

Welcome to our monthly training bulletin.
Please share this with your councillors and other staff.

What's New This Month?



Councillor Induction & Refresher—see page 2
Chairs Workshop—see page 2
Freedom of Information & Data Protection—see page 3
First Aid at Work—see page 15
Parkinson Partnership & Breakthrough Communications —new dates

Annual Training Scheme (ATS) 2026-27

Thank you to all Town & Parish Councils who have either already paid or expressed an interest and completed and returned their ATS 26-27 forms. If you have not notified us and wish to join the ATS for the 2026-27 year (01/04/26-31/03/27) please email your completed form to lindsey.westman@lalc.co.uk for our records and a VAT invoice shall be raised in due course.

Picking up contact information when booking places

If you have set your councillors up on the portal, you can now select their details from a drop-down list when booking a place on one of our courses. If you do not have your councillors set up, the drop-down list will be blank and you will have to type their details in manually. Please ensure that the email address is correct, otherwise they will not receive the automated email reminders.

ACAS free e-Learning

ACAS offer various FREE e-Learning on assorted topics. Check out [ACAS website](#) for more details.

Internal Audit

LALC can offer an Internal Audit service for its councils. This will consist of a mid-year audit to go through your governance in depth, and a light-touch audit at year-end enabling you to confidently sign off the AGAR. When you request an audit, we'll contact you to discuss what you need, agree the terms of service with you and then put you in touch with your internal auditor.

All our internal auditors are experienced clerks who will follow the guidance and process as per the Practitioners' Guide (Section 4—Best practice guidance for internal audit).

Contact us

Office: 01673 866596

Mobile 1: (Katrina) 07422 963475

Mobile 2: (Andrew) 07549 019842

LALC Core training: Included within our Annual Training Scheme

Courses delivered directly by LALC or partners

Course	Description	Date(s)	Location
Councillor Induction & Refresher	Aimed at councillors with or without any experience, covering: <ul style="list-style-type: none"> • The role of the council and councillors • Legal obligations and the employer role • Finance • Risk management • Code of conduct • Declarations of interest • Community engagement • Transparency code obligations 	3rd March 18:00—21:00	Zoom
		19th March 18:00—21:00	Zoom
		14th April 13:00—16:00	LALC Office Dunholme Old School 8 Market Rasen Road Dunholme LN2 3QR
Year end, AGAR and audit	Ideal for new and experienced Clerks. Topics Covered: <ul style="list-style-type: none"> • Internal Controls • Internal Audit • External Audit • End Of Year AGAR • End Of Year Documents • Publication • Transparency Code • Common Mistakes 	24th February 13:00—16:00	Zoom
		17th March 10:00—13:00	LALC Office Dunholme Old School 8 Market Rasen Road Dunholme LN2 3QR
Chair's Workshop	This training session will suit Chairs of Parish and Town Councils, Chairs of Committees and Vice Chairs, along with anyone aspiring to such a role. Topics covered will include: <ul style="list-style-type: none"> • Skills required • Managing meetings • Working with the Clerk, other councillors and officers • Planning for success • Understanding your Standing Orders, Financial Regulations and Code of Conduct • Accountability • Community engagement 	28th April 18:00—21:00	Zoom



Courses delivered directly by LALC or partners

Course	Description	Date(s)	Location
New Clerk's Induction	<p>This session provides a comprehensive introduction to the key roles and responsibilities a new clerk needs to be aware of, including:</p> <ul style="list-style-type: none"> • The Clerk's role • The Council • Meetings • Planning • Finances 	25th February 10:00—16:00	LALC Office Dunholme Old School 8 Market Rasen Road Dunholme LN2 3QR
Freedom of Information and Data Protection	<p>This session will equip participants with a comprehensive understanding of their responsibilities under the FOI Act and the Data Protection Act.</p> <p>Key topics include:</p> <ul style="list-style-type: none"> • Understanding FOI: Gain insights into public rights to access information and the procedures for handling requests. • Data Protection Basics: Learn about personal data, the rights of individuals, and the importance of safeguarding sensitive information. • Practical Guidance: Explore best practices for compliance, including record-keeping and responding to requests effectively. • By the end of the course, attendees will be well-prepared to navigate the complexities of information rights and data protection, ensuring transparency and trust within their communities. 	7th May 13:00—15:00	Zoom 

Check out the Chris Moses podcasts produced as part of the Civility & Respect project



IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS

[Podcast #1 — Building an effective personnel committee:](#)

Chris explains the importance of ensuring local councils have an effective personnel committee, what the responsibilities of the committee are and gives an overview of the critical issues.

[Podcast #2 — Recruitment:](#)

Chris covers the critical considerations for councils about recruitment.

[Podcast #3 — Handling grievances:](#)

Chris covers the critical considerations for councils about handling grievances. This is an introduction to the subject and should be viewed alongside current grievance policies.

[Podcast #4 — Handling disciplinary situations:](#)

Chris covers some of the critical considerations for councils about handling disciplinary situations. This is an introduction to the subject and should be viewed alongside current grievance policies.

[Podcast #5 — Appraisals:](#)

Chris covers some of the critical considerations for councils about appraisals. This is an introduction to the subject.

[Podcast #6 — Sickness and absence:](#)

Chris covers some of the critical considerations for councils concerning sickness and absence management. This is an introduction to the subject.

Finance—delivered by:

All sessions held via Zoom
10:00—11:40am **unless otherwise specified***



Course	Description	Date(s)
Finance for Councillors	<p>This session is for councillors only and is designed to give them a greater understanding of their duties with regard to the council's finances.</p> <p>Topics include: Roles and responsibilities; setting a budget and precept; Financial control; The Annual Governance & Accountability Return; Internal and external audit; How VAT applies to local councils</p>	10th February, 10:00
New clerk's finance	<p>This session is for inexperienced clerks in their first few months and is designed to give them an overview of a council's year, along with a basic understanding of the RFO's role.</p> <p>Topics include: Roles and responsibilities; Setting a budget and precept; Internal control; The Annual Governance & Accountability Return; Internal and external audit.</p>	3rd March, 10:00
VAT—Partial exemption	<p>For clerks, finance staff and councillors of councils that lease or hire out land and buildings such as village halls, community centres, meeting rooms, sports facilities or markets, who need to understand when their council is at risk of not being able to reclaim VAT.</p> <p>Essential for any council contemplating major building projects, or incurring significant expenditure on running these facilities. Intended for those who already understand the rules of VAT and need to work out whether their council can reclaim VAT in relation to its use of land.</p>	14th April, 10:00 2nd July, 10:00
Internal controls	<p>This session give councillors and clerks an understanding of the need for internal controls and how they work, with practical examples and case studies.</p> <p>Topics include:</p> <ul style="list-style-type: none"> · Roles and responsibilities · Financial risks · Purpose of internal controls · Case studies · Examples of controls · Review of internal controls 	4th March, 10:00

