

Centre for Economic & Social Inclusion

April - December 2009

FREEZING
THE FEES FOR 2009
Prices from £145

TRAINING PROGRAMME

Providing in-depth training in policy
and delivery of welfare to work
and social inclusion.

2009

TRAINING PROGRAMME

This year's training programme is designed to provide you and your organisation with the knowledge and skills required to meet the key challenges faced in 2009. As unemployment rises, services are under increasing pressure to meet demand and make even better use of available resources. The policy environment is changing rapidly and forging and maintaining effective partnerships is essential.

Our programme therefore focuses on providing up-to-date information on the latest policy developments, as well as on building the analytical, partnership, and project management and delivery skills of professionals working in this field.

The themes for this year's training programme have been colour coded so you can select the course most relevant to you.

- **Tackling disadvantage & child poverty**
- **Responding to rising unemployment**
- **Delivering core employment and skills services**
- **Improving strategic planning and partnerships**
- **Building management capacity**

Who are the courses aimed at?

- Jobcentre Plus
- The Learning and Skills Council
- Local authorities and Local Strategic Partnerships
- Voluntary and community sector agencies
- Skills agencies and training providers
- Welfare to work providers
- Advice and debt services
- Housing associations
- Health agencies
- Careers Services and Connexions
- Strategic bodies including Employment and Skills Boards
- Prisons and young offenders institutes
- Employment support providers
- Contractors

For details of who the courses are relevant for, see the individual course descriptions

LOCATION OF TRAINING

Training courses will be held at the *Inclusion* offices in London close to Vauxhall tube and rail stations. In 2009, we will also be running courses in the centre of Sheffield. For details of where courses are being run, see individual course descriptions.

Dates in **bold** in the chart opposite indicate that the course will be run in **Sheffield** or **Manchester**.

BESPOKE TRAINING

Bespoke Training Services

Inclusion can also deliver bespoke training and briefings for your staff and partners whether to your organisation alone, or to you and your local partner agencies.

Depending on your needs we can deliver one of the standard courses or customise a programme suited to your organisation or area.

Prices

Prices start from:
£1,500 for 1 to 10 delegates for a one-day course
£2,200 for 11 to 20 delegates for a one-day course

The above costs include trainer fees, travel expenses, course materials and freight costs.

Inclusion reserves the right to cancel a course. In the event of a course being cancelled, we will do our utmost to give as much notice as possible. Course fees will be reimbursed in full.

Enquiry

To find out more about this service, contact the Events Team at:

events@cesi.org.uk
tel: 020 7582 7221 or
fax: 020 7582 6391
web: www.cesi.org.uk

TRAINING CALENDAR

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OUR SERVICES

Research

Inclusion is an independent organisation dedicated to promoting social justice, social inclusion and tackling disadvantage. We carry out research for a wide range of clients at local, regional, national and international levels. There are a number of areas in which we have developed a high level of expertise in research over the past 26 years. These include:

- employment and skills
- child poverty
- regions and local partnerships
- children and families
- equality and diversity
- financing and credit

Our research team consists of 12 full-time, permanent members of staff trained in social research methods and with extensive experience of conducting research.

For examples of our recent work, visit www.cesi.org.uk or contact Dr. Jo Casebourne, Director of Research for further information on 020 7582 7221 or jo.casebourne@cesi.org.uk

2009 COURSES

EVENT MANAGEMENT

Inclusion provides professional event management services.

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference and event business. We have a proven track record in coordinating a diverse range of events, from seminars to large-scale national policy conferences.

Our services include:

- personalised service - a lead manager appointed to each project from inception through delivery to post event follow up, making your event, their event;
- researching and developing imaginative programme content;
- production of a full marketing and promotional plan, including sponsorship or partnership opportunities;
- design and production of event materials - delegate packs, brochures, flyers, etc;
- venue sourcing and co-ordination of all services required within the venue and external suppliers;
- bespoke delegate management - registration solutions at every level;
- audio visual, staging, lighting and signage;
- on site management;
- financial management - invoice reconciliation, reported via itemised cost sheets and easy to read budgets;
- post-event analysis and delegate feedback.

Offering bespoke solutions to your requirements is a key element of the *Inclusion* approach to event management. Through detailed consultation, we identify your objectives, your target market and budgetary margins and develop tailor-made creative solutions.

Enquiry

For examples of our recent work, visit:

www.cesi.org.uk
events@cesi.org.uk
tel: 020 7582 7221 or
fax: 020 7582 6391

TACKLING DISADVANTAGE AND CHILD POVERTY

Selling diversity to employers

This interactive workshop explores diversity and employment issues from both supply and demand sides when it comes to creating employment opportunities among hard-to-reach groups and tackling social exclusion of minorities in society and employment.

The facilitators seek to create a safe space for practitioners from a very wide range of disciplines to understand better the challenges of diversity as seen by employers and then to build on that understanding in the conduct of their daily professional life, in a very practical and accessible way.

Learning outcomes can deliver from among the following benefits, depending on the nature of the delegate group and the learning objectives for each session:

- enhanced awareness of diversity issues in UK employment
- understanding of the evolution of practices in 'diversity' and the UK employer journey
- business case issues informed by latest global research
- information to build knowledge of stakeholder interests and open potential access routes through stakeholders to employers
- transferable tactics and tools to help improve performance and translate opportunities into hard results
- raised awareness and an understanding of the practitioners own stereotypes and how it can affect their relationship with the candidates and employers they work with
- practical tools to enable the practitioner to evaluate their relationships with the employers they currently work with
- an understanding of effective ways of marketing their services to employers, with good practice case studies highlighting the recruitment of a diverse workforce within the business community.

Who the course is aimed at

Contractors, local authorities and voluntary sector staff.

