ASSOCIATION OF ELECTORAL ADMINISTRATORS

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TRAINING
PATHWAYS

Association of Electoral Administrators

The Association of Electoral Administrators (AEA) is delighted to announce the launch of three new training pathways for those supporting the democratic process in the UK.

We understand that running elections and electoral registration requires a range of skills and abilities broader than those simply relating to a knowledge of electoral legislation. In order to better support our members, we have developed pathways that meet the wider needs of the profession.

Each pathway offers courses in five development themes:

- **Electoral Competencies**
- **Communications**
- **Interpersonal Skills**
- **The Local Government Landscape**
- **Core Skills**

Development Pathway
for New/Inexperienced Electoral Administrators

This programme of courses is designed for those new to electoral services and local government. It aims to provide a good overview that enables delegates to understand the primary elements relating to electoral processes as well as helping them develop key skills for the workplace.

Leadership Development Pathway
for Aspiring Electoral Services Managers

We recognise the importance of providing those who become technically competent in the delivery of electoral services the opportunity to take the next step in their career. Given the turnover of Electoral Services staff, it is important that they understand and can interpret the detailed legislation that leads to key decisions being made and how to manage individuals, relationships and teams.

Leadership Development Pathway
for Aspiring Local Government Senior Managers

In the current local government landscape, we know many Electoral Services Managers are asked to take on additional responsibilities and we also understand that many have ambitions at working at a senior level. This pathway supports delegates to develop as leaders and understand the wider functions of their Council, its services and the pressures being faced in the sector.

COURSE FINDER

Development Pathway for New/Inexperienced Electoral Administrators

▮ Electoral Competencies

▮ Communications

▮ Interpersonal Skills

▮ The Local Government Landscape

▮ Core Skills

Information on prices and how to book any course is available from www.aea-elections.co.uk/training

Leadership Development Pathway for Aspiring Electoral Services Managers

Electoral Competencies

Communications

Interpersonal Skills

The Local Government Landscape

Core Skills

Information on prices and how to book any course is available from www.aea-elections.co.uk/training

Leadership Development Pathway for Aspiring Local Government Senior Managers

Electoral Competencies

Communications

Interpersonal Skills

The Local Government Landscape

Core Skills

Information on prices and how to book any course is available from www.aea-elections.co.uk/training

An Introduction to Electoral Services

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

AIMS

To provide an overview of the work of Electoral Services teams including both elections and electoral registration.

OBJECTIVES

- To enable delegates to have a broad understanding of the responsibilities of the Electoral Registration Officer, the Returning Officer and the Council.
- To examine the electoral registration process, including the annual canvass and rolling registration.
- To explore the key events in an election timetable and the work involved in running successful polls.
- To ensure delegates know key terms that apply to elections and electoral registration to help their broader understanding.

AUDIENCE

- Those who have just joined the profession and require a broad overview.
- Staff supporting the Electoral Registration Officer in electoral registration during the canvass or in the lead up to an election.
- Staff supporting the Returning Officer in various aspects of the delivery of an election.
- Senior Council staff responsible for the electoral services team.
- Those wanting to increase their understanding of the role of electoral services.

COURSE OVERVIEW

Content:

- What do electoral services do the other 364 days a year?
- What governs the work electoral services does?
- The role of the ERO and RO
- Electoral Registration – including overview, registration deadlines, registration throughout the year, the annual canvass and publishing the register
- Elections – including cycles of elections, nominations and ballot papers, polling stations and staffing, different methods of voting, postal votes, polling day, the count and post election responsibilities
- The benefits of a whole Council event approach
- Other work electoral services must complete

Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee. It will be delivered using presentational material, handouts and example documentation. Group discussion will take place to enable the sharing of knowledge, experience and ideas. A practical exercise will be undertaken to draw out and reinforce key points.

Foundation Course

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

AIMS

The Foundation Course was launched in 2004 with the twin aims of:

- providing a sound knowledge base for new entrants in both electoral registration and elections administration
- preparing members for undertaking the Certificate level of the Association's Qualification

OBJECTIVES

- To provide delegates with an understanding of the key elements of electoral administration.
- To outline the legislative background governing elections and electoral registration.
- To enable delegates to explore different working methods and good practice.
- To provide a comprehensive manual to support delegates back in their local authority.

