



Suffolk VCS
Learning Consortium

Our Vision . . . to be a lead consortium in Suffolk for the strategic development of effective learning and skills development in the VCS (Voluntary and Community Sector).

Learning & Skills Needs Survey Report

SAVO
Suffolk Association of
Voluntary Organisations

The Suffolk VCS Learning Consortium project
has seventeen founder members, led by SAVO



Project funded by the **Learning and Skills Council**
and **European Social Fund**



Introduction

This Learning & Skills Needs Survey was carried out as a requirement of funding (Milestone 4) from the Learning & Skills Council (LSC) / European Social Fund (ESF) for the development of a Learning and Skills Consortium of Voluntary and Community Sector (VCS) organisations in Suffolk.

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Background

Since 2002 there have been numerous research projects, both National and Local, to identify issues relating to Learning and Workforce Development within the VCS.

In Suffolk the most recent work, in 2006, resulted in the publishing of the 'Workforce Development Strategy for Suffolk VCS', which includes the following:

Executive Summary

For the Voluntary and Community Sector (VCS), the ability to meet their mission is crucially dependent on the quality of their workforce - paid staff, volunteers and trustees. At all levels (nationally, regionally, locally) the contribution currently made by the VCS is recognised as vital for both social and economic reasons.

The overriding vision for the strategy is:

"To build the capacity of the Voluntary and Community Sector by increasing skills and knowledge amongst the VCS workforce, enhancing the services offered to users/clients by voluntary and community groups in Suffolk, and creating a personal and professional career development path for all VCS staff and volunteers."

The action plan, which will be regularly reviewed, adopts at its core a partnership approach, both across the VCS and engaging with the wider stakeholder network to:

- enable paid staff, volunteers and trustees of the Suffolk VCS to access high quality relevant and affordable local learning to meet current and development needs.
- recognise and value the range, quality and diversity of learning provided by the sector - both accredited and non-accredited.
- secure funding support for Workforce Development costs, for both the VCS and individual organisations, in delivery of Workforce Development support through a Learning Consortium.
- promote collaboration and partnership in workforce related matters through a Learning Consortium.
- address any barriers to training and learning

Research Findings

The key issues affecting Suffolk are:

The need for planning

One of the major areas where the voluntary sector is struggling is in producing learning plans and analysing learning needs. Case studies and NCVO's Performance Improvement Strategy have highlighted the success of using advisors based in CVSs or learning consortia to support voluntary organisations in planning activities including work towards Investors in People and equivalent quality standards and approaches.

Skills gaps

Skills gaps include Health and Safety, ICT, team working, customer care, supervisory skills, first aid, partnership working and management skills such as budgeting and planning, personnel management, marketing, communication and awareness of legal issues. These skills can be taught quite simply through short course programmes, either regionally or locally created specifically to suit the sector.

Lack of Management Skills

Possible local solutions to this would be to work with universities to set up specific modules and courses for the voluntary sector and consider alternative flexible ways of learning such as mentoring or action learning.

Poor Appraisal and Supervision

Many staff reported that supervision and appraisal never happens in their organisation so managers are not aware of what learning needs the employee actually has. Awareness needs to be raised of the specific organisational and personal benefits of regular supportive supervision and learning is needed to allow managers to supervise staff effectively.

Lack of Job Security and Career Development

Due to short term funding and lack of promotional opportunities, managers and staff can balk at spending time working for higher level qualifications if they do not think the organisation will be around to pay for them to complete or to provide them with a more challenging job opportunity.

At the same time, some organisations accept that they are used as a 'springboard' by volunteers to gain learning and development as an introduction to a career and are happy to support this as it can benefit both clients and volunteers in the long term

Lack of Skilled Trustees

There are problems recruiting trustees, particularly those with appropriate management skills.

Expensive provision

Short courses are seen as expensive and inconvenient and more learning is needed locally

Lack of time and cover

Limited numbers of staff in small to medium sized organisations mean that it is difficult to find time to train without shutting the organisation down. Alternative methods of learning such as e-learning, mentoring or action learning could be explored as solutions to this problem.

