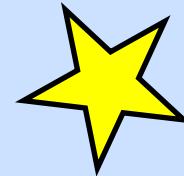


**Welcome to our monthly training bulletin.**  
Please share this with your councillors and other staff.

### What's New This Month?

LALC Summer Conference schedule, 24th July - see page 12 & 13  
Councillor induction & refresher (online), 13th August—see page 2  
New Clerk's Induction (in person), 28th August—see page 2  
Chair's Workshop (online), 17th September—see page 2  
Effective Meetings (online), 24th September—see page 3



### JADU Basics

The next scheduled JADU Basics course is in October (see page 3), however if there is sufficient interest, we may look at putting on an earlier session. Please register your interest at [enquiries@lalc.co.uk](mailto:enquiries@lalc.co.uk).

### Allotments Training

If you would be interested in Allotments Training, please register your interest via [enquiries@lalc.co.uk](mailto:enquiries@lalc.co.uk). Once there is sufficient demand, we will look to organise a course.

### Mentoring

Although we offer New Clerk training, LALC may also be able to offer one to one mentoring for new clerks. This usually consists of a number of phone or video conference sessions providing support and guidance as required. Sessions are charged at £20 plus VAT per hour. Contact us for enquiries.

### 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 JPAG 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	<p>Aimed at councillors with or without any experience, covering topics such as:</p> <ul style="list-style-type: none"> <li>• The role of the council and councillors</li> <li>• Legal obligations and the employer role</li> <li>• Finance · Risk management</li> <li>• Code of conduct</li> <li>• Declarations of interest</li> <li>• Community engagement</li> <li>• Transparency code obligations</li> </ul>	<p>13th August 18:00—21:00</p> 	Zoom
New Clerk's Induction	<p>New Clerk's Induction Day, covering key points and duties for the Clerk's role.</p> <p>New Clerks may also want to consider attending Effective Meetings and End of Year &amp; Audit Processes Briefing training.</p>	<p>28th August 10:00—16:00</p> 	<p>LALC Office Dunholme Old School Market Rasen Road Dunholme LN2 3QR</p>
Chair's Workshop	<p>This training session will suit Chairs of parish and town councils, Chairs of Committees and Vice Chairs.</p> <p>Topics covered will include:</p> <ul style="list-style-type: none"> <li>• Skills required</li> <li>• Managing meetings</li> <li>• Working with the Clerk, other councillors and officers</li> <li>• Planning for success</li> <li>• Understanding your Standing Orders, Financial Regulations and Code of Conduct</li> <li>• Accountability</li> <li>• Community engagement</li> </ul>	<p>17th September 18:00—21:00</p> 	Zoom

## LALC Core training: Included within our Annual Training Scheme

Courses delivered directly by LALC or partners

Course	Description	Date(s)	Location
Effective Meetings	<p>Ideal for new clerks and an excellent refresher for existing clerks, covering:</p> <ul style="list-style-type: none"> <li>• Agendas</li> <li>• Apologies</li> <li>• Interests</li> <li>• Role of the Chair &amp; Clerk</li> <li>• Standing Orders</li> <li>• Public Participation</li> <li>• Recording &amp; Broadcasting</li> <li>• Confidential Matters</li> <li>• Minutes</li> <li>• Annual Parish Meetings</li> <li>• Annual Parish Council Meeting</li> <li>• Common Pitfalls</li> </ul>	<p>24th September 18:00—21:00</p> 	Zoom
LCC websites: JADU Basics	For clerks without any previous JADU experience who would like to manage their own Lincolnshire County Council Website.	25th October, 10:00—16:00	Skype
LCC websites: JADU Advanced	For clerks who have already received JADU training and who are already managing their Lincolnshire County Council website.	29th November 10:00—12:30	Skype