AUDIENCE

The course is primarily aimed at new entrants to the profession and at those staff wishing to go on and undertake the Association's Qualification. The course will also be suitable for those more experienced staff who need a refresher or to get up to date with the ever-changing legal and administrative background to electoral administration.

COURSE OVERVIEW

The Foundation Course is delivered over five modules:

- **Module ER1 - Electoral Registration Officer and the Registration Process**
- **Module ER2 - Publication and Supply of the Electoral Register / Absent Voting Applications / Other Registration Issues**
- **Module EA1 - Returning Officer / Election Timetables: Nominations / Election Documents**
- **Module EA2 - Agents / Postal Voting / Polling Stations**
- **Module EA3 - Staffing arrangements / The Count / Post Count Procedure**

The five modules are based largely on the Certificate syllabus and a detailed list of the individual topics to be covered in each module is available from John Turner. If you would like a copy, please e-mail him at john.turner@aea-elections.co.uk

Each module will be delivered on a sequential basis throughout the year and will be available at four regional centres (Birmingham, Leeds, London and Reading). You can choose to attend all modules or as many as you wish and at different centres if that is more convenient to you. Although you can start the programme at any module, it is suggested that you should start at either module ER1 or EA1 (i.e. in January, May or June).

The course will be delivered by AEA accredited tutors using standard course notes which will be made available to all those attending as part of the handouts of the course. These notes form the complete Foundation Course manual, a printed version of which will be supplied to all those who attend all five modules of the course. In addition, such persons will receive a Certificate of Attendance to demonstrate that they have attended all five modules. Completing all five modules of the Foundation Course is one of two ways to gain entry onto the AEA Certificate programme as the next level of the AEA Qualification.

Maintaining the Register

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

AIMS

To outline the steps EROs are required to take to ensure they maintain a complete and accurate register, to include the legislative framework and areas of good practice.

OBJECTIVES

- To examine options for maximising registration, including through the use of local data.
- To examine options for ensuring that only those who are eligible are registered.
- To highlight specific considerations at election and canvass time.
- To learn from each other's experience.

AUDIENCE

This course is designed for anyone involved in maintaining the electoral register who wants a comprehensive understanding of the requirements in relation to maintaining the register or to consider possible improvements to their own processes.

COURSE OVERVIEW

This course will focus on approaches and processes for effectively maintaining the register throughout the year, including during the canvass and in the run-up to an election. Key topics include: The use of local data; ways of reaching under-registered or difficult-to-reach groups; the effective use of canvassers; reviews of registration and deletions; particular considerations at election time. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

One-Day Elections

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

AIMS

To focus on the key points to be considered to ensure the efficient and effective organisation of one-day elections.

OBJECTIVES

- To define the legal requirements that govern election administration and the duties of the Returning Officer.
- To outline the framework governing both by-elections and scheduled polls, including timetables, nominations, poll cards and absent votes.
- To consider other aspects of an election such as polling day organisation, the count and post-election procedures.
- To explore good practice relating to all aspects of election management.

AUDIENCE

This course is designed for experienced administrators who want to refresh their knowledge and exchange good practice and inexperienced staff, including managers, who would benefit from a good overview of election organisation.

COURSE OVERVIEW

All main election procedures will be covered in addition to any new or topical arrangements. The course provides guidance across all election elements allowing new staff an overview and provides a refresher for experienced staff to identify efficient and effective organisation and exchange good practice examples. The course will be delivered using a mixture of presentational material, practical exercises and reference to example documentation and official guidance. Group discussion will also take place during the day to enable the exchange of knowledge, experience and ideas. Attendees will be provided with a pack on arrival at the course, containing course notes, guidance documents and example materials. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Absent Voting

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

AIMS

To outline the steps EROs and ROs are required to take to ensure the smooth running of their absent voting process including the legislative framework and areas of good practice.   This course will cover all types of absent voting and will consider the year-round process, as well as election specific tasks.

