



TQ Education & Training

JOINING INSTRUCTIONS

Unit Welfare Officer Training Course Part One

Monday 19th – Friday 23rd March 2012





ARMY

**Headquarters Army Welfare Service
Building 183
Trenchard Lines
Upavon
Pewsey
Wiltshire SN9 6BE**

Telephone: 01980 61 5334
Military Network: 94344 5334
Facsimile: 01980 61 5417
Military Facsimile: 94344 5417
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See Distribution

HQLF/551/12/4

27 January 2012

UNIT WELFARE OFFICER TRAINING COURSE – PART ONE
19-23 March 2012

1. The above residential course will be delivered by TQ at the Hawkhill Training & Conference Centre within the Cabinet Office Emergency Planning College Easingwold, York on 19-23 Mar 12.
2. The course instructions and programmes are included.
3. All students travelling from overseas are advised to allow approx 3 kgs in their weight allowance for course handouts and folders.
4. **All students nominated to attend this course are to confirm their availability by fax to Courses Clerk by 1 March 2012 on Upavon Mil (94344) 5417.**
5. The tuition charge for this course will be met in full by HQ AWS Land Forces but board and accommodation must be paid by the bidding unit. Each student will be invoiced for Bed & Breakfast, Sunday night – Friday lunch, (evening meals are to be claimed separately). Accounts must be settled no later than coffee break on Friday. Individuals will then be eligible to claim the sum back on return to their units.
6. **Failure to report for, or to complete the course, will result in the total costs for board and lodging being levied against the student's parent unit unless a replacement/reserve can be found. Any cancellations that result in unfilled places will incur cancellation charges which will be met by original bidding unit. It should also be noted that all students are expected to arrive and depart the course in accordance with the course programme.**
7. Any queries should be directed to the Courses Clerk Ext 5334 or the Admin Manager, AWS on Upavon Military Ext 5603.

Signed on original

S R C PROCTOR
Maj
SO2 Trg & Advisory AWS

Annexes:

A. Joining Instructions

Distribution:

Action:

Information:

TQ Education and Training Ltd

UNIT WELFARE OFFICER TRAINING COURSE 19-23 March 2012

From: (BLOCK CAPS)

*I will be attending

*I will not be attending

* Delete as applicable

Signature.....

Please fax to Courses Clerk on 94344 5417 (01980 61 5417)

***If you intend to live out for the duration of the course, permission must be sought through this office three weeks prior to the start of the course.**

JOINING INSTRUCTIONS

GENERAL

1. A copy of the Course Programme with location map and full administrative instructions is attached.

HIRE CARS

2. All students using Hire Cars please ensure that the correct address is given, which is as follows:

The Hawkhills Conference Centre
Easingwold
York
YO61 3EG

ACCOMMODATION

3. All students except those specifically authorised by this HQ to attend in a non-residential capacity, are to be accommodated at the Hawkhills Conference Centre. Instructions for arrival and registration are included in the course programme. Any student unable to comply with these instructions is to inform this office as soon as possible.

DRESS

4. Dress throughout the course should be smart civilian clothes in accordance with normal Service standards. There is no formal requirement for suits in the evening.

ALLOWANCES AND CHARGES

5. This letter may be quoted as the authority for claiming travel expenses in accordance with JSP 752.

6. All Residential charges and travelling expenses and incurred costs before and after the course are to be met from the sponsoring unit's budget.

7. MOD employed civilians may claim from their normal claims authority the Incidental Expenses Allowances and subsistence allowance at the beginning and end of the course in accordance with MOD Manual.

SECURITY

8. All concerned are reminded of their responsibilities under the Official Secrets Act and are warned not to discuss information with unauthorised persons.

9. In the prevailing security situation, all students are requested to adhere to the following security code.

a. Items of personal luggage are to be locked and secured in boots of private cars or venue storage accommodation.

b. Briefcases are to remain in possession of their owners at all times and under no circumstances left unattended in public rooms.

c. Care should be exercised in not disclosing Service connections or the nature and venue of this course during conversations with, or in the hearing of, unauthorised persons.

NON-ATTENDANCE

10. TQ Education & Training Ltd will levy financial charges against the MOD if a student fails to arrive for this course or leaves the course early. Any student who fails to attend this course or leaves early for other than essential Service or personal reasons, which have been agreed with this office, will be required to pay these charges.

11. Students are to comply with the requirement to confirm availability as detailed on the cover letter to this Annex.

Unit Welfare Officer Course – Part 1

Arrival Procedures and Programme

Arriving at Hawkhills

Residential course members are free to check in at the Hawkhills Conference Centre reception desk from 1400hrs on the day before the course commences.