Places and Dates

4 June 2009 - London

6 October 2009 - London

Tutors

Melanie Allison, Embankment Associates

Delia Edwards, WLM Enterprises

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Localising the child poverty ambitions of government

The Government has an aspiration to eradicate child poverty by 2020 and to halve it by 2010. Explore the nature of child poverty, and the mechanisms by which you can begin to understand your own local child poverty context, with examples of how local areas have begun to develop a joined up approach.

Who the course is aimed at

Local authorities and partners, councillors, children's services for Health and Primary Care Trusts, housing associations, Learning and Skills Councils and Jobcentre Plus.

Places and dates

7 July 2009 - Manchester

Tutor

Tracy Fishwick, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

What more can local authorities and their partners do to tackle worklessness?

Local authorities have a key role in galvanising partners at the local level to reduce worklessness. Taking the findings of the Houghton review, explore the ways local authorities can make a difference, from developing employment and skills strategies, to securing economic benefit through procurement.

Who the course is aimed at

Local authority and partners, councillors, HR managers in local authorities, economic development leads, health and primary care trusts, housing, Learning and Skills Councils, and Jobcentre Plus staff.

Places and dates

29 October 2009 - London

Tutor

Tracy Fishwick, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Designing neighbourhood approaches that support long-term unemployed people into work and training

Some neighbourhoods have very high numbers of people claiming out of work benefits. Hear about the lessons learnt from best practice in the UK. Find out more about how to design and deliver neighbourhood approaches to supporting people in to employment and training. Explore the key success factors, from getting the right staff to how to get partners and services at the local level to join up better.

Who the course is aimed at

Local authority and partners, councillors, HR managers in local authorities, economic development leads, health and primary care trusts, housing, Learning and Skills Councils, Jobcentre Plus and neighbourhood managers.

Places and dates

28 October 2009 - London

Tutor

Tracy Fishwick, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

New *Inclusion* masterclass programme:

'Meeting the key challenges of 2009 and beyond'

The recession is deepening, unemployment rising, and the pace of change increasing. This is a challenging time for all involved in the design and delivery of welfare to work services.

To help meet these challenges, we are pleased to offer a new programme of five policy and strategy masterclasses. These sessions will draw on the work of *Inclusion's* policy, research and consultancy teams to focus on the latest developments and highlight best practice. The sessions will also bring in external agencies that are leading the way in developing policy and service responses to rising unemployment and worklessness.

- Re-assessing your labour market.
- Developing your welfare to work partnership and strategic response.
- Meeting the needs of employers.
- Meeting the needs of disadvantaged communities and groups.
- Boosting demand and creating opportunity.

When and where

The masterclass is tailored to your needs it can take place when and where you want*. The fee for this service will depend on the number of classes you take and the number of staff you wish to send. To register your interest, contact the Events Team at: events@cesi.org.uk or call 020 7582 7221.

*Depending on where most delegates come from.

Mental health awareness for welfare to work advisors

Mental health difficulties are a major reason for people in receipt of benefit. One in four of us will experience mental health difficulties at some point in our lives and an estimated one-third of GP time is spent on mental health issues. The number of people claiming Incapacity Benefit because of mental health difficulties has almost doubled in the past ten years, and this does not include those with secondary mental health difficulties or those who develop mental health difficulties while on Incapacity Benefit.

This course is aimed at frontline workers who wish to develop a more informed and inclusive approach to their clients who have been labelled as having a mental health problem. Looking at the stigma of the label mental health, this course challenges some of our deeply held societal beliefs and the negative impact this can have on our work with individuals.

We look at a model of mental health that enables us to feel confident to use our existing skills for this client group.

An overview of mental illnesses helps us understand more clearly the positive and negative impacts that their mental health can have on the ability to enter or retain employment.

Participants will be able to reflect on how they currently work with people with mental health difficulties and how they might develop their service to ensure they are appropriate and effective.

Who the course is aimed at

Contractors, local authorities, voluntary sector and Jobcentre Plus staff.

Places and dates

2 June 2009 - London

Tutors

Graham Gardiner and Toni Esberger, Aspiren Ltd

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Training techniques - what works with long term unemployed?

Frequently managers feel nervous about training/presenting knowledge based learning

Perhaps it might be the feeling of 'being under the spotlight' or the possibility of a learner challenging them.

Learning is concerned with developing skills, knowledge and a positive shift in attitude - so as long as the trainer has the knowledge, competence and obvious enthusiasm for the subject - then the learning outcomes should be achieved.

This programme helps the 'manager as trainer' to develop their design and delivery skills around knowledge - based learning.

The course is aimed at developing the attendee's approach to their client group by meeting the following objectives:

- Explore the different **ways in which people learn** - individually or collectively - to maximise the learning potential from your client group.
- Identify the potential **barriers to learning** for clients and how you can overcome them.
- Learn how to compose a **Learning Objective** that clients understand and which starts the motivation to learn.
- Develop your key **Coaching/Training Techniques** to make your communication with your client group more interactive and valuable - maximising the potential for positive results.
- Explore the **dynamics of a group** and how to manage it in order to maximise learning and develop attitude.
- Identify a **structure** to use when communicating knowledge - ensuring that client involvement, interaction and learning is maximised.

Who the course is aimed at

Contractors, voluntary organisations, careers services and Connexions staff.

Places and dates

14 July 2009 - London

22 October 2009 - London

Tutor

Robin Peter, People2Profit

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Developing a local financial inclusion strategy

What more can you and your partners do support financial inclusion? Find out more about how to develop a joined up partner response focusing on three areas: prevention, intervention and sustainability.

Who the course is aimed at

Local authority and partners, councillors, HR managers in local authorities, economic development leads, health and primary care trusts, housing, Learning and Skills Councils and Jobcentre Plus staff.

Places and dates

26 November 2009 - Manchester

Tutor

Tracy Fishwick, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

COURSES 2009

RESPONDING TO RISING UNEMPLOYMENT

Dealing with white collar redundancy

This workshop will focus on how to help under and over 40 year old white collar executives who have been made redundant due to the credit crunch.