Contact LALC to book Parkinson Partnership training—these cannot be booked via the LALC website

Finance—delivered by:

All sessions held via Zoom
10:00—11:30am **unless otherwise specified***



Course	Description	Date(s)
Introduction to VAT	<p>This session is for clerks, finance staff and councillors. It explains how VAT rules affects local councils, whether they are VAT registered or reclaim VAT using Form VAT126. Essential for any council contemplating major building projects.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • How VAT law applies to local councils • Where to find the law and guidance • What are business and non-business activities • Understanding whether sales are taxable or exempt from VAT • When a council must register for VAT • When VAT can be reclaimed • Partial exemption • Reclaiming VAT when using grants and donations <p>By the end of this session you will:</p> <ul style="list-style-type: none"> • Know where to find the relevant legislation and guidance • Understand the key concepts of VAT • Know when a council can or can't reclaim VAT • Recognise when a council must register for VAT • Be aware of activities that require special attention 	24th March, 10:00 16th April, 10:00
Procurement	<p>For anyone involved in procuring goods and services, preparing tenders or entering into contracts on behalf of local councils. This session introduces the new rules of the Procurement Act 2023, which came into force in February 2025 and replaces the Public Contracts Regulations 2015.</p> <p>This session is an introduction to the basics of procurement for local councils:</p> <ul style="list-style-type: none"> • Inviting quotes • Producing specifications and tender documentation • Achieving competition and value for money • Managing contracts. 	23rd April, 10:00

Finance—delivered by:

All sessions held via Zoom
10:00—11:30am **unless otherwise specified***



Course	Description	Date(s)
Budgeting	<p>This session is aimed at officers of parish & town councils, who are involved in preparing and monitoring their council's budgets.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Setting a budget and precept • Contingencies and reserves • How the council tax base affects the budget • Inflation • Budget monitoring 	Awaiting new dates
The role of internal audit	<p>This session explains the role of the internal auditor in providing assurance to the council that it has sound financial controls.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Legislation and guidance • Roles and responsibilities • Internal controls • How the council appoints an internal auditor • Scope of internal audit • Reviewing internal control • Internal audit reports 	18th February, 10:00
Year end and audit—councils over £25,000	<p>This session is aimed at councils that spend between £25,000 and £200,000 a year and prepare simple accounts on a receipts and payments basis. It is also relevant for councils under £25,000 that choose not to exempt themselves from external audit, as well as for and councils that regularly spend over £200,000 and are already comfortable with preparing income and expenditure accounts.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Closing the accounts • Assets and borrowing • Reviewing internal control • Internal audit • The Annual Return • Electors rights • Audit • Publication requirements 	12th February, 10:00 10th March, 10:00 26th March, 10:00

Contact LALC to book Parkinson Partnership training—these cannot be booked via the LALC website

Finance—delivered by:

All sessions held via Zoom
10:00—11:30am **unless otherwise specified***



Course	Description	Date(s)
<p>Year end & transparency— councils under £25,000</p>	<p>For officers of councils that spend and receive less than £25,000 a year, who want to understand how to prepare and publish their council’s Annual Governance & Accountability Return to comply with the Accounts & Audit Regulations, as well as publishing the information required by the Transparency Code for Smaller authorities.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Closing the accounts • Exemption from external audit • Internal audit • Reviewing internal control • The Annual Return • Electors rights • Transparency and publication requirements 	<p>12th March, 10:00 17th March, 10:00</p>
<p>Income & expenditure accounts (for larger councils)</p>	<p>For officers who want to understand how to prepare their council’s Annual Governance & Accountability Return on an income and expenditure basis (mandatory for councils regularly spending over £200,000) and comply with the requirements of the audit process.</p> <p>This session explains how to convert receipts & payments accounts to income & expenditure accounts, how this affects the Annual Return and the timing of year-end activities and the audit process, enabling you to complete all the relevant steps correctly.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Closing the accounts • Debtors and creditors • Assets and borrowing • Internal audit • Reviewing internal control • The Annual Return • Electors rights • Publication requirements 	<p>19th March, 10:00</p>

Council Communications All sessions held via Zoom. 1.5-2 hours. £35 plus VAT.		
Course	Description	Date(s)
Communicating with your community part 1: creating a communications strategy	Every local council should have a communications strategy, setting out its communications priorities, aims and goals. In this session, we will consider how your council could create an effective communication strategy, that is sustainable and supports your council. A strategy that considers your council's human and financial resources.	Awaiting new dates
Communicating with your community part 2: engaging with your community	This session will focus on putting your council's communication plan into action: how your council could connect with the community it represents. Considering the ways your council can communicate effectively and build conversations. Providing tools and techniques to start engaging and getting messages across.	2nd March, 10:00
How councils can recruit a more diverse pool of local councillors	How can you find and encourage a more diverse pool of people to stand or be co-opted as town or parish councillors? It is increasingly hard to find people who are willing to put their names forward either at election time or to be co-opted. Explore effective ways councils and councillors can engage people, building up awareness and interest in the work of the council, in order to better promote and demystify the role of a councillor.	5th March, 13:00 8th May, 10:00
How councils can more effectively engage with young people in their communities	Councils often find it challenging to connect with young people. In this session, we will define "young people" and consider the issues important to them. Exploring effective ways to engage online and offline, we will also offer insights on forming partnerships with local youth organisations.	23rd April, 9:30 2nd June, 10:00
Dealing with difficult people and conversations in our local councils	Handling professional relationships within local councils is critical, but it can be tough dealing with challenging people and situations. This session discusses practical techniques for managing difficult conversations and situations.	11th March, 10:00 12th May, 10:00
Boosting Your Council's Identity: How to Promote Your Council Effectively	Exploring what brand identity means for parish and town councils, why it matters, and how to create a clear and consistent identity that reflects your council's purpose and values. Introducing practical strategies for promoting your council through effective messaging, digital and traditional communication channels, and community engagement.	10th February, 9:30 21st April, 13:30 10th June, 9:30

Book Breakthrough Communications training via:

<https://breakthroughcomms.co.uk/calc-training-events/>

Select 'Lincolnshire Association of Local Councils (LALC)' as the county association for billing purposes

Council Communications

All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.