On arrival, you should confirm to the receptionist which course you are attending.

You will be issued with room keys on registration. You are then free to come and go from Hawkhills as you wish.

In the event you will be arriving on the morning the course begins, please ensure you arrive well before the start of the course taking into account the very heavy traffic around York at that time of day.

Elsewhere in these joining instructions, you will find some information on Hawkhills including a map and directions.

The Hawkhills address and contact details are:

The Hawkhills
Easingwold
York
YO61 3EG

PLEASE NOTE: If you are using a satnav system, some systems take you to a farm about 3 miles away from Hawkhills, so please double check with the map once you are getting close.

Catering

Breakfast is provided as part of your accommodation.

Evening meal has not been provided for as part of this course. However an evening meal is available from the Hawkhills Monday to Thursday evening. This can be purchased each evening.

For every evening meal you book in advance you will receive a free pint of beer or glass of wine. Further details of this special offer can be found on the attached form.

Payment

You will be given a single invoice at the start of the course for your bed, breakfast and pre-booked evening meals. Evening meals not booked in advance must be paid for separately.

Please ensure payment is passed to the course leader A Jackson or direct to TQ Education and Training Ltd prior to the end of the course. Payment can be made by cash, cheque, or Debit/Credit Card (excluding American Express). Cheques are to be made payable to TQ Education and Training Ltd.

Your accommodation will cost £352.50 (incl. VAT) for the week.

For any enquiries prior to course commencement, please telephone TQ on 01509 678412.

Programme

Monday

0830 - 0930	Primary Welfare Support	Andrew Jackson
0930 - 1000	Coffee Break	
1000 - 1230	Good Practice in the Welfare Office	Guest UWO
1230 – 1330	Lunch	
1330 – 1410	Supporting Fijian Soldiers and Dependants	Guest Speaker
1415 – 1500	Services Cotswolds Centre	Guest Speaker
1500 – 1515	Coffee Break	
1515 - 1630	Group Scenario Exercise	Andrew Jackson

Tuesday

0830 - 1000	Secondary Welfare Support (AWS)	Guest Speaker
1000 - 1030	Coffee Break	
1030 – 1230	Developing Listening and Helping Skills	Guest Speaker
1230 – 1330	Lunch	
1330 – 1630	Role Play Exercise/Student Briefs	Andrew Jackson

Wednesday

0830 - 1015	Child Protection, Domestic Abuse	Guest Speaker
1015 – 1030	Coffee Break	
1030 – 1115	Under 18's	Guest Speaker
1120 – 1230	Depression, Self Harm and SVRM	Guest Speaker
1230 - 1330	Lunch	
1330 – 1430	CSA	Guest Speaker
1430 – 1515	Services Pensions and Veterans Agency	Guest Speaker
1515 – 1530	Coffee Break	
1530 – 1630	RBL	Guest Speaker

Thursday

0830 – 0930	JSHAO	Guest Speaker
0930 – 1000	Coffee Break	
1000 – 1100	Army Recovery Capability	Guest Speaker
1100 – 1145	SSAFA Forces Help	Guest Speaker
1145 – 1230	Vulnerable Early Service Leavers (SPACES)	Guest Speaker
1230 – 1330	Lunch	
1330 – 1500	Accommodation Regs & Role of MLO	Guest Speaker
1500 – 1515	Coffee Break	
1515 – 1630	Group Scenario Exercise	Andrew Jackson

Friday

0830 - 1100	PS4(A) Updates	Guest Speaker
1100– 1130	Course De-brief and depart	Andrew Jackson

Evening Meal Special Offer

We are pleased to give all course delegates of the Unit Welfare Officer Course the opportunity to pre-book a 3 course meal for only £15.00 (incl. VAT) including a free pint of beer or glass of wine! The cost of the meals will be included on your accommodation invoice.

In order to take advantage of this special offer, please fill in the form below and return it to welfare@tq.com or alternatively fax to 01509 678401. Please note the last day for booking is 10 days before the start of the course.

We are able to offer this special offer due to the extra notice it offers. Therefore we can only accept cancellation of advanced bookings that are received at least 10 days before the course commences, otherwise you will be charged. Notice of cancellation must be sent to welfare@tq.com or faxed to 01509 678401.

