LALC Training Bulletin—July 2025

Find us on
@LincsALC
& www.lalc.co.uk
enquiries@lalc.co.uk

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

What's New This Month?

Parkinson Partnership—current training dates only run to the end of July.
We are waiting for them to announce future dates for all their courses.

We will be setting more training dates for LALC and partner-delivered training,
after the Summer Conference. Look out for details in the next Training Bulletin.

Finance Seminar—see page 13
Addressing Conflict between Employees and Members (organised by ERNLLCA) - see page 14
Misuse of Social Media as a tool to intimidate and harass Employees (organised by ERNLLCA) - see page 14
Summer Conference programme details—see pages 15-19

Picking up contact information when booking places

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

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 Practitioners' Guide (Section 4—Best practice guidance for internal audit).

Contact us
Office: 01673 866596   Mobile 1: (Katrina) 07422 963475   Mobile 2: (Andrew) 07549 019842

LALC Core training: Included within our Annual Training Scheme

Courses delivered directly by LALC or partners

Course	Description	Date(s)	Location
Councillor Induction & Refresher	Aimed at councillors with or without any experience, covering topics such as: • The role of the council and councillors • Legal obligations and the employer role • Finance · Risk management • Code of conduct • Declarations of interest • Community engagement • Transparency code obligations	8th July 13:00—16:00	Dunholme Old School Market Rasen Road Dunholme, LN2 3QR
Effective Meetings	Ideal for new clerks and an excellent refresher for existing clerks, covering: • Agendas • Apologies • Interests • Role of the Chair & Clerk • Standing Orders • Public Participation • Recording & Broadcasting • Confidential Matters • Minutes • Annual Parish Meetings • Annual Parish Council Meeting • Common Pitfalls	Awaiting new dates.	Zoom
Chair's Workshop	Ideal for council and committee Chairs and Vice Chairs, covering: • Skills required • Managing meetings • Working with the Clerk, other councillors and officers • Planning for success • Understanding your Standing Orders, Financial Regulations and Code of Conduct • Accountability • Community engagement	Awaiting new dates.	

LALC Core training: Included within our Annual Training Scheme

Courses delivered directly by LALC or partners

Course	Description	Date(s)	Location
Misuse of social media as a tool to intimidate and harass employees	Anything published on Facebook or other Social Media is automatically in the public arena, whether or not it is in a closed group, and abusive/offensive comments concerning employees of a Council can result in legal action against the Council. Chris Moses (Personnel Advice & Solutions Ltd) will address: 1. The Council's liability for the conduct of individual members' Social Media posts. 2. The Council's ability to manage unacceptable conduct by either employees or members and the relevance of the Ledbury authority. 3. Dealing with bullying and harassment. 4. Responding to the effects of unacceptable conduct on the health of Employees. 5. Potential criminal convictions under the Malicious Publications Act 1988 and Protection from Harassment Act 1997.	3 July 10:00—11:30 **Please note change of date**	Chris Moses Zoom—to be issued prior to the training
The Essentials of being a Good Employer	Generally Councillors do not become Councillors to manage the Council's employees. However this is an essential part of the job, and one which can become a serious and costly problem if mismanaged. Chris Moses provides a comprehensive review of both the practical and legal considerations for Councils in their role as employer, including: 1. Conducting a successful recruitment exercise. 2. The legal requirements of inductions. 3. Producing legal Employment contracts that suit the needs of the Council. 4. Managing Sickness and Absenteeism. 5. Dealing with Grievance and Disciplinary issues.	2nd July 10:00—11:30	Chris Moses Zoom—to be issued prior to the training

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

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=l6PVM0W1dmE

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.	Awaiting new dates
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	10th July, 10:00 FULL
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.	17th 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.	Awaiting new dates

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

LALC Core training: Included within our Annual Training Scheme

Finance—delivered by:

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

PARKINSON
PARTNERSHIP

Course	Description	Date(s)
Introduction to VAT (VAT for unregistered councils - VAT126)	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. Topics include: • How VAT law applies to local councils • Where to find the law and guidance • Business and non-business activities • Understanding whether sales are taxable or exempt from VAT • When a council must register for VAT • When VAT can be reclaimed • Partial exemption • Reclaiming VAT when using grants and donations	15th July, 10:00
Procurement Act 2023	For anyone involved in procuring goods and services, preparing tenders or entering into contracts on behalf of local councils. **This session introduces the new rules of the Procurement Act 2023, which will now come into force on 24 February 2025 and replaces the Public Contracts Regulations 2015.** This session is an introduction to the basics of procurement for local councils: • Inviting quotes • Producing specifications and tender documentation • Achieving competition and value for money • Managing contracts.	Awaiting new dates
Internal controls	This session give councillors and clerks an understanding of the need for internal controls and how they work, with practical examples and case studies. Topics include: • Roles and responsibilities • Financial risks • Purpose of internal controls • Case studies • Examples of controls • Review of internal controls	23rd July, 10:00

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LALC Core training: Included within our Annual Training Scheme

Finance—delivered by:

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

PARKINSON PARTNERSHIP

Course	Description	Date(s)
Budgeting	This session is aimed at officers of parish & town councils, who are involved in preparing and monitoring their council's budgets. Topics include: • Setting a budget and precept • Contingencies and reserves • How the council tax base affects the budget • Inflation • Budget monitoring	22nd July, 10:00 FULL
The role of internal audit	This session explains the role of the internal auditor in providing assurance to the council that it has sound financial controls. Topics include: • Legislation and guidance • Roles and responsibilities • Internal controls • How the council appoints an internal auditor • Scope of internal audit • Reviewing internal control • Internal audit reports	Awaiting new dates
Year end and audit—councils over £25,000	This session is aimed at councils that spend between £25,000 and £200,000 a year and prepare simple accounts on a receipts and payments basis. It is also relevant for councils under £25,000 that choose not to exempt themselves from external audit, as well as for and councils that regularly spend over £200,000 and are already comfortable with preparing income and expenditure accounts. Topics include: • Closing the accounts • Assets and borrowing • Reviewing internal control • Internal audit • The Annual Return • Electors rights • Audit • Publication requirements	Awaiting new dates

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LALC Core training: Included within our Annual Training Scheme

Finance—delivered by:

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

PARKINSON
PARTNERSHIP

Course	Description	Date(s)
Year end & transparency— councils under £25,000	For officers of councils that spend and receive less than £25,000 a year, who want to understand how to prepare and publish their council's Annual Governance & Accountability Return to comply with the Accounts & Audit Regulations, as well as publishing the information required by the Transparency Code for Smaller authorities. Topics include: • Closing the accounts • Exemption from external audit • Internal audit • Reviewing internal control • The Annual Return • Electors rights • Transparency and publication requirements	Awaiting new dates
Income & expenditure accounts (for larger councils)	For officers who want to understand how to prepare their council's Annual Governance & Accountability Return on an income and expenditure basis (mandatory for councils regularly spending over £200,000) and comply with the requirements of the audit process. This session explains how to convert receipts & payments accounts to income & expenditure accounts, how this affects the Annual Return and the timing of year-end activities and the audit process, enabling you to complete all the relevant steps correctly. Topics include: • Closing the accounts • Debtors and creditors • Assets and borrowing • Internal audit • Reviewing internal control • The Annual Return • Electors rights • Publication requirements	Awaiting new dates

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

Council Communications
All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.