OBJECTIVES

- To clearly define the legal requirements governing the absent voting process and the duties of the Electoral Registration Officer and the Returning Officer.
- To examine the requirements of all types of absent voting applications, including postal, proxy, proxy postal and emergency proxies.
- To consider the process required in the issue of postal votes at election time and to identify good practice. This will also include the re-issue of lost and spoilt ballot papers.
- To consider the opening of postal votes at election time and identify good practice.

AUDIENCE

This course is designed for anyone involved with administering absent votes including processing applications as well as the issue and opening of postal votes.

COURSE OVERVIEW

Key topics include – Absent vote applications, Election time proxy voting, the issue of postal votes, cancelled, lost and spoilt postal votes, the opening of postal votes and post-election requirements. The course will be delivered using a mixture of presentational material and practical exercises and with reference to example documentation and official guidance. Group discussion will also take place during the day to facilitate the exchange of knowledge, experience and ideas. Course notes will be provided. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

The Verification and Count

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

AIMS

This one-day course provides attendees with an understanding of the legal requirements governing the verification and count and provides examples of good practice to help them run it effectively.

OBJECTIVES

- To ensure attendees understand the scale and complexity attached to managing the verification and count.
- To create awareness of key planning and risk management considerations.
- To provide attendees with a detailed understanding of individual verification and count processes, as well as different counting methods.
- To provide good practice tips and promote exchanges of ideas by giving attendees an opportunity to share what has (or hasn't) worked for them in the past.

AUDIENCE

This course is for anyone wanting a detailed understanding of election counts, including electoral services managers, as well as people who may have been given responsibility for specific aspects of the verification and count.

COURSE OVERVIEW

This course will focus on first-past-the-post elections with single or multi-member vacancies. It does not cover the count at elections run under a different voting system, such as the supplementary vote, which is used at mayoral and PCC elections. The course will be delivered using a mixture of presentational material and practical exercises and with reference to example documentation and official guidance. Group discussion will also take place during the day to facilitate the exchange of knowledge, experience and ideas. Course notes will be provided. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Certificate in Electoral Administration

This course is aimed at:

- **Aspiring Electoral Services Managers**

AIMS

To provide an understanding and appreciation of the processes involved in electoral registration and the conduct of elections.

OBJECTIVE

To enable candidates to demonstrate their electoral knowledge and achieve a qualification in the administration of elections and electoral registration.

AUDIENCE

Candidates will be required to demonstrate clear understanding of the legal and administrative frameworks governing the registration of electors and the conduct of elections and an ability to translate that knowledge into the workplace in terms of undertaking the necessary administrative processes for the proper conduct of electoral registration and elections.

Candidates must be members of AEA at the time of registration and at all times throughout the qualification process. A candidate may not apply to register for the Diploma unless they hold the Certificate. A candidate applying to register for the Certificate must either:

- be able to demonstrate three year's relevant experience in both modules of the Certificate: or
- have attended all modules of the Foundation course

COURSE OVERVIEW

The Certificate is comprised of four assignments and two examinations. It is home study, but there is an induction course and examination techniques course which are provided free of charge.

ASSIGNMENTS

A programme of four work-based assignments will be issued to the candidate following the annual registration date. All four must be passed. Any assignments which are deemed to be failures may be resubmitted once and must be resubmitted within two months of the notification of failure.

ASSESSMENT DAYS (England and Wales)

Assessment days will be held at two regional centres on the same day in both January and July in each year for each registration cohort. The candidate may choose which assessment day (summer or winter) and which centre to attend.

The assessments will comprise of:

- a written examination of 2 hours consisting of five questions from module C1 of which three must be answered.
- a written examination of 2 hours consisting of five questions from module C2 of which three must be answered.

Employment and Information Governance — Essentials

This course is aimed at:

- **Aspiring Electoral Services Managers**

AIMS

To provide straightforward explanations of the rules relating to some of the essential areas of employment and information governance that affects the work of the electoral services team.

OBJECTIVES

- Understanding the responsibilities and duties of Returning Officers and Electoral Registration Officers when employing staff, including RTI (HMRC) and pension auto-enrolment.
- Understanding of the responsibility and duties relating to information governance, including data protection and changes to subject access request rules.
- Awareness of the relevant legislation and guidance relating to these two vital areas of responsibility.