Poor relationship with Learning and Skills Councils

Little funding is being accessed to support training of any sort, with most organisations struggling to build relationships with their local LSC due to the diversity of the sector and lack of the accredited training that the LSC recognises.

No mechanisms for recording work and communicating good practice

Some good practice already exists in Suffolk, but there is much duplication of work because there is no system to record or disseminate who did what to who and with what success.

Needs Survey 2007

The Suffolk VCS Learning and Skills Needs Survey (2007) has been carried out to provide the Learning and Skills Council with a snapshot of the Voluntary and Community Sector in Suffolk, and to compare with the results of previous research to identify / confirm possible solutions to issues identified.

Issue 1 of this report has been produced with the results submitted up until the end of August 2007 and will be updated with Case Studies from our Partners to demonstrate examples of some of the findings.

The survey will continue until the ends of 2007, at which time a further update to this report will be made.

Methodology

A first draft of the survey was compiled by the Project Co-ordinator, from previous similar surveys (both National and Local) to attempt to provide a comparison of results, and was circulated before the first Steering Group Meeting in April 2007.

Initial feedback from Steering Group members resulted in draft Issue 2 being taken to the meeting, at which the members agreed the survey but suggested that feedback be sought from the four Working Groups.

Subsequently draft Issue 2, including requirements of the Working Groups, was taken to and agreed by the Steering Group at the end of June 2007. A copy of the survey is included as Appendix 1 to this document.

In view of the short timescales it was agreed that the Steering Group members and all six Local Infrastructure Partnerships (LIP's) in Suffolk would send the survey out by email to all their contacts, and in view of poor results from other recent surveys this would be followed up in August by the LIP's being commissioned to conduct telephone surveys with up to 50 organisations per LIP.

Response to the initial email shot was poor (as anticipated) with less than 10 replies. Not all the LIP's had the capacity to carry out the telephone surveys, but the five that did were able to collect data from 82 organisations by the end of August 2007.

The results were collated and analysed by the Project Co-ordinator during the first week of September 2007 so that a report could be given to the Steering Group, and subsequently to the Working Groups who were awaiting the results to plan their next actions.

Results

Number of organisations who responded	82
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Whilst this sample is relatively small, compared with the 1,000+ Voluntary and Community Sector (VCS) organisations in the county, it covers a good cross section both by size of organisation and geographical location.

'Workforce'

Full Time Employees	460	Part Time Employees	536
Volunteers	4124	Trustees	305

The figure for 'Volunteers' is lower than the actual, as a number of organisations still do not include all volunteers; "Any person engaged in an activity which involves spending time, unpaid (except for travel and other approved out of pocket expenses), which aims to benefit some third party other than or in addition to a close relative".

i.e. Parish Council councillors, Sports group helpers.

Annual Income

Less than £10,000	32%	£10,000 to £100,000	30%
Over £100,000	32%	Not disclosed	6%

Training Budget

Percentage of organisations who had a Training Budget	45%
Percentage of organisations whose Training Budget is sufficient	49%

In current times, when funders are looking for VCS organisations to operate in a more business like manner, it is worrying that less than 50% of organisations have a Training Budget, and out of those the budget is sufficient for only half of them.

Training Providers Used

In House	67%	VCS Umbrella organisations	52%
Private Trainers - Local	34%	Council	34%
Professional Body	33%	Local College	22%
Private Trainers - National	15%	Other statutory bodies	12%

It is not surprising that the majority of learning is delivered within the sector, through 'in-house' training and 'umbrella organisations' (such as SACRE and SAVO, who deliver training 'at cost'), together with local Private Trainers (often funded by short-term funding for specific courses).

Whilst 'Council' could encompass both County and District Councils, it should be noted that Suffolk County Council have been supportive in providing training to the VCS (such as C&G Teaching Awards, at no cost), and it is evident that Local Colleges are also making a significant contribution, serving nearly a quarter of organisations surveyed.