<b>The planning system—delivered by:</b>			
Description	Date(s)	Venue	
<p>Helping councils understand their role within the planning system, this session explores:</p> <ul style="list-style-type: none"> <li>• Roles and responsibilities of local councils in planning</li> <li>• Local plan making</li> <li>• The National Planning Policy Framework (2012)</li> <li>• Guidance on how to respond effectively to planning applications</li> <li>• Use of material considerations and Community Infrastructure Levy (CIL) system.</li> </ul>	<p>4th September 13:00—15:00</p>	<p>New York Village Hall Langrick Road Wildmore LN4 4YD</p>	

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



**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.

<https://www.youtube.com/watch?v=QXhfwMoVJ1g>

**Podcast #2 — Recruitment:** Chris covers the critical considerations for councils about recruitment.

[https://www.youtube.com/watch?v=DOMDep\\_nWJU](https://www.youtube.com/watch?v=DOMDep_nWJU)

**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.

<https://www.youtube.com/watch?v=QPj4d8t2T1o>

**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.

<https://www.youtube.com/watch?v=m64iq42W2Xo>

**Podcast #5 — Appraisals:** Chris covers some of the critical considerations for councils about appraisals. This is an introduction to the subject.

<https://www.youtube.com/watch?v=1XEUWe1YZgM>

**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.

<https://www.youtube.com/watch?v=l6PVMOW1dmE>

**LALC Core training: Included within our Annual Training Scheme**

**Finance**—delivered by:

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



Course	Description	Date(s)
VAT for VAT registered councils	For clerks, finance staff and councillors from councils that are VAT registered, who wish to develop their knowledge.  This session explains when and how VAT registered local councils charge VAT, when they can reclaim it and when they can't. Essential for any council contemplating major building projects.	New dates coming soon
Finance for Councillors	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.  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	New dates coming soon
New clerk's finance	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.  Topics include: Roles and responsibilities; Setting a budget and precept; Internal control; The Annual Governance & Accountability Return; Internal and external audit.	9th July 10:00
VAT—Partial exemption	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.  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.	New dates coming soon

**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)
VAT for unregistered councils (VAT126)	<p>For clerks, finance staff and councillors from councils that are not VAT registered, but reclaim VAT using Form VAT126. This session explains how VAT affects local councils. Essential for any council contemplating major building projects.</p> <p>Topics include:</p> <ul style="list-style-type: none"> <li>• How VAT law applies to local councils</li> <li>• Where to find the law and guidance</li> <li>• Business and non-business activities</li> <li>• Understanding whether sales are taxable or exempt from VAT</li> <li>• When a council must register for VAT</li> <li>• When VAT can be reclaimed</li> <li>• Partial exemption</li> <li>• Reclaiming VAT when using grants and donations</li> </ul>	2nd July 10:00
Procurement	<p>For anyone involved in procuring goods and services, preparing tenders or entering into contracts on behalf of local councils.</p> <p>This session is an introduction to the basics of procurement for local councils:</p> <ul style="list-style-type: none"> <li>• Inviting quotes</li> <li>• Producing specifications and tender documentation</li> <li>• Achieving competition and value for money</li> <li>• Managing contracts.</li> </ul>	New dates coming soon
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"> <li>• Roles and responsibilities</li> <li>• Financial risks</li> <li>• Purpose of internal controls</li> <li>• Case studies</li> <li>• Examples of controls</li> <li>• Review of internal controls</li> </ul>	3rd July 10:00  <b>COURSE FULL</b>

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

## LALC Non-Core training: Not included within our Annual Training Scheme

### Council Communications

All sessions held via Zoom. 1.5-2 hours.

£30 plus VAT.



Course	Description	Date(s)
Communicating with your community part 1: creating a communications strategy	Every local council should have a communications strategy. It should set out its communications priorities, aims and goals. In this session, we will consider how your council could create an effective communication strategy. One that is sustainable and supports your council. A strategy that considers your council's human and financial resources.	6th August 9:30 11th September 13:00
Communicating with your community part 2: engaging with your community	This session will focus on putting your council's communication plan into action. On how your council could connect with the community it represents. We will consider the ways your councils can communicate effectively and build conversations. We will equip you with tools and techniques to start engaging and getting messages across.	10th July 9:30 13th August 9:30
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 over time, building up their awareness and interest in the work of the council, in order to better promote and demystify the role of a councillor.	11th September 9:30
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." Consider the issues important to 'young people.' Explore effective ways to engage online and offline. We will also offer insights on forming partnerships with local youth organisations.	18th July 9:30 27th August 9:30
Dealing with difficult people and conversations in our local councils	Handling professional relationships within local councils is critical. However, it can be tough dealing with challenging people and situations. In this session, we discuss practical techniques for managing difficult conversations and situations.	11th July 9:30 7th August 9:30 10th September 13:00

