

Change through People

2012 Training programme and service guide

Managing teams

People skills

Training & presentation

Drugs & alcohol

Coaching & consultancy

Change through people

Bring out the best in your organisation

Our services

The Training Exchange

Training Consultancy Coaching Supervision

Improving outcomes for services and service users by building a confident and responsive workforce.

Independent

A specialist company with associate trainers and consultants who are all experts in their fields.

Effective

Participants leave with fresh knowledge, understanding and skills ready to apply to their work.

Accountable

Our work is grounded in current evidence, policy and good practice.

Accessible

We are committed to removing barriers to learning.

Reliable

A well established service with over 14 years experience and a track record of providing consistently high quality learning & development opportunities.

Training to inspire and motivate

Use our expertise in organising, designing and delivering training and development activities to maximise your investment.

Open course programme

Courses in Bristol - January to December 2012

Enjoy the benefits of learning in multi-agency groups with people from a range of backgrounds including: housing, health & social care, criminal justice, education, youth & community.

Managing teams – pages 2 and 3

People skills – pages 4, 5 and 6

Training & presentation – page 7

Drugs & alcohol – pages 8 to 12

Courses in Plymouth – see listings pages 5, 10 and 11 for details

Delivered in partnership with Harbour Drug & Alcohol Services.

Drug & alcohol awareness

Available in-house or on an area-wide basis; constantly updated to reflect changing times, trends and treatment approaches (see page 13).

Alcohol – Identification & Brief Advice

For your organisation or your region; a practical course using evidence based tools to promote safe, effective responses to alcohol use (see page 14).

Training & development packages

Take individuals and teams from where they are to where they want to be with our in-house courses and larger scale commissioned programmes. Embed learning into practice with coaching and group supervision. Choose a package to suit your needs and maximise your investment in training and development (see pages 15-17).

Project work & consultancy

We regularly work at a local, regional and national level delivering high quality consultancy services (see page 18).

New approaches

Use our expertise to improve outcomes, shape practice and design better services (see page 19).

Visit our website

Find out more about us, our trainers and our courses

www.trainingexchange.org.uk

Management & leadership

Two day course - 17 & 18 January 2012

Trainer - Rob Sheffield

Two days of learning and reflection that enable you to plan practical ways to balance the demands of the task, the process of getting work done, and the needs of your team. Reflect on the type of leader you want to be and use assessment tools to receive individual feedback on your personal management style. The creative problem solving work and coaching practise is ideal for both new and established managers to take back to the workplace.

Identifying my management style was really useful, to allow me to work more proactively within my team. Very good trainer and knowledge; good pace of teaching for all. Will recommend to others.

Course participant, Management & leadership

Supervision skills

Two day course - 23 & 24 May 2012

Trainer - Susan Moores

NOS units - M&L B6 & D6, GEN 35, DANOS BF5

Effective supervision is an essential element of high quality service delivery. Exploring new approaches to line managing staff, the purpose and parameters of supervision, recording templates and an overview of theoretical frameworks. The course provides space to develop practice around complex issues such as making appropriate interventions and challenging effectively.

'I've found this whole course so helpful. Sharing experiences, anxieties and thoughts with others - looking at supervision skills in a different way. So helpful towards putting this into practice. The trainer was inspiring and handouts much appreciated.'

Course participant, Supervision skills

Group supervision

One day course - 15 June 2012

Trainer - Susan Moores

This one day course will examine the theory and application of process within a group supervision context. There will be opportunity to practise the role of facilitator and space to try out a range of useful techniques.