AUDIENCE

Electoral administrators and other local authority managerial staff who may have the task of employing staff and deal with the handling of electoral data and information.

COURSE OVERVIEW

A one day course that concentrates on the duties and responsibilities when employing staff and handling electoral data and information. The course will consider the impact these duties have on the electoral services team and good practice solutions. The course will be delivered using a mixture of presentational material, practical exercises and reference to documentation and official guidance. Group discussion will also take place during the day to enable the exchange of knowledge, experience and ideas. Attendees will be provided with a comprehensive work pack upon arrival at the course, containing course notes, guidance documents and example materials.

Parish Matters

This course is aimed at:

- **Aspiring Electoral Services Managers**

AIMS

To provide a comprehensive, practical guide to all parish matters.

OBJECTIVES

- Appreciate the difference between parish elections, parish polls and other elections.
- Understand how to deal with casual vacancies, co-options and inquorate parish councils.
- Understand the procedures and key stages involved in a Community Governance Review.

AUDIENCE

Staff working within principal councils whose duties include dealing with parish matters. This will include those who deal with parish council elections, vacancies, reviews, councillors' qualifications and the briefing or advising of parish clerks.

COURSE OVERVIEW

This one-day course will be wide ranging, covering topics such as parish electoral arrangements, parish reviews, councillors' qualifications, the differences between parish council and other elections, parish council casual vacancies, parish meetings and parish polls. Although many aspects of parish elections will be touched on, this course is not intended to cover the delivery of elections in great detail, as this is covered on other AEA courses. The course will be delivered using presentational material, handouts and example documentation to provide delegates with legislative and practical advice and guidance. All attendees will receive their own invaluable (updated) reference manual for future use. Group discussion will also take place during the day to enable the exchange of knowledge, experience and ideas. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Community Governance Reviews

This course is aimed at:

- **Aspiring Electoral Services Managers**

AIMS

To explain the legislative requirements and procedures involved in conducting a community governance review (CGR) in England.

OBJECTIVES

- To explain the options available when reviewing parish areas and electoral arrangements.
- To consider the review process, timetable and terms of reference and the corporate and electoral services challenges they present.
- To discuss the timing and methods of appropriate consultation.

AUDIENCE

Electoral administrators and other local authority managerial staff who may have the task of organising and managing a CGR to completion.

COURSE OVERVIEW

This one-day course will set out the legislative background and official guidance regarding the requirement and powers to undertake reviews. All the necessary stages of the process will be considered, including: preparation; commencement; consultations; representations: publishing recommendations; electoral arrangements; consequential matters; and making Reorganisation of Community Governance Orders. The course will be delivered using a mixture of presentational material and practical exercises, and with reference to example documentation and official guidance. Group discussion will also take place during the day to facilitate the exchange of knowledge, experience and ideas. Attendees will be provided with a pack on arrival at the course, containing course notes, guidance documents and example materials. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Referendums

This course is aimed at:

- **Aspiring Electoral Services Managers**

AIMS

To provide an overview of the processes involved with conducting local referendums, concentrating on Neighbourhood Planning Referendums and highlighting the difference with Council Tax and other local referendums.

OBJECTIVES

- To present the key stages of local referendums and the duties of the Counting Officer.
- To establish the differences between elections and referendums.
- To consider the resource implications of referendums on electoral services.
- To facilitate an exchange of knowledge, experience and ideas through group work and discussion.

AUDIENCE

Electoral Administrators and other local authority staff who may have the task of organising and seeing through a Neighbourhood Planning or Council Tax Referendum.

COURSE OVERVIEW

This one-day course aims to cover the processes of Neighbourhood Planning (NPR), Council Tax and other local referendums to ensure attendees are aware of the legislative requirements and practical challenges. Please note: this course does not cover Business Improvements Districts (BIDs). The course will be delivered using a mixture of presentational material, practical exercises and reference to example documentation and official guidance. Group discussion will also take place during the day to enable the exchange of knowledge, experience and ideas. Attendees will be provided with a pack on arrival at the course, containing course notes, guidance documents and example materials. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Four Day Course in Electoral Administration

This course is aimed at:

- **Aspiring Electoral Services Managers**

AIMS

To provide delegates with a comprehensive understanding of electoral administration including electoral registration and election management, to include the legislative framework and areas of good practice.