Course	Description	Date(s)
Get the most from local and regional media	Local newspapers, magazines, regional TV, and radio offer local councils a way to communicate with residents. However, dealing with journalists and the media can be intimidating. In this session we will consider how to establish positive relationships with journalists. How to write impactful press releases. Ensure that your council gets regular and positive coverage in your local media.	24th February, 9:30
Crisis communications for local councils	A crisis could strike at any point. Anything from flooding to a meeting going viral. There are many ways in which you could find yourself in the eye of the media storm. This session takes participants through the detail of preparing for any crisis. Passing on expert tips and guidance on being prepared. On the effective steps your council could take should the worst happen.	17th March, 10:00 13th May, 10:00
Social media part 1: Getting started with social media for local councils	Social media is a great tool for councils to use to improve their communication. In this session you will learn the basics and how to get started right. We will focus on creating a social media strategy and the basics of Facebook. Our goal is to share with you time-saving tools and techniques. Hopefully, this will help you and your council to be more confident using social media.	12th February, 10:00 16th April, 10:00 11th June, 10:00
Social media part 2: Advanced social media strategies and tactics for local councils	Councils often use different social media platforms to connect with the community. This session explores a wide range of social media platforms. There will be a focus on how to get the most from key social media platforms. Exploring the ways of ensuring that social media supports your council to achieve its goals and aims. We will also introduce you to social media advertising.	26th February, 10:00 22nd April, 10:00 25th June, 10:00
Councillors training: Social media skills for parish and town councillors	It has never been more important for councillors to understand social media. In the session we will go through the confusing world of social media communications. It is designed for both social media users and those new to it. During the session you will learn where to focus your time and effort. We will point out the pitfalls. Consider difficult situations. Most importantly we will help you as a councillor to get the most from social media.	14th April, 18:30 29th June, 18:30

Book Breakthrough Communications training via:

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Council Communications

All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.



Course	Description	Date(s)
Emotional intelligence and resilience in practice for clerks, councillors and officers	This a practical workshop to help you thrive in your council role. We provide council officers and councillors with an understanding of where our behaviour comes from, we consider what resilience means in the context of our council roles and how to build emotional intelligence. We'll explore council-focused scenarios and how best to respond to each of them.	5th March, 10:00 7th May, 10:00
Councillors training: Chairing council and public meetings effectively	The effective chairing of meetings is a good skill for a councillor to have. This session is for councillors that have been recently elected. It is also aimed at those wanting a refresher. During the session we will consider how to effectively prepare for meetings. How to get the most out of the meetings you chair and dealing with tricky situations.	10th March, 18:30
Canva Part 1—Getting started	Canva is a design tool that can be used for free. It allows you to quickly create posters, newsletters, and other physical documents. You can also create images and videos for social media and websites. This session is for people who have never used Canva before. We will go through the basics and show you how to get the most out of the free version. Our goal is to get you started with Canva and to help your Council to communicate better.	3rd March, 10:00 6th May, 10:00
Canva Part 2—Advanced	During the session we will focus on the advanced features of Canva. This session is for experienced users of it. In part 2 of our Canva training we will show you how your Council can get more out of it. For instance, creating complex designs and a brand for your Council. We will also cover integrating Canva with social media. There will be a particular focus on creating social media videos and using the scheduling tools.	18th March, 10:00 14th May, 10:00

Book Breakthrough Communications training via:

<https://breakthroughcomms.co.uk/calc-training-events/>

Select 'Lincolnshire Association of Local Councils (LALC)' as the county association for billing purposes

Council Communications

All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.



Course	Description	Date(s)
Data Protection for councils Part 1: Foundations & theory	It is important that councils have the most up-to-date understanding of data protection legislation. They should also have a good grasp of their data protection obligations. This introductory session covers the theory and core principles of UK GDPR and other relevant legislation and explains what policies, practices and processes local councils need to have in place.	2nd March, 13:00 13th April, 10:30 13th April, 18:30 11th May, 13:30
Data Protection for councils Part 2: Accountability and lawfulness	This session deep dives into how councils demonstrate accountability with UK GDPR, considering the different lawful bases for the processing of personal data. Also how to create the policies and documents required for local councils. We will explore the requirements of the published Privacy Notice, how to create Legitimate Interest Assessments and Data Protection Impact Assessments.	9th February, 10:30 10th February, 18:30 9th March, 13:00 20th April, 13:30
Data Protection for councils Part 3: Data subject rights and information security	In this session we consider how to deal with data subject rights requests, including Subject Access Requests (SARs). We explore the steps to take to ensure you are compliant and consider what exemptions may apply. There is also an introduction to information security for local councils and what this means in practice.	19th February, 9:30 4th March, 18:30 19th March, 13:00 27th April, 10:30
Councillors training: Data protection training for parish and town councillors	This session clarifies a councillor’s legal responsibilities to themselves and the council. We will guide you on the right procedures and best practice. We will also introduce Freedom of Information and the implications it has for councillors.	16th February, 18:00 23rd March, 18:00
Freedom of Information for local councils: obligations, procedures and exemptions	This course examines the obligations of local councils regarding Freedom of Information (FOI). We discuss the necessary policies and procedures. How your council could ensure awareness among officers and councillors about FOI. Consider the steps to follow when managing an FOI request including the use of exemptions.	30th March, 10:30

Book Breakthrough Communications training via:

<https://breakthroughcomms.co.uk/calc-training-events/>

Select ‘Lincolnshire Association of Local Councils (LALC)’ as the county association for billing purposes