Top 10 Training Courses

(Courses used by percentage of organisations)

First Aid	32%	Health & Safety	18%
Fire	11%	Food Hygiene	11%
Trustee Training	7%	Manual Handling	6%
Disability Awareness	6%	Employment	4%
Risk Assessment	4%	Business Planning	4%

It is no surprise that the most used courses are for First Aid and Health & Safety as they are often a mandatory requirement. The diversity of training used, with some 100 courses quoted, reflects the wide range of subjects covered by the sector (from Football Coaching to Sign Language).

Whilst it is good to see Trustee Training in the Top 10, thanks to funding for the delivery of accredited courses and an 'e-learning' programme, there is still concern that the majority of Trustees are in need of training.

Considering the importance of volunteers it is also somewhat worrying that 'Volunteer Management' training does not appear in the Top10.

Learning Barriers

Cost	59%	Funding	50%
Staff cover	41%	Distance to training	40%
Volunteer co-ordination	33%	Duration of courses	32%
Not fit for purpose	23%	Apathy	13%
Childcare unavailable	11%	Poor course information	10%
Lack of Trustee support	10%	No-one to organise	9%
Staff resistance	9%	LSC relations	4%

These results confirm that VCS organisations need to plan better to provide learning; if learning is to be used to develop people then it is imperative to have an adequate budget, both in finance and time (addressing Cost, Staff Cover, Volunteer co-ordination and organising).

'Distance to training' - whilst it is not economically feasible to deliver all types of learning throughout the county, a consortium may be able to co-ordinate the needs of members to arrange this.

'Poor course information' - from research, many learning providers in the VCS do not provide sufficient information on their courses (description, objectives/outcomes, target audience, entry requirements, etc.). Without sufficient information it is difficult for 'clients' to know whether a course is relevant / attendees finding it 'not fit for purpose'.

'Lack of Trustee support' - highlights the need for Trustees to be properly trained so that they are fully aware of their responsibilities, including supporting and finding funding for training.

What Courses Do You Need?

Health & Safety	44%	IT	37%
Marketing	34%	Personal Development	32%
Project Management	30%	Communications	28%
Compliance	28%	People Management	27%
Organisation Management	26%	Finance Management	24%
Skills For Life	23%	Governance	23%
Learning & Development	22%	Recruitment	15%
Care for the elderly	12%	Childcare	9%

Although Health & Safety is the second most used type of training over 40% of organisations listed it as their top need.

IT training is still sadly lacking within the VCS; although there are a wide range of courses available, many are still expensive and are too specific. I have found that one to one tuition is far more effective but funding for such learning is not currently available.

Marketing - funded training has been provided during the past year, which has probably whetted people's appetites for the value of Marketing.

Demand for 'people' and 'business' related learning highlights the drive by more organisations to operate in a more business like manner.

What 'Skills for Life' Training is Needed?

IT	53%	Numeracy	53%
Literacy	47%	ESOL	16%

Out of the 23% of organisations who expressed a need for SfL training, over 50% identified IT and Numeracy as a shortfall (with Literacy not far behind), confirming the demand for SfL training within the VCS.

What Consortium Services Would Be Of Use To You?

On-line listing of Courses	61%	On-line Diary of Courses/Events	57%
'One Stop Shop' website	56%	Prospectus (twice a year)	54%
On-line listing of Providers	49%	VCS Learning Consortium	48%
On-line listing of Venues	46%	Conference (twice a year)	17%

Whilst it is reassuring to see that there is a demand for the information services that could be provided by a consortium, it is worrying that more respondents supported the services over the concept of a consortium.

It is also interesting that for services which are primarily web-delivered there is a high demand for a printed Prospectus. Is this due to the sector lagging behind in the use of IT or the nicety of having a paper document to hold on file?

The low demand for a Conference is not surprising as the sector is becoming far more selective in the use of time.

