

Training

For further information contact **0845 456 9437** or **consultancy@nacuw.org.uk**

NACUW is the British credit union movement's lead organisation for developing accredited training and best practice. Over the years our members have trained and supported the majority of credit unions in Britain today. We believe that the key to a successful business is by having well trained staff and volunteers.

Our nationally **accredited training programme** in credit union practice is specifically aimed at directors, volunteers and staff. This acclaimed programme has been running for 10 years in partnership with the Open College network and is adaptable for different levels. Many credit unions find this flexible programme more suited to the needs of their staff and volunteers.

It uses 'experiential' rather than theoretical leaning. Tutors will design the programme around the actual real-time work activities that are being undertaken within the credit union. Instead of taking time out, your staff and volunteers can be trained, accredited and supported in the work that they are currently doing.

An outline of the Accredited Training Programme can be viewed on line. Log on to **www.nacuw.org.uk** and follow the links.

Informal training - we run a wide range of shorter courses and modules aimed at different levels. We cover a variety of subjects and can tailor-make training specific to your needs.

Some of the modules that we have recently helped credit unions with are:

- New Staff and Volunteer induction training
- New Lending products including Instant Loans
- Business Planning
- Marketing and Promotion
- Money Advice services
- Credit Assessment and Monitoring
- Financial Ratios and Reporting

Individual Training – we also have qualified tutors who can support individual staff through:

- Inductions and professional development
- Supervision for new tutors or consultants
- Career guidance
- Individual coaching

The National Association of Credit Union Workers Limited

Our Trainers and Tutors

Most of our Trainers are specialists within the community finance sector. Many have commercial experience. Others come from academic backgrounds. Because of our national network we are usually able to field people with local knowledge.

We are able to build small selected Teams to work on larger training programmes. We often work in partnership with Salford University and the New Economics Foundation (**nef**) on more complex contracts.

All our Trainers are accredited tutors experienced in delivering programmes at NVQ levels.

Perhaps most importantly our Trainers are often volunteers and members of their own credit unions or CDFIs. This gives them an appreciation for the local needs and aspirations of the businesses they are working with.

We are keen to help NACUW members improve their career opportunities. If you would like to gain experience as a trainer or in areas of consultancy and research please do get in touch at: **consultancy@nacuw.org.uk**

Our Fees

For both Training and Consultancy work you will find that our Fees are highly competitive.

NACUW operates an ethical policy of 'local procurement', helping to lever in and retain funds within the client's local economy. We try to do this in two ways:

Firstly as a national network, we are usually able to field Associates and Tutors who have a knowledge and understanding of the local region. As a result our costs can also be kept lower.

Secondly, wherever possible we try to skill-up local people who might wish to participate within a contract. For example volunteers in a credit union might be trained and sub-contracted to undertake the survey work in a market research study, returning some of the fees back to the client.

There are reductions on our fees for NACUW members

As a not-for-profit, rather than a purely commercial consultancy company, NACUW prefers to work in a collaborative way with clients. Our Teams are happy to share expertise and knowledge for mutual benefit and aim to nurture a close working relationship with the client.

Much of NACUW's work is gifted to the credit union movement. The fees that are earned through contracts subsidise the voluntary contributions that our members make towards growing our young industry.

For more information contact Mick Brown, Projects Manager, on 0845 456 9437 or consultancy@nacuw.org.uk