<p>RPII Operational Inspector & Maintenance</p> <p>£215 + VAT per delegate (for the 2 days). Plus £285 if the delegate wishes to take the exam.</p> <p>Delegates not taking the exam can obtain a hard copy Certificate of Attendance for £10 or PDF copy for £3.50</p>	
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Description	Date	Venue
<p>Lunch and refreshments are included on both days.</p> <p>This two day course is aimed at people who are responsible for the operational (monthly/quarterly) inspections and those in a supervisory or maintenance role.</p> <p>Covering:</p> <ul style="list-style-type: none"> • Introduction to safety • The importance of play to children and child development • Playground accidents, types, severity and reasons • The legal framework for playgrounds and inspectors; negligence etc. • Status Law applicable • Types and hierarchy of inspections • Risk Assessment • Reporting and paperwork • Inspection of specific play items and surfacing • Checking of maintenance and other playground actions taken • Common faults with standard play items • How to inspect, including approaches and ancillary items 	<p>24th & 25th March 2026 9:30—16:30</p> <p>This event is now FULLY BOOKED.</p> <p>Please contact LALC to be put on the cancellation list or to register your interest for a future event. (This will be subject to a sufficient level of demand for the course to be viable).</p>	<p>North Hykeham Town Council Civic Offices Fen Lane North Hykeham LN6 8UZ</p>

<p>Allotment Management covering tenancy agreements and policies — delivered by:</p> <p>£40 plus VAT (£70 if both sessions booked)</p>		
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Description	Date	Venue
<p>Covering:</p> <ul style="list-style-type: none"> • Types of allotment, and the basics of legislation • Newer trends, including the inclusion of allotments in new developments • Land acquisition • Management options and responsibilities • The pros & cons for the self-management of allotments by Local Authorities • What to include within the tenancy agreement • Standard clauses in line with allotment legislation • Templates available • Issues that can arise • Practical tips, using examples from day-to-day problems 	<p>12th May 10:00—11:30</p>	<p>Zoom</p>

<p>Allotment site facilities and health & safety — delivered by:</p> <p>£40 plus VAT (£70 if both sessions booked)</p>		
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Description	Date	Venue
<ul style="list-style-type: none"> • Site accessibility • What types of facilities can be included on site? • What policies and procedures need to be covered? • The importance of plot cultivation and inspection • Health and Safety risk assessments, insurance and implications for volunteers carrying out maintenance on site • Security for sites • Practical tips, using examples from day-to-day problems 	<p>19th May 10:00—11:30</p>	<p>Zoom</p>

<p>First Aid at Work—delivered by Medrock Training Limited</p> <p>£85 plus VAT</p>		
Description	Date	Venue
<p>This course is primarily aimed at smaller workplaces that present potentially fewer health and safety risks, where a nominated individual is required to take charge in the event of illness or accident or that nominated person might assist the First Aider.</p> <p>Upon completion participants will receive a certificate, in recognition of demonstrating competence in Emergency First Aid at Work (EFAW).</p> <p>The certificate is valid for 3 years.</p> <p>You will learn basic lifesaving First Aid and the relevant regulations, covering:</p> <ul style="list-style-type: none"> • Insight into Health and Safety (First Aid) Regulations • Managing an incident • Priorities of First Aid • Resuscitation • Blood loss • Treatment of an unconscious casualty • Treatment of shock • General discussion on common workplace injuries • Treatment of Choking <p>If you've done this course before, please check your certificate in case it has expired/is due to expire soon. If so, here's your opportunity to get it renewed.</p> <p>These courses tend to sell out quickly so book your place now!</p>	<p>23rd June 9:30—16:00</p> <p>6th October 9:30—16:00</p>	<p>Dunholme Old School 8 Market Rasen Road Dunholme LN2 3QR</p>

Introduction to cemetery management for parish & town clerks

13th May 2026, 9:30—12:30
TEAMS link to be issued prior to the session

£40 plus VAT



INTRODUCTION TO CEMETERY MANAGEMENT FOR PARISH AND TOWN CLERKS

Level: Beginner

Course overview

- General powers of management
- Overview of legal requirements and implications
- Grave identification and cemetery plans
- Checking procedures -verification of location, depth, size
- Dealing with shallow graves
- Overview of administration processes
- Memorials
- Grave ownership
- Exhumation
- The burial service
- Health and safety

Suitable for: anyone involved in managing or working in a cemetery, particularly those in Town and Parish Councils, and is designed to give a general introduction to cemetery management.

Please note the course is based on the legislation in England & Wales

Equipment required: a computer, phone or tablet with internet connection, video and microphone function, able to run Teams, either as an app or online

Why Join this course?

- ✓ Elevate your cemetery management skills
- ✓ Gain general knowledge of legal requirements
- ✓ Learn effective management practices
- ✓ Develop an understanding of operational responsibilities
- ✓ Creates confident, empowered bereavement service professionals



An ICCM quality
online training event

3 Hours

Learn about the
principles and
practices of
cemetery
management

Learn new skills

Have your questions
answered

Guiding you through
best practice

<p>RPII Routine Inspections</p> <p>With exam: £260 + VAT Without exam: £110 + VAT</p> <p>Delegates not taking the exam can obtain a hard copy Certificate of Attendance for £10 or PDF copy for £3.50</p>	
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Description	Date	Venue
<p>This is a one day course.</p> <p>The first date (24th June) includes the Register of Play Inspectors International (RPII) exam for Routine Inspections. (RPII charge is included for the exam).</p> <p>The qualification for RPII Routine inspector level would qualify the delegate to conduct daily/weekly inspections on playground equipment; this could be for their own sites or for other sites. There is no conflict of interest.</p> <p>Should you wish to book the RPII Routine inspectors course WITHOUT the exam, please book on the second date (25th June).</p> <p>Syllabus:</p> <ul style="list-style-type: none"> • The benefits of play • Injuries occurring on playgrounds • Legal responsibilities • Inspection techniques for basic equipment types • The inspection procedures of their verifying employer <p>Attendees should wear suitable footwear and clothing for the practical inspections.</p>	<p>24th June 2026 9:30—16:30 Training plus exam</p> <p>OR</p> <p>25th June 2026 9:30—16:30 Training only—no exam</p> <p>Both events are now FULLY BOOKED. Please contact LALC to be put on the cancellation list.</p>	<p>Washingborough Sports Pavilion Washingborough Playing Fields Washingborough LN4 1AB</p>

Cemetery operations & regulatory compliance

Two-part course—**attendance at both sessions is required:**

30th June 2026, 9:30—12:30

1st July 2026, 9:30—12:30

TEAMS link to be issued prior to the sessions

£80 plus VAT for **both** sessions



CEMETERY OPERATIONS AND REGULATORY COMPLIANCE

Level: Intermediate / Advanced

Course overview

- Legal framework – regulations and compliance standards
- General powers of management
- Registers and records
- Burial depth and dealing with shallow graves
- Overview of administration processes
- Grave digging procedures
- Memorials
- Exhumation
- Exclusive Rights of Burial
- Operational responsibilities including grounds maintenance, groundwater and premises management
- Closed churchyards responsibilities
- Optimising burial space
- Looking to the future

Suitable for: cemetery managers and staff as well as those with a responsibility for cemeteries.

