



training from CES

'Organisations that have had training from CES...have a real appreciation that they need to show the difference that they make and they know how to do it.'

Stewart Goshawk, Principal Grants Officer at The City Bridge Trust

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About Charities Evaluation Services (CES)



Charities Evaluation Services works with over 1,000 voluntary organisations and funders each year, strengthening their abilities in performance management, evaluation and quality, to support them to do what they do best.

We are an independent charity and have 20 years experience of, helping voluntary organisations achieve better outcomes for the communities they serve. We provide training, publications, consultancy support, and we carry out independent evaluations. We also publish PQASSO, the voluntary sector's leading quality standards.

CES believes in:

- the power of evaluation and quality to make the sector more effective
- evaluation for learning as well as accountability
- respecting diversity
- working sustainably and minimising our environmental footprint
- sharing knowledge
- learning from those with whom we work.

We want to help you to make a difference. Everything we do is focussed on supporting you in your work, embedding learning and leaving a lasting legacy.

To find out how we have helped others, visit www.ces-vol.org.uk/feedback

For more information on the range of services we provide visit www.ces-vol.org.uk

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‘[Since the training] when applying for additional funding, our aims and objectives are much more accurate and truly represent our project.’

Anon

We are experts

CES has a proven track record of delivering high quality training. We are specialists with over twenty years’ experience of helping organisations with their work on monitoring, evaluation and quality improvement.

Our reputation is based on excellence

Participant feedback for 2009 reported:

Increase in knowledge **95%**

Course aims well met **96%**

Increased confidence **91%**

CES helps organisations to demonstrate the difference that they make and to develop the essential skills needed to ensure that this becomes an integral part of their work.

We design very practical training courses supported by helpful tools so that participants can get started straight away.

‘We gather statistical data routinely as a matter of course but the aims and objectives identified in the course for our project gave explicit measures which was good.’

Gillian Tanner, St Davids Foundation Hospice Care

We use a variety of training styles and ensure that everyone feels encouraged and supported. We allow time for participants to apply the learning to their own work context under the guidance of the trainer.

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To find out how CES can help you call
020 7713 5722 or email training@ces-vol.org.uk

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**'The trainer was phenomenal!
I learnt more about strategy
in the two days than I had in
the last 7 years!'**

Feedback from course participant

We are experts



Trainers with a difference

When it comes to selecting trainers we think our participants deserve only the best.

All of our trainers have extensive knowledge of the topics on which they train. This is gained from a combination of research and practical hands-on experience. Because our trainers are also practitioners, they add their own unique insight and are able to use real life examples when illustrating key learning points; answering questions or supporting training participants. This means that we can be confident that all of our courses will consistently meet our exacting standards and that you will receive the expert tuition that people expect from CES.

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'I really like the follow-up postcard as it just keeps it in mind.'

Cath Lee, Small Charities Coalition

We are flexible

We offer a full programme of training delivered from our accessible training venue in London or if you prefer we can come to you.

For more information on current pricing and how to book visit www.ces-vol.org.uk/training

You can come to us

We run a variety of scheduled courses at our London venue, with good transport links. We offer course discounts and packages to encourage participants to attend all of the training that they need and to develop as individuals.

Prices start from £99 when you come to us.

We can come to you

If you want a cost-effective way to train a group of people at either your organisation or in your area, we can come and deliver training at a venue provided by you. If you have too few people for a dedicated course, you can spread your training budget a little further by involving other organisations in your local area to help share the cost.

Prices start from £595 when we come to you.

We also offer additional services which include facilitated workshops, development and delivery of bespoke training courses or providing speakers at events.

We want to help you to make a difference

A variety of support is available to help you to implement your learning, including:

- practical tools and frameworks provided at the training course
- a host of free resources on our website
- free follow-up support so you can get in touch if you need help once you are back in the office.

We know that this approach works, 88%¹ of our training participants had put their learning into practice.

If you are not sure which course is right for you or how CES can best meet your needs then give us a call and speak to our friendly training team. Alternatively we have lots of information about our training on our dedicated training pages at www.ces-vol.org.uk/training or if you prefer you can email us on training@ces-vol.org.uk

¹Outcomes interview, report dated January to March 2010

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‘CES provide such a crucial service to specialist third sector organisations like Voice4Change England. They’ve been brilliant with follow-up queries as well. The training day completely changed the way I planned my work streams, projects and campaigns and helped me articulate my activities in ‘outcomes language.’