We will explore the type of offers that are likely to be most successful in helping members of these two groups to set up new niche businesses, move back into employment, self employment or volunteering through integrated training and employment packages.

All of the offers developed can be implemented by using existing mainstream programmes at their core.

The workshop will provide:

- practical ideas for designing cross agency services to help white collar workers
- an understanding of how to 'sew' together different services delivered by different agencies to provide tailored routeways for individuals
- examples of how these tailored routeways are working and contact list of practitioners.

Who the course is aimed at

Learning and Skills Council, Jobcentre Plus, Regional Development Agencies, local authorities, Business Links, regeneration partnerships, Local Strategic Partnerships and Local Learning Partnership staff.

Places and dates

19 May - London

Workshop leader

Krycia Hudek, Open Agenda

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Targeted recruitment and training (TR&T) in contracts and agreements

This introductory course will offer participants an introduction to practical steps that can be taken to include TR&T in public sector contracts and agreements so as to maximise the social inclusion impact of the relevant developments. The course will dispel some of the myths and focus on practical steps and good practice that will enable participants to champion TR&T rather than rely on trickle-down and voluntary outcomes. In the context of a significantly weaker labour market the course will be of relevance to local authorities, regeneration organisations, City Strategy groups, registered social landlords and other public bodies that aim to help disadvantaged groups achieve sustainable skills and employment.

This introductory course will:

- set out the policy context for TR&T
- identify the legal and policy issues relating to public procurement, development agreements and Planning agreements, and how these can be addressed
- consider the issues to be taken into account in setting targets and forecasting outputs
- understand how to minimise the costs to the client for including TR&T requirements in contracts and agreements
- identify partner organisations that can provide training, job-matching and supply-chain support to the client and their contractors
- develop a scoring framework for TR&T to use at the pre-qualification or contract award stage of procurements.
- consider the collection and use of monitoring information, and how best to enforce requirements
- identify web-based resources that can be down-loaded to help broaden understanding or assist implementation.

Who the course is aimed at

People with policy, strategy or delivery responsibility for employment and training or supply-chain development linked to significant programmes of expenditure on works or services. These may be primarily the programme leaders or champions, but the course is also suitable for development professionals and solicitors that want an introduction to the issues, methodologies and good practice.

Places and dates

15 September 2009 - London

Tutor

Richard Macfarlane, Research and Development Consultant

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Developing creative and innovative approaches to service provision in a recession

When the Head of the Civil Service, Sir Gus O'Donnell, says 'We are going to have to innovate, we are going to have to find very different ways of approaching the challenges we have got', you know that innovation is climbing up the agenda for commissioners. To respond to this challenge, service providers need to understand what Sir Gus means, and prevent 'creative and innovative' from becoming management jargon.

Preventing change for change's sake, but finding new ways to provide services that have not achieved the outcomes required can allow services to be provided more efficiently, let service users have more control or even find a new way completely that achieves the desired outcomes more profoundly.

This course considers finding new ways to develop service provision by:

- developing an understanding of what we mean by 'creative' and 'innovative'
- changing attitudes and beliefs in a service or organisation
- creating the right environment
- helping you find your 'creatives' and 'innovators'
- looking at some tools that enable services to be creative and innovative.

Who the course is aimed at

Contractors, voluntary organisations, careers services and Connexions staff.

Places and dates

24 September 2009 - London

3 November 2009 - London

Tutors

Graham Gardiner and Toni Esberger, Aspiren Ltd

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Engaging public and private sector capital projects as a key element in employment and skills strategy and delivery

With the economic downturn there is a risk that a sense of an urgent need for fast responses supersedes the important progress that is being made to put the concept of an integrated employment and skills into practice.

The partnerships required for successful IES, whilst far more effective for clients, is more difficult to achieve than a single agency /provider approach. As unemployment rapidly rises the temptation will be for agencies to go for the quick fix and work separately. There is also a risk that plans for those groups of people furthest away from employment will no longer be seen as the most urgent priority.

This workshop will help you to draw on a process and develop effective local and regional responses to providing local workforces for capital development projects in the public and private sectors.

By the end of the workshop you will have a better understanding of how to work with employers involved in capital projects. Using real examples, we'll work through a process that enables cross agency partners to provide a coherent response to employer skills and recruitment needs.

Who the course is aimed at

Regional Development Agencies, local authorities, Learning and Skills Councils, Jobcentre Plus, Sector Skills Councils and Regeneration Partnership staff.

Places and dates

1 September 2009 - London

Workshop leader

Kryisia Hudek, Open Agenda

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

What can local authorities and the public sector do to recruit unemployed people into their workforce?

Local authorities are often the largest employer in an area, and as such can play a key role in supporting people furthest from the labour market in to employment. Hear about practical examples of how local authorities have implemented initiatives from apprenticeship and employment programmes to changing recruitment methods to make a difference.

Who the course is aimed at

Local authority and partners, councillors, HR managers in local authorities, economic development leads, health and primary care trusts, housing, Learning and Skills Councils and Jobcentre Plus staff.

Places and dates

5 November 2009 - Manchester

Tutor

Tracy Fishwick, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

DELIVERING CORE EMPLOYMENT AND SKILLS SERVICES

Understanding welfare to work

Over the last ten years there has been a significant change in the way welfare to work policies have been delivered in the UK. Fundamental changes have been made to the system through a range of new employment programmes, reform of benefits, financial support for those in work and changes in delivery mechanisms.

This course is designed to be an introduction to the welfare to work regime. The main areas that this course will cover will be:

- the benefits system and benefits available for those in work
- new deal and other welfare to work initiatives and pilots
- tax credits: what they are and how they work
- the future of welfare reform and what the public think about it.

Who the course is aimed at

Contractors, local authorities, voluntary and community sector agencies.