Your details

Your name _____

Your email address _____

Your mobile phone no. _____

Your unit _____

Course date _____

The evenings you want to pre-book

Place an X in box for the evenings you wish to pre-book

Monday	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input type="checkbox"/>

the Hawkhills

Training & Conference Venue

Easingwold, York



Where Contemporary Style Rubs Shoulders With Traditional Elegance

Revised September 2010



warm Welcome

Conference and Training Venue

The Hawkhills is an elegant stately home which has been extensively and sympathetically modernised. Set within a 240 acre estate, the site boasts magnificent landscaped gardens, woods and parkland.

Our friendly welcome and idyllic setting combine to create the perfect venue for your corporate training event or conference.

Since 1989 we have offered our clients exceptional, first class residential and non-residential training and conference facilities. The growing number of returning customers from both the UK and overseas, are testament to this.

We take pride in our willingness and ability to meet your needs and endeavour to exceed your expectations. Our friendly, professional team will work closely with you to ensure your event is a success.

The peace and tranquillity of the Hawkhills provides a conducive and productive learning environment away from the hustle and bustle of your busy working life. Beautiful, comfortable surroundings, the convenience of modern technology and the highest levels of service ensure this is an ideal venue at very competitive prices.



excellent Facilities

The Right Mix of Technology and Customer Service

Modern facilities in peaceful surroundings. The Hawkhills is a welcoming conference and training venue for groups of all sizes.

Our purpose-built training facility offers:

- 13 seminar rooms equipped with sophisticated AV and IT technology
- Air conditioning
- WI-FI internet access
- Unlimited hot and cold refreshments throughout the day
- Easy vehicular access for loading and unloading equipment
- A dedicated Event Support service
- Elegant restaurant serving fine cuisine
- Secure, free car parking for over 100 vehicles.

Relax and enjoy our leisure facilities which include:

- A fully equipped gymnasium with a range of cardio vascular and weight equipment
- The woodlands of the Hawkhills, which provide an excellent environment for running and walking
- Croquet and putting green
- Satellite TV in the bar and in the games room
- An internet cafe available from early until late
- Snooker, pool and table football
- A bar providing a wide range of drinks at reasonable prices.



modern Accommodation

Make Yourself At Home

We understand the importance of comfort and relaxation and how this contributes to a successful event.

The HawkHills offers a blend of contemporary and traditional style of design. The light and airy coffee lounge at the hub of our modern training accommodation contrasts with the Georgian and Victorian country house which boasts an elegant period restaurant and cosy bar.

Our 102 comfortable, double en-suite bedrooms are furnished to provide the perfect setting for study and relaxation during your stay.

Bedroom facilities include:

- Wifi internet access
- Telephone
- Television - with terrestrial and selected digital channels
- Hairdryer
- Complimentary tea and coffee-making facilities.

Additional Facilities:

- Laundry Room
- Gymnasium
- Lounge with digital television, table football* and pool.*

* coin operated

- The College site, 'The Hawkhills', is situated near Easingwold on the A19, 12 miles north of York and 10 miles south of Thirsk.

By Rail 🚆

- York is approximately 30 minutes away by car and is the nearest railway station.
- Taxis are available at York station, usually at your own expense, and the fare is approximately £20.

By Car

- **From the North** 🚗
 - A1 - exit A1 at A168 junction 49 and head towards Thirsk.
 - Pick up A19 towards York.
 - Remain on A19 for approximately 10 miles following signs to York.
- Proceed straight on at the first roundabout.
- At the second roundabout follow the A19, but be prepared as 'The Hawkhills' is immediately on the left, 200 yards after the roundabout.
- A small gate lodge marks the entrance to the driveway.

• **From the South** 🚗

- Continue on M1 until it merges with the A1.
- Remain on A1 until A64 exit.
- Exit onto A64 following signs for York.
- Exit left onto A1237 (York Ring Road) and follow signs for Thirsk and Harrogate.
- At fourth roundabout on A1237, turn left onto the A19 (Thirsk).
- Continue on A19 for approximately 9 miles. 'The Hawkhills' is on the right-hand side (1 mile on from the turning to Aine, and roughly 200 yards before the Easingwold by-pass roundabout).
- A small gate lodge marks the entrance to the driveway.

• **From Leeds-Bradford Airport** ✈️

- Follow A658 towards Harrogate/Knaresborough/The North (A1)/York.
- Pick up A59 (York).
- Continue on A59 until reach roundabout with A1237 (York Northern Ring Road), turn left onto A1237 (Scarborough).
- At next roundabout take first exit to stay on A1237.
- At next roundabout turn left onto the A19 (Thirsk).
- Continue on A19 for approximately 9 miles. 'The Hawkhills' is on the right-hand side (1 mile on from the turning to Aine, and roughly 200 yards before the Easingwold by-pass roundabout).
- A small gate lodge marks the entrance to the driveway.