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

## LALC Non-Core training: Not included within our Annual Training Scheme

### Council Communications

All sessions held via Zoom. 1.5-2 hours.

£30 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.	1st October 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 July 13:00
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 July 9:30 8th August 9:30 9th September 9:30
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.	19th July 9:30
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.	16th July 18:30 25th September 18:30

Book Breakthrough Communications training via:

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



## LALC Non-Core training: Not included within our Annual Training Scheme

### Council Communications

All sessions held via Zoom. 1.5-2 hours.

£30 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.	
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.	18th July 18:30 14th August 18:30 23rd September 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.	15th August 9:30 23rd September 9:30
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.	9th July 9:30 29th August 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

## LALC Non-Core training: Not included within our Annual Training Scheme

Courses delivered directly by LALC or partners

<b>CiLCA</b>		 	
Description	Date(s)	Fee	Location
Introductory session available for candidates to decide whether they are ready to pursue this qualification. To obtain CiLCA it is advisable that you have at least 12-months' experience of local government procedures. This is a Level 3 qualification equivalent to A' Level standard and you will need approximately 200 hours to complete your portfolio.	18th September 13:00—16:00	Introductory session is free.	LALC Office Dunholme Old School Market Rasen Road Dunholme LN2 3QR
To attend the formal CiLCA training sessions (below), the LALC fee applies. This fee includes 6-months' mentoring.		£275 plus VAT	
When you are ready to register for the CiLCA qualification, the SLCC fee will apply. (Payable direct to SLCC).		£450 (no VAT)	

**FTF sessions** are held at the LALC Office: Dunholme Old School, Market Rasen Road, Dunholme, LN2 3QR


CiLCA Day 1 (FTF): LO1—LO10	9th October, 10:00—16:00
CiLCA Day 2 (FTF): LO11—LO20	6th November, 10:00—16:00
CiLCA Day 3 (FTF): LO21—LO30	4th December, 10:00—16:00

**Remote sessions** are all held via Zoom


CiLCA Day 1 (Remote): LO1—LO5	
CiLCA Day 2 (Remote): LO6—LO10	
CiLCA Day 3 (Remote): LO11—LO15	
CiLCA Day 4 (Remote): LO16—LO20	
CiLCA Day 5 (Remote): LO21—LO25	
CiLCA Day 6 (Remote): LO26—LO30	17th July, 10:00—13:30


## LALC Non-Core training: Not included within our Annual Training Scheme

### Offerings from LALC partners

<b>Dispute Resolution Programme</b>		 (Chris Moses)
<p>Personnel Advice &amp; 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.</p> <p>For further details contact <a href="mailto:p.d.solutions@zen.co.uk">p.d.solutions@zen.co.uk</a></p>		
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	<p>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.</p> <p>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.</p>	£150 plus VAT
3—Practical issues	<p>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 .</p> <p>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.</p>	£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

**LALC Non-Core training: Not included within our Annual Training Scheme**

<p><b>Emergency First Aid At Work —delivered by:</b></p> <p>£72.50 plus VAT</p>		
Description	Date	Venue
<p>Upon completion participants will receive a certificate, in recognition of demonstrating competence in Emergency First Aid at Work.</p> <p>The certificate is <b>valid for 3 years</b>.</p> <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>24th September 9:30—16:30</p>	<p>Dunholme Old School 8 Market Rasen Road Dunholme LN2 3QR</p>

