

WHO WE ARE

Community Evaluation Northern Ireland (CENI) is a unique support organisation providing a range of specialist evaluation and training services to the voluntary and community sector, statutory sector and funders. Our mission is to:

Strengthen the voluntary and community sector through a better understanding and use of evaluation.

Through our work we seek to:

- Promote a broader awareness and understanding of evaluation across the voluntary/community sector
- Develop knowledge and skills in evaluation and quality systems to improve organisational effectiveness
- Assess performance and evidence added value
- Inform good practice in the conduct of evaluation appropriate to the sector

We do this through providing a range of services including:

- Training and support
- External evaluation
- Information and advice
- Research and development

Strengthening the voluntary and community sector through a better understanding and use of evaluation.

TRAINING SERVICES

Programme of Courses
November 2008 - June 2009

and New ILM Endorsed Training Programme in Self-Evaluation



CENI's Training Services

CENI provides a range of training and support options incorporating the themes of Self-Evaluation, Evaluating Outcomes, Managing External Evaluation, and Implementing Quality. Our training is designed to meet the needs of staff, managers and volunteers within the voluntary and community sector. Training is also of relevance to funders and statutory sector service providers.

Training options include:

- Open courses on a range of topics relating to evaluation and quality
- Short and longer-term customised training tailored to organisational needs
- ILM (Institute of Leadership & Management) Endorsed Programme of Training and Support in Self-Evaluation

CENI has over 13 years' experience in the field of evaluation and training for the voluntary, community and statutory sectors. Our staff have comprehensive knowledge and expertise in the design and delivery of evaluation training which now includes licensed PQASSO trainers and mentors.

Training services are informed by practice on the ground and by research including current approaches, tools and methods.

Open Training Courses

CENI's open courses cover the following topics:

- Approaches to Quality Within the Voluntary & Community Sector***
- Introducing PQASSO (Practical Quality Assurance System for Small Organisations)*
- Implementing PQASSO**
- Introducing Self-Evaluation*
- Methods & Tools for Self-Evaluation*
- Analysing and Reporting*
- Getting the Most from External Evaluation*
- Introducing Outcomes*
- Evaluating Social Capital Outcomes*

*one day course **two day course *** half day

Venue: All courses are delivered at NICVA, 61 Duncairn Gardens, Belfast

ILM Development Programme Award: CENI is an approved provider of Development Programmes through the Institute of Leadership and Management, a leading professional and awarding body in the UK. This means that CENI can provide specialist training programmes which are approved and recognised by ILM but which do not fit into a standard format for national qualifications. A Development Programme award is available on three of the short courses above (see programme details).

Course Details: Full day courses run from 10.00am to 4.00pm and cost £100 per day (Community & Voluntary) and £175 per day (Statutory/Commercial). This covers delivery, materials, refreshments and lunch. There is an additional (optional) cost for the ILM Development Programme of £45 per course per person.

The half-day 'Approaches to Quality' course runs from 9.15am - 1.00pm and costs £70 (Community & Voluntary) and £100 (Statutory/Commercial). Lunch is not included.

Customised Training

CENI provides customised training designed to meet the specific needs of your organisation. This training can be based on any of the open courses. The content, length, and format of sessions can be tailored to particular audiences.

CENI has delivered customised training to an extensive range of clients including statutory and non-statutory funders, health and social care trusts, strategic partnerships and councils, and voluntary and community organisations.

Examples of customised training

- Little Hands Sure Start - PQASSO (2 day training) for Sure Start Managers
- Breakthru Dungannon - Outcomes training for staff
- BIG Lottery Reaching Communities Programme - Outcomes training for funded organisations
- Age Concern - self-evaluation training for Actively Older Groups

Programmes of Training and Support

Working closely with you, CENI can design a training package incorporating a mix of group training and one-to-one mentoring support for staff which is delivered over a time period appropriate to the needs of your organisation. Longer-term programmes of training and support may be provided on the themes of: 'Implementing Self-evaluation' and 'Implementing PQASSO'.