Places and dates

23 April 2009 - London
22 September 2009 - Sheffield
17 November 2009 - London

Tutor

Dr Sarah Jenkins, Ipsos MORI

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Bite size CV development and bite size written applications

CV development - morning session

Staff are often under pressure to produce CVs for clients in the first few days of a programme because 'they need it for jobsearch'. This approach often ends up in mass produced documents which bear little relation to the client, and are poor sales tools.

Many delivery staff have little experience in sifting job applications or recruiting employees, and can have a limited appreciation of the power of a CV, or what a good CV actually looks like. So how can they effectively support clients?

This bite size course looks at the background to developing a CV, how to support clients through the process and alternatives to the traditional paper - based CV. We cover who needs a CV; presentation; maximising the impact of a CV; supporting clients to develop their CV; and designing and structuring CV sessions.

This interactive session helps delegates to develop the knowledge and skills they need to look more critically at CVs and better appreciate the enormity of the task in producing a good CV. By the end of the workshop, delegates will be able to better support their clients in developing their CV as an effective marketing tool that will help them achieve success.

Written applications - afternoon session

Speculative letters and application forms are the mainstay of job applications for clients on welfare to work programmes. Sessions covering these areas of jobsearch are core aspects of jobsearch training for many providers.

But are you confident that all of the letters and application forms sent out by your clients are of a good enough standard to get them to the interview stage?

This bite size course looks at the written approach in jobsearch, including effective use of letters, application forms and emails. We cover what a good letter of application looks like; making speculative letters work; first impressions; effective completion of application forms; using emails and submitting online applications; meeting the needs of clients with literacy and language barriers; and how to design and structure an interactive and engaging session.

Delegates will explore different approaches, review example learning materials, and experience different delivery techniques. They will gain confidence in checking letters, application forms and other written applications to ensure they are of the highest standard; and will be able to better advise clients on how to create a winning written application.

Who the course is aimed at

Training providers, contractors, local authorities, voluntary sector and any delivery or support staff involved in jobsearch delivery.

Places and dates

29 April 2009 - London

Tutor

Richard Clifton, W2W Solutions

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

RESEARCH

Inclusion offers a wide range of quality research and consultancy services over a number of key policy areas, primarily welfare to work, education and skills, regeneration and social exclusion. Areas of expertise include.

- Evaluation of frontline services ranging from voluntary sector projects to statutory delivery agencies.
- Exploratory research to contribute to policy development at both central and local levels.
- Evidence reviews to inform strategic Development.
- Data analysis to increase understanding of key trends.
- Evaluation of large-scale initiatives.
- Strategy development to support local, regional and national agencies to develop strategy and service delivery.
- Policy and strategic advice to enable business development.

Enquiry

For examples of our recent work, visit:

www.cesi.org.uk
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tel: 020 7582 7221 or
fax: 020 7582 6391

Effective planning of learning

Effective planning of learning is the key to success for all work based learning and welfare to work programmes. This is often an area of improvement identified in Ofsted inspections which was confirmed in their latest Annual Report.

We have found that weaknesses in this area are often because staff don't understand the importance of the assessment and planning process, or the fundamental concepts involved.

Our one day workshop covers the what, why and how of initial assessment and planning and reviewing of learning, to ensure delegates understand the concepts as well as the practical application. The course includes: initial screening processes; initial assessment of client skills, abilities, aspirations and needs; how to plan an individual client 1programmes based on the findings of initial assessment; setting SMART targets and effective reviewing of client progress. Delegates will explore some of the tools available to support assessment and undertake a range of practical exercises.

After completing this workshop delegates will return to the workplace with a better understanding of what they need to be doing and many of the tools to help them achieve it.

Who the course is aimed at

Training providers, contractors, local authorities, voluntary sector and any staff involved in assessment of client needs and planning processes.

Places and dates

7 May 2009 - London

Tutor

Richard Clifton, W2W Solutions

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Making jobsearch work

It is often assumed that because staff have worked in the welfare to work industry for a while, they know how to deliver jobsearch. This isn't always the case, and jobsearch is often poorly structured and is uninspiring.

As jobsearch and employability skills development is such a major part of many government funded and ESF programmes, it is vital that this area of work is effective.

This intensive one - day workshop explores essential aspects of jobsearch through practical and interactive activities. The course covers: the key components of effective jobsearch; planning and managing jobsearch activities; target setting and reviews within a jobsearch environment; using, supporting and developing jobsearch activities that meet client needs; developing transferable skills within jobsearch; and exploring examples of jobsearch activities and techniques.

The course is designed to be practical, interactive and inspiring, and delegates leave with renewed enthusiasm for their role and ideas for how they can improve their delivery. Expect immediate results!

Who the course is aimed at

Training providers, contractors, local authorities, voluntary sector and any delivery or support staff involved in jobsearch and employability skills delivery.

Places and dates

9 June 2009 - London

Tutor

Richard Clifton, W2W Solutions

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Measuring soft indicators and distance travelled

This session will take participants through the process of how to their organisation should measure soft indicators and distance travelled.

You will be taken through the necessary steps to leave with a blueprint specifically tailored both to the needs service user group and the aims and objectives of your organisation.

The workshop will engage you in discussion, practical group exercises and experiential sessions.

During the day you will consider the following elements:

- What do we mean by soft indicators and distance travelled?
- Why should we bother when we already collect hard outcome data?
- What is your purpose?
- What are the benefits?
- Relating assessment and evaluation to your organisation's aims and objectives.
- Relating assessment and evaluation to service users, practitioners, management and funders.
- Deciding what to measure.
- Deciding how to measure and record your assessment
- Mapping to national strategies, standards and frameworks.
- Combining assessment with goal setting and action planning.
- Combining assessment with other models and approaches.
- 'A good assessment tool is also a learning opportunity.'
- Implementing measurement systems in your organisation; what else needs to be in place?

Who the course is aimed at

Contractors, local authorities, voluntary sector and regeneration partnership organisations.