OBJECTIVES

- To define the legal requirements that govern electoral administration and the duties of the Returning Officer and Electoral Registration Officer.
- To outline the framework governing elections and electoral registration.
- To consider the annual canvass and year-round registrations as well as the inspection and supply of electoral registers and absent vote applications.
- To consider nominations, poll cards, postal votes, polling day organisation, the count and post-election procedures.
- To explore good practice relating to all aspects of electoral administration.

AUDIENCE

This course is designed for those who have a good knowledge of electoral administration, but are looking for a more comprehensive understanding behind processes and want to identify ways of improving service delivery. It is recommended as a revision tool for those undertaking the Certificate in Electoral Administration.

COURSE OVERVIEW

This course follows a comprehensive manual which guides delegates through all key aspects of electoral administration.   Using practical exercises to facilitate learning, this residential course engages attendees in exchanging knowledge, experience and ideas. The course starts at 11.30am on day one, finishing at 3pm on day four. The remaining days run from 9am to 5pm. During the course all accommodation and meals are included. The course will be delivered using a mixture of presentational material and practical exercises, and with reference to example documentation and official guidance. Group discussion will also take place during the course to facilitate the exchange of knowledge, experience and ideas. Attendees will be provided with a pack on arrival at the course, containing course notes, guidance documents and example materials as well a comprehensive manual.

Diploma in Electoral Administration

This course is aimed at:

- **Aspiring Local Government Senior Managers**

AIMS

To enable candidates to demonstrate their wider knowledge of electoral administration, as well as wider issues relating to the local government landscape including management and finance.

OBJECTIVE

To enable candidates to demonstrate their electoral knowledge and understanding of their wider working environment and achieve a qualification in the administration of elections and electoral registration.

AUDIENCE

A candidate may not apply to register for the Diploma unless they hold the Certificate. All candidates at Diploma level will be assumed to have a detailed working knowledge of all matters contained within the two Certificate modules.

Candidates are expected to demonstrate an ability to translate knowledge into practice in all fields of management covered in the syllabus and to be able to demonstrate a sound knowledge of financial matters relating to the work of a senior electoral administrator.

COURSE OVERVIEW

The Diploma syllabus consists of three modules:

- **D1 – Electoral Law**
- **D2 – Public Administration, Electoral Arrangements and Electoral Systems**
- **D3 – Management and Finance**

D1 — Electoral Law

The aim of D1 is to provide an understanding and working knowledge of the law relating to the registration of electors, the conduct of elections and the establishment and review of electoral boundaries. Candidates are expected to demonstrate a thorough knowledge of the main principles of British electoral law and an ability to use that knowledge to provide sound working practices at a senior level and to offer advice to all those having an interest in such matters.

D2 — Public Administration, Electoral Arrangements and Electoral Systems

The aim of D2 is to provide an appreciation and understanding of:

- the major procedures and practices of local government and its relationship to the national political and administrative process;
- general and special electoral arrangements including matters relating to boundaries; and
- other electoral systems in common use in other democracies.

Candidates are expected to demonstrate a sound background knowledge of British local government and constitutional matters, a clear working understanding of matters relating to boundaries and other quasi-electoral arrangements and be able to comment authoritatively on a variety of other electoral systems specified in the syllabus.

D3 — Management and Finance

The aim of D3 is to provide an appreciation and understanding of:

- the major principles employed in the effective management of organisations;
- how information systems can be used to achieve effective and efficient operation of the office environment; and
- specific financial and related considerations in the registration of electors and the conduct of elections.

Candidates are expected to demonstrate an ability to translate knowledge into practice in all fields of management covered in the syllabus and to be able to demonstrate a sound knowledge of financial matters relating to the work of a senior electoral administrator.

Management Module - Electoral Law

This course is aimed at:

- **Aspiring Local Government Senior Managers**

AIMS

To outline and reinforce the knowledge required by electoral services managers to deal with these three important topics at an advanced level.