Course	Description	Date(s)
Communicating with your community part 1: creating a communications strategy	Every local council should have a communications strategy, setting out its communications priorities, aims and goals. In this session, we will consider how your council could create an effective communication strategy, that is sustainable and supports your council. A strategy that considers your council's human and financial resources.	28th July, 9:30 8th September, 9:30
Communicating with your community part 2: engaging with your community	This session will focus on putting your council's communication plan into action: how your council could connect with the community it represents. Considering the ways your council can communicate effectively and build conversations. Providing tools and techniques to start engaging and getting messages across.	11th 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, building up awareness and interest in the work of the council, in order to better promote and demystify the role of a councillor.	8th August, 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" and consider the issues important to them. Exploring effective ways to engage online and offline, we will also offer insights on forming partnerships with local youth organisations.	9th July, 9:30 2nd September, 10:00
Dealing with difficult people and conversations in our local councils	Handling professional relationships within local councils is critical, but it can be tough dealing with challenging people and situations. This session discusses practical techniques for managing difficult conversations and situations.	31st July, 9:30 16th September, 10:00
Boosting Your Council's Identity: How to Promote Your Council Effectively	Exploring what brand identity means for parish and town councils, why it matters, and how to create a clear and consistent identity that reflects your council's purpose and values. Introducing practical strategies for promoting your council through effective messaging, digital and traditional communication channels, and community engagement.	17th September, 9:30

Book Breakthrough Communications training via:
https://breakthroughcomms.co.uk/calc-training-events/
Select 'Lincolnshire Association of Local Councils (LALC)' as the county association for billing purposes

Council Communications
All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.

BREAKTHROUGH COMMUNICATIONS
SPECIALISTS IN CONNECTING TOWN & PARISH COUNCILS WITH THEIR COMMUNITIES

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.	4th July, 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.	13th August, 9:30
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.	15th September, 10:00
Social media part 2: Advanced social media strategies and tactics for local councils	Councils often use different social media platforms to connect with the community. This session explores a wide range of social media platforms. There will be a focus on how to get the most from key social media platforms. Exploring the ways of ensuring that social media supports your council to achieve its goals and aims. We will also introduce you to social media advertising.	16th 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.	7th July, 18:00 22nd September, 18:00

Book Breakthrough Communications training via:
https://breakthroughcomms.co.uk/calc-training-events/

Council Communications
All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.

Course	Description	Date(s)
Emotional intelligence and resilience in practice for clerks, councillors and officers	This a practical workshop to help you thrive in your council role. We provide council officers and councillors with an understanding of where our behaviour comes from, we consider what resilience means in the context of our council roles and how to build emotional intelligence. We'll explore council-focused scenarios and how best to respond to each of them.	6th August, 13:00
Councillors training: Chairing council and public meetings effectively	The effective chairing of meetings is a good skill for a councillor to have. This session is for councillors that have been recently elected. It is also aimed at those wanting a refresher. During the session we will consider how to effectively prepare for meetings. How to get the most out of the meetings you chair and dealing with tricky situations.	18th August, 18:00
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.	5th August, 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.	19th 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

Council Communications
All sessions held via Zoom. 1.5-2 hours.

£35 plus VAT.

BREAKTHROUGH COMMUNICATIONS
SPECIALISTS IN CONNECTING TOWN & PARISH COUNCILS WITH THEIR COMMUNITIES

Course	Description	Date(s)
Data Protection for councils Part 1: Foundations & theory	It is important that councils have the most up-to-date understanding of data protection legislation. They should also have a good grasp of their data protection obligations. This introductory session covers the theory and core principles of UK GDPR and other relevant legislation and explains what policies, practices and processes local councils need to have in place.	11th July, 9:30 5th September, 9:30
Data Protection for councils Part 2: Accountability and lawfulness	This session deep dives into how councils demonstrate accountability with UK GDPR, considering the different lawful bases for the processing of personal data. Also how to create the policies and documents required for local councils. We will explore the requirements of the published Privacy Notice, how to create Legitimate Interest Assessments and Data Protection Impact Assessments.	18th July, 9:30 26th September, 9:30
Data Protection for councils Part 3: Data subject rights and information security	In this session we consider how to deal with data subject rights requests, including Subject Access Requests (SARs). We explore the steps to take to ensure you are compliant and consider what exemptions may apply. There is also an introduction to information security for local councils and what this means in practice.	15th August, 9:30
Councillors training: Data protection training for parish and town councillors	This session clarifies a councillor's legal responsibilities to themself and the council. We will guide you on the right procedures and best practice. We will also Introduce Freedom of Information and the implications it has for councillors.	21st July, 18:30 8th September, 18:30
Freedom of Information for local councils: obligations, procedures and exemptions	This course examines the obligations of local councils regarding Freedom of Information (FOI). We discuss the necessary policies and procedures. How your council could ensure awareness among officers and councillors about FOI. Consider the steps to follow when managing an FOI request including the use of exemptions.	22nd August, 9:30