Please note the course is based on the legislation in England & Wales

Equipment required: a computer, phone or tablet with internet connection, video and microphone function, able to run Teams, either as an app or online

Why Join this course?

- ✓ Elevate your cemetery management skills
- ✓ Gain knowledge of legal requirements
- ✓ Learn effective management practices
- ✓ Develop an understanding of operational responsibilities
- ✓ Have your questions answered
- ✓ Creates confident, empowered bereavement service professionals



An ICCM quality
online training event

2 x 3 hour sessions
over 2 days

Learn about the legal
and practical aspects
of cemetery
management

Learn new skills

Guiding you through
best practice and
ensuring compliance

Offerings from LALC partners

Dispute Resolution Programme		 (Chris Moses)
Personnel Advice & Solutions Ltd has produced a Dispute Resolution Programme aimed at councils struggling with employment issues. The purpose of the programme is to help councillors understand their role as employers, the employment laws that affect how they carry out that role, and practical steps to address employment disputes. The programme consists of three separate 30 minute Zoom recordings that can be sent to the council, and then distributed to all councillors for them to watch in their own time.		
For further details contact p.d.solutions@zen.co.uk		
Module	Description	Fee
1—Awareness	Helps councillors and employees understand their role as employers and managers and understand what they can and cannot do. It explains the unique working environment that makes town and parish Councils very different from other employers, and how that environment is prone to disputes.	£150 plus VAT
2—Legal issues	Explains what a Council’s legal obligations are, the need to comply with statutory guidelines, and the current legal framework that determines how disputes can be addressed in town and parish councils. It addresses: The causes of conflict and disputes; What legal action can be taken against councils and councillors who mismanage employee disputes; Understanding the ACAS Guidelines and requirements of the Localism Act 2011 for resolving employee disputes and Code of Conduct complaints.	£150 plus VAT
3—Practical issues	Helps Councils to work within the spirit of the ACAS Guidelines to resolve disputes between councillors and employees, as well as fully comply with all of their legal obligations. It discusses various informal options to resolve the problem. Plus if the matter has to be submitted to the Monitoring Officer, it helps Councils to effectively support employees through that process . Including: The importance of employment procedures that are fair and transparent, right for small organisations and understood by all parties, as required by the ACAS Guidelines; Understanding the difference between a Grievance and a Code of Conduct complaint; Steps to support an employee whose health is affected by a dispute; Supporting an employee to make a balanced, evidenced and professional complaint to the Monitoring Officer, if necessary and appropriate.	£150 plus VAT
Ad-hoc Zoom session	We can also conduct a Zoom meeting (30 – 60 minutes), with Councils to discuss the points covered by these modules.	£250 plus VAT

Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
Essential Skills		
Course	Description	
Anti-bribery essentials	<p>Explores what is, and what is not, considered bribery under UK law and provides tips and advice on staying compliant with the Bribery Act 2010. By the end of the course you should be able to:</p> <ul style="list-style-type: none"> • Define bribery and corruption • Understand the Bribery Act 2010 and the penalties for breaking the law • Recognise what constitutes a crime under the Bribery Act • Know the six principles organisations should follow when designing their bribery policies and procedures • Know what actions you should take should you suspect bribery 	
Anti-money laundering essentials	<p>This aims to increase awareness of money laundering and offers tips on how to identify and prevent it within your organisation. By the end of the course you should be able to:</p> <ul style="list-style-type: none"> • Describe what money laundering is and how it is done • Understand UK legislation and regulations regarding money laundering and what they cover • Explain how to prevent money laundering • Recognise the consequences of non-compliance with anti-money laundering legislation 	
Customer service essentials	<p>This course showcases effective communication with customers, arms you with a 'customer service toolkit', and explores managing complaints using the customer complaint resolution cycle. By the end of this course you should be able to:</p> <ul style="list-style-type: none"> • Understand the principles of customer loyalty and how to build it through your interactions • Communicate more persuasively and effectively via the phone, video calls, face to face, and in writing • Provide a better level of customer service by using your customer service skills 'toolkit' • Understand the customer complaint resolution cycle and how to deal with common customer service challenges 	
Data Protection essentials	<p>This course covers data protection regulations in the UK and provides essential training for anyone who is in the position of processing personal data. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise why fair and effective data management is important to individuals and society as a whole • Understand relevant data protections legislation and regulations, along with the penalties for breaching these • Work with information in a way that doesn't breach the date protection principles and individuals' rights • Respond to requests for information from individuals in a way that is legal and effective 	

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Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
<p>Essential Skills</p>		
<p>Course</p>		<p>Description</p>
<p>Display Screen Equipment (DSE) workstation assessment essentials</p>		<p>This course addresses the health and safety requirements of DSE and advises on posture and safe working techniques. You will learn how to complete your own DSE risk assessment that you can provide to your employer. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand the importance of DSE workstation assessment • Identify whether you are a high, medium or low-risk user • Recognise the effects of poor posture • Adjust your posture so that you have a good posture while working • Adjust your workstation to suit you • Carry out a DSE risk assessment
<p>Environmental awareness essentials</p>		<p>This course addresses the environmental crisis and looks at what businesses can do to reduce their impact on climate change and other pressing environmental issues. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise the benefits of a greener approach to your working practices • Know how positive action in the workplace can make a difference to our environment • Take steps to reduce the negative impact your workplace can have on the environment • Make waste management choices that are better for the planet
<p>Equality, diversity and inclusion essentials</p>		<p>This course addresses threats to equality such as discrimination, harassment and victimisation, and looks at how you can promote fairness, diversity and inclusion at work. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand what is meant by 'equality', 'diversity' and 'inclusion', and recognise how they benefit us • Identify who is protected by the Equality Act, and explain what happens if their rights are compromised • Recognise discrimination and other unfair practices in the workplace and know how to act on them • Understand what you can do yourself to promote equality, diversity and inclusion
<p>Fire safety essentials</p>		<p>This course highlights the essentials of fire safety awareness in the office environment and when working from home. It explores best practice fire safety procedures and provides an overview of the equipment required under fire safety regulations. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand employers' responsibilities under fire safety law • Prevent fires by using the fire triangle theory • Identify fire safety signs and appreciate the importance of knowing where they are in your workplace • Identify fire safety equipment and understand how it should be used • Recognise the need to periodically check fire safety procedures • Carry out the fire safety procedures in place for your organisation