KEY AREAS OF FOCUS

- Electoral Law
- Role of the Electoral Administrator
- Structure of the Law
- Judicial Structure
- Human Rights
- Other agencies involved with electoral administration
- Advice
- Election Petitions
- Electoral Registration

AUDIENCE

Those currently in a managerial post or aiming to develop their career in that direction. Ideal for Diploma candidates preparing for their exams.

COURSE OVERVIEW

The course will be delivered using presentational material, reference to the detailed course notes and group discussions. Numbers will be limited to small groups to ensure attendees' areas of interest are fully covered. Attendees will be provided with course notes on arrival at the course. It will be delivered using presentational material, handouts and example documentation. Group discussion will take place to enable the sharing of knowledge, experience and ideas. A practical exercise will be undertaken to draw out and reinforce key points. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Management Module
- Management and Finance

This course is aimed at:

- **Aspiring Local Government Senior Managers**

AIMS

To outline and reinforce the knowledge required by electoral services managers to deal with these three important topics at an advanced level.

KEY AREAS OF FOCUS

- Management of People
- Management of Information
- Management of Quality
- Management of Projects
- Electoral Finance

AUDIENCE

Those currently in a managerial post or aiming to develop their career in that direction. Ideal for Diploma candidates preparing for their exams.

COURSE OVERVIEW

The course will be delivered using presentational material, reference to the detailed course notes and group discussions. Numbers will be limited to small groups to ensure attendees' areas of interest are fully covered. Attendees will be provided with course notes on arrival at the course. It will be delivered using presentational material, handouts and example documentation. Group discussion will take place to enable the sharing of knowledge, experience and ideas. A practical exercise will be undertaken to draw out and reinforce key points. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Management Module - Electoral Arrangements

This course is aimed at:

- **Aspiring Local Government Senior Managers**

AIMS

To outline and reinforce the knowledge required by electoral services managers to deal with these three important topics at an advanced level.

KEY AREAS OF FOCUS

- Boundaries
- Polling District Reviews
- Parishes/Communities
- Combined Polls
- Parish Polls
- Referendums
- BIDS
- Voting Systems

AUDIENCE

Those currently in a managerial post or aiming to develop their career in that direction. Ideal for Diploma candidates preparing for their exams.

COURSE OVERVIEW

The course will be delivered using presentational material, reference to the detailed course notes and group discussions. Numbers will be limited to small groups to ensure attendees' areas of interest are fully covered. Attendees will be provided with course notes on arrival at the course. It will be delivered using presentational material, handouts and example documentation. Group discussion will take place to enable the sharing of knowledge, experience and ideas. A practical exercise will be undertaken to draw out and reinforce key points. Each course runs from 10am until 4pm with breaks for lunch as well as tea and coffee.

Key Considerations for Returning Officers and their Deputies

This course is aimed at:

- **Aspiring Local Government Senior Managers**

AIMS

The aim of this course is to prepare Returning Officers and Deputy Returning Officers for the responsibilities attached to their roles.

OBJECTIVES

- To ensure Returning Officers and their deputies understand the scale and complexities of an election and personal nature of their legal responsibilities.
- To create awareness of key planning considerations and high-risk areas at elections, drawing on lessons from examples where things have gone wrong.
- To equip delegates with an understanding of key election processes, such as candidate nominations, postal vote openings and how to adjudicate ballot papers not marked in accordance with the instructions.
- To encourage discussion about how to quality-assure the whole election process, including project and risk management.

AUDIENCE

Newly appointed Returning Officers and Deputy Returning Officers, those with limited experience or those interested in knowing more about the duties and responsibilities of being a Returning Officer.

COURSE OVERVIEW

It covers key election processes: from an outline of the candidate nominations process to exercises on the production of ballot papers, the verification of signatures and dates of birth on returned postal voting statements and the adjudication of doubtful ballot papers. This is a full-day course, running from 10am to 4pm. The course will be delivered using a mixture of presentational material and practical exercises. Group discussion will also take place during the day to facilitate the exchange of knowledge, experience and ideas. Course notes will be provided.