Places and dates

26 May 2009 - London

20 October 2009 - London

Tutor

Craig Watt, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Meaningful service user involvement in the design, monitoring and evaluation of provision

All of our funders want it. Senior managers tell us we should do it. But how do we avoid service user involvement becoming another tokenistic process and find ways to really allow our service users to impact positively on the policy, practice and development of our services.

This course examines;

- why we should bother with service user involvement
- developing a model of understanding that underpins practical approaches
- overcoming barriers from organisations, staff and even service users to involvement
- ideas that work that can be adapted to your context
- looking at available resources including funding options.

While considering the theoretical approaches to service user involvement, this course is designed to enable participants to consider involvement in their own working context.

By the end of the day participants will have the tools to develop an involvement plan for their service with the confidence to enable others in their teams to go forward and make the plan a reality.

Who the course is aimed at

Contractors, voluntary organisations, Surestart, careers services and Connexions and local authority staff.

Places and dates

30 June 2009 - London

Tutors

Graham Gardiner and Toni Esberger, Aspiren Ltd

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Get ready for FND star rating

Star Rating, already piloted within Employment Zones, will become the new quality measure by which DWP will monitor its contracted provision, and will be a key contract performance measure for Flexible New Deal and other provision moving ahead. It will ultimately influence future contract - award decision - making and moving market share allocations in multiple provider areas.

This course will provide an update on DWP's plans for the roll-out of Star Rating arrangements to date, and how these arrangements fit alongside the DWP Quality Framework and related quality assurance standards such as Ofsted. It will look at the comparative experience and best practice from Australia, where Star Rating is already an established feature of the market, as well as considering the results of the Employment Zone pilots in the UK.

The course will be lead by Jim Carley, Managing Director of Carley Consult Ltd, a company that has provided a range of capacity building services to more than 20 providers, across the private and third sector, both from the UK and overseas.

Who the course is aimed at

The course is aimed at welfare-to-work practitioners working in a quality assurance role. It is equally relevant to those involved in the implementation of Flexible New Deal contracts and other DWP provision, either as a prime provider or subcontractor, especially those responsible for developing supply chain management systems.

Places and dates

8 September 2009 - London

Tutor

Jim Carley, Carley Consult Ltd

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Solving housing benefit problems

An intermediate level course

This course aims to help participants solve common housing benefit problems and to quickly resolve issues which frequently cause distress and hardship to tenants and rent arrears to the landlord. The course will also give participants confidence in using a standard reference book as a tool for tackling such problems.

Participants should have some prior understanding of the Housing Benefit system.

The course will focus on:

- delays
- evidence and the verification rules
- overpayments
- backdating claims
- discretionary Housing Payments
- absences from home
- non dependant deductions
- the effect of going into paid work.

The course price includes a comprehensive textbook.

Who the course is aimed at

Learning and Skills Councils, Jobcentre Plus, contractors, Citizens Advice, debt agencies, voluntary organisations and housing association staff.

Places and dates

17 September 2009 - London

Tutor

Neil Bateman, LLB, Dip SA, Dip MS, CQSW

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Understanding the employment and support allowance

This course explains the main rules about Employment and Support Allowance (ESA) for people who are out of work because of a disability or health problem. It covers who is entitled, how the various assessments work and the rules about compulsory interviews and action plans, sanctions, work you can do while claiming, the relationship with Housing and Council Tax Benefits, and useful tactics.

The course also covers the position for people who currently receive an old benefit, like Incapacity Benefit, because they are incapable of work and how they might be affected by ESA. Initially, people most affected by ESA will be people making new claims if they cannot work because of a disability or illness - perhaps becoming ill later in life or because they have a disability and reach the age of 16. The government plans to move all existing claimants onto ESA at some point in the future.

The programme includes plenty of time for discussion, questions and case studies to aid learning and explore the impact of the new benefit.

Who the course is aimed at

Learning and Skills Councils, Jobcentre Plus, contractors, citizens advice, debt agencies and voluntary organisation staff.

Places and dates

10 November 2009 - London

Tutor

Neil Bateman, LLB, Dip SA, Dip MS, CQSW

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Young person's benefits

Young people aged 16 and 17 face major hurdles when claiming benefits. The benefit system has many restrictions and traps for the unwary, and the rules can at times deter young people from engaging in work or learning: this can make it more difficult for them to engage with youth support services.

This course will enable participants to find their way through the maze of benefits for young people aged 16 and 17 and enable them to advise and advocate in confidence on common scenarios. The course complements *Inclusion's* Young Person's Handbook and the training will make it easier for participants to use this important text.

Course content includes:

- Income Support for 16 and 17 year olds, including for those in full time education
- Jobseeker's Allowance severe hardship payments
- dealing with requests for evidence of estrangement from parents
- benefits for young people with disabilities or special needs
- the role of tax credits
- some of ways that the benefits system can help support learning activity
- benefit rights of young people in care and care leavers.

The course is suitable for anyone who works with young people and it is an introductory level course that is also suitable for people with some knowledge and experience of this area.

Who the course is aimed at

Contractors, local authorities, voluntary sector. careers service's and Connexions staff.

Places and dates

18 September 2009 - Sheffield

Tutor

Neil Bateman, LLB, Dip SA, Dip MS, CQSW

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Moving into and getting on at work: how to develop personalised pathways that overcome barriers and lead to sustainable employment

This series of workshops provides opportunities for you to understand more about how to design and deliver comprehensive and integrated employment focused pathways for people who are at most disadvantage.

Enabling individuals to navigate and successfully progress through skills, employment and other services is at the heart of Government agendas. We also know that seamless, tailored services provide the best and most effective customer experience.

The workshops will draw on Licence to Skill 2009 suite of tools that has been developed to help organisations work together more effectively to plan and deliver seamless, integrated pathways into sustainable employment, drawing on extensive work with planning, funding and delivery organisations.

We will also share with you examples of how organisations are working together to put together effective integrated pathways into work.