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Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
<p>Essential Skills</p>		
<p>Course</p>	<p>Description</p>	
<p>Freedom of information essentials</p>	<p>This course addresses the essentials of the Freedom of Information Act, highlighting who it applies to and how to handle and respond to different types of requests for information. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise when and where the main provisions of the Freedom of Information Act apply • Understand the types of information that will be shared in an organisation’s publication scheme • Make or handle requests for information in an appropriate way • Understand the rights of individuals under the Act and the consequences of not complying with the legislation 	
<p>Health and safety essentials</p>	<p>This course provides an understanding of potential health and safety issues at work, the legislation surrounding it , and how to improve safety in your workplace. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise what health and safety is important for individuals, employers and society as a whole • Understand the frameworks of health and safety legislation • Recognise the responsibilities your employer has for your health and safety • Use a range of health and safety techniques and good practice to help keep yourself safe at work (and beyond) 	
<p>Home working essentials</p>	<p>This course offers guidance on effective home working, and covers workspace set-up, safety at home, communicating remotely, and maintaining productivity. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise the characteristics of an effective home working environment • Develop and maintain safe home working behaviours • Maintain effective information security and data protection practices • Understand the important of good communication when working remotely • Identify practical strategies to increase your productivity • Recognise the importance of looking after your mental health and wellbeing 	
<p>Human factors essentials</p>	<p>This course explores the role and impact of human error in the workplace. You’ll learn how to manage common ‘error traps’ and understand which Human Performance (HuP) tools you can use to mitigate error traps that can’t be removed. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand the main types of errors that humans make • Identify key workplace error traps in order to remove or manage them • Recognise which Human Performance (HuP) tools can be used to mitigate error traps that can’s be removed 	

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Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
<p>Essential Skills</p>		
<p>Course</p>		<p>Description</p>
<p>Information security awareness essentials</p>		<p>This course addresses the different threats to an organisation’s information security and explores best practices for keeping data safe, whenever and wherever you work. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise why information security is essential to organisations • Identify secure working practices to safeguard company data • Protect information when working remotely and on mobile device • Improve your awareness of online risks and how to stay safe on the internet • Respond to and report information security issues
<p>Manual handling essentials</p>		<p>This course outlines manual handling risks, advises on how to properly plan moving or lifting tasks, and looks at proper technique to be used when manual handling. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise the potential risks of injury from manual handling tasks • Appreciate the importance of keeping yourself and colleagues safe from risk • Assess a range of manual handling factors and take steps to reduce risks • Plan moving and lifting tasks more effectively • Use safer technique when handling loads—individually, as a team, and with common workplace aids
<p>Menopause essentials</p>		<p>This course helps you become more ‘menopause aware’ and overcomes the stigma. Menopause symptoms affect 75% of all women and yet there’s still a widespread lack of understanding and reluctance to talk about it. It will help you recognise symptoms and understand the impact menopause can have on you and your workplace. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise how menopause affects women in different ways • Take steps to create a more supportive workplace for those experiencing menopause
<p>Modern slavery essentials</p>		<p>This course explores the concept of modern day slavery and addresses the signs that might suggest a vulnerable person is being exploited. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Appreciate the extent of modern slavery in the UK and the many forms it takes • Recognise the factors that can increase a person’s risk of exploitation • Spot signs of modern slavery and human trafficking that can help them identify potential victims • Understand the measures available to punish perpetrators and support potential victims • Report their suspicions or concerns to the appropriate organisation

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Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>	
<p>Essential Skills</p>	
<p>Course</p>	<p>Description</p>
<p>Personal safety essentials</p>	<p>This course seeks to improve personal safety awareness and provides tips and advice on how to keep yourself at work, at home, in public places and while travelling. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recognise the importance of confidence and preparation in staying safe • Understand how reducing ‘opportunity’ for criminals increases safety • Avoid situations and environments that may place you at greater risk • Practice safe behaviours at work, home, in public, and while travelling • Know what to do if you feel unwell or become a victim of crime
<p>Stress management essentials</p>	<p>This course explains what stress is, looks at ways to reduce stress and offers coping strategies to better manage stress levels. By the end of this course, your should be able to:</p> <ul style="list-style-type: none"> • Understand and identify stress and why it can be detrimental for you • Identify stress and stressors in yourself and others • Reduce your exposure to stress • Develop your own Wellness Action Plan • Implement coping strategies in your work and personal life
<p>Team leadership essentials</p>	<p>This course explores what it means to be an effective team leader by examining leadership styles and the essential skills required to get a team to thrive under your directions. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand your own leadership style • Apply your knowledge of leadership styles in different situations • Know how to build relationships and engage your team members • Identify and employ effective team leadership skills and techniques
<p>Time management essentials</p>	<p>This course will help you claim back control of your time with easy-to-implement techniques that will help you better manager and organise your daily workload, making you more productive in your role and, by default, everyday life. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand why good time management is important • Recognise common challenges to effective time management • Apply techniques to improve your own time management skills
<p>Working at height essentials</p>	<p>This course helps to identify activities that are classed as work at height under the law. It demonstrates how employers and employees need to work together under the Working at Heigh Regulations (2005) to implement safety measures, assess risks and follow best practice for any work performed at height. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Recall which type of activities classify as ‘work at height’ (WaH) • Recognise your employer’s and your own responsibilities under the Work at Height Regulations 2005 (WaH) • Identify risks most commonly associated with working at height • Plan a safe approach to performing work at height • Use stepladders and leaning ladders safely