<p><b>Play area routine inspections —delivered by:</b></p> <p>£72.50 plus VAT</p>		
Description	Date(s)	Venue
<p>Please note that there will be <b>no exam</b> option on this training session.</p> <p>The morning will consist of a presentation and in the afternoon there will be on-site practical training.</p>	<p>12th September 9:30—15:30</p>	<p>Washingborough Community Centre The Sports Pavilion Fen Road Washingborough LN4 1AB</p>

LALC Summer Conference & AGM

£40 plus VAT



# SUMMER CONFERENCE & AGM 2024

Wednesday 24th July, 9:30 – 16:00  
Belton Woods Hotel & Spa & Golf Resort,  
Gonerby Grange Lane, Belton. Grantham,  
NG32 2LN

*Come and network with like-minded  
councils!*



### Workshop 1

Health & Safety  
myth busting,  
delivered by  
Worknest

### Workshop 2

Artificial Intelligence  
(AI) and local  
councils (including  
both Copilot and  
GPT), delivered by  
Cloudy IT

### Workshop 3

Flood Risk in  
Lincolnshire,  
delivered by  
Lincolnshire Project  
Groundwater team

## Also featuring:

**Presentation on  
relaunch of the  
Armed Forces  
Covenant**

**Q&A Session**

**LALC AGM**

**LALC Webmaster  
clinic**

**Trade stands**

**Book Now**



[www.lalc.co.uk](http://www.lalc.co.uk)

# LALC SUMMER CONFERENCE & AGM 2024


## SCHEDULE FOR THE DAY


- 8:45 Registration and coffee
- 9:30 Paul Drury - Armed Forces Covenant
- Choose from the following workshops:
- 9:45 1: Health & Safety myth busting - Worknest  
2: AI (including both Copilot and ChatGpt) - Cloudy IT  
3: Flood Risk in Lincolnshire – Lincolnshire Project Groundwater team
- 11:00 Comfort break
- 11:10 Choose from the workshops as above
- 12:30 Lunch and a chance to browse the stands
- 13:45 LALC AGM
- 14:30 Q&A Panel: LCC Vice Chair, LCC Chair  
Flood & Water Management Scrutiny Cttee,  
NALC, Worknest
- 16:00 Conference ends

## STANDS

LALC Webmaster clinic  
Blachere Illuminations  
CCLA  
Clear Insurance  
Cloudy IT  
East Midlands In Bloom  
Kompan  
Lincolnshire Domestic Abuse  
Service  
Lincolnshire Project Groundwater  
Unity Trust Bank  
Vaughtons  
Worknest


## LALC Non-Core training: Not included within our Annual Training Scheme

<p><b>Memorial Management &amp; Inspections—delivered by:</b></p> <p>£72.50 plus VAT</p>		
Description	Date(s)	Venue
<p>Course Overview: Scope of the problem; Legal/health &amp; safety issues.</p> <p>Inspection of memorials: How to start; Initial inspection; Inspection forms; The inspection - visual &amp; physical; Actions; Programme of work; Consecrated ground (England only); Other considerations and guidance (MoJ/HSE guidance)</p> <p>Codes of practice, Registration Schemes, Right to end a memorial, Unauthorised memorials, Practical inspections.</p> <p>Suitable for: anyone involved in managing or working in a cemetery, or with responsibility for cemeteries.</p> <p>The afternoon session will take place in a cemetery, therefore suitable outdoor clothing must be worn, together with sensible boots or shoes.</p>	<p>10th September 10:00—16:00</p>	<p>Dunholme Old School 8 Market Rasen Road Dunholme Lincoln LN2 3QR</p>

<p><b>An Introduction to Neighbourhood Planning and Design Codes—delivered by:</b></p> <p>£30 plus VAT</p>		
Description	Date(s)	Venue
<p>Designed to give local councils an understanding of what is involved in the development of a Neighbourhood Plan and associated documents such as Design Codes, with a view to enabling them to get started or review an existing one.</p> <p>Including: An overview of the Neighbourhood Plan process; What Design Codes are and how they relate to neighbourhood planning; Resources, including grant fundings; Other options; Impact of possible planning reforms.</p>	<p>4th September 10:00—12:00</p>	<p>New York Village Hall Langrick Road Wildmore LN4 4YD</p>

