



Tyne & Wear Care Alliance

Supporting workforce development
throughout the independent care sector

Tyne and Wear Care Alliance

Short Course Programme Terms and Conditions

Funded by

**Skills
Funding
Agency**



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As a valued member of the Tyne and Wear Care Alliance you are eligible to book places on all training courses at a heavily subsidised cost.

Places are at a premium and will be allocated on a first come basis, once payment has been received.

If you wish to take advantage of these opportunities and would like more information, please speak with your Network Development Officer.

The training programme may be subject to changes, which will be announced in advance and for which we ask your co-operation, as they will be beyond the control of the Tyne and Wear Care Alliance.

Supplementary events may be commissioned, details of which will be circulated to all members. Also, if we notice a large take up of some of the courses, then the Tyne and Wear Care Alliance will try to provide additional sessions.

All courses are organised by the Tyne and Wear Care Alliance and great care has been taken to source and use quality training providers, and to use accessible venues. All courses are subsidised – however the Terms and Conditions must be adhered to.

All course information is available on our website www.twca.org.uk

Our courses are usually arranged for groups of 12 – 20 delegates, depending on course type and are delivered either as a full or half day session. The on line course calendar outlines exact dates and times for each course.

Complementary refreshments are provided throughout the day. On full day courses it is the responsibility of the delegate to provide their own lunch.

Terms and Conditions

As a Tyne and Wear Care Alliance member, you are eligible to take advantage of the subsidised short-course training programme.

The following terms and conditions are applicable to the booking of short courses.

1. Places on courses will be prioritised according to
 - a. Completion of the Employer and Employee NMDS
 - b. Regular updating of the NMDS online, using your user name and password.
 - c. Employers' compliance with these Terms and Conditions, particularly in relation to delegate attendance and booking and payment processes.
2. Managers need to complete a booking form for each course and return the form to the Tyne and Wear Care Alliance with full payment at least 30 days prior to course date, or if the course date is less than 30 days away managers will need to ring the Care Alliance office to check availability.
3. The Tyne and Wear Care Alliance will notify managers within a sufficient timescale of the number of places allocated to their organisation. If the preferred course is full, an alternative will be offered, or name placed onto reserve list. If that is not acceptable, the cheque will be returned to the manager.
4. The cost to employers is between £10 and £30 per delegate for each short course. These courses are heavily subsidised. The remainder of the cost will be met by the Tyne and Wear Care Alliance.
5. If the delegate fails to attend the course, the subsidised cost will not be refunded, and you may be asked to pay the full course cost for that day.
6. Late bookings will be considered and verbal agreements will be accepted provided booking forms and payment are received by the Tyne and Wear Care Alliance before the course date. Written confirmation of the course place will be sent to the employer.
7. The Tyne and Wear Care Alliance will use accessible venues on bus and metro routes where possible.
8. It is the responsibility of the manager to notify the Tyne and Wear Care Alliance at least 5 days before the course date if the nominated person cannot attend the course. It is acceptable to send an alternative person, provided their name is given to the Tyne and Wear Care

Alliance. Payment will not be refunded if the nominated or an alternative person does not attend the course.

9. The Tyne and Wear Care Alliance will advise managers of the duration and content of each course.

10. All courses must be attended in full for a certificate to be issued.

11. The Tyne and Wear Care Alliance will issue certificates to attendees for each course within 28 days of the course date. These will be sent to the employer for distribution to the employee.

How to Book a Course

These courses are only open to Tyne and Wear Care Alliance members.

You can provisionally book places on courses by telephoning the Tyne and Wear Care Alliance office on 0191 5484015 or complete the booking form on the website. You will need to give full booking details including name and date of course, number of places and if possible delegate names.

You will need to follow up your initial contact by completing and signing the Short Course Booking Form and posting it, together with a cheque for the relevant amount, made payable to 'SUNDERLAND CITY COUNCIL' to the Alliance office within 7 days of the provisional booking.

Alternatively members can pay using the BACS system.

Members will need to register as vendors and can do this by contacting Marie Barrigan on 0191 5484015

Once an account is started members can make payments to:

Bank: National Westminster

Sort Code: 55-61-11

Account Number: 46623590

If you pay by BACS, you should email Marie Barrigan to inform her that payment has been made via your bank. Marie.barrigan@sunderland.gov.uk

Only on receipt of the booking form and payment will booking be confirmed and the delegate able to attend.