- Identify how to knit together different services, programmes, funding and delivery organisations to provide seamless and tailored client pathways.
- Hear about examples of successful pathway development.
- Develop practical ideas to take forward seamless client pathways.
- Find out more about Licence to Skill 2009.

Who the course is aimed at

Local authorities and Local Strategic Partnerships, contractors, Jobcentre Plus, Learning Skills Council, health agencies and prisons and young offenders institute staff.

Places and dates

28 May 2009 - London
12 November 2009 - Sheffield

Workshop leaders

Mark Prangell, JH Consulting
Maggie Cramb, JH Consulting

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Effective Information, Advice & Guidance (IAG) as part of successful employment and skills pathways for adults

With the launch of the prototype Adult Advancement Networks, and skills health checks, there is a clear steer from Government that training and employment advice should not be delivered in a vacuum but as a key part of an integrated offer.

This highly participative workshop will help organisations to understand how they can be at the forefront of this policy driver by helping you to develop practical ideas and actions that you can put into practice to bring results for your customers and business benefits for your organisation.

Our starting point for this workshop will be to identify the context within which advice and guidance needs to be given: recognising the barriers different groups of clients face, and the different requirements of training providers and employers to ensure clients' expectations can be met.

As part of the workshop, participants will have the opportunity to develop their own personal plans to apply the ideas explored within their own local areas.

- Understand the key role that IAG plays within an integrated employment and skills system.
- Understand the partnerships that need to maximise the effectiveness of IAG services.
- Increased knowledge of the other services that need to work with IAG - health, business support etc.
- Develop a personal plan for participants to apply the ideas explored in the workshop.
- Learn more about tools that can help you to put your ideas into practice - including Licence to Skill 2009.

Who the course is aimed at

Local authorities and Local Strategic Partnerships, contractors, Jobcentre Plus, Learning Skills Council, health agencies and prisons and young offenders institute staff.

Places and dates

27 July 2009 - London
7 September 2009 - Sheffield

Workshop leaders

Susan Underhill, JH Consulting
Nick Wilson, JH Consulting

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Co-ordinated health, skills and employment services for people with health needs

The need for health, skills and employment services to be co-ordinated and integrated is a key issue identified across Government Departments and agencies. Getting people with health problems back to work and keeping them in work is a particularly challenging priority as unemployment levels rise.

The Government's Fit for Work pilots, Progression through Partnership strategy for people with mental health difficulties and other key developments including Integrated Employment and Skills trials are focused on creating better co-ordination of services so that individuals are supported more effectively.

This workshop will provide the opportunity to build ideas to put policy in to practice, using tools and approaches that are helping partners to design and deliver more effective and integrated health, skills and employment services. In particular, it will enable you to:

- understand the specific roles that health, skills and employment focused partners need to make for particular groups of people with health needs
- hear about some examples of how integrated health, skills and employment services are being developed
- get information on tools and approaches that can help take forward practical ideas after the workshop - including Licence to Skill 2009 and the JHC Integrated Planning Matrix
- strategies for developing capacity including partnership working and joining up funding.

Who the course is aimed at

Primary Care Trusts, local authorities, Jobcentre Plus, Learning Skills Council, health agencies and government officers.

Places and dates

3 September 2009 - London

Workshop leader

Nick Wilson, JH Consulting

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

IMPROVING STRATEGIC PLANNING AND PARTNERSHIPS

Strategic skills and employment: local labour market information for local employment and skills strategy development

This course is aimed at helping local partners identify and use local labour market information in the development and monitoring of local employment and skills strategies. The course is for those who provide statistical support to local partners and covers a wide range of relevant factors at an advanced level compared with the introductory course. Questions considered include skill needs beyond the recession. Participants will be introduced to statistical software such as SPSS and/or R as well as use spreadsheets.

Who the course is aimed at

Those involved with statistical support to Local Strategic Partnerships and Employment and Skills Boards in local authorities and similar roles in Jobcentre Plus, learning and skills and careers advice staff.

Places and dates

2 July 2009 - London
15 October - London

Tutor

Paul Bivand, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

How to analyse your local labour market: beginners

This course will help those tasked with providing information on the local labour market to identify relevant information and source it. The course covers the identification of information on demand and supply in the local area, commuting and its impact on local labour market indicators, and how to understand the classifications used in labour market analysis. The course covers a range of sources for local labour market information, and identifies those that are the base sources and those that are derived from the base, and may or may not add value to base sources

Who the course is aimed at

Those involved with statistical support to Local Strategic Partnerships and Employment and Skills Boards in local authorities and similar roles in Jobcentre Plus, providers, learning and skills and careers advice staff.

Places and dates

12 May 2009 - London
9 July 2009 - London

Tutor

Paul Bivand, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Meeting the needs of the moment: local labour market information - how to find out what is happening and profile projections for the near time

This course is aimed at enabling those providing statistical support to local partners to identify and use data on the month-by-month course of the recession in local areas, and trends over the shorter term. The course covers the identification of seasonal patterns in indicators such as new Jobseeker's Allowance claims and leavers, as well as totals, and Jobcentre Plus vacancies. This enables the profiling of monthly inflows and outflows and therefore the early identification of negative or positive variances. The course will introduce the use of statistical software such as R as well as the use of spreadsheets.

Who the course is aimed at

Those involved with statistical support to Local Strategic Partnerships and Employment and Skills Boards in local authorities and similar roles in Jobcentre Plus and providers, and other local partners.

Places and dates

11 June 2009 - London
11 November 2009 - London

Tutor

Paul Bivand, Centre for Economic & Social Inclusion

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Reaching under the radar: designing and delivering seamless client services with the voluntary and community sector for people farthest from employment and skills

Joint regional strategies to respond to new economic challenges are required to keep those farthest from the labour market as a key target group. However, the economic downturn brings the risk that the focus on 'hard to reach' groups and individuals may slip - as other priorities move up the agenda.