## LALC Non-Core training: Not included within our Annual Training Scheme

Courses delivered directly by LALC or partners


<b>eLearning - delivered by:</b> £25 plus VAT per course.		
<b>Essential Skills</b>		
<b>Course</b>	<b>Description</b>	
Anti-bribery essentials	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: <ul style="list-style-type: none"> <li>• Define bribery and corruption</li> <li>• Understand the Bribery Act 2010 and the penalties for breaking the law</li> <li>• Recognise what constitutes a crime under the Bribery Act</li> <li>• Know the six principles organisations should follow when designing their bribery policies and procedures</li> <li>• Know what actions you should take should you suspect bribery</li> </ul>	
Anti-money laundering essentials	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: <ul style="list-style-type: none"> <li>• Describe what money laundering is and how it is done</li> <li>• Understand UK legislation and regulations regarding money laundering and what they cover</li> <li>• Explain how to prevent money laundering</li> <li>• Recognise the consequences of non-compliance with anti-money laundering legislation</li> </ul>	
Customer service essentials	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: <ul style="list-style-type: none"> <li>• Understand the principles of customer loyalty and how to build it through your interactions</li> <li>• Communicate more persuasively and effectively via the phone, video calls, face to face, and in writing</li> <li>• Provide a better level of customer service by using your customer service skills 'toolkit'</li> <li>• Understand the customer complaint resolution cycle and how to deal with common customer service challenges</li> </ul>	
Data Protection essentials	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: <ul style="list-style-type: none"> <li>• Recognise why fair and effective data management is important to individuals and society as a whole</li> <li>• Understand relevant data protections legislation and regulations, along with the penalties for breaching these</li> <li>• Work with information in a way that doesn't breach the date protection principles and individuals' rights</li> <li>• Respond to requests for information from individuals in a way that is legal and effective</li> </ul>	

Contact LALC to book Nimble eLearning—these cannot be booked via the LALC website



## LALC Non-Core training: Not included within our Annual Training Scheme


Courses delivered directly by LALC or partners

<p><b>eLearning - delivered by:</b></p> <p>£25 plus VAT per course.</p>	
<p><b>Essential Skills</b></p>	
<p><b>Course</b></p>	<p><b>Description</b></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"> <li>• Understand the importance of DSE workstation assessment</li> <li>• Identify whether you are a high, medium or low-risk user</li> <li>• Recognise the effects of poor posture</li> <li>• Adjust your posture so that you have a good posture while working</li> <li>• Adjust your workstation to suit you</li> <li>• Carry out a DSE risk assessment</li> </ul>
<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"> <li>• Recognise the benefits of a greener approach to your working practices</li> <li>• Know how positive action in the workplace can make a difference to our environment</li> <li>• Take steps to reduce the negative impact your workplace can have on the environment</li> <li>• Make waste management choices that are better for the planet</li> </ul>
<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"> <li>• Understand what is meant by 'equality', 'diversity' and 'inclusion', and recognise how they benefit us</li> <li>• Identify who is protected by the Equality Act, and explain what happens if their rights are compromised</li> <li>• Recognise discrimination and other unfair practices in the workplace and know how to act on them</li> <li>• Understand what you can do yourself to promote equality, diversity and inclusion</li> </ul>
<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"> <li>• Understand employers' responsibilities under fire safety law</li> <li>• Prevent fires by using the fire triangle theory</li> <li>• Identify fire safety signs and appreciate the importance of knowing where they are in your workplace</li> <li>• Identify fire safety equipment and understand how it should be used</li> <li>• Recognise the need to periodically check fire safety procedures</li> <li>• Carry out the fire safety procedures in place for your organisation</li> </ul>

Contact LALC to book Nimble eLearning — these cannot be booked via the LALC website

