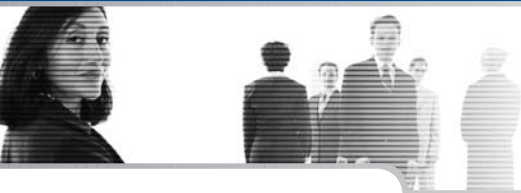


Administration



Questions

If you have any questions about courses and/or booking courses please call GateHouse on 020 8334 4525.

How to book a place

Complete the registration form on the back page which may be faxed on 020 8334 4525 or posted to us. Alternatively email your details through to gatehouse@chamberdunn.co.uk. You will then be sent a letter of confirmation and a VAT invoice. If you do not receive this please contact the course administrator.

Joining instructions

Final course details and a venue location map will be sent by email to delegates approximately 2 weeks before the event. If you have not received joining instructions within 5 days of the course please telephone the course administrator immediately on 020 8334 4525.

Venues and accommodation

All venues will be in central London. A map of the venue location will be sent with your joining instructions. Venuehunt offer a free service co-ordinating reduced rate hotel accommodation for delegates attending our courses. Tel: 01722 500 675 Fax: 01722 500 729 or email: gatehouse@venuehunt.co.uk quoting the code VHGH at the time of booking. Please do not book travel or accommodation until your joining instructions have been received.

Time

All courses start at 10.00am and finish at 4.30pm unless otherwise stated.

Meals

All prices include lunch and refreshments. Vegetarians will be catered for.

Additional requirements

GateHouse would like to ensure that all delegates can participate fully at our events. If you have any additional requirements e.g. wheelchair access, large print documentation, induction loop or particular

dietary requirements, please contact us with details.

Cancellations

A refund of fees will be made only for cancellations received in writing at least 14 days before the course (less 25% cancellation fee to cover administration costs). No refunds will be made for cancellations received within 14 days of the course and failure to attend the course after confirming a booking will be subject to the same terms. Transfers will also be subject to a 25% administrative charge from the time of booking and cannot be made within 14 days of the course. A substitute delegate will be accepted at any time before the course. Please note a cancellation deadline of 21 days applies to all PRINCE2 workshops.

Certificate of attendance

A certificate is available on request, following your attendance at a course, as a record of your training and development.

Payment

Cheques should be made payable to Chamberlain Dunn. Payment should be made before courses take place and must include VAT, which is fully reclaimable by Authorities/Trusts. If you would like the invoice sent to a different address please state this on a separate sheet of paper and send it in with your registration form.

Incorrect mailing information

If you are receiving multiple mailings, or there is an error in your details, we do apologise. To enable us to improve our service please return the incorrect mailing address(es) and we will amend our database.

Testimonials

Original course appraisal forms are available for inspection at our offices.

This information is correct at the time of going to press. However, we reserve the right to cancel the course or to alter the programme, tutors and venue should it be necessary, due to circumstances beyond our control.

How to make your booking

1. Select the course(s) you wish to attend from the brochure, making a note of the relevant course fee(s) for your organisation.
2. Complete the 'Course & Delegate Details' and 'Contact Details' sections of the form on the reverse of this brochure, making sure you provide full telephone and fax numbers an email address and your postcode.
3. Are you booking three or more delegates at the same time? If so, you will be eligible for one of the special offers listed below.

Third place half price offer

If you are booking three delegates at the same time you will receive a 50% discount on the lowest course fee (exclusions apply, please see below). Booking details for all three delegates must be supplied at the time of booking. Delegates do not have to be attending the same course for this offer.

For example:

Graceby NHS Trust wish to send two delegates to The Executive Assistant and one to Writing for Results, and are making a booking for all three delegates at the same time. The total course fee is £825. This comprises £700 (the full price fee for two delegates attending The Executive Assistant) plus £125 (50% discount for one delegate attending Writing for Results). Booked separately, the total course fee would have been £950.

Please note that the following workshops are excluded from the above offers: Finance Skills for Healthcare Managers, Creating a Successful NHS Business Case, PRINCE2 Accredited Foundation and Practitioner workshops, ITIL IT Service Management Foundation workshop.

4. Calculate the VAT on the total amount and add it to the total course fee. We will send you a VAT receipt after receiving your payment, which, if your organisation is eligible, can be used to reclaim VAT.
5. Complete the 'Payment Details' section. You can pay by cheque (payable to Chamberlain Dunn), credit card, or we can invoice you – whichever is most convenient for you.
6. Return your form to us.

Fax to: 020 8332 7201

Post to: Chamberlain Dunn, Gothic House, 3 The Green, Richmond TW9 1PL

E-mail: gatehouse@chamberdunn.co.uk

Call: 020 8334 4525

Web: www.gatehousecourses.com

7. More details of our support service to book delegates, and information about course cancellations or delegate substitutions, can be found on the previous page.
8. If you have any queries please call us on 020 8334 4525.
9. **In-company training.** If you wish to discuss options for in-company training please call GateHouse on 020 8334 4525.

GateHouse In-company Training

Experts in tailored training solutions

All of our courses can be tailored specifically to the needs of your organisation. Whether we run an existing course or a bespoke programme we can provide you with:

- Cost-effective training, charged per day not per delegate
- Experienced and professional tutors
- Tailored programmes
- Convenience of choice of venue and duration
- Savings on delegate travel and accommodation expenses

All of these courses can be run on your premises or at a venue of your choice:

Management:

Team Leadership
The New Manager
Managing People
Essential Management Skills for Nurses
A Two-Day MBA
Essential Finance
Finance Skills for Senior Managers
Creating a Successful Business Case
Managing Change
Effective Mentoring
Chairing Skills
Managing Stress

Project and IT Service Management

Project Management for Support Staff
The Essentials of Project Management
Practical Project Management
MS Project
PRINCE2 Accredited Foundation Workshop
PRINCE2 Accredited Practitioner Workshop
An Introduction to ITIL®
ITIL® IT Service Management Foundation Workshop

Personal Development

Time Management
Balancing Workloads
Facilitation Skills
Negotiation Skills
Persuading and Influencing
Assertiveness at Work
Personal Effectiveness
Handling People Problems
Effective Communication
Effective Meetings
Managing Career Change
An Introduction to CVs and Application Forms
Succeeding at Interviews

Presentation and Writing Skills

Speaking with Confidence
Presenting with Impact
Writing for Results
Successful Business Writing
Minutes and Notetaking

Administrative and Support

Developing Management Skills
The Effective Secretary: Increasing Your Value
The Executive Assistant: Maximising Your Impact
Skills for the Receptionist
Customer Care
An Introduction to Medical Terminology
Moving into Management

Specialist Workshops

Conflict: Preventing and Managing Aggression
Health and Safety for Managers
Clinical Risk Management in Mental Health
Legal Aspects of Child Health
The Law on Consent
Clinical Responsibility
The Court Perspective
Handling the Media
Managing Doctors Effectively
Working in Partnership – Making good decisions

We run over 100 in-company courses each year and our clients include:

Amber Valley Primary Care Trust
Bedford Police
Blackpool Victoria Hospital
Boehringer Ingelheim
Camden Primary Care Trust
City and Hackney Teaching Primary Care Trust
Croydon Social Services
Drugscope
Guy's and St Thomas' Hospital
NHS Trust
HMP Long Lartin
Health and Safety Executive
London Borough of Merton
Marie Stopes
Nominet UK
NHS Education for Scotland
Papworth Hospitals NHS Trust
Sandwell Council
Sutton and Merton Primary Care Trust
St George's Healthcare NHS Trust
Thames Valley University
Trent Strategic Health Authority
Watford Borough Council