This workshop is designed to identify how partners can work together more effectively to design and deliver outreach and engagement activities that can continue to pull people with multiple disadvantages into skills development and sustainable employment opportunities.

The workshop will include consideration of tools that can help organisations to collaborate effectively for mutual benefit.

It will also provide some practical help for prime contractors that would like to organise and capacity build groups of sub-contractors that play specific outreach and engagement roles.

The workshop will enable you to:

- Identify different potential customer groups and the differing activities that are needed to engage them.
- Consider who is best placed to deliver these activities and how they can be funded.
- Understand the particular role that community and voluntary sector organisations can play.
- Get information about tools that can help build collaboration skills and create really effective sub-contracting supply chains and consortia - including Licence to Skill 2009.

Who the course is aimed at

Prime contractors, local authorities and Local Strategic Partnerships, Jobcentre Plus and Learning Skills Council staff.

Places and dates

23 July 2009 - London
7 October 2009 - Sheffield

Workshop leaders

Maggie Cramb, JH Consulting
Chris Leigh, JH Consulting

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Tackling worklessness through making Integrated Employment and Skills a reality in your local area: practical propositions and tools for local partners

Establishing an effective integrated employment and skills (IES) system is top of the Government's agenda, and is even more important during the current economic downturn. IES is a broad agenda with many interpretations.

Cllr Stephen Houghton's Review: Tackling Worklessness highlights the pivotal role of Local Authorities and Local Strategic Partnership members in developing and delivering services that will help disadvantaged people to get the skills and support that they need to move into and stay in work.

This highly participative workshop will help Local Authorities, Learning and Skills Council, Jobcentre Plus and delivery partners to understand how they can be at the forefront of this policy driver by helping you to develop practical ideas and actions that you can put into practice to bring results for your customers and business benefits for your organisation.

Together, we will explore how key Government welfare to work and skills programmes can be joined together to provide integrated pathways that meet the needs of differing groups of customers.

We will also explore how local partners can play a leading role in working with partners to develop Work and Skills Plans and Work and Skills Integrated Budgets - two of the key elements of a new framework proposed in the Houghton Review.

As part of the workshop, participants will have the opportunity to develop their own personal plans to apply ideas within their own local areas.

The workshop will provide:

- a clearer understanding of what IES can look like in practice
- some examples of what IES means for individuals, providers and funding agencies
- information about tools and approaches to take forward IES - including the JHC Integrated Planning approach and Matrix
- a personal plan for participants to apply the ideas explored in the workshop within their local areas.

Who the course is aimed at

Contractors, Jobcentre Plus, third sector organisations, Learning and Skills Council and Regional Development Agency staff.

Places and dates

21 May 2009 - London

10 September 2009 - Sheffield

Workshop leaders

Jo Hudek, JH Consulting

Mark Prangell, JH Consulting

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

BESPOKE TRAINING

Bespoke Training Services

Inclusion can also deliver bespoke training and briefings for your staff and partners whether to your organisation alone, or to you and your local partner agencies.

Depending on your needs we can deliver one of the standard courses or customise a programme suited to your organisation or area.

Prices

Prices start from:

£1,500 for 1 to 10 delegates for a one-day course

£2,200 for 11 to 20 delegates for a one-day course

The above costs include trainer fees, travel expenses, course materials and freight costs.

Inclusion reserves the right to cancel a course. In the event of a course being cancelled, we will do our utmost to give as much notice as possible. Course fees will be reimbursed in full.

Enquiry

To find out more about this service, contact the Events Team at:

events@cesi.org.uk

tel: 020 7582 7221 or

fax: 020 7582 6391

web: www.cesi.org.uk

Tackling adult worklessness: how local authorities can drive a vision for better skills, employment and life opportunities for adults

Cllr Stephen Houghton's Review: Tackling Worklessness highlights the pivotal role of Local Authorities and Local Strategic Partnerships in developing and delivering services that will help disadvantaged people to get the skills and support that they need to move into and stay in work. The Review emphasises the need for Local Authorities and LSPs to join up their work with Integrated Employment and Skills strategies and developments.

This highly participative workshop is designed to provide an opportunity for Local Authorities to explore how they can respond to this review and be at the cutting edge of driving the development of more effective, integrated services for adults.

In particular, we will explore how Local Authorities can play a leading role in working with partners to develop Work and Skills Plans and Work and Skills Integrated Budgets - two of the key elements of a new framework proposed in the Houghton Review.

The workshop will provide:

- a better understanding of the big picture and the key roles of main and niche players
- awareness of the skills requirements to lead and manage networks that are not directly accountable to Local Authorities
- information about the JHC Integrated Planning Matrix approach and tools that can support the development of Work and Skills Plans and Integrated Budgets
- an opportunity to become part of a buddying network.

Who the course is aimed at

Learning and Skills Council, Jobcentre Plus, Regional Development Agencies, local authorities, regeneration partnerships, Local Strategic Partnerships, Local Learning Partnership and Connexions staff.

Places and dates

14 October 2009 - London

Workshop leader

Jo Hudek, JH Consulting

Price

Private sector £245
Public sector and academic institutions £195
Charity, voluntary sector and not-for-profit £145

BUILDING MANAGEMENT CAPACITY

Welfare to work bid writing masterclass

Why is it that some providers always seem to win the best contracts? Why is there never enough time for us to get our bids written? How do we know if our tender price will be competitive? Why didn't we know about that great opportunity that our competitors won? And, just how can we win more bids?

If questions like this are causing you a headache, this one - one master class will help. It will provide essential bid writing skills specifically tailored for welfare to work providers, to help table winning proposals to DWP, the LSC and other employment and skills funders. It will address themes such as: effective opportunity spotting, developing winning delivery models, effectively answering tender questions, and devising effective pricing models. The master class will combine the theory of winning bids with a series of practical exercises to help apply practical skills. There will also be a particular focus on the current contracting agenda of DWP, including fND Phase 2, IDEAS, ESF, AME / DEL Pilots, ESF and Progress to Work / Link Up.