Communicating with Emotional Intelligence

This course is aimed at:

- **New/Inexperienced Electoral Administrators**
- **Aspiring Electoral Services Managers**
- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

This course will enable delegates to understand what Emotional Intelligence is and how we can use it to understand ourselves and interpret others. It will provide delegates with the skills to be more self-aware and choose to manage their reactions. It also gives them the skills to assess others' emotions more effectively and deal with them successfully for enhanced performance.

Emotional Intelligence is now believed to be the greatest differentiator between being a good manager or leader and being a great one. Additionally, Emotional Intelligence is essential for all the relationships we have – whether with colleagues, friends, family or partners.

The course is highly interactive – with exercises and assessments to understand ourselves more thoroughly as well as time to put learning points into practice in a safe and supportive environment.

COURSE OUTCOMES

By the end of this course you will be able to:

- Fully understand what Emotional Intelligence (EQ) is
- Understand better how we can use it to understand ourselves and interpret others

Building Resilience, Handling Pressure and Managing Change

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

COURSE OUTLINE

By the end of this workshop, all delegates will identify how and why stress manifests itself. The session will also help delegates identify tools and techniques that helps build personal resilience and also understand why we struggle to accept change in our lives. The session will also talk about comfort zones, the importance of them and how to get the best out of yourself without burning out.

We are all challenged to keep our performance levels up and to find ways to embrace new ways of thinking and working. By understanding how to effectively manage our emotional state and remain positive we are able to build our personal resilience and improve our positivity at work and our performance.

COURSE OUTCOMES

By the end of this course you will be able to:

- Understand what stress is and why personal resilience is important
- Manage and increase your energy levels
- Use tools to help manage your emotional state, stay positive and deal with uncertainty
- Recognise your own optimum pressure level
- Create an action plan to identify how you can make a positive difference in the future
- Understand why change takes place and the tools required to manage yourself through a change programme

Assertiveness and Conflict Management

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

COURSE OUTLINE

This interactive, practical and informative course will help delegates develop their assertiveness skills for all aspects of their work and personal life. It will enable them to understand and use the tools of assertiveness and help them to develop self-confidence, self-esteem and communication skills leading to more assertive and effective performance. This workshop will also allow delegates to identify what conflict is and understand why it shouldn't be seen as a barrier. Using the Thomas Kilman technique, we'll enable delegates to understand how they can manage conflict and resolve issues around them.

COURSE OUTCOMES

By the end of this course you will be able to:

- Understand principles of assertiveness
- Understand own and others' behaviour
- Understand assertive communication techniques
- Understand the art of saying 'no'
- Understand what conflict is
- Understand the difference between healthy disagreement and conflict
- Understand the causes of conflict in the workplace and the effects of conflict on the individual and the team
- Identify the levels and stages of conflict
- Learn about the Thomas Kilman strategy for handling conflict

Advanced Building Resilience, Handling Pressure and Managing Change

This course is aimed at:

- **Aspiring Electoral Services Managers**
- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

By the end of this workshop, all delegates will identify how and why stress manifests itself. The session will also help delegates identify tools and techniques that helps to build personal resilience and also understand why we struggle to accept change in our lives. The session will also talk about comfort zones, the importance of them and how to get the best out of yourself and others without burning out. As an advanced session, the workshop will also help delegates to understand how they can support and mentor others with regard to resilience, handling pressure and managing change.

COURSE OUTCOMES

By the end of this course you will be able to:

- Understand what stress is and why personal resilience is important
- Be able to support your team on matters of stress and personal resilience
- Manage and increase your energy levels and understand how to help others do the same
- Use tools to help manage your emotional state, stay positive and deal with uncertainty
- Recognise pressure levels and understand how to find the optimum pressure levels of others
- Create an action plan to identify how you can help others make a positive difference in the future
- Understand why change takes place and the tools required to manage yourself and others through a change programme

Working in a Political Environment

This course is aimed at:

- **New/Inexperienced Electoral Administrators**

COURSE OUTLINE

Our highly interactive political awareness session is ideal for those new to working in a political environment or for those who may be about to have more direct involvement with elected members. It includes break-outs, interviews, debates and a true insight into the world of councillors.

As well as being delivered by an experienced local government senior manager, the session will also involve a real life politician – a former leader and current LGA Peer who gives the group an incredible insight into the world of the local councillor.