Feedback from course participant

Upcoming courses for 2011

How to book

All courses listed below are delivered in London unless otherwise stated. We can also come to you to deliver training if that is more convenient.

To access a booking form and to get information on our fees and terms and conditions visit www.ces-vol.org.uk/training Alternatively, give us a call on 020 7713 5722 or email training@ces-vol.org.uk

To view our calendar of upcoming dates visit www.ces-vol.org.uk/training or for details of all of the off-the-shelf courses available visit www.ces-vol.org.uk/courses

The needs of the sector are changing rapidly and organisations need to adapt to an environment of spending cuts and changing political priorities.

CES has responded with a complete overhaul of all of our training courses to make sure that all of our courses are current and up-to-date in this changing climate.

We have got lots of plans for 2011. For the latest information on the courses available from CES visit www.ces-vol.org.uk/courses

Alternatively, to receive unique special offers and to get information directly to your inbox sign-up for our monthly training e-bulletin by emailing training@ces-vol.org.uk with ‘subscribe’ in the subject heading. Don’t worry, if you want to stop receiving it at any time, you can simply unsubscribe.

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‘As a funder with an interest in strengthening the voluntary sector, we see PQASSO as an important tool for helping organisations reflect on their activity and find the very best way of working.’

The Baring Foundation

Courses on PQASSO to help you improve your performance

Implementing PQASSO

This course provides a step-by-step guide to the successful implementation of PQASSO. You will leave the course with a good understanding of PQASSO, the self-assessment process, and a comprehensive plan to introduce a culture of quality improvement at your organisation.

Who for: anyone interested in knowing more about PQASSO and for people taking a lead in implementing PQASSO. It is also suitable for people currently using PQASSO who want to review their self-assessment and action plans. If you would like to apply for the PQASSO Quality Mark you may also find this course helpful, although this is not its prime focus.

Duration: two days

17 and 18 January 2011 or 21 and 22 March 2011

NEW! PQASSO Quality Mark: Getting ready for assessment

Are you thinking of applying for the PQASSO Quality Mark, but you are not sure whether your organisation is ready yet?

This course is specifically designed to train and support people with the lead responsibility for preparing an organisation for a PQASSO Quality Mark review. The course will teach participants how to identify weaknesses and to develop action plans. It will provide comprehensive guidance on preparing for a peer review.

Who for: anyone that has already attended CES training on PQASSO or has significant experience of implementing PQASSO, and who wishes to build on their skills and learn how to get ready for a PQASSO Quality Mark assessment.

Duration: two days

27 and 28 January 2011

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‘The work of CES has made a huge difference to us. We now have clear objectives, based on a comprehensive quality framework. The national office and the 75 local providers are all working with PQASSO.’

Dale Meegan, Director of Services at Relate's National Office

Courses on PQASSO to help you improve your performance

NEW! PQASSO Masterclass: For managers

This fast-paced one day masterclass is designed to meet the needs of managers. It will cover essential information you need to know about PQASSO, the self-assessment process and the prestigious PQASSO Quality Mark.

Who for: managers that wish to learn more about PQASSO with a group of peers.

Duration: one day

21 February 2011

NEW! PQASSO training goes online

Do you find it difficult to get time away from the office? Do you want to learn more about PQASSO and the PQASSO Quality Mark? If you do, we are offering a free on-line training course on PQASSO email training@ces-vol.org.uk for more details.

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‘I found this training very useful and like the simplicity of explanations provided for the difficult and complex concepts.’

Feedback from course participant

‘This course should be compulsory for every organisation.’

Feedback from course participant

Courses on outcomes to help you demonstrate your effectiveness

All of our courses on outcomes explain the key monitoring and evaluation concepts including aims, objectives, outputs, outcomes and impact.

NEW! Getting ready for outcomes

Includes free publication on self-evaluation

This course will start with an organisational needs health check around monitoring and evaluation. It will then explain all the key monitoring and evaluation concepts and principles essential to developing a monitoring and evaluation framework to measure and demonstrate your effectiveness. All participants will leave having developed their own CES planning triangle[®] and organisational development plan. They will also have a clear understanding of the benefits of an outcomes approach.

Who for: people who are new or fairly new to monitoring and/or for those people that can only spare one day out of the office.