Learning Providers, and their 'Skills'

Percentage of organisations who Provide Learning, internally and/or externally	67%
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Percentage of organisations who have completed the PQQ	9%
Percentage of organisations who provide Accredited Training	22%
Percentage of organisations who develop their own courses	55%
Percentage of organisations who want to deliver Accredited Training	27%
Percentage of organisations who <u>currently</u> deliver to other organisations	27%
Percentage of organisations who <u>want to</u> deliver to other organisations	15%
Percentage of organisations whose trainers are qualified	36%
Percentage of organisations who need 'Train the Trainers'	31%

With 67% of organisations delivering learning, and out of them over 82% developing their own courses, it is not good that only 54% of those organisations have qualified trainers.

Active Support for a Learning Consortium

Learning Consortium		46%	
WG - Skills for Life	29%	WG - Youth	21%
WG - Common Insp. Framework	17%	WG - Managed Networks	21%

Although the general feedback indicates that organisations resources are already stretched it is reassuring that nearly half the organisations surveyed are prepared to commit time to supporting a Consortium and its Working Groups.

Conclusions

The following conclusions / suggestions have been produced in answer to the research findings for the 'Workforce Development Strategy for Suffolk VCS', drawing from:

- Findings of the 'Learning & Skills Needs Survey 2007'
- LSC requirements of a VCS Learning Consortium
- other Regional and Local developments

"The need for planning" - is still a major requirement. The benefits of a Consortium in reducing duplication of work (both delivery of learning and planning / administration) and providing a single interface with the LSC, and other funders, make business sense.

"Skills gaps" - still appear to be significant and unchanged from 2002. A Consortium, working with the LSC, could seek a more effective delivery of 'Skills for Life' and 'essential' learning (i.e. Health and Safety, First Aid, ICT, partnership working and management skills) within the VCS.

"Lack of Management Skills" and **"Poor Appraisal and Supervision"** - as above.

"Lack of Job Security and Career Development" - These issues are being addressed, both at county level by the Consortium, and at regional level through a Working Group of the "LSC/VSC Working Together Group"

"Lack of Skilled Trustees" - During the past year Trustees have been offered ample opportunities to develop their skills, through funded OCN accredited training within the county and the Governance Hub free e-learning programme. Whilst the training is available, the problem is getting Trustees to accept that they need it.

"Expensive provision" and **"Lack of time and cover"** - A Consortium can, through planning and co-ordination, provide more cost effective learning across the county. However, organisations (and their Trustees) must accept that training is essential and allocate a realistic budget to support this.

"Poor relationship with Learning and Skills Councils" - the positive actions and funding by the LSC, both in Suffolk (by funding the development of a Consortium) and regionally (by funding and participating in "LSC/VCS Working Together") have hopefully resolved this issue.

Report Author


If you have any questions relating to this report please contact the author:

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Appendix 1 - Needs Survey Questionnaire

The **Suffolk VCS Learning Consortium** has been formed, funded by the LSC / ESF, to support organisations involved in the use, or delivery, of Learning in the Voluntary and Community Sector in Suffolk.

The Consortium is currently managed by a Steering Group of 17 organisations, involved with the use and delivery of Learning, with one of our aims being to become a separate legal entity by June 2008.

We have four Working Groups who are focusing on the following areas:

- **Skills for Life** - and the role of the VCS in entry into employment
- **Youth** - raising quality standards and opportunities for young people and NEET
- **Common Inspection Framework** - supporting small VCS organisations in accrediting learning
- **Managed Networks** - project management of the Consortium, developing a template for organisations to work together in partnerships

With the support of its members, the Consortium will provide the following:

- **Website** - providing a 'one stop shop' for all 'Learning related' news, diary of events (including all training courses), comprehensive details on courses, trainers and venues.
- **Prospectus** - published at least twice a year with details of new courses and news.
- **Funding Applications** - to the LSC, and other funders, on behalf of members.
- **Management Information Statistics** - on behalf of members to funders
- **Information, Advice and Guidance** - on all VCS learning issues