## LALC Non-Core training: Not included within our Annual Training Scheme


Courses delivered directly by LALC or partners

<p><b>eLearning - delivered by:</b></p> <p>£25 plus VAT per course.</p>	
<p><b>Essential Skills</b></p>	
<p><b>Course</b></p>	<p><b>Description</b></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"> <li>• Recognise when and where the main provisions of the Freedom of Information Act apply</li> <li>• Understand the types of information that will be shared in an organisation’s publication scheme</li> <li>• Make or handle requests for information in an appropriate way</li> <li>• Understand the rights of individuals under the Act and the consequences of not complying with the legislation</li> </ul>
<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"> <li>• Recognise what health and safety is important for individuals, employers and society as a whole</li> <li>• Understand the frameworks of health and safety legislation</li> <li>• Recognise the responsibilities your employer has for your health and safety</li> <li>• Use a range of health and safety techniques and good practice to help keep yourself safe at work (and beyond)</li> </ul>
<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"> <li>• Recognise the characteristics of an effective home working environment</li> <li>• Develop and maintain safe home working behaviours</li> <li>• Maintain effective information security and data protection practices</li> <li>• Understand the important of good communication when working remotely</li> <li>• Identify practical strategies to increase your productivity</li> <li>• Recognise the importance of looking after your mental health and wellbeing</li> </ul>
<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"> <li>• Understand the main types of errors that humans make</li> <li>• Identify key workplace error traps in order to remove or manage them</li> <li>• Recognise which Human Performance (HuP) tools can be used to mitigate error traps that can’s be removed</li> </ul>

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<p><b>Essential Skills</b></p>	
<p><b>Course</b></p>	<p><b>Description</b></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"> <li>• Recognise why information security is essential to organisations</li> <li>• Identify secure working practices to safeguard company data</li> <li>• Protect information when working remotely and on mobile device</li> <li>• Improve your awareness of online risks and how to stay safe on the internet</li> <li>• Respond to and report information security issues</li> </ul>
<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"> <li>• Recognise the potential risks of injury from manual handling tasks</li> <li>• Appreciate the importance of keeping yourself and colleagues safe from risk</li> <li>• Assess a range of manual handling factors and take steps to reduce risks</li> <li>• Plan moving and lifting tasks more effectively</li> <li>• Use safer technique when handling loads—individually, as a team, and with common workplace aids</li> </ul>
<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"> <li>• Recognise how menopause affects women in different ways</li> <li>• Take steps to create a more supportive workplace for those experiencing menopause</li> </ul>
<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"> <li>• Appreciate the extent of modern slavery in the UK and the many forms it takes</li> <li>• Recognise the factors that can increase a person’s risk of exploitation</li> <li>• Spot signs of modern slavery and human trafficking that can help them identify potential victims</li> <li>• Understand the measures available to punish perpetrators and support potential victims</li> <li>• Report their suspicions or concerns to the appropriate organisation</li> </ul>

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<b>eLearning - delivered by:</b> £25 plus VAT per course.		
<b>Essential Skills</b>		
<b>Course</b>	<b>Description</b>	
Personal safety essentials	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: <ul style="list-style-type: none"> <li>• Recognise the importance of confidence and preparation in staying safe</li> <li>• Understand how reducing 'opportunity' for criminals increases safety</li> <li>• Avoid situations and environments that may place you at greater risk</li> <li>• Practice safe behaviours at work, home, in public, and while travelling</li> <li>• Know what to do if you feel unwell or become a victim of crime</li> </ul>	
Stress management essentials	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, you should be able to: <ul style="list-style-type: none"> <li>• Understand and identify stress and why it can be detrimental for you</li> <li>• Identify stress and stressors in yourself and others</li> <li>• Reduce your exposure to stress</li> <li>• Develop your own Wellness Action Plan</li> <li>• Implement coping strategies in your work and personal life</li> </ul>	
Team leadership essentials	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: <ul style="list-style-type: none"> <li>• Understand your own leadership style</li> <li>• Apply your knowledge of leadership styles in different situations</li> <li>• Know how to build relationships and engage your team members</li> <li>• Identify and employ effective team leadership skills and techniques</li> </ul>	
Time management essentials	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: <ul style="list-style-type: none"> <li>• Understand why good time management is important</li> <li>• Recognise common challenges to effective time management</li> <li>• Apply techniques to improve your own time management skills</li> </ul>	
Working at height essentials	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: <ul style="list-style-type: none"> <li>• Recall which type of activities classify as 'work at height' (WaH)</li> <li>• Recognise your employer's and your own responsibilities under the Work at Height Regulations 2005 (WaH)</li> <li>• Identify risks most commonly associated with working at height</li> <li>• Plan a safe approach to performing work at height</li> <li>• Use stepladders and leaning ladders safely</li> </ul>	