The Training Exchange can provide you with external coaches and supervisors

See page 17 for more information

In-house courses and consultancy

See pages 15 - 18 for more information

Project management

Making meetings more effective

Time management

Monitoring & evaluation

Team development

Appraisals

Coaching

People skills

Difficult & aggressive behaviour

One day course - 27 March 2012

Trainer - Susan Lawrence

DANOS unit - AB3

Find out how to manage and prevent difficult and aggressive behaviour by developing practical approaches to use in your workplace. Develop your self awareness and build confidence in responding to incidents. (This is not a course in self-defence or break away techniques)

Brief solution focused therapy

Two day course - 19 & 20 April or 27 & 28 November 2012

Trainer - Phil Harris

DANOS units - A11, A12

Learn about this action-orientated intervention that can be highly successful in helping people implement change. Practise the key skills needed to help people build clear goals.

Resilience skills

A positive psychology approach to helping people find their strengths

One day course - 24 April 2012

Trainer - Chris Johnstone

We live in times of uncertainty where the challenges of high stress environments present risks to both staff and clients. Resilience training has been shown to have a protective effect, helping to prevent depression, stress-related conditions and relapse of drink/drug use. This course introduces strength-building positive psychology interventions of proven effectiveness. It is designed for both staff wanting to protect their own wellbeing and practitioners wanting to promote self-help skills in their clients.

Motivational interviewing

Two day course - 1 & 2 May or 8 & 9 November 2012

Trainer - Phil Harris

DANOS units - A11, A12

The leading approach for initiating change in a wide range of problems. Understand the spirit and principles of motivational interviewing. Practise, refresh and develop your skills in helping people who are 'stuck' or unsure of the need for change.

Dates in Plymouth 17 & 18 May 2012

'Very engaging. I feel able to recognise a readiness for change, identify a discrepancy and use this to motivate change. The resistance strategies were really useful. Excellent course. Thank you.'

Course participant, Motivational interviewing

Outcomes Star

One day course – 10th May 2012

Trainer – Ralph Lillywhite

New course delivered in partnership with St Mungo's

Seen as the leading outcome tool in the homelessness sector, the Outcomes Star measures change in ten areas of a person's life. A visual tool to complement client centred key work; it helps clients and keyworkers to recognise changes and progress, and to work in a holistic way.

This course gives participants opportunities to explore internal and external outcomes; practise using the Outcomes Star; and identify clients' change and appropriate interventions to support recovery. The training supports the positive use of any outcomes tool that is based on the stages of change.



Groupwork skills

Two day course - 5 & 6 July 2012

Trainer - Elizabeth Mason

Two days of learning and reflection on good practice in group facilitation. Learn about the key stages of groupwork, practise a range of facilitation skills and find practical ways to overcome problems in groups.

'This course was very enlightening. I have taken lots of tools, advice and feedback with me. I found it very interesting and cannot fault anything. It was well delivered and easy to understand.'

Course participant, Groupwork skills

In-house courses and consultancy

See pages 15 - 18 for more information

Key working and support planning

Lone working

Risk assessment & management

Safeguarding

Conflict resolution

Callers in crisis

Stress & wellbeing at work

Mental health awareness

Mental health first aid

Young people and mental health

Personality disorders

ASIST – suicide intervention skills

Working with loss and change

One to one skills

Effective communication

Parenting skills

Service user involvement

Equality & diversity

Speaking with confidence

One day course - 15 May 2012

Trainer - Susan Lawrence

How do you communicate with confidence and present yourself effectively? Find out the essential elements of these skills, develop your own approach and pick up tips to improve your practice. The course will help you to develop skills in speaking clearly and confidently in meetings and at conferences, during discussions and when facilitating others.

Training for trainers

Two day course - 24 & 25 September 2012

Trainers - Jo Bush and Jools Hesketh

Exploring and adopting an experiential approach to learning in groups, you will discover how to put learning theories into practice. Use tools for training design, identify responses to tricky situations, get ideas on dealing with nerves, practise delivering training and receive constructive feedback to develop or refresh your skills.