Book Breakthrough Communications training via:
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AI delivered by: £35	BREAKTHROUGH COMMUNICATIONS	
Description	**Date**	**Venue**
Part 3 (of 3) AI workshop: Using AI to boost Community Engagement	22nd July 14:00—15:30	Zoom

Finance Seminar for parish and town councils £35 per delegate	Organised by colleagues from Notts ALC and Leicestershire & Rutland ALC	
Description	**Date**	**Venue**
This Finance Seminar is a great opportunity to network with fellow Councillors and Clerks from Nottinghamshire, Leicestershire & Rutland as well as from Lincolnshire. Schedule: 13.15 Arrival, exhibition stands & refreshments 13.45 Welcome address from Notts ALC CEO Kaffy Rice-Oxley including a brief overview of why good financial administration is required 14.00 – 2.45 Steve Parkinson from Parkinson Partnership 14.50 – 3.20 Hannah Parkhouse & Megan Reeves, Unity Trust Bank 15.20 Refreshments & exhibition stands 15.40 Melanie Aspden, Hinkley & Rugby Building Society 16.10 Jamie Charters, CCLA Investments 16.40 Questions to the Panel 16.55 Closing address - Kaffy Rice Oxley, CEO Notts ALC	23rd September 13:15—17:00	Balderton Village Centre Coronation Street Balderton Newark NG24 3BD Book your place via the LALC portal as usual.

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

HR training £20/£30 per delegate, dependent on electorate	Organised by ERNLLCA ERNLLCA East Riding & Northern Lincolnshire Local Councils Association	
Description	**Date**	**Venue**
Addressing Conflict between Employees and Members Guidance for Councils to address complaints of bullying, harassment and intimidation by Employees within the current legal framework, includes: • The significance of the Localism Act 2011 and the Ledbury ruling. • ACAS Guidelines on resolving internal disputes. • Steps a "reasonable" Council should take to protect Employees. • Essential Policies and Procedures to protect staff and defeat the Council against Tribunal Claims. • Dealing with health problems caused by conflict. • The use of social media to bully and intimidate staff.	30th September 18:30– 20:00	Zoom Please contact ERNLLCA direct to book: enquiries@ernllca.gov.uk 01652 661617
Misuse of Social Media as a tool to intimidate and harass Employees Anything published on Facebook or other Social Media is automatically in the public arena, whether or not it is in a closed group, and abusive/offensive comments concerning Employees of a Council can result in legal action against the Council. Covering: • The Council's liability for the conduct of individual Members' Social Media posts. • The Council's ability to manage unacceptable conduct by either Employees or Members and the relevance of the Ledbury authority. • Dealing with bullying and harassment. • Responding to the effects of unacceptable conduct on the health of Employees. • Potential criminal convictions under the Malicious Publications Act 1988 and Protection from Harassment Act 1997.	29th October 18:30—20:00	Zoom Please contact ERNLLCA direct to book: enquiries@ernllca.gov.uk 01652 661617