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<b>eLearning - delivered by:</b> £25 plus VAT per course.		
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"> <li>• Explain what COSHH is and why it's important in the workplace</li> <li>• Identify and interpret the hazard symbols used in COSHH</li> <li>• Recognise hazardous substances you might encounter at work and understand their risks to your health</li> <li>• Use control measures and safe handling to minimise your exposure to hazardous substances</li> </ul>	
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>	

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<p><b>eLearning - delivered by:</b></p> <p>£25 plus VAT per course.</p>	
<p><b>Local (parish and town) council courses</b></p>	
<p><b>Course</b></p>	<p><b>Description</b></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"> <li>• Understand the role of the local councillor</li> <li>• Identify the council's purpose</li> <li>• Appreciate how decisions are made</li> <li>• Identify the principles of public life</li> <li>• Recognise the council's legal context</li> <li>• Understand how the council manages its money</li> </ul>
<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"> <li>• What is planning?</li> <li>• Role of the Parish Council</li> <li>• What is controlled by planning</li> <li>• Types of planning applications</li> <li>• Material &amp; non-material considerations</li> <li>• The parish council recommendation</li> <li>• Planning conditions</li> <li>• Developer contributions</li> </ul>
<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"> <li>• What a precept is and how a Parish Council receives it</li> <li>• What a Parish Council needs to do in preparation for setting it</li> <li>• How a Parish Council can justify the money it seeks</li> <li>• Who should be consulted</li> </ul>

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Courses delivered directly by LALC or partners

<b>eLearning - delivered by:</b> £25 plus VAT per course.		
Course	Description	
Standards in public life  	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.  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.	
Respectful and positive social media for councils and councillors  	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,	
Leadership in challenging situations for councils and councillors  	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.	
An introduction to emotional Intelligence and personal resilience  	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.	

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<b>eLearning - delivered by:</b> £25 plus VAT per course.		
Course	Description	
An introduction to changing behaviours  	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: <ul style="list-style-type: none"> <li>• Be aware of how habits and behaviours form</li> <li>• Understand the psychological habit loop</li> <li>• Identify and focus on what you want to change</li> <li>• Set yourself an action plan to make positive behavioural changes</li> </ul>	
An introduction to resilience  	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: <ul style="list-style-type: none"> <li>• Understand the fundamental principles of personal resilience</li> <li>• Be more aware of the benefits of being open and receptive to change</li> <li>• Think positively and view challenges more optimistically</li> <li>• Take personal responsibility and commit to positive action</li> </ul>	
An introduction to behavioural agility  	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: <ul style="list-style-type: none"> <li>• Adopt a growth mindset and explore your potential</li> <li>• Understand how to positively embrace change as an essential evolution for personal success</li> <li>• Let go of unhelpful thinking and learn to manage uncertainty and complexity</li> <li>• Tap into your dynamic capability and be bolder</li> </ul>	
Mental health awareness  	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.	

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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 2024—31st March 2025

**CORE** training is included in the ATS. This covers essential training that is common to all councils. Light refreshments e.g. tea/coffee are provided. Member councils will be invoiced £12.50 plus VAT per delegate to cover lunch 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 £30 plus VAT per delegate for any morning/afternoon/evening session (including refreshments) will apply. There will be a charge of £72.50 plus VAT per delegate for an all-day in person event (including lunch and refreshments). An all-day remote session will be charged at £60 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', email [enquiries@lalc.co.uk](mailto:enquiries@lalc.co.uk).

\*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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