Example of Programme of Training and Support

- Dungannon Sure Start - 9 month training and support programme on self-evaluation and outcomes with staff



New Option: ILM Endorsed Self-Evaluation Training and Support Programme



For the first time CENI will this year be offering a higher level award for participants who wish to progress beyond stand alone training sessions. The ILM Endorsed Programme in Self-Evaluation represents between 40-90 hours of study (inclusive of training inputs). Participants will be required to attend four full-day training courses from the Programme on the self-evaluation and outcomes themes - three of which are compulsory.

- Introducing Self-Evaluation
- Methods and Tools for Self-Evaluation
- Analysing and Reporting

A fourth session will be selected from the following options

- Introducing Outcomes
- Social Capital Outcomes
- Getting the Most from External Evaluation

Participants will be required to complete a number of exercises as part of the training and carry out a small scale self-evaluation project relevant to their working context - this must be finished within an 8-month period of their start date. Three half-day group sessions will be arranged for participants to support the completion of their self-evaluation projects. There will also be a one hour individual session for participants, giving feedback on their self-evaluation reports. It is anticipated that the programme will culminate in a group presentation event. The cost for the ILM Endorsed Programme will be £850 per person (Community & Voluntary) and £1250 (Statutory).

For further information and an application form to participate on the ILM Self-Evaluation Endorsed Programme please contact Gladys Swanton (Training Manager).

“One of our biggest challenges is to provide evidence of the impact our services are having. The CENI self-evaluation training and support was invaluable in providing us with the tools and methods for capturing qualitative evidence and presenting it in a clear concise format. I found the programme with CENI to be excellent, informative and hugely beneficial.”
Joanne Morgan, South Armagh Sure Start
(Self-Evaluation training and support programme participant)

OUTCOMES COURSES

Introducing Outcomes



5 November 2008; 11 February 2009; 23 April 2009

This one day course is targeted at those who are required to monitor and report on outcomes. There has been increasing emphasis placed on this area by funders and policy makers in recent years. Evaluating outcomes is also important for organisations to enable them to assess which approaches work best in achieving outcomes and in order to contribute to improving practice.

The course will include discussion and exercises on:

- Outcomes and their importance within the current funding environment
- Benefits and the challenges of evaluating outcomes
- Stakeholder perspectives on outcomes
- The use of the Logic Model for evaluating outcomes
- Identifying outcomes and developing an outcomes framework
- Measuring 'hard' and 'soft' outcomes using quantitative and qualitative indicators
- Examples of data collection tools for outcomes including baseline information required
- Good practice in evaluating project outcomes

“I found the session extremely informative and useful.”

Evaluating Social Capital Outcomes

19 November 2008; 24 March 2009; 21 May 2009

CENI (commissioned by DSD) has developed a model and toolkit (referenced in Positive Steps 2005) using the concept of social capital to capture and evaluate the outcomes of the sector's activity. This one day course aims to enhance understanding and skills in identifying and evaluating the “added value” aspects of participants' work, using CENI's Social Capital Outcomes and Indicators Framework. The course will demystify concepts and explain the different dimensions of social capital.

The course will include discussion and exercises on:

- The concepts and issues relating to social capital as well as benefits of this approach
- The CENI/VCU Social Capital Model and its application to voluntary/community organisations
- Identifying outcomes and indicators relating to bonding, bridging and linking social capital
- Evidence gathering and methods including existing data sources, the use of surveys and other techniques to capture social capital within communities

“An interesting, enjoyable and enlightening course.”

Introducing Self-Evaluation

22 January 2009; 2 April 2009



Building in effective monitoring and evaluation systems from the outset is increasingly important for voluntary and community sector organisations. This one day course introduces CENI's model for self-evaluation which has been widely used within the sector. It is designed for staff, managers, volunteers and funders of voluntary and community organisations to provide a practical introduction to the self-evaluation process.

The course will include discussion and exercises on:

- The steps and stages to implementing self-evaluation including: planning, data collection, analysis and reporting and using your evaluation.
- Developing self-evaluation plans including:
 - Clarifying objectives;
 - Developing performance criteria/indicators of success;
 - Developing a data collection strategy (quantitative and qualitative)
- Analysis of information including an exercise based on a case study example
- Sharing evaluation findings with key stakeholders

"This course was exactly what I needed...very easy to follow with lots of useful information."