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Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
Course	Description	
COSHH Essentials	<p>Every year, thousands of workers suffer from illnesses caused by hazardous substances in the workplace. By the end of this course, learners should be able to:</p> <ul style="list-style-type: none"> • Explain what COSHH is and why it's important in the workplace • Identify and interpret the hazard symbols used in COSHH • Recognise hazardous substances you might encounter at work and understand their risks to your health • Use control measures and safe handling to minimise your exposure to hazardous substances 	
Infection Control Essentials	<p>This course covers the fundamentals of how to slow the spread of those harmful microbes which can make us unwell. T</p> <p>he online learning is aimed at anyone who might come into contact with infections during their work. Reducing the spread of everyday illnesses is desirable for everyone. We all want fewer periods of illness and less risk of passing infection on to others!</p>	
Unconscious Bias Essentials	<p>Have you ever jumped to the wrong conclusion or misjudged someone you just met?</p> <p>We all do it, with just about everyone we come across. We make snap judgements about people based on the very little information we know about them. And mostly, we do it without even knowing.</p> <p>Our unconscious biases can have a big influence on how we feel about people and affect the decisions we make every day. Because these biases are often rooted in inaccurate or incomplete information, they can lead to unfair assumptions and poor decision-making, without us realising.</p> <p>This course aims to increase your awareness of unconscious bias and give practical tips on how you can reduce the effect it has on your decisions, attitudes and behaviour.</p>	

Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>	
<p>Local (parish and town) council courses</p>	
<p>Course</p>	<p>Description</p>
<p>Introduction to local councils</p>	<p>This course was developed by Warwickshire Association of Local Councils (WALC) and is suitable for new councillors and council officers. It includes a range of activities to help you develop your knowledge of parish and town councils. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand the role of the local councillor • Identify the council’s purpose • Appreciate how decision are made • Identify the principles of public life • Recognise the council’s legal context • Understand how the council manages its money
<p>Introduction to planning for local councils</p>	<p>This course was developed by Warwickshire Association of Local Councils (WALC) and is suitable for new councillors and council officers. It includes a range of activities to help you develop your knowledge of parish and town councils. By the end of this course, you should know:</p> <ul style="list-style-type: none"> • What is planning? • Role of the Parish Council • What is controlled by planning • Types of planning applications • Material & non-material considerations • The parish council recommendation • Planning conditions • Developer contributions
<p>Understanding precepts</p>	<p>This course was developed by Warwickshire Association of Local Councils (WALC) and is suitable for councillors, clerks and other officers who may be new to the role or would like information on what the precept is and how it works for the council. By the end of this course, you should know:</p> <ul style="list-style-type: none"> • What a precept is and how a Parish Council receives it • What a Parish Council needs to do in preparation for setting it • How a Parish Council can justify the money it seeks • Who should be consulted

Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>	
<p>Local (parish and town) council courses</p>	
<p>Course</p>	<p>Description</p>
<p>First Aid essentials</p>	<p>This course covers first aid provisions in low-risk workplaces. It provides top-line guidance on how employees can deal with some common accident and medical emergency scenarios.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Identify first aid support measures available in your workplace • Call for an ambulance and be prepared for the questions they'll ask • Recognise common medical emergencies and injuries that could occur in a low-risk workplace • Apply basic first aid principles if someone becomes suddenly ill or injured at work
<p>Mental Health essentials</p>	<p>This course aims to provide you with everyday tools to help you manage your mental well-being and become a more supportive and compassionate colleague.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Use the mental health continuum to assess your wellbeing and communicate how you're feeling • Use the five steps to wellbeing and circle of influence to help improve your wellbeing • Spot some of the signs of poor mental health in others • Take steps to create a more supportive workplace environment
<p>Neurodiversity at work essentials</p>	<p>This course explores how we can create a more neuro-inclusive culture at work. It highlights the benefits of neurodiverse teams, and highlights workplace challenges and reasonable adjustments that can be made to support neurodiverse employees.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Explain what is meant by the term neurodiverse • Recognise the benefits of neurodiversity at work • Identify how a typical work environment could significantly impact a neurodiverse employee's daily life • Support and implement small adjustments that could benefit neurodiverse employees in your workplace
<p>Working with volunteers essentials</p>	<p>This course covers the essentials of effective volunteer management, including key legal considerations and different approaches to working with volunteers successfully.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Identify the key differences between volunteers and paid staff • Describe the primary legal considerations when working with volunteers • Apply effective strategies to help support and manage your volunteers • Recognise the importance of valuing and developing your volunteers

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<p>Local (parish and town) council courses</p>	
<p>Course</p>	<p>Description</p>
<p>Cyber security awareness: Basic</p>	<p>This course, developed by cyber security specialists Cyber Security Associates, is designed to give better insight into the day-to-day cyber challenges. Providing practical advice on safeguarding company and personal information at work and home and offering techniques for identifying potential or actual cyber-attacks.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand that cyber is more than just IT • Understand the concept of the Internet of Things • Have a better understanding of how data protection laws are changing • Explain the key differences between the outside and inside cyber threats and what constitutes these types of threats • Understand the importance of passwords and their security in defending information against a cyber threat • Understand what makes up your digital footprint and how it can be used as a means of attack • Remember ways to control and manage your digital footprint • Identify ways to stay cyber safe while at work, at home and working on the move • Know what to do if any of your accounts are compromised or hacked
<p>Cyber security awareness: Password management</p>	<p>This course, developed by cyber security specialists Cyber Security Associates, is designed to provide clear and concise guidance on using passwords and other protection methods to keep your information and data safe and secure.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand the definition of a password and where it originated from • Be able to recognise what both common and vulnerable passwords would look like • Differentiate between a password and a passphrase • Understand how passwords can be attacked and breached • Identify that there are various other security measures in place to protect your password