In-house courses and consultancy

See pages 15 - 18 for more information

Presentation skills

Facilitation

Training needs analysis

Training strategy development

Assessment and evaluation

Resource production

Addiction, dependency and recovery

One day course - 24 January or 18 September 2012

Trainer - Phil Harris

DANOS units - AA1, AB2, AB5

Develop your understanding of addiction and treatment by exploring the role of drugs within society, the factors that contribute to the drug using experience, how people change and the routes to recovery. Learn what tolerance, withdrawal, addiction and dependency mean and how this relates to a clear understanding of recovery. This comprehensive overview will develop your confidence to work with drug and alcohol users.

Adolescent development and substance misuse

Two day course - 31 January & 1 February or 4 & 5 December 2012

Trainer - Phil Harris

DANOS units - AB2, AF1

Young people are not adults. They face unique stresses, pressures and transitions - these struggles are reflected in their experience of substance misuse. Drawing on robust and compelling research throughout, this course will offer workers a deep understanding of adolescent drug and alcohol problems; identify specific sub-populations of young people and predicted trajectories of use; and evaluate appropriate treatment responses according to need.

'This was one of the best courses I have attended as it deals directly with the problems my team encounters on a daily basis when working with young people. All in all, an excellent course.'

Course participant, Adolescent development & substance misuse

ITEP and Node link mapping

One day course - 7 March 2012

Trainer - Justin Hoggans

DANOS units - AB2, AG1

Building on an internationally evaluated model, ITEP provides evidence based tools for use by key workers across the drug treatment criminal justice system and throughout the health and social care sector. National Treatment Agency (NTA) evaluation found that employing ITEP interventions resulted in: clients experiencing a better rapport with their key workers; increased levels of client participation; and higher rates of service retention and completion.

The course provides space to develop practice using the visual medium of node link maps. Using simple cognitive principles and problem solving techniques, the maps provide a structure for communicating, recording and reviewing key work sessions.

'Huge range of available maps! Great for the diversity of clients and for self exploration. Allowed for creativity and for structure. Very useful tool in gaining confidence to work with clients.'

Course participant, ITEP and Node link mapping

Working with concerned others

How to change problematic drug & alcohol use through family members

Three day course - 13, 14 & 15 March 2012

Trainer - Phil Harris

DANOS unit - AB7

UK reports have estimated that as many as 17 per cent of the population may be adversely affected by a loved one's substance use. Historically, this group has been underserved by support agencies. The National Treatment Agency (NTA) guidance evidences that supporting family members not only helps the families themselves but also improves treatment take up, retention and outcomes for drug users.

Based on the proven Parent & Carers Training pack (PACT), the course dispels the myth that nothing can be achieved until the problem user decides to change themselves, and gives workers the skills to assist concerned others to motivate resistant loved ones into treatment and make improvements to their own lives.

Brief solution focused therapy

Two day course - 19 & 20 April or 27 & 28 November 2012

Trainer - Phil Harris

DANOS units - A11, A12

Learn about this action-orientated intervention that can be highly successful in helping people implement change. Practise the key skills needed to help people build clear goals and treatment pathways for themselves.

'It was a useful way of looking at solutions rather than problems. I am going away feeling more confident, with more enthusiasm for me as a person and how I can help others.'

Course participant, Brief solution focused therapy

Motivational interviewing

Two day course - 1 & 2 May or 8 & 9 November 2012

Trainer - Phil Harris

DANOS units - A11, A12

The leading approach for initiating change in a wide range of problems. Understand the spirit and principles of motivational interviewing. Practise, refresh and develop your skills in helping people who are 'stuck' or unsure of the need for change.

Dates in Plymouth 17 & 18 May 2012

Dual diagnosis

Two day course - 15 & 16 May 2012

Trainer - Phil Harris

DANOS units - AB2, AG1

Do you work with people who experience both mental health and substance misuse problems? Two days of learning and reflection enable you to explore dual diagnosis as a treatment issue, discuss clinical guidance, find out about methods to assess need and develop your skills in working with this client group.