Methods and Tools for Self-Evaluation

24 February 2009; 28 April 2009

This one day course follows on from the 'Introducing Self-Evaluation' course but may also stand on its own. It is designed for those who wish to learn more about the use of monitoring and self-evaluation tools and methods within their organisation. Participants will be introduced to traditional methods such as questionnaires, focus groups, interviews, observation as well as the use of documentary evidence and recording. There will be examples of creative approaches used in gathering feedback from users and other stakeholders.

The course will include discussion and exercises on:

- The purpose and benefits of evidence gathering to capture different aspects of participants' work e.g. outputs, outcomes, or the quality of the service
- The use of qualitative and quantitative methods and the pros and cons of particular methods
- The tools used to capture project outcomes including baseline tools
- Approaches to evidence gathering when working with specific client groups
- Ethical and good practice issues

"Very useful and relevant - complements the outcomes course very well."

Analysing and Reporting

10 March 2009; 13 May 2009

This one day course is the third in the self-evaluation series and explores the importance of analysing and using your evaluation findings. It builds on previous sessions in self-evaluation but may also stand on its own. The course explains the process of analysis in more detail. Participants will also consider ways of presenting and reporting their evaluation findings to meet the needs of stakeholders.

The course will include discussion and exercises on:

- The importance of analysing and using information as part of the self-evaluation process as well as issues commonly encountered
- The process of analysis; moving from reflection, collation, description and interpretation
- Quantitative and qualitative analysis, including basic statistics and content analysis
- Use of software packages, for example Excel and SPSS, to support the analysis process and enhance the presentation of data
- Dealing with the dual roles of Practitioner/Evaluator - reducing the risks of bias in your self-evaluation and other good practice issues
- Reporting your evaluation findings, including the format and structure for a report, guidelines on report writing, and creative approaches in disseminating results

"I wish I had done this a long time ago - I would have been better prepared and it would have added to the entire evaluation of my project."

Getting the Most From External Evaluation

12 November 2008; 19 May 2009



Commissioning an external evaluation often represents a significant investment of an organisation's resources. This one day course is targeted at managers and staff from community/voluntary organisations, as well as staff from funding/statutory bodies, who have responsibility for commissioning external evaluation consultants. The course addresses some of the common questions, problems and issues encountered. It provides useful guidelines and tips for the commissioners of evaluation to ensure that they get best value and more effectively plan, manage and quality assure the process.

The course will include discussion and exercises on:

- The concepts and processes involved in commissioning an external evaluation
- Developing 'terms of reference' for an external evaluation
- The process of selecting and recruiting an appropriate evaluator
- Roles and responsibilities to ensure the effective management of external evaluation
- Dealing with draft reports including criteria to judge the quality of an evaluation report

"Having no knowledge of external evaluation before the course, I feel much more confident in planning and managing this in my work."

Approaches to Quality Within the Voluntary & Community Sector

Half Day Course: 4 December 2008

Providing evidence of quality standards in the delivery of services has become increasingly important in the voluntary and community sector. This is driven both internally and externally as organisations aim to deliver the best service to their users and also to meet the expectations of funders, regulatory bodies, statutory authorities and others. This half day course is targeted at managers and staff who are considering implementing a quality system and have little knowledge of the various approaches.

The course will include discussion and exercises on:

- Quality concepts and issues within the sector
- The key characteristics of quality systems/standards which may be used including: ISO, PQASSO, IIP, IIV, EFQM and the Charter Mark.
- Planning for quality including identification of quality priorities as well as consideration of budget, training and other resource implications when introducing quality within the organisation

Sample materials on the quality systems will be available as well as case studies from other organisations which have implemented quality.

"Very good session - a thorough overview of models and approaches."

Introducing PQASSO

1 Day Course: 25 November 2008

PQASSO (Practical Quality Assurance System for Small Organisations) is a quality system widely used in the UK and has been designed by Charities Evaluation Services (CES) specifically for the needs of the voluntary and community sector. Recent developments within PQASSO, including the launch of a third edition and the availability of an accredited Quality Mark option, have caused resurgence in popularity of the system with many funders now promoting its use within their programmes.

This one day course provides an overview of the key elements of the PQASSO system. It is ideal for staff, managers (or funders of voluntary organisations) who want to find out more about the system and check its appropriateness to their organisation's quality needs.

