

Terms and conditions for Professional Development 2011/2012 Programme

Booking and payment

These courses are open to anyone and the content is relevant to all sectors unless stated otherwise in course publicity.

Before booking, make sure you have permission from your manager or supervisor.

Please book early, as there are limited places and they are allocated on a first come, first served basis. We operate a reserve list for courses that are full, and you will be offered a place by phone should one become available. This will be confirmed in writing if time permits.

We are now able to take bookings via our website, which we are encouraging people to do in order to cut down on our manual invoice processing. You can now book and pay directly via Eventbrite, who charge an admin fee of 2.5% + 0.65p per ticket and an additional 3.5% credit card fee. If you are unable to book online we can issue an invoice for which there is a £4 admin fee. The fee can then be paid by cheque made payable to 'Working Together Project' and sent tot:

Working Together Project
Brighton Junction
1A Isetta Square
35 New England Street
Brighton
BN1 4GQ

Or by BACS to CAF Bank: account name: Working Together Project; sort code: 40-52-40; account number: 000017077.

Payment must be made in full no later than **14** days prior to the start of the course. We reserve the right to reallocate the course place to another delegate if fees are not paid in time.

Bookings are by website booking form, telephone and email. Please give full names, organisation name, email or postal address, phone number, and the name and date(s) of the course(s) you and others would like to attend, and any other requirements. We will then send confirmation.

Bursary places are available on all professional development courses for voluntary and community sector organisations with an annual income under £35,000. This is subject to a minimum of 8 places being taken up by organisations paying the standard rate. We will endeavour to notify you of the status of your bursary place a minimum of **7** days' before the course start date, at which point you will be requested to provide a £50 deposit which will be refunded upon completion of the course.

We reserve the right to refuse a place.

Cancellation charges

If you need to cancel, you need to give a minimum of **14** days' notice before the course date to: bookings@workingtogetherproject.org.uk or call 01273 810248 so that your place can be offered to a reserve. A refund will not be given after this time.

If you do cancel your place 14 days or more before the course date, you must get a cancellation reference number from us. If you do not have a cancellation reference number we will not refund your fee.

If a course is postponed or cancelled for any reason, a full refund will be given.

When cancelling a bursary place, you must give a minimum of **7** days notice prior to the start of the course; otherwise you will be charged a £50 cancellation fee. If you do not attend the course your £50 deposit will not be refunded.

If you are absent due to illness you will need to send us a copy of a medical certificate for a refund to be arranged.

Courses and access

The training events start promptly at the advertised time. Tea and coffee is available 15 minutes before the advertised start time, and during morning and afternoon breaks. There is no lunch provided on professional development training.

The venues are accessible to people with disabilities, and have accessible toilets.

We are very happy to arrange for handouts in large print, on coloured paper or to be sent by email where available, or access to a hearing loop. If you have any other learning requirements, please do let us know.

We try to avoid running courses during local school holidays and the main religious festivals where possible. However, if you find that a course on our programme clashes with anything that is important to you, please do let us know so that we can avoid this in future.

Data Protection

Working Together Project (WTP) will keep information collected upon booking and attendance on your course strictly confidential and secure. We will not share the information you provide in the registration and feedback sections with any other individual or organisation, other than our partners and funders for the purpose of:

- administering the courses efficiently;
- monitoring course uptake.

Registration forms, contact lists and certificates

Please sign in on arrival to ensure that you receive your attendance certificate.

You will also be given the opportunity to complete and return an evaluation form. This is so that we can find out what was good and what could be improved about the sessions. We also want to hear from you on the evaluation forms, by letter, by phone or by email, if there are other training courses that you would like us to run.

If you attend the whole of a course you will receive a Quality Mark attendance certificate produced by the Open College Network South East Region. There is a charge for replacement certificates.

Feedback

WTP wants to learn from people using our services as to where we can make improvements and what we are doing well. We therefore welcome complaints, compliments and comments from participants. We continuously evaluates and develops its services based on all feedback received. If you have a problem with any of our services, please contact us as soon as possible so that we can deal with it as best we can.

We can resolve most complaints informally. However if you don't feel able to discuss your concern with staff or feel that your complaint is unresolved, you can ask to meet with the Chair of WTP's Trustees Personnel Sub Group, c/o WTP's address below. They will listen to your complaint and try to help you sort out the problem with WTP. Please ask if you would like to see our full complaints procedure, or go to the Business Docs section of the website.

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bookings@workingtogetherproject.org.uk
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