Dates in Plymouth 2 & 3 February 2012

Controlled drinking programme

Two day course - 21 & 22 June 2012

Trainer - Phil Harris

DANOS units - AB2, AH10, A11

Based on the highly successful Behavioural Control Training, this course will teach participants how to assist those with moderate alcohol dependency to achieve controlled use. The controlled drinking programme offers a practical alternative for those who may not commit to total abstinence. Rigorous evaluation and long-term follow up studies have found controlled drinking to be effective for over 80% of individuals who enter the programme.

Participants will learn the core components of the programme: assessing suitability; establishing drinking goals and moderation skills; dealing with slips and setbacks; addressing underlying problems that contribute to over-drinking; and evaluating client progress.

Dates in Plymouth 8 & 9 March 2012

Over the counter, under the net

One day course - 27 June 2012

Trainer - Rowan Miller

DANOS units - AA1, AB5

Drugs bought over-the-counter in chemists and via the internet are now commonplace. But what kind of a problem are they?

Explore the changing face of drug using culture; the commercialisation of medications; and the revolutionary impact of the internet and how it is policed. This course provides opportunities to identify the drugs available, how much we know about them, their effects and risks; and to consider how we can work effectively with people to reduce harm and support recovery.

Relapse prevention

Two day course - 10 & 11 July 2012

Trainer - Phil Harris

DANOS units - AB2, A11, A12

Develop and practise the skills to support people in sustaining effective change. Learn how to help clients assess their unique risk profile and tailor cognitive behaviour approaches to address their specific vulnerabilities to relapse.

Steroids & other body building drugs

One day course - 20 November 2012

Trainers - Tom Blackman and Justin Hoggans

DANOS units - AA1, AB2, AH3

Steroid users rarely see themselves as 'drug users' and can find drug projects intimidating. Learn about steroids, stimulants, painkillers, insulin, growth hormone and tanning peptides. Discuss methods of use, effects, side effects, health risks and harm reduction strategies. Find out about safer injecting, 'stacking' and cycles of use so that you have more confidence in working with users.

'From knowing little about the subject, the course has not only given me knowledge but enlightened me in regards to my myths/stereotyping around steroids.'

Excellent course - very intelligent and insightful. Thank you.'

Course participant, Steroids & other body building drugs

In-house courses and consultancy

See pages 15 - 18 for more information

Drug awareness

Alcohol - Brief interventions

Alcohol & poly drug use

Benzodiazepines awareness

Ketamine awareness

Women & drug use

Working with stimulant users

Harm reduction

Safer injecting

Hepatitis C – Pre and post test discussion

Assessment skills

Community reinforcement approach (CRA)

Outcome informed practice

Drug and alcohol awareness courses

Drugs and alcohol issues affect everyone

Aimed at people working in any setting whose work brings them into contact with drug and alcohol users (Tier 1/Universal provision), these courses equip participants to respond confidently and professionally.

Learn about the substances people commonly use and their effects; how to recognise indications of substance misuse; legal concerns; and responding in an appropriate, safe and effective way. Find out about the services available to drug and alcohol users and how to help them access these services.

Courses are constantly updated to reflect changing times, trends and treatment approaches.

The Training Exchange has 14 years experience of delivering drug and alcohol awareness training to a wide range of agencies.

Contact us to bring drug and alcohol awareness to your organisation or area

'Really well run, enjoyable, easy to follow and really beneficial. Everything was relevant to gaining greater understanding within my role.'

'Increased my knowledge and understanding of use and effects; very informative about trends in usage and signs of using. It's built my confidence in responding to substance misuse.'

'What an eye opener. A well delivered topical session, up to date and informative. Thank you.'

Participant feedback

DAAT commissioned programme, July 2011

Alcohol - Identification and Brief Advice courses

An evidence based intervention that can be used in a wide range of settings. Practitioners develop confidence to raise and respond to alcohol issues in a straightforward and effective way.