Duration: one day

8 April 2011

How to demonstrate outcomes

Includes free publication on self-evaluation

This very popular course explains all of the key monitoring and evaluation concepts but goes into greater depth and detail to go beyond an overview. Time is allocated for you to apply your learning to your own work context with guidance from the trainer while you develop a CES planning triangle[®] and monitoring and evaluation framework for your work. Critical success factors to implement what you have learned are also covered.

Who for: anyone who wishes to go beyond an overview of an outcomes approach and/or those who wish to spend more time considering their work with the support of a trainer. Great to attend with a colleague!

Duration: two days

24 and 25 January 2011

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‘I wanted clarity about a lot of the jargon that surrounds monitoring and evaluation and that is exactly what I got.’

Feedback from course participant

Courses on outcomes to help you demonstrate your effectiveness

All of our courses on outcomes explain the key monitoring and evaluation concepts including aims, objectives, outputs, outcomes and impact.

REVISED Advanced course: How to demonstrate outcomes

Includes free copy of Practical monitoring and evaluation: a guide for voluntary organisations

This intensive course will provide you with a thorough grounding in outcomes-focused self-evaluation systems, putting the CES approach in the context of other models used in the third sector. The course considers internal drivers and external influences and covers all aspects of the monitoring and evaluation process including collecting, analysing and presenting your data. It also looks at programmatic evaluation and/or impact assessment.

Who for: people who have some experience of outcomes and/or wish to review or increase their knowledge in implementing monitoring and evaluation systems. This course is also a good choice for people that have previously attended a CES outcomes training course who want to refresh and extend their knowledge.

Duration: three days

23, 24 and 25 March 2011

NEW! Outcomes Masterclass: For senior managers

This masterclass is designed specifically for senior managers and chief executives who wish to demonstrate the outcomes and impact of their organisation's work. The course will use appropriate case examples of good practice and will provide opportunities for participants to network and learn with a group of peers who are all grappling with similar issues.

Who for: this course is suitable for all senior managers, chief executives and trustees who wish to develop their work around outcomes.

Duration: one day

18 March 2011

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‘The best course I’ve been on in a long time. Excellent tutor – always able to respond to questions, however challenging, and offered great explanations.’

Feedback from course participant

Courses on outcomes to help you demonstrate your effectiveness

NEW! [Getting ready for working with commissioners](#)

This new course is for third sector organisations that are getting ready to tender and bid for contracts. The course will introduce and explain the purpose and benefits of a range of tools and techniques that can be used by organisations to demonstrate how they meet monitoring and quality requirements.

Who for: this course is suitable for anyone that is interested in learning more about what commissioners are looking for in third sector organisations and the tools available to demonstrate effectiveness.

Duration: one day

12 April 2011

NEW! [How to collect, analyse, present and use data](#)

This course will explore a wide range of information collection tools and consider the pros and cons of each. The course will support you to analyse your information using qualitative and quantitative research techniques. Finally, it will show you how best to present information in an engaging and useful way.

Who for: If you are ready to collect monitoring information for your project but are not sure what tools to use, how to analyse the information and how best to turn it into an interesting, appealing and useful evaluation, this course is for you!

Duration: two days

15 and 16 March 2011

CES also offers one day courses on [How to collect data](#), [How to run effective focus groups](#), [How to design successful questionnaires](#), [How to analyse data](#), [How to present and use data](#) available for delivery at your organisation. For more information visit www.ces-vol.org.uk/courses.

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Courses for support providers to cascade learning

These courses are for people who train and support others
Acceptance on these courses is subject to an application process.



PQASSO mentor programme

PQASSO mentors train and support groups to implement PQASSO.

PQASSO: mentor training

This course considers the 'hard' and 'soft' skills required of mentors to effectively communicate PQASSO implementation to third sector organisations. You will review the key learning messages of PQASSO implementation and explore the mentor role to gain a deeper understanding of PQASSO.

Following an assessed presentation on day three, successful participants will be awarded a three-year licence which entitles you to train others in PQASSO, receive ongoing technical support and use CES PQASSO materials.

Who for: people that meet the PQASSO mentor person specification and wish to train and support groups to implement PQASSO.