The course will include discussion and exercises on:

- The PQASSO system, the 12 quality areas, and the three levels contained within it
- Conducting self-assessment (scoring) against the quality indicators in a sample of areas
- The PQASSO evidence requirements and action planning
- The PQASSO implementation process
- Latest updates and developments in PQASSO

Implementing PQASSO

2 Day Course: 3-4 February 2009; 9-10 June 2009

This two day course on PQASSO is targeted at staff/managers who will be taking a lead role in implementing the quality system within their organisation. The course covers all aspects of the system (as outlined previously) and includes more in-depth discussion and group work exercises to enhance learning on the implementation process.

The course will include discussion and exercises on:

- The use of PQASSO and the self-assessment process
- The necessary steps for the successful implementation of PQASSO within an organisation
- The roles and responsibilities of key stakeholders and identifying ways of getting them involved in the process
- Key elements to be included in planning for implementing PQASSO within an organisation.

"The training and support programme delivered by CENI was a very worthwhile experience. It helped to increase our knowledge of the self-assessment process and our understanding of what a quality system is. The process helped to affirm our current good practice as well as highlighting the gaps to be addressed. We have already begun to implement the learning within the organisation through a new strategic plan, review of members' needs and a staff handbook."
Liddean McStravog, Cancer Lifeline
(PQASSO training and support programme participant)



Training Calendar

Courses	Dates
Outcomes Courses	Introducing Outcomes (1 day) 5 November 2008 11 February 2009 23 April 2009
	Evaluating Social Capital Outcomes (1 day) 19 November 2008 24 March 2009 21 May 2009
Evaluation Courses (may be taken as a series)	Introducing Self-Evaluation (1 day) 22 January 2009 2 April 2009
	Methods and Tools for Self-Evaluation (1 day) 24 February 2009 28 April 2009
	Analysing and Reporting (1 day) 10 March 2009 13 May 2009
Managing External Evaluation	Getting the Most from External Evaluation (1 day) 12 November 2008 19 May 2009
Quality Courses	Approaches to Quality Within the Voluntary and Community Sector (Half Day) 4 December 2008
	Introducing PQASSO (1 day) *NEW* 25 November 2008
	Implementing PQASSO (2 day) 3-4 February 2009 9-10 June 2009

CENI occasionally adds additional dates to this schedule or alters dates to reflect demand. Please check www.ceni.org for up-to-date information on courses.

Cancellation Policy: Unfortunately bookings cancelled less than 10 days before the course start date **cannot be refunded**. Cancellations before that time will be refunded subject to an administration charge of 10% of the total cost. In the event of under-subscription CENI reserves the right to cancel a course no later than seven days before the scheduled date. A full copy of our terms and conditions and cancellation policy for open training will be included with the confirmation of booking information.

Contact Us

For more on our range of services or to discuss your requirements regarding customised training, please contact:

Gladys Swanton, Training Manager

CENI T 028 9024 8005
Unit 5 F 028 9023 5079
127 - 131 Ormeau Road E gladys@ceni.org
Belfast, BT7 1SH W www.ceni.org

Booking Form

Name:

Position/Dept:

Organisation:

Address:

..... Postcode:

Telephone: Fax:

Email:

I would like to apply for the ILM Endorsed Programme - please send me an application form

I would like participate in CENI's Programme of courses and these are my choices:

Course Name	Course Date	Course Fee
		£
		£
		£
		£
Optional ILM Development Programme (£45 per course (applicable to some courses, see course descriptions for details.))		£
Total		£

Payment (please tick)

I enclose a cheque (payable to CENI) for £

Please invoice me for £

Invoice address details (if different from participant details):

Name:

Position/Dept:

Organisation:

Address:

..... Postcode:

Telephone: Fax:

Email:

Registered Charity No. (if applicable):

Any special dietary needs or other requirements:

How did you find out about this training?

CENI News NICVA mailing Other (please specify)

RCN mailing CENI website

Please return booking form to:

Training Bookings, CENI, Unit 5, 127 - 131 Ormeau Road, Belfast BT7 1SH
T 028 9024 8005 F 028 9023 5079 E gladys@ceni.org

Please use a separate form for each person. Forms can be photocopied or courses can be booked online at www.ceni.org/tra_book.