The master class will be lead by Jim Carley, previously Head of Business Development for both A4e Ltd and the Carter & Carter Group plc, with 11 years experience of managing and writing welfare-to-work tenders. Jim's company, Carley Consult Ltd, currently provides business development support to a range of employment and skills providers.

Who the course is aimed at

More than 50 delegates, from 20 different providers, have already benefited from this popular course. It is aimed at providers across the public, private and voluntary sectors - from small niche specialists to organisations delivering on a multi-regional and national basis. It is appropriate for anybody who may have an involvement in the research, development, writing and costing of tenders - even if this is not their primary job function.

Places and dates

21 April 2009 - London
24 November - Sheffield

Tutor

Jim Carley, Carley Consult Ltd

Price

Private sector £245
Public sector and academic institutions £195
Charity, voluntary sector and not-for-profit £145

Risk assessment and management

Working with people who pose significant risks to themselves or others is a challenge and concern for workers, carers and service users themselves. This course examines our own beliefs and definitions and blends these with lessons learned and best practice.

By the end of the course participants should have:

- an increased understanding of risk in their own working context
- an increased knowledge of how to effectively risk assess individuals and environments
- an ability to produce risk and support plans that are inclusive
- an ability to develop assessments into risk management and crisis plans
- access to models of best practice that can be adapted to their own working context including consideration of confidentiality, data protection, accountability, partnership working, authority to disclose and vulnerable adult protection pathways.

This course helps us challenge our own beliefs and the impact this can have on the way we treat individuals. We will encourage participants to consider their own service's approach to risk and how they might improve risk management for the benefit of the service, staff and service users themselves.

Who the course is aimed at

Contractors, voluntary organisations, careers services and Connexions and local authority staff.

Places and dates

21 July 2009 - London

Tutors

Graham Gardiner and Toni Esberger, Aspiren Ltd

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

Development programme for managers

Frequently, first time or less experienced managers are unaware of the way in which they manage.

This programme seeks to help new managers identify what they do, how they do it, what affect it has on others - and what they might do differently to achieve greater results.

A challenging and rewarding programme - a managers' development programme generic to any sector.

This course is aimed at developing the attendees approach to their colleagues and teams by achieving the following learning outcomes:

- Identify the key characteristics of your leadership style and explore the affect your approach has on others.
- Consider the communication channels available to you and how to maximise the outcomes from each one.
- Learn about the key principles of effective delegation and how to use them to motivate others and achieve qualitative outcomes
- Learn key techniques behind effective time management.
- Identify what motivates you and others - and consider how you can have a more positive impact on these motivators.
- Problem solving - learn how to think more laterally when identifying solutions to everyday problems.

Who the course is aimed at

Contractors, Jobcentre Plus, voluntary organisation, Learning and Skills Councils, Local Strategic Partnerships and local authority staff.

Places and dates

14 May 2009 - London

Tutor

Robin Peters, People2Profit

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

BOOKING INFORMATION

Booking and payments

You can book and pay online at www.cesi.org.uk, fax the booking form to 020 7582 6391 with your credit card details, or post to the address on the booking form. When posting or faxing the booking form, please use ONE booking form per person. If you require additional forms, please photocopy the original or contact us and we will send you additional brochures.

Bookings will only be accepted on receipt of a completed booking form.

Fees should be paid in full prior your attendance.

Price

Private sector	£245
Public sector and academic institutions	£195
Charity, voluntary sector and not-for-profit	£145

All fees are subject to VAT.

Terms and conditions

By completing the booking form, you/your organisation are agreeing to and will comply with *Inclusion's* payment terms and conditions. Completion of a registration form does not guarantee a place at the event or constitute a confirmed booking. We will accept cancellations by writing fax or email (but not by phone) up to two weeks before the course but will charge a £50 +VAT administration fee. After the two week deadline, we cannot make any refunds. Outstanding invoices will be liable for payment in full. We are happy to accept delegate replacements. To do this simply write, fax or email the change or name(s); telephone changes will not be accepted. Bookings made after the two week deadline are non-refundable. Shared places are not permitted. Places are allocated on a first come, first served basis. Booking confirmation and joining details will be issued before the event. The booking form constitutes a legally binding agreement. In the event of any situation that prevents a delegate's attendance, for example transport strikes, adverse weather conditions or personal health, *Inclusion* cannot be held responsible and will not issue refunds.

Inclusion SUBSCRIBER DISCOUNT

We offer a 10 per cent discount on the registration fees to *Inclusion* subscribers. Please note you must be a subscriber at the time of booking to qualify for the discount.

SUBSCRIBER

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 - Credit, debt and financial inclusion
 - Vulnerable and excluded groups
- 10 per cent discount off *Inclusion* events and training
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Enquiry

To subscribe or to find out more information contact *Inclusion* at info@cesi.org.uk or call 020 7582 7221.

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Complete and return to: **Events Team, Inclusion, 3rd Floor, Camelford House, 89 Albert Embankment, London SE1 7TP** or fax to **020 7582 6391**.

Fees should be paid in full prior your attendance.

Please use block capital letters

Course title: _____

Course date: _____

Course location: London Sheffield Manchester
(Please tick appropriate box)

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Title Mr Mrs Ms Other
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First name _____

Surname _____

Job Title _____

Organisation _____

Address _____

Postcode _____

Contact e-mail _____

(Please supply your e-mail address so you can receive your joining papers)

Tel: _____

Fax: _____

Contact information (if different from above)

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My dietary requirements
(eg Vegetarian Vegan Other) are:

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FEES

Private sector £245

Public sector and academic institutions £195

Charity, voluntary sector and not-for-profit £145

All fees are subject to vat.

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I enclose full payment by cheque payable to the Centre for Economic & Social Inclusion

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All cancellations must be made in writing. Please read the terms and conditions for information.

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Please tick if you do not wish us to contact you for this purpose.

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