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

LALC Summer Conference £45 plus VAT		*Summer Conference 2025*
Description	**Date**	**Venue**
Booking is now open for the 2025 LALC Summer Conference! Come along for an interesting and enjoyable day: meet old friends, network, and make new friends and contacts. The day will start with a Welcome & Introduction from our guest speaker. There will be a varied selection of Talking Tables on different topics. These will include: Clear Councils (insurance), Kompan, Worknest (Health & Safety/HR), Unity Trust, CCLA, Andrew Towlerton (Planning), Breakthrough Communications, Highways, CDS Group, (cemetery design), Lincolnshire Armed Forces Community Covenant Officer, Fire & Rescue, Cloudy IT, Skegness Town Council (asset transfer). There will also be various Trade Stands to peruse. We can now confirm that the Principal Authorities will be attending the conference, including the Leader of LCC, LCC CX and the Mayor of Greater Lincolnshire Combined County Authority. Attendees to the Conference will also be entered into a Prize Draw, with a chance to win one of two prizes of a £50 credit voucher for LALC which can be deducted from your membership subscription, Annual Training Scheme subscription or any other LALC service of the council's choice. ***See you there.***	16th July 9:30—16:00 (Refreshments from 9:00)	Epic Centre Lincolnshire Showground Grange-de-Lings Lincoln LN2 2NA

LALC
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of Local Councils

2025

Summer Conference

Come and network with like-minded councils

16 July 2025

9:30 – 16:00

Website www.lalc.co.uk

Location Epic Centre, Lincs Showground, LN2 2NA

Conference Programme

There will be thirteen Talking Tables covering different topics, with presenters who will provide an interactive session using discussion, scenarios, case studies, quizzes, demonstrations and shared problem-solving. Delegates will have the opportunity to attend five of these sessions during the day, selecting specific topics of interest. Talking Tables sessions will be strictly controlled to 50 minutes to manage movement between tables.

9.00	Registration with refreshments
9.30	Welcome
9.45 – 10.35	Talking Tables session 1
10.45 – 11.35	Talking Tables session 2
11.35 – 12.00	Refreshments and networking
12.00 – 12.50	Talking Tables session 3
12.50 – 14.00	Lunch and chance to visit exhibitors
14.00 – 14.50	Talking Tables session 4
15.00 – 15.50	Talking Tables session 5
16.00	Wrap up and close

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Talking Tables

1: Clear Insurance

2: Worknest - Health & Safety

3: Worknest - Employment matters

4: Unity Trust - Banking with Unity

5: Paul Drury & Mablethorpe Town Council - Armed Forces Friendly Councils

6: Breakthrough Communications

7: Andrew Towlerton - Making effective planning comments

8: CCLA - Making your cash work harder for you

9: CloudyIT - GovAssist

10: Lincs Fire & Rescue/Emergency Planning Team - Societal Resilience

11: LCC Highways

12: CDS Group - Cemetery design

13: Skegness Town Council - Asset transfer

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Trade Stands include:

Clear Insurance

LCC Highways

Worknest

LALC Webmaster

Amberol

Unity Trust

Hinkley & Rugby Building Society

CCLA

Breakthrough Communications

Westcotec (Traffic safety solutions)

CloudyIT

Kompan

CDS Group - Cemetery design

Lincs Fire & Rescue/Emergency Planning Team

LALC
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Courses delivered directly by LALC or partners

CiLCA			
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.	Awaiting new date	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	Awaiting new dates
CiLCA Day 2 (FTF): LO11—LO20	Awaiting new dates
CiLCA Day 3 (FTF): LO21—LO30	Awaiting new dates

Remote sessions are all held via Zoom

CiLCA Day 1 (Remote):	Awaiting new dates
CiLCA Day 2 (Remote):	Awaiting new dates
CiLCA Day 3 (Remote):	Awaiting new dates
CiLCA Day 4 (Remote):	Awaiting new dates
CiLCA Day 5 (Remote):	Awaiting new dates

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

Offerings from LALC partners

Dispute Resolution Programme	Personnel Advice & Solutions Ltd (Chris Moses)

Personnel Advice & Solutions Ltd has produced a Dispute Resolution Programme aimed at councils struggling with employment issues. The purpose of the programme is to help councillors understand their role as employers, the employment laws that affect how they carry out that role, and practical steps to address employment disputes. The programme consists of three separate 30 minute Zoom recordings that can be sent to the council, and then distributed to all councillors for them to watch in their own time.

