

Training Course Booking Form

This form is for the booking of an individual onto a training course. If you wish to book more than one person onto a course or would like us to deliver training tailored to the needs of your staff, please contact us at training-srswales@valeofglamorgan.gov.uk for a further discussion about your needs and to request a copy of our group booking form

Your details

Full Name _____

Business name (if applicable) _____

Postal address _____

Postcode _____ Date of birth _____

Email _____

Daytime telephone no. _____

Mobile telephone no. if different from above _____

NB. If booking an online course your mobile number must be provided.

Training

Training course you would like to attend

Required Level (please select)

Date of course you wish to attend

Location of training course (please select)

Specific Course Requirements

Please note that the course and course materials are provided in English only. If you require training in another language, please let us know so we can provide you with a list of alternative training providers.

If you have any specific needs to enable you to attend the course and/or take the examination, please indicate them here (e.g. oral examination, scribe, dyslexia, hearing impediments etc.).

We will contact you to discuss your needs and to agree upon any accommodations. To ensure we have time to make suitable arrangements for you, please ensure your reservation is made at least 21 days before the date of the course or as soon as reasonably possible. If you are booking an online course, please contact us to discuss your needs before booking the course as the examination is invigilated by our accreditation body, rather than us, so we would need to check with them if they can accommodate your needs.

If you would like a hard copy certificate posted to you for a qualification, please tick this box. There will be an additional charge of £1.50 per delegate. An e-certificate is included in the cost of your course.

Booking terms and conditions

Please read through the following terms and conditions carefully. If you do not understand any of the terms below, please contact us before you submit this form.

1. Shared Regulatory Services reserve the right to cancel or amend any courses due to circumstances beyond our control, such as severe weather conditions, illness of the trainer etc. In these rare situations, course delegates will be notified as soon as possible and offered a mutually convenient alternative date or suitable remedy.
2. You can cancel or change the date of your booking until 5 working days before the date of the course, which is when you will receive an email confirming whether the course will be going ahead or not. We need a minimum number of delegates booked onto each course in order for the course to run, so until the course has been confirmed, you can cancel or change to an alternative date. Once the course has been confirmed as going ahead, which will be 5 working days before the course date, an invoice will be raised and you will be charged for the cost of the course, which must be paid before you attend the training. You will also be sent information relating to the course, any materials that are provided with the course and the training link, if it is an online course. However, please see point 5 in relation to exceptional circumstances and circumstances outside of your control.
3. The majority of our bookings are made by businesses, but if you are a consumer please contact us before booking your place on the course.
4. To book the course, please complete and submit this booking form and provide us with a purchase order number if one is required. We will then raise an invoice for you which will need to be paid before you can attend the course.
5. Refunds cannot be given for non-attendance or for cancellation after the course has been confirmed (see point 2 above), except in exceptional circumstances. For cases where exceptional circumstances or circumstances outside of your control have occurred, please email us at training-srswales@valeofglamorgan.gov.uk with the details and we will contact you within 5 working days to discuss your options.
6. Please arrive 15 minutes before the course commences if attending a venue. If participating in an online training session, please log into the session at least 5 minutes prior to the start time, to ensure a prompt start.
7. No refreshments are provided on our face-to-face training courses, although water will be made available for you at all our venues. If attending one of our venues, we advise you to bring your

own lunch and ensure you have any additional refreshments that you require with you. Regular breaks will be scheduled throughout the day

8. Please ensure that you have an appropriate form of identification with you when attending all of our courses including online, such as passport, driving licence or any other form of official identification that includes a photograph. Failure to produce suitable identification will mean that you will not be able to take the examination or e-assessment. If you are unsure if a form of identification is suitable, please contact us to discuss this further before you book the course.
9. If you have needs that could affect your ability to complete the examination, these must be listed on the above form and discussed with a Business Engagement Officer of Shared Regulatory Services to ensure we can meet your needs. This is particularly relevant to online training courses, as the assessment is invigilated by our accreditation body and not our own trainers.
10. This course is taught in English and course delegates are therefore required to have sufficient English language skills to be able to undertake a course containing some technical terminology and to sit a written English examination. If you have any concerns over language abilities, please talk to us before making your booking and we can discuss the options available to you.
11. If booking online training, you must ensure that you have an isolated area that is suitable to sit an examination in, access to a computer, laptop, tablet or equivalent, a web cam, smart phone, access to the internet and identification, as per point 8 above. It is your responsibility to ensure that you have the right equipment before booking an online training course. For more information about the equipment requirements for our online courses, please see our main training web page <https://www.srs.wales/en/Training/Training-Courses.aspx> and the link to our Frequently Asked Questions or contact us.
12. The examinations will take place on the same date as your training course or on the last day of your training course if it is longer than one day. For e-assessments, you will be sent an email and a link from Highfields to access your assessment. Please see the example course timetables in the training pages of our website <https://www.srs.wales/en/Training/Training-Courses.aspx> for an approximate time when your examination is likely to take place and please contact us if this may cause you any problems.
13. The cost of our courses is stated on our website <https://www.srs.wales/en/Training/Training-Courses.aspx> and is the total cost that you will be charged, unless you have indicated above that you would like a hard copy certificate. In that case, an additional £1.50 will be added to the cost of the course. When we receive your booking form, we will send you a confirmation email, which will detail the total cost of your booking.

Declaration

I have read the details on this form carefully and agree to the above terms and conditions.

Signed Date

Please email this completed form to Mair Thomas at training-srs.wales@valeofglamorgan.gov.uk