This course will encourage you to be curious about alcohol; the history, the effects it has, and how our culture responds and embraces it. Using current evidence and practice, you will develop a toolbox to help individuals reduce their drinking risk. Learn how to identify alcohol users who may benefit from a brief intervention using the AUDIT screening tool. Practice skills and techniques to deliver simple advice and more extended interventions.

Mapped to DANOS unit AH10

Available on an in-house or area-wide basis

'Excellent tools to aid structured support and to give confidence around doing interventions to help/support our clients to make changes.'

'Insight into the effects of drinking, and how to approach individuals regarding drinking related issues.'

'Thank you for one of the best training days I've ever had. Really informative and not a second wasted.'

'Excellent course, relevant to my work. Tools to enable you to assess and refer on to other professionals, if necessary, or to carry out brief interventions with confidence.'

DAAT commissioned programme, 2011

We can help you to build a training package tailored to your needs.

Choose from a range of training and development options to maximise your investment:

Block bookings

In-house courses

Larger scale commissioned programmes

Accredited training

Coaching

Group supervision

Block bookings

Benefit from our sliding scale of prices for multiple bookings, by block purchasing places on our Open course programme (pages 2-12).

In-house courses

Do you have a whole team that would benefit from our training?

Would it be more practical for us to come to you?

All of the courses in this brochure, and many more, can be adapted for your organisation or your area.

We work across the UK to develop and deliver training tailored to organisational needs.

See pages 2-13 for the range of courses available.

Training & development packages

continued

Larger scale commissioned programmes

Senior training managers, regional partnerships and local service providers all benefit from innovative training initiatives.

Our programmes enable you to meet your strategic objectives and establish an integrated and skilled workforce in your area.

Work in partnership with us to plan, administer, deliver and evaluate successful programmes.

Over the past year we have provided:

Drug awareness training for tier one workers

Alcohol brief interventions training for adult and young people's service providers

Management and leadership programmes

Training for CARAT and IDTS teams

Triple P parenting programmes

Targeted mental health in schools INSET training

Accredited training

We are part of the Open College Network (OCN). Contact us to find out more about accreditation for larger scale programmes.

Coaching

Individual coaching can increase motivation, improve morale and performance, create dynamic change and above all, build on your strengths and resources.

Experienced coaches from a wide background of professional practice can provide one-to-one or group sessions in your workplace.

'We all have ability. The difference is how we use it'

Stevie Wonder

Group supervision

As a follow up to training to embed learning, or as a regular meeting to reflect on practice; group supervision can increase confidence and skills in the workplace.

The Training Exchange can provide highly experienced group facilitators and supervisors to discuss challenges, successes and procedures in order to improve work outcomes. Teams explore complex issues, generate their own enquiry, come to decisions and take responsibility for finding solutions to current problems.

Contact us to discuss how our training packages can work for you.

admin@trainingexchange.org.uk

0117 941 5859

Project work & consultancy

We regularly work at a local, regional and national level delivering high quality project work, research and development services.

Mapping training needs

Developing training plans

Resource design & production

Service user consultation work

Local needs assessments

Project and service evaluation

Contact Jo Bush to discuss how we can work in partnership to respond to your development needs.

jo@trainingexchange.org.uk

0117 941 5859

We are involved in the latest thinking and developments in best practice.

Current work includes:

New young people's screening and assessment tools

Simplified drug and alcohol screening for generic young people's workers, and a tool box approach for targeted support workers, to respond safely and appropriately to young people's needs.

Revised complexity index

A tool to identify young people's substance related needs. Based on compelling and robust research, the tool offers a practical approach to identifying and assessing the complexity that young people bring to services; enabling the development of more effective treatment pathways and interventions. Designed by Phil Harris, the 'revised complexity index' assists in multi-agency working and enhances outcomes for young people with the most complex needs.