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<p>Local (parish and town) council courses</p>	
<p>Course</p>	<p>Description</p>
<p>Cyber security awareness: Phishing</p>	<p>This course, developed by cyber security specialists Cyber Security Associates, is designed to enhance knowledge of one of the fastest-growing cyber attack methods: phishing. Useful for anyone who works with digital devices and provides details of information security threats, attack methods, and tips and techniques on safeguarding.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand the definition and different types of phishing • Explain why phishing attacks are used and how your digital footprint can be exploited for these attacks and social engineering purposes • Examine the rise of cybercrime and why phishing continues to be a key tool and technique for attacks • Understand the different types of phishing attacks and how the complexity of each one can be completely different • Know the best way to respond to phishing attacks when at work and home
<p>Cyber security awareness: Video conferencing</p>	<p>This course, developed by cyber security specialists Cyber Security Associates, is designed to examine the different methods of videoconferencing and the processes and technology that can be used to protect these services.</p> <p>By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Appreciate the history and evolution of video conferencing • Understand the hardware and software used for video conferencing • Understand the different types of threats and attacks against video conferencing platforms • Know how to stay cyber safe when setting up and using your video conferencing platform • Understand the measures to keep your meetings secure

Courses delivered directly by LALC or partners

<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
Course	Description	
<p>Standards in public life</p> 	<p>This module is primarily designed to support those elected or co-opted and/or working in local councils, to understand the principles of conduct expected of all councillors.</p> <p>Information is based upon national model code of conduct produced by The Local Government Association but recognises that councillors must abide by your own council's code of conduct, and so also provides some generic support for those wishing to better understand the behaviours expected of all councillors.</p>	
<p>Respectful and positive social media for councils and councillors</p> 	<p>This introductory module from Breakthrough Communications will consider the opportunities and risks associated with social media from a civility and respect perspective. It will explore a range of proactive and pre-emptive strategies councils and councillors can put in place to set themselves up for success. It will explore what to do if things go wrong and how to manage a range of scenarios from trolling to harassment and what practical steps you can take,</p>	
<p>Leadership in challenging situations for councils and councillors</p> 	<p>This introductory module from Breakthrough Communications will consider different leadership styles in the context of your role at the council, exploring which styles we personally 'default' to and which styles can work effectively for different situations. It will also discover how to build, support and get the most from an effective and motivated team.</p>	
<p>An introduction to emotional Intelligence and personal resilience</p> 	<p>This introductory module from Breakthrough Communications will develop a better understanding of where our behaviour comes from and will consider what emotional intelligence and resilience means for us in the context of our roles within the council. There will be opportunities to explore role-focussed scenarios and consider how we might respond to them. It will also explore strategies to deal with and manage a range of situations.</p>	

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<p>eLearning - delivered by:</p> <p>£25 plus VAT per course.</p>		
Course	Description	
<p>An introduction to changing behaviours</p>  <p><small>IN COLLABORATION WITH SLCC, NALC, OVV, COUNTY ASSOCIATIONS</small></p>	<p>Best-selling author and leading authority on resilience and behavioural agility, Liggy Webb, teaches us how we can rewire our brains to form new neural connections, freeing ourselves from pre-learnt behaviours to bring about positive change. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Be aware of how habits and behaviours form • Understand the psychological habit loop • Identify and focus on what you want to change • Set yourself an action plan to make positive behavioural changes 	
<p>An introduction to resilience</p>  <p><small>IN COLLABORATION WITH SLCC, NALC, OVV, COUNTY ASSOCIATIONS</small></p>	<p>Best-selling author and leading authority on resilience and behavioural agility, Liggy Webb, brings us the core principles and practical advice needed to build our personal resilience via positivity and the ability to successfully deal with change. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Understand the fundamental principles of personal resilience • Be more aware of the benefits of being open and receptive to change • Think positively and view challenges more optimistically • Take personal responsibility and commit to positive action 	
<p>An introduction to behavioural agility</p>  <p><small>IN COLLABORATION WITH SLCC, NALC, OVV, COUNTY ASSOCIATIONS</small></p>	<p>Best-selling author and leading authority on resilience and behavioural agility, Liggy Webb, shows us how to reduce unhealthy stress and lighten our loads by adopting a growth mindset and embracing change. By the end of this course, you should be able to:</p> <ul style="list-style-type: none"> • Adopt a growth mindset and explore your potential • Understand how to positively embrace change as an essential evolution for personal success • Let go of unhelpful thinking and learn to manage uncertainty and complexity • Tap into your dynamic capability and be bolder 	
<p>Mental health awareness</p>  <p><small>IN COLLABORATION WITH SLCC, NALC, OVV, COUNTY ASSOCIATIONS</small></p>	<p>This course has been developed by healthcare training experts, Espirita. It seeks to highlight the issues related to mental health disorders and ensure that learners are equipped with practical knowledge on how to recognise, manage and support those suffering from poor mental health—which could include themselves.</p>	

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After each training session you will be sent an email asking you to complete a short feedback form (**CLICK ON THE [FEEDBACK LINK](#)**). Please take the time to complete this. Without your feedback, we cannot assess the effectiveness of the training we provide.

If you're looking for training not currently on our schedule, please let us know.

The LALC Annual Training Scheme (ATS): 1st April 2026—31st March 2027

CORE training is included in the ATS. This covers essential training that is common to all councils. Member councils will be invoiced £15.00 plus VAT per delegate to cover lunch and refreshments for full day (in-person) events.

Councils who are not members of the ATS can still attend but additional charges apply (as per non-core training below).

NON-CORE training is not included in the ATS and an additional charge of £40 plus VAT per delegate for any morning/afternoon/evening session (including refreshments) will apply. There will be a charge of £85 plus VAT per delegate for an all-day in person event (including lunch and refreshments). An all-day remote session will be charged at £70 plus VAT.

Non-core charges apply to ATS and non-ATS members.

Please note that ATS charges are in addition to the LALC annual membership fees.

Bookings

Bookings should be made by the Clerk via the online portal, unless otherwise specified. When booking via the portal, **please ensure that delegate email addresses are correct**, otherwise they will not receive joining instructions. For those courses specifying 'contact LALC', please [email us](#).

*Please notify us if a delegate has specific dietary, learning or access requirements when booking.

Cancellations

- For part day courses – please ensure we receive cancellations at least 48 hours in advance
- For full day events – please ensure we receive cancellations at least 5 working days in advance, as we need to pre-order and pay for lunches

Due to persistent non-attendance at booked events, it is unfortunate that LALC have had to amend the way we impose our cancellation fees. All members are charged 50% of the training cost when insufficient notice is received (as above) for non-attendance at training events. No shows will be charged at 100% of the course fee. All charges are regardless of whether the council is a member of the ATS or not.

Contact us

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