In addition, there are two major forthcoming changes, which will affect the delivery of learning in the VCS, which the Learning Consortium hope to support its members in:

- **LSC / ESF Funding** - priority will be given to funding requests from consortia over individual organisations. Procurement will be via an on-line system and requests will only be accepted from organisations which have completed, and fulfilled the criteria, of the Pre Qualification Questionnaire (PQQ).
- **Tutor Qualifications** - from September 2007, all delivery of Skills for Life and LSC funded learning (including VCS) must be carried out by tutors who have Preparing to Teach in the Lifelong Learning Sector (PTTL's) qualification

We are therefore asking all VCS organisations in Suffolk to join the Learning Consortium, so that we can provide support during these challenging times, by registering on our website, www.suffolklearningconsortium.org.

Your assistance is sought in providing/confirming base line information on the Learning Needs of the VCS in Suffolk, so if you could complete and return the following questionnaire we would be very grateful.

If you have any questions relating to the above please do not hesitate to contact me.

Simon Waldron, Project Coordinator

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Please complete this survey and return by 24th August 2007 to:

Simon Waldron, SAVO, Dickson House, 43a Woodbridge Road East, Ipswich. IP4 5QN
or complete online at www.suffolklearningconsortium.org.

Name:			
Organisation:			
Reg. Charity No.		Company No.	
Contact Details			
Address:			
Town/City:		County:	Suffolk
Post Code:		Telephone:	0
Email:			
About Your Organisation			
Full Time Employees:		Part Time Employees:	
Number of Volunteers:		Number of Trustees:	
Annual Income:	< £ 10,000 / £10,000-£100,000 / > £100,000		
Annual Training Budget:	£	Is this sufficient?	YES / NO
Who do you currently use to deliver learning? (tick all that apply)			
CVS / VCS County or local bodies		In house provision (local or national)	
Private providers (national)		Private providers (locally)	
Local college or university		Professional bodies	
County or local Council		Primary Care Trust etc.	
Other, please specify			
What training courses have you used in the last year? (list top 10)			Accredited
			YES / NO
			YES / NO
			YES / NO
			YES / NO
			YES / NO
			YES / NO
			YES / NO
			YES / NO
			YES / NO
			YES / NO

Which of these do you see as barriers to undertaking learning? (tick all that apply)			
Cost	<input type="checkbox"/>	Staff cover	<input type="checkbox"/>
Resistance from staff	<input type="checkbox"/>	Duration of course	<input type="checkbox"/>
Funding	<input type="checkbox"/>	Distance to venue	<input type="checkbox"/>
Childcare availability	<input type="checkbox"/>	Getting volunteers together	<input type="checkbox"/>
No-one to organise	<input type="checkbox"/>	Lack of information on course	<input type="checkbox"/>
Inappropriate / not fit for purpose	<input type="checkbox"/>	Lack of Trustees support/skills	<input type="checkbox"/>
Apathy	<input type="checkbox"/>	Learning & Skills Council relationships	<input type="checkbox"/>
Other, please specify			
Which of the following areas of learning do you need? (tick all that apply)			
IT - computer training	<input type="checkbox"/>	Financial Management	<input type="checkbox"/>
Health and Safety	<input type="checkbox"/>	Organisation Management	<input type="checkbox"/>
Compliance	<input type="checkbox"/>	People Management	<input type="checkbox"/>
Governance	<input type="checkbox"/>	Project Management	<input type="checkbox"/>
Recruitment and training	<input type="checkbox"/>	Communication	<input type="checkbox"/>
Care	<input type="checkbox"/>	Personal Development	<input type="checkbox"/>
Childcare and early years	<input type="checkbox"/>	Skills for Life	<input type="checkbox"/>
Learning/Development	<input type="checkbox"/>	Marketing	<input type="checkbox"/>
Other, please specify			
Is there any learning which is not provided locally or is too expensive to access?			
Which of the following would be of use to you? (tick all that apply)			
A consortium of VCS learning & skills users and providers in Suffolk	<input type="checkbox"/>		<input type="checkbox"/>
A website providing details of all VCS learning & skills information for the county	<input type="checkbox"/>		<input type="checkbox"/>
An on-line diary on all VCS learning & skills information for the county	<input type="checkbox"/>		<input type="checkbox"/>
An on-line list of all VCS learning & skills providers for the county	<input type="checkbox"/>		<input type="checkbox"/>
An on-line list of all VCS learning & skills courses for the county	<input type="checkbox"/>		<input type="checkbox"/>
An on-line list of learning & meeting venues for the county	<input type="checkbox"/>		<input type="checkbox"/>
A publication, twice a year, of VCS learning & skills courses for the county	<input type="checkbox"/>		<input type="checkbox"/>
A conference, twice a year, on VCS learning & skills needs for the county	<input type="checkbox"/>		<input type="checkbox"/>