Reversed stepped care

A new behavioural prescribing model for opiate users. Produce clinical outcomes with limited resources; provide clients with greater choice in treatment options and the intensity of treatment that is available to them. Developed by Phil Harris, the 'reversed stepped care' model offers an alternative treatment approach that can embrace the best elements of harm reduction whilst increasing lifestyle change. The approach demonstrates very high service user satisfaction. It has shown a dramatic effect on reducing positive opiate tests and increasing treatment completion rates.

Do you have ideas or a vision you want to explore further?

Use our expertise to shape practice and design better services.

Watch the 'Latest News' on our website for more new approaches.

Our trainers

Tom Blackman

Tom has been a bodybuilder since 1997 and has competed since 2002. He researched steroids and associated drugs for two years before deciding to use them and has a vast knowledge of their uses. He worked for two years at a steroid clinic based within a drug service needle exchange, providing information, advice and guidance to steroid users. He also moderates on a number of UK internet boards that provide information on the drugs.

Jo Bush

Jo is the director of The Training Exchange. Qualified as a youth worker and trainer, she has 15 years experience in the development, management and delivery of training. Jo manages the organisation as well as developing and co-ordinating training and consultancy, ranging from small community based initiatives to large scale regional and national programmes.

Phil Harris

Phil has worked in the drug misuse field for over 20 years as a practitioner, trainer and manager. Currently he works as a researcher, treatment designer and writer in the area of evidence based practice, behavioural change and treatment policy. He is a visiting lecturer at Bristol University. He has published over 20 articles and papers on treatment and effectiveness, and published three books: *Drug Induced* (2005) and *Empathy for the Devil* (2007), which explore the evidence base of treatment and offer innovative approaches for addressing substance misuse problems; and *The Concerned Other: How to Change Problem Users Through Their Family Members* (2009).

Jools Hesketh

Jools founded The Training Exchange with Jo Bush in 1997. He is a qualified health promotion specialist with extensive experience in the promotion, development, delivery and evaluation of training. Jools specialises in training development and substance use related courses with a growing expertise in emergency care.

Justin Hoggans

Justin is a Services Manager at Bristol Drug Project. He has worked in drug services for over 16 years as a practitioner, manager and trainer. He delivers training on Psychosocial interventions, Harm reduction, Safer injecting and Steroids. He has a background in work with young people.

Chris Johnstone

Chris worked for over 17 years as a doctor/group therapist within a specialist NHS alcohol team; before this he worked in mental health and general practice. He has over 20 years experience of teaching resilience skills, and has pioneered the role of positive psychology within the NHS and within staff teams. He now focuses on teaching, training and writing. He is author of *Find Your Power*, a toolkit for resilience and positive change (Permanent Publications, 2010) and co-presenter of *The Happiness Training Plan CD*.

Susan Lawrence

Susan is an experienced trainer and group facilitator, qualified in further & adult education, youth & community work and social work. She has 20 years experience of working in the voluntary and community sector. Susan works from a community development perspective, using inclusive and creative methods to maximise participants' learning and enjoyment.

Ralph Lillywhite

Ralph manages St Mungo's Building Bridges to Wellbeing service based in Bath. Previously he was St Mungo's Best Practice Advisor and delivered training internally and externally to St Mungo's managers, staff teams and clients. Ralph also worked with the quality team on service inspections; designing procedures and recovery orientated key working tools. Qualified as a trainer, he is an experienced Action Learning facilitator and qualified MBTI practitioner. Ralph worked with a colleague to redesign the Outcomes Star for St Mungo's residential services, and developed the Outcomes Star training in collaboration with clients.

Elizabeth Mason

Elizabeth is an experienced trainer, counsellor, groupworker and supervisor. A registered psychotherapist, qualified in social work and youth and community work, she has over 20 years experience working with individuals, groups and teams in the voluntary and statutory sectors.