For further details contact p.d.solutions@zen.co.uk

Module	Description	Fee
1—Awareness	Helps councillors and employees understand their role as employers and managers and understand what they can and cannot do. It explains the unique working environment that makes town and parish Councils very different from other employers, and how that environment is prone to disputes.	£150 plus VAT
2—Legal issues	Explains what a Council's legal obligations are, the need to comply with statutory guidelines, and the current legal framework that determines how disputes can be addressed in town and parish councils. It addresses: The causes of conflict and disputes; What legal action can be taken against councils and councillors who mismanage employee disputes; Understanding the ACAS Guidelines and requirements of the Localism Act 2011 for resolving employee disputes and Code of Conduct complaints.	£150 plus VAT
3—Practical issues	Helps Councils to work within the spirit of the ACAS Guidelines to resolve disputes between councillors and employees, as well as fully comply with all of their legal obligations. It discusses various informal options to resolve the problem. Plus if the matter has to be submitted to the Monitoring Officer, it helps Councils to effectively support employees through that process . Including: The importance of employment procedures that are fair and transparent, right for small organisations and understood by all parties, as required by the ACAS Guidelines; Understanding the difference between a Grievance and a Code of Conduct complaint; Steps to support an employee whose health is affected by a dispute; Supporting an employee to make a balanced, evidenced and professional complaint to the Monitoring Officer, if necessary and appropriate.	£150 plus VAT
Ad-hoc Zoom session	We can also conduct a Zoom meeting (30 – 60 minutes), with Councils to discuss the points covered by these modules.	£250 plus VAT

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

First Aid at Work—delivered by Medrock Training Limited £78 plus VAT		
Description	**Date**	**Venue**
Upon completion participants will receive a certificate, in recognition of demonstrating competence in Emergency First Aid at Work. The certificate is valid for 3 years. 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.	28th October 9:30—16:00 Spaces available	Dunholme Old School 8 Market Rasen Road Dunholme LN2 3QR

Health & Safety/Risk assessments for councils—delivered by Worknest £78 plus VAT		
Description	**Date**	**Venue**
Join us for this interesting day which our H&S partners Worknest will be delivering on 'Health & Safety Awareness for Councils', followed in the afternoon by Health & Safety Awareness workshops which will allow delegates to produce their own Risk Assessments with guidance from Worknest. Items expected to be covered are risk assessing meeting venues and events such as Remembrance and Christmas events as well as some of the employer duties that may face councils ensuring that employees and volunteers are safe.	**CANCELLED. TO BE RESCHEDULED**	

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

Courses delivered directly by LALC or partners

eLearning - delivered by: £25 plus VAT per course.	nimble®

Essential Skills	
Course	**Description**
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: • Define bribery and corruption • Understand the Bribery Act 2010 and the penalties for breaking the law • Recognise what constitutes a crime under the Bribery Act • Know the six principles organisations should follow when designing their bribery policies and procedures • Know what actions you should take should you suspect bribery
Anti-money laundering essentials	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: • Describe what money laundering is and how it is done • Understand UK legislation and regulations regarding money laundering and what they cover • Explain how to prevent money laundering • Recognise the consequences of non-compliance with anti-money laundering legislation
Customer service essentials	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: • Understand the principles of customer loyalty and how to build it through your interactions • Communicate more persuasively and effectively via the phone, video calls, face to face, and in writing • Provide a better level of customer service by using your customer service skills 'toolkit' • Understand the customer complaint resolution cycle and how to deal with common customer service challenges
Data Protection essentials	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: • Recognise why fair and effective data management is important to individuals and society as a whole • Understand relevant data protections legislation and regulations, along with the penalties for breaching these • Work with information in a way that doesn't breach the date protection principles and individuals' rights • Respond to requests for information from individuals in a way that is legal and effective