If you provide learning:			
Have you completed the LSC Pre Qualification Questionnaire?			YES / NO
Do you currently provide accredited learning?			YES / NO
Do you develop your own training courses?			YES / NO
Would you (with support and funding) like to get your courses accredited?			YES / NO
Do you currently provide learning to other organisations?			YES / NO
If YES , who do you provide learning to:			
and do they have any 'Skills for Life' learning needs:			
Literacy		Numeracy	
English as a second language		IT	
Other			
If NO , are you interested in providing learning to other organisations?			YES / NO
Do your trainers have any training qualifications?			YES / NO
Are you interested in receiving 'train the trainers' / training qualifications?			YES / NO

Which of the following would you like to be involved in? (tick all that apply)			
If you select any of the following we may contact you for your support.			
A consortium of VCS learning & skills users and providers in Suffolk			
Skills for Life - and the role of the VCS in entry into employment			
Youth - raising quality standards and opportunities for young people and NEET			
Common Inspection Framework - supporting VCS orgs in accreditation			
Managed Networks - developing a template for other counties to form consortia			
Please sign and date below for audit purposes:			
Signature:		Date:	/ / 2007

Under the **Data Protection Act 1998**, we have a legal duty to protect any personal information we collect from you. We will only use personal information you supply to us for the reason that you provided it (for a survey of the Learning and Skills needs of the Voluntary and Community Sector in Suffolk), we will only hold your information for as long as necessary to fulfil that purpose, we will not pass your personal information to any other organisation, all employees and contractors who have access to your personal data or are associated with the handling of that data are obliged to respect your confidentiality.

Appendix 2 - Organisations Surveyed

Abbeyfield Society	Making Tracks
Accordianist of Suffolk and Essex	Methodist Home for the Aged
ACE Suffolk (People First)	Milkmaid Folk Arts Centre
Age Concern Suffolk	Millennium Farm Trust
Alzheimers Society (East Suffolk)	Muscles for Charity
Alzheimers Society (Regional Office)	Newmarket Community Partnership
Anglia Care Trust	Newmarket Day Centre
Anglian Ballet Company	Newmarket Open Door
Anglo-Scottish Society of Ipswich	One-Ipswich LSP
Appeal Theatre Group	PASTEL (Personal Development) Ltd
Arthritis Research Campaigning	Pitstop Out of School Club
BLF Breathe Easy	Prince's Trust
Breakout (Norfolk & Suffolk)	Radio Fish
Brooke Hall WI	Rougham Acorns Pre School
BSE Art Gallery	Royal Mencap Society
Bury St Edmunds CAB	SENSE
Bury St Edmunds Volunteer Centre	St Edmundsbury Newstalk
Caring for Carers W. Suffolk Crossroads	St Giles Trust
Cats Protection League BSE	St Nicholas Hospice
Dennington Parish Council	Stonham
DIAL - Lowestoft & Waveney	Suffolk Clubs for Young People
Felixstowe & District Allotments Assoc.	Suffolk Coast & Heaths Unit
Felixstowe CAB	Suffolk CONNECT
Felixstowe Speakers Club	Suffolk Deaf Association
Felixstowe Trust Care of Older People	Suffolk PCT
Foundation Training Company	Suffolk Record Office
Freeway	Suffolk Wildlife Trust
Gatehouse	Suffolk Young People with Dementia
Generation Journey	The Bridge Project
Hacheston Parish Council	The Clinic
Haverhill & District Volunteer Centre	The Lanman Museum
HAVO	The Voluntary Network
Help The Aged	Waveney Community Forum CVS Ltd
Home Start	Waveney Women's Health Information
Ipswich C.A.B.	West Suffolk Disability Resource Centre
Just 42	West Suffolk Headway
Just Traid	West Suffolk Mind
Lark Stroke Club	Women's Aid
Leiston, Saxmundham & District CAB	Woodbridge MENCAP
Little Glenham Parish Council	Woodbridge Town Youths F.C.
Lowestoft & Oulton Broad Aid & Assist	Workwise