Rowan Miller

After gaining a degree in psychology, Rowan has worked in drug and alcohol services for 18 years. Her experience includes working as a drug advisor for Release; managing a busy West London needle exchange; providing young persons drug services in Exeter and developing and co-ordinating a community based harm reduction drug and alcohol project in East Bristol. Rowan was the Deputy Regional Alcohol Manager for the South West focusing on young people from 2009 until March 2011. Rowan's work is rooted in community development approaches and promoting the rights of drug and alcohol users to get the best possible service. She is currently working part time for the Training Exchange as a Development Manager, is a qualified coach and delivers supervision and consultancy work.

Susan Moores

Susan has 20 years experience working for the most part in the voluntary sector in a range of paid and unpaid roles including youth project manager, management committee member, trainer, organisational consultant and non-managerial supervisor. Her work is grounded in values that recognise the individual and collective experience, learning and development, community action and social change. More recently she has been a Programme Supervisor with Global Xchange (British Council and VSO).

Rob Sheffield

Rob has 20 years experience of team leadership, and a background as a Training Manager in varied settings. He is skilled in helping people understand each other's strengths, so they can use them more effectively. With an MSc from the London School of Economics, he established his training and coaching consultancy in 1999. He is currently completing a part-time PhD looking at how teams can generate and implement novel ideas to complex problems.

How to book courses

Book online at

www.trainingexchange.org.uk

or **Complete and return the form opposite**

or **Request a booking form by post or email**

We'll send confirmation of your booking once we've received your completed application form.

An invoice, payable within 30 days, will be sent at the same time as your confirmation letter.

We'll remind you of the practical arrangements a week before the course.

Training packages and consultancy

For an informal discussion and quotation contact Jo on **0117 941 5859** or **jo@trainingexchange.org.uk**

Terms and conditions

Transfers / Cancellations:

If you transfer or cancel a booking 21 days or more before the start date of the course, you will be charged an administrative fee of £30 (+ VAT).

No refund will be made for transfers or cancellations received less than 21 days before the start date of the course.

Transfers, cancellations and any other changes to bookings must be confirmed in writing.

Course booking form

Please detach or photocopy and return completed forms to:

**The Training Exchange,
Easton Business Centre, Felix Road, Bristol, BS5 0HE**

Any questions, please telephone or fax 0117 941 5859

email **info@trainingexchange.org.uk**

Participant (first name) _____

(surname) _____

Job / Role _____

Organisation _____

Contact address _____

Postcode _____

Contact telephone no. (incl. mobile) _____

Contact email _____

Tick this box to get information on new courses by email

Do you have any access needs or dietary requirements we need to know about?

Course booking form

Please book a place on the following course (s)

Course title _____

Date (s) _____ Fees _____

Course title _____

Date (s) _____ Fees _____

Course title _____

Date (s) _____ Fees _____

Sub-total _____

Please add VAT at 20% _____

TOTAL FEES PAYABLE _____

I have read and understood the booking and cancellation terms

Signed _____

Date _____

Payment

I enclose a cheque for £ _____ Please send an invoice for £ _____

Invoice to: _____

Purchase order No. _____

Job / Role _____

Invoice address _____

Cheques should be made payable to “**The Training Exchange Ltd**”

Venues and costs

Venues and times

Courses take place at accessible venues in Bristol. All venues have public transport links. Directions to venues are sent out when we confirm your booking.

All courses start at 9.30am and end by 4.30pm.

Costs

includes certificates, training packs and home cooked lunch.

1 day courses £125 (+VAT)

2 day courses £225 (+VAT) *

3 day courses £295 (+VAT)

*** Management and leadership course - £275 (+VAT)**

**Two concessionary places are available on each course
Group rates are available for multiple bookings**

Courses run with a maximum of 18 people

Contact - Mandy, Eve or Val at

The Training Exchange

Easton Business Centre, Bristol BS5 0HE

tel/fax **0117 941 5859**

email **info@trainingexchange.org.uk**

website **www.trainingexchange.org.uk**



www.trainingexchange.org.uk

The Training Exchange

An independent company with a 14 year track record of providing consistently high quality training, learning and professional development opportunities.