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

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

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

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Essential Skills	
Course	**Description**
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: • Recognise the importance of confidence and preparation in staying safe • Understand how reducing 'opportunity' for criminals increases safety • Avoid situations and environments that may place you at greater risk • Practice safe behaviours at work, home, in public, and while travelling • Know what to do if you feel unwell or become a victim of crime
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, your should be able to: • Understand and identify stress and why it can be detrimental for you • Identify stress and stressors in yourself and others • Reduce your exposure to stress • Develop your own Wellness Action Plan • Implement coping strategies in your work and personal life
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: • Understand your own leadership style • Apply your knowledge of leadership styles in different situations • Know how to build relationships and engage your team members • Identify and employ effective team leadership skills and techniques
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: • Understand why good time management is important • Recognise common challenges to effective time management • Apply techniques to improve your own time management skills
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: • Recall which type of activities classify as 'work at height' (WaH) • Recognise your employer's and your own responsibilities under the Work at Height Regulations 2005 (WaH) • Identify risks most commonly associated with working at height • Plan a safe approach to performing work at height • Use stepladders and leaning ladders safely

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Course	Description
COSHH Essentials	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: • Explain what COSHH is and why it's important in the workplace • Identify and interpret the hazard symbols used in COSHH • Recognise hazardous substances you might encounter at work and understand their risks to your health • Use control measures and safe handling to minimise your exposure to hazardous substances
Infection Control Essentials	This course covers the fundamentals of how to slow the spread of those harmful microbes which can make us unwell. T 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!
Unconscious Bias Essentials	Have you ever jumped to the wrong conclusion or misjudged someone you just met? 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. 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. 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.

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Local (parish and town) council courses	
Course	**Description**
Introduction to local councils	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: • Understand the role of the local councillor • Identify the council's purpose • Appreciate how decision are made • Identify the principles of public life • Recognise the council's legal context • Understand how the council manages its money
Introduction to planning for local councils	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: • What is planning? • Role of the Parish Council • What is controlled by planning • Types of planning applications • Material & non-material considerations • The parish council recommendation • Planning conditions • Developer contributions
Understanding precepts	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: • What a precept is and how a Parish Council receives it • What a Parish Council needs to do in preparation for setting it • How a Parish Council can justify the money it seeks • Who should be consulted

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

Courses delivered directly by LALC or partners

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<td>Course</td>
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<tr>
<td>First Aid essentials</td>
<td colspan="2">This course covers first aid provisions in low-risk workplaces. It provides top-line guidance on how employees can deal with some common accident and medical emergency scenarios.

By the end of this course, you should be able to:

Identify first aid support measures available in your workplace
Call for an ambulance and be prepared for the questions they'll ask
Recognise common medical emergencies and injuries that could occur in a low-risk workplace
Apply basic first aid principles if someone becomes suddenly ill or injured at work
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<td>Mental Health essentials</td>
<td colspan="2">This course aims to provide you with everyday tools to help you manage your mental well-being and become a more supportive and compassionate colleague.

By the end of this course, you should be able to:

Use the mental health continuum to assess your wellbeing and communicate how you're feeling
Use the five steps to wellbeing and circle of influence to help improve your wellbeing
Spot some of the signs of poor mental health in others
Take steps to create a more supportive workplace environment
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<td>Neurodiversity at work essentials</td>
<td colspan="2">This course explores how we can create a more neuro-inclusive culture at work. It highlights the benefits of neurodiverse teams, and highlights workplace challenges and reasonable adjustments that can be made to support neurodiverse employees.

By the end of this course, you should be able to:

Explain what is meant by the term neurodiverse
Recognise the benefits of neurodiversity at work
Identify how a typical work environment could significantly impact a neurodiverse employee's daily life
Support and implement small adjustments that could benefit neurodiverse employees in your workplace
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<td>Working with volunteers essentials</td>
<td colspan="2">This course covers the essentials of effective volunteer management, including key legal considerations and different approaches to working with volunteers successfully.