COURSE OUTCOMES

By the end of this course you will be able to:

- Understand the Councillor's perspective
- Understand Council governance
- Build effective working relationships with Members
- Understand why things can go wrong

Political Awareness

This course is aimed at:

- **Aspiring Electoral Services Managers**
- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

Working well with politicians is a major component of a successful senior management role in local government. This session will help delegates to understand the deadly sins and heavenly solutions of working with politicians, and give you the opportunity to explore life on the other side.

As well as being delivered by an experienced local government senior manager, the session will also involve a real life politician – a former leader and current LGA Peer who gives the group an incredible insight into the world of the local councillor and gives them the answers to some of the questions they may never have been brave enough to ask a councillor!

COURSE OUTCOMES

By the end of this course you will be able to:

- Understand how to build effective working relationships with Members
- Understand how to put things right when they go wrong

Local Government Finance (half day)

This course is aimed at:

- **Aspiring Electoral Services Managers**
- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

This course will provide delegates with a solid understanding of local government finance. It is designed for delegates who are in a role that requires them to have an understanding of the fundamental concepts and approaches to local government finance. Delegates will benefit through an improved understanding of the local authority accounting framework and increased confidence in the accounts production and closedown process.

COURSE OUTCOMES

By the end of this course you will be able to:

- Understand Local Authority Accounting Code of Practice
- Understand accounting concepts and principles
- Understand the accounts closedown process

Project, Risk and Time Management

This course is aimed at:

- **New/Inexperienced Electoral Administrators**
- **Aspiring Electoral Services Managers**

COURSE OUTLINE

This course is focused on exploring the fundamental principles of successful project management and incorporates a number of easy to apply, effective tools and techniques that, when applied in the workplace, will allow the attendees to become more confident and competent in supporting and managing a project. A number of easy to use checklists are also included.

COURSE OUTCOMES

By the end of this course you will be able to:

- Have all the essential skills, tools, and techniques you need to support project and risk management roles
- Discover practical techniques that can be applied directly to your own workplace
- Gain time management tools

Train the Trainer

This course is aimed at:

- **Aspiring Electoral Services Managers**
- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

On this workshop you will learn the essential skills and techniques required to work as an inspirational trainer. Whether you're training staff within your organisation or residents, volunteers or councillors, this workshop will cover the essential skill areas, using a highly interactive and practical approach.

COURSE OUTCOMES

By the end of this course you will be able to:

- Meet people's learning needs and expectations
- Make learning and development engaging and memorable
- Handle questions and interruptions
- Understand group dynamics
- Recognise learning styles
- Design training / lesson plans

Procurement and Contract Management (half day)

This course is aimed at:

- **Aspiring Electoral Services Managers**
- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

This course will provide you with a good understanding of the best practice principles used in purchasing and procurement and contract management. You will learn about developing and agreeing specifications for goods or services, engaging stakeholders as you do so. You will explore a variety of tools used in supplier selection and develop an understanding of the basics of negotiations. You will look at how suppliers are managed and reviewed to ensure high performance and continuous improvement.

COURSE OUTCOMES

By the end of this course you will be able to:

- Explain the elements of best practice purchasing, procurement and contract management– what good practice looks like
- Develop specifications for goods or services with stakeholders, with increased confidence and accuracy
- Identify quality standards and performance criteria at an early stage
- Manage terms and conditions effectively as part of a purchasing negotiation
- Use simple and effective processes and measures to get the best out of your chosen suppliers

Project and Risk Management

This course is aimed at:

- **Aspiring Local Government Senior Managers**

COURSE OUTLINE

This intermediate level knowledge session is designed for all practising and potential project managers who require in-depth knowledge and understanding of the fundamental principles, tools and techniques for successful project management. The session will also provide managers with a solid understanding of risk management and how to manage it.

COURSE OUTCOMES

By the end of this course you will be able to:

- Define and scope a project and understand the context for projects in the Portfolio, Programme and Project environments.
- Explain the principles of project management
- Describe project management methods.
- Describe project management tools and techniques used to manage the project
- Understand and explain the necessary people skills appropriate for effective project management

NOTES

ASSOCIATION OF ELECTORAL ADMINISTRATORS

AEA

Est. 1987