Appendix 3 - Training Courses Used

ACCT Assessors	Family History
Administration course	Finance
Adult pre-entry Curriculum Framework	Fire Marshal
Alzheimer's Awareness	Fire Training
Assertiveness	First Aid
Benefits	Food Hygiene
British Sign Language	Gateway Club
Brush Cutting	Governance
Business Administration	Grantsmanship
Business Planning	Health & Safety
CAB courses	Health & Safety (including COSHH)
CAD	Health and Hygiene
Care NVQ2	Homelessness
Cat Welfare	Homestart Induction
Chain Saw	Homestart support O/S home
Charities Evaluation (London)	House History
Child Protection	Housing
Citizens Advice	Housing Law
City and Guilds 7302	Housing Rights
City and Guilds 7407	Housing, Supporting People
CLI computer	Institute of Fundraising
Client Assessment	Internet use
CNC Level 2	Intro to Youth work
Commercial Video Production	IT courses (in house)
Community Action Research	Leadership
Crisis Prevention Intervention	Life Support
Customer Care	Lifting & Handling
Debt	Lip Reading
Dementia Awareness	Lone Working
Diabetes	Lottery
Digitising	Management Training
Disability Alliance (London)	Managing Finances
Disability Awareness	Manual Handling
Diversity	Manual Operations
Drug/Alcohol Awareness	MAPPA
DWP	Media Skills
Eating Disorders	Medication
Election Training	Mental Health Issues
Employment	MiDAS
Employment Law	Motivational Interviewing
Excel	Museum - various related
FA L1 Coaching Course	New Clerk Training
FA L2 Coaching Course	NONE

NVQ 3 Mental Health	Social Accounting
NVQ Advice & Guidance	Social Work Training
Obesity training	Soft Skills Evaluation
Outlook	SOUL Record
PAT testing	SOUL Training
Palaeography	Special needs - In house
Partnership Working	Suffolk Acre PROUD
Person Centred Planning	Suffolk Carers
Personal Protection	Suffolk Total Communication - Level 1
Personal Safety at Work	Support Planning
PowerPoint	Tax Credits
Promoting Independence NVQ III	Time as a Tool
Protection from Abuse	Tractor Driving
Quality Standard	Training the Trainers Anger Management
Radio Broadcasting	Trustee E-learning
RBL Assessors	Trustee Taster
Red Cross Child Protection	Trustee Training (OCN)
Risk Assessment	Understanding Autistic Spectrum Disorders
Risk Assessment (AQA)	Understanding Dementia
Role of the Befriender	VCS Funding Surgery
SAFE Child Protection	Video Production
Safeguarding Children	Violence at work
Sage training	Volunteer Induction
SAVO	Volunteering
SAVO Child Protection	Welfare Benefits
SAVO courses	Working Together to Safeguard Children & Young People
SAVO Fundraising Course	Working with elderly people
SCC Kerrison Welfare Benefits	Working with people with LD
Setting up a webpage	
Sign Language (Makaton)	