Duration: three days

14,15 and 28 February 2011

For information on the person specification and application process visit
www.ces-vol.org.uk/pqassomentors

PQASSO: fast track for prospective mentors

This course provides the foundation knowledge and understanding of PQASSO necessary for prospective mentors. By the end of the course you will have considered the theoretical and practical aspects of using PQASSO within an organisation and developed your understanding of the recommended CES approach to PQASSO implementation.

Who for: specifically for prospective PQASSO mentors that have submitted an application form and been provisionally accepted onto the **PQASSO: mentor training programme.**

Duration: one day

3 February 2011

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‘I have been impressed by the programme’s training and materials and enjoyed seeing how an Outcomes approach is enlightening for the VCOs who take it on board.’

Yannick Auckland, COVER

‘The relevance of the subject, the learning process, the materials and the support are excellent.’

Pauline Arce-Casillas, Voluntary Action Westminster

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These courses are for people who train and support others
Acceptance on these courses is subject to an application process.



Outcomes champion training

Outcomes Champions come from local and national infrastructure organisations across the UK and are trained by CES in the outcomes approach and how to help others use it.

If you are interested in helping other organisations to show the difference their services are making and be able to prove their worth better, then this practical training course provides you with the skills and knowledge to do that. You will benefit from gaining vital knowledge of an outcomes approach, and will be given the resources to cascade this approach to local organisations that need support in showing the outcomes of their work.

Becoming an Outcomes Champion can also increase the services your organisation offers and it’s potential for income generation.

Who for: anyone who meets the person specification and who wishes to advise, support and train voluntary sector organisations on using an outcomes focus.

Duration: four days

1, 2 February and 8, 9 March 2011

For information on how to apply and what to expect from the process of becoming an outcomes champion, visit www.ces-vol.org.uk/champions

To find out how CES can help you call
020 7713 5722 or email training@ces-vol.org.uk

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For more information or to book your place on a National Performance Programme course, please contact us on [020 7713 5722](tel:02077135722) or www.performancemanagement.org.uk

Supporting others with performance

Courses on supporting quality, outcomes and planning



National Performance Programme training is funded by Capacitybuilders and delivered by CES to increase the capacity of support providers across England to offer help on quality, outcomes and planning to the groups they work with.

These courses are suitable for support providers from infrastructure organisations, local authorities or consultancies looking to increase their knowledge and confidence in these performance areas, as well as develop their facilitation skills.

Strategic planning: supporting groups

This course will guide you through preparing groups for strategic planning, helping them work out their options, make decisions and write their plan. It will enable them to become more effective and efficient and to demonstrate their value to funders and other stakeholders.

Duration: two days

26 and 27 January 2011, Manchester or 16 and 17 March 2011, Leicester

Quality: supporting groups

This course introduces and compares different quality systems, enabling you to help groups choose the right approach and support them as they implement it in a systematic way.

Duration: one day

10 February 2011, London or 3 March 2011, Birmingham

Monitoring and evaluation: supporting groups

This course will enable you to explain and set up processes with groups so they can capture, evaluate and communicate their value by effectively measuring the difference they make.

Duration: one day

20 January 2011, Leicester or 17 February 2011, Sheffield

Prices for the National Performance Programme courses start from £45 per day

 www.improvingsupport.org.uk/performance
Your gateway to third sector support, information and resources.



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Free workshops

Booking is essential to secure a place on these free workshops

What is Social Return on Investment (SROI)?

This free briefing will introduce you to the six stages of SROI, explaining what is involved and allowing plenty of time for questions and discussion.

Who for: anyone who has an understanding of outcomes and wants to find out more about SROI

17 March 2011



Preparing for PQASSO Quality Mark

The PQASSO Quality Mark is the prestigious award that demonstrates that an organisation has been externally assessed and has achieved the PQASSO quality standards.

If you are interested in finding out more about the PQASSO Quality Mark, this free half-day workshop will tell you everything you need to know.

Who for: anyone who is interested in knowing more about the PQASSO Quality Mark and how to apply.

19 January 2011, London or 8 February 2011, Leeds or 10 March 2011, London



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‘I would like to thank you for the training you led us through. Monitoring and evaluation are challenging issues when considering the impact of work with other organisations, but I feel the course has put me on the right track, with lots to think about.’

Keith Kibirango, Kairos in Soho

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To find out how CES can help you, please get in touch.

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We are grateful to the Office for Civil Society, the City Bridge Trust, Trust for London and the Wates Foundation for supporting our open training programme.

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