By the end of this course, you should be able to:

Identify the key differences between volunteers and paid staff
Describe the primary legal considerations when working with volunteers
Apply effective strategies to help support and manage your volunteers
Recognise the importance of valuing and developing your volunteers
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Local (parish and town) council courses	

Course	Description
Cyber security awareness: Basic	This course, developed by cyber security specialists Cyber Security Associates, is designed to give better insight into the day-to-day cyber challenges. Providing practical advice on safeguarding company and personal information at work and home and offering techniques for identifying potential or actual cyber-attacks. By the end of this course, you should be able to: • Understand that cyber is more than just IT • Understand the concept of the Internet of Things • Have a better understanding of how data protection laws are changing • Explain the key differences between the outside and inside cyber threats and what constitutes these types of threats • Understand the importance of passwords and their security in defending information against a cyber threat • Understand what makes up your digital footprint and how it can be used as a means of attack • Remember ways to control and manage your digital footprint • Identify ways to stay cyber safe while at work, at home and working on the move • Know what to do if any of your accounts are compromised or hacked
Cyber security awareness: Password management	This course, developed by cyber security specialists Cyber Security Associates, is designed to provide clear and concise guidance on using passwords and other protection methods to keep your information and data safe and secure. By the end of this course, you should be able to: • Understand the definition of a password and where it originated from • Be able to recognise what both common and vulnerable passwords would look like • Differentiate between a password and a passphrase • Understand how passwords can be attacked and breached • Identify that there are various other security measures in place to protect your password

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Local (parish and town) council courses	
Course	**Description**
Cyber security awareness: Phishing	This course, developed by cyber security specialists Cyber Security Associates, is designed to enhance knowledge of one of the fastest-growing cyber attack methods: phishing. Useful for anyone who works with digital devices and provides details of information security threats, attack methods, and tips and techniques on safeguarding. By the end of this course, you should be able to: • Understand the definition and different types of phishing • Explain why phishing attacks are used and how your digital footprint can be exploited for these attacks and social engineering purposes • Examine the rise of cybercrime and why phishing continues to be a key tool and technique for attacks • Understand the different types of phishing attacks and how the complexity of each one can be completely different • Know the best way to respond to phishing attacks when at work and home
Cyber security awareness: Video conferencing	This course, developed by cyber security specialists Cyber Security Associates, is designed to examine the different methods of videoconferencing and the processes and technology that can be used to protect these services. By the end of this course, you should be able to: • Appreciate the history and evolution of video conferencing • Understand the hardware and software used for video conferencing • Understand the different types of threats and attacks against video conferencing platforms • Know how to stay cyber safe when setting up and using your video conferencing platform • Understand the measures to keep your meetings secure

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Course	Description
Standards in public life Civility & Respect IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS	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 Civility & Respect IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS	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 Civility & Respect IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS	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 Civility & Respect IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS	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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Courses delivered directly by LALC or partners

eLearning - delivered by: £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: - Be aware of how habits and behaviours form - Understand the psychological habit loop - Identify and focus on what you want to change - Set yourself an action plan to make positive behavioural changes
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: - Understand the fundamental principles of personal resilience - Be more aware of the benefits of being open and receptive to change - Think positively and view challenges more optimistically - Take personal responsibility and commit to positive action
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: - Adopt a growth mindset and explore your potential - Understand how to positively embrace change as an essential evolution for personal success - Let go of unhelpful thinking and learn to manage uncertainty and complexity - Tap into your dynamic capability and be bolder
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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LALC Training Bulletin—July 2025

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www.lalc.co.uk
enquiries@lalc.co.uk

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 2025—31st March 2026

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 £13.00 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 £35 plus VAT per delegate for any morning/afternoon/evening session (including refreshments) will apply. There will be a charge of £78 plus VAT per delegate for an all-day in person event (including lunch and refreshments). An all-day remote session will be charged at £65 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.
*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
Office: 01673 866596   Mobile 1: (Katrina) 07422 963475   Mobile 2: (Andrew) 07549 019842