

## **BOOKING : - Please use the attached booking form**

Your booking request will be acknowledged straight away, and you will be informed if your booking has been successful, unsuccessful or if you are on a reserve list. If you do not receive an acknowledgement, a booking form has not been received.

Please note that priority is given to Warwickshire County Council staff.

## **VENUE**

We hold our courses at Hatters Space, Abbey Street, Nuneaton, CV11 5DH, telephone 024 76384491 with good rail, bus and road links. It is fully accessible, with a toilet for the disabled and free parking at the front. A map showing how to find the venue and local food vendors will be sent with training course details three weeks prior to the event.

## **TIMES**

Registration begins at 9.45 am.  
Courses run from 10.00 am and finish at 4.00pm (unless stated).

## **CANCELLATION**

Please notify us as soon as possible if you have to cancel as we often have a reserve list. If you cancel within 14 days of the date of the course, there will be no refund. If you cancel more than the 14 days time limit, a credit note will be issued. Alternatively you may nominate a replacement. If WWRAS has to cancel a course, refunds or credit notes will be sent.

## **ADDITIONAL NEEDS**

We will endeavour to meet any special requirements. Please give sufficient notice to, for example, produce large print or Braille versions of our training packs.

## **MISCELLANEOUS**

- \* Training packs are provided. All tutors are experienced Welfare Rights Practitioners.
- \* Refreshments, hot and soft drinks and biscuits are provided, but not lunch. There is a fridge in the room to put your own food/drinks in.

## **COURSE LEVEL**

**B** (Basic)                      **S** (Standard)                      **ADV** (Advanced)

## **EXAMPLES OF COURSE LEVELS**

- ◆ **Surya** is a newly qualified Social Worker specialising in older people. She chooses Module B1: Pension Plus, attends Module C1: Top-Ups for over 60s [which covers Pension Credit and Housing Benefit] and then Module A: Care & Mobility Benefits.
- ◆ **Ross** is totally new to benefits so he attends The Benefit System and How It Works followed by Disabled, Carers and Benefits – both “Basic” Courses.
- ◆ **John** has worked with mental health issues for a while and goes on Benefits & Mental Health, then DLA Filling in the Form, a “Standard” Course.
- ◆ **Ruthie** works with children and families so she books on “Grants & Loans: Families” and the new “Children and Family Benefits”

# BOOKING FORM

*You may want to photocopy this page to retain the course details.*

Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

Organisation: \_\_\_\_\_ Team (if SS): \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel No: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Which tariff band are you? (see p 6)    A     B1     B2     C

PARTICIPANTS <i>(Block capitals please)</i>	COURSE CODE	DATE OF COURSE
1.		
2.		
3.		
4.		
5.		
6.		
7.		

● Do any of the above have any special requirements? Please indicate below.

● *Is payment attached?*    Yes     No

● Tick this box to show that this booking has been agreed by your Manager   
[if relevant]

## WHAT DO I DO NOW? - return to WWRAS – see booking p6

**Data Protection Act 1998:**

The information you have supplied on this form will not be shared with other organisations and will only be used to contact you about further training. At no time will your personal information be passed to organisations for marketing or sales purpose.

**For booking office use only**

Bkg No:		Ack Sent:		Inv No:		Paid:		DB:		Pay attach:	
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