>Date:</b> Nov start postponed to 2010  <b>Time:</b> 12.30 p.m. &amp; 2.30 p.m.  <b>Venue:</b> Grays AEC</p>	<p>Register your interest now, new date to be confirmed soon.            Advanced Course: Get to grips with the 'hidden extras' of Word that you might not normally use.</p>
<p><b>Converting to Microsoft Office 2007</b>  <b>Date:</b> Tues 1st &amp; 8th December  <b>Time:</b> 9.30 a.m. to 11.30 a.m.  <b>Venue:</b> Grays AEC  <b>Code:</b> NLA2A0</p>	<p>Are you moving from an early version to Office 2007? If things all seem a bit different and strange then this will give you the knowledge and skills to help you make the change.</p>
<p><b>Databases - Microsoft Access</b>  <b>Date:</b> Thurs 3rd &amp; 10th December  <b>Time:</b> 12.30 p.m. to 2.30 p.m.  <b>Venue:</b> Grays AEC  <b>Code:</b> NLA4L02</p>	<p>Advanced Course: For those who already know the basics of Access. Explore databases in more detail and understand how Access can benefit you.</p>
<p><b>First Steps to Internet &amp; E-mail</b>  <b>Date:</b> Starts Weds 6 Jan (5 Weeks)  <b>Time:</b> 12.30 p.m. to 3.00 p.m.  <b>Venue:</b> Get On 2 Get On Bus at South Ockendon  <b>Code:</b> BUSA3L02</p>	<p>For beginners or those new to computers. Includes how to use a mouse and keyboard, using files and folders, searching on the internet and using a Webmail to send and receive e-mails.</p>
<p><b>First Steps to Internet &amp; E-mail</b>  <b>Date:</b> Starts Thurs 7 Jan (5 weeks)  <b>Time:</b> 1.00 p.m. to 3.30 p.m.  <b>Venue:</b> Get On 2 Get On Bus at Impulse Leisure Car Park, Blackshots  <b>Code:</b> BUSA4L03</p>	<p>For beginners or those new to computers. Includes how to use a mouse and keyboard, using files and folders, searching on the internet and using a Webmail to send and receive e-mails.</p>
<p><b>First Steps to Internet &amp; E-mail</b>  <b>Date:</b> Starts Weds 24 Feb (5 weeks)  <b>Time:</b> 6.30 p.m. to 9.00 p.m.  <b>Venue:</b> Get On 2 Get On Bus at South Ockendon</p>	<p>For beginners or those new to computers. Includes how to use a mouse and keyboard, using files and folders, searching on the internet and using a Webmail to send and receive e-mails.</p>

# Communication & Marketing Skills

<p><b>Tips for Promoting Your Organisation</b>  <b>Date:</b> Mon 7th Dec: NLA1Z0            Or Mon 22nd Feb: NLA1Z04  <b>Time:</b> 7 p.m. to 9.30 p.m.            Or  <b>Date:</b> Mon 11th Jan : NLA1A01  <b>Time:</b> 9.30 a.m. to 12.00 p.m.</p>	<p>Look at different ways of promoting your group or your activities and services. Includes how to set out publicity material to make it attractive and easy to read.   <b>Venue:</b> Grays AEC for all 3 options</p>
<p><b>Presentation &amp; Speaking Skills</b>  <b>Date:</b> Weds 9th Dec: NLA3A01            Or Thurs 25th February: OUTA4A01  <b>Time:</b> 9.30 a.m. to 12.30 p.m.  <b>Venue:</b> Grays AEC/Learning Shop            Or  <b>Date:</b> Mon 8th February  <b>Time:</b> 7 p.m. to 9.30 p.m.  <b>Venue:</b> Grays AEC</p>	<p>Explore how to give an effective presentation, including using visual aids, equipment and your style. The session also covers speaking in public in a formal environment or for more informal reasons. It will help you feel more confident about speaking to large or small audiences.</p>
<p><b>Improve Your Negotiation &amp; Influencing Skills</b>  <b>Date:</b> Tues 19th January  <b>Time:</b> 9.30 a.m. to 4.30 p.m.  <b>Venue:</b> The Beehive  <b>Code:</b> OUTA2D01</p>	<p>Feel more confident in situations where you have to negotiate with others or try to ensure the best for your organisation. Also cover engaging and influencing decision makers.</p>
<p><b>Improve Your Writing Skills (3 weeks)</b>  <b>Date:</b> Tues to start Jan / Feb  <b>Time:</b> Mornings  <b>Venue:</b> TBC</p>	<p>Help you feel more confident about your writing including common spellings, punctuation, formal and informal documents, paragraphs, sentences, &amp; jargon.</p>
<p><b>Introduction to NLP (Neuro-Linguistic Programming)</b>  <b>Date:</b> Mon 1st March  <b>Time:</b> 7 p.m. to 9.30 p.m.            Or  <b>Date:</b> Weds 24th March  <b>Time:</b> 9.30 a.m. to 12.30 p.m.</p>	<p>Introduction to this fascinating topic. NLP can assist you to communicate more effectively and increases the choices and variety available to you in how you communicate. Helps you create win-win communications.</p>