



Pearson
TQ

Unit Welfare Officer Course

PART 1 - JOINING INSTRUCTIONS

Monday 8 - Friday 12 April 2024



Army Welfare Service
Headquarters Regional Command
Montgomery House, Queen's Avenue
Aldershot, GU11 2JN

Email RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk



See Distribution

Ref: UWO/1/24-25/01

Date: 29 Feb 24

JOINING INSTRUCTIONS - UNIT WELFARE OFFICER TRAINING COURSE PART 1 08 – 12 APR 2024

General

1. The above residential course will be delivered by Pearson TQ at the Hawkhill Training & Conference Centre within the Cabinet Office Emergency Planning College (EPC), Easingwold, York from 08 Apr 24.

Programme

2. A course programme can be found at Enclosure 1; all students are to arrive and depart in accordance with the timings detailed.

3. The UWO Part 1 course is designed so that those personnel requiring the UWO Refresher attend Monday-Wednesday only. Those on the UWO Refresher are free to depart from 1230hrs on the Wednesday.

Pre Course Reading

4. A Safeguarding Training Pack will be sent separately via email. You must read and bring a hard copy with you when you attend the course.

Accommodation

5. This is a fully residential course and all students are fed and accommodated at the Hawkhill Conference Centre (brochure will be sent separately via email). Students can check in from 1400hrs on the Sunday before the course commences. If arriving after 2100hrs please notify Hawkhill to inform security.

6. The UWO training courses are residential (as per para 1), with all food and accommodation provided by the EPC. The food and accommodation charges for Part 1, five day course, is £499 (£530 inclusive of VAT). If attending the Refresher Training, three days course it will be £318 (inclusive of VAT), this is to be paid in full by students prior arrival at the Hawkhill. The payment method is card only. Personnel should reclaim expenses through their parent unit UIN on JPA or MyHR using 5000401 as the course reference.

You will need to create an online account before you can make payment for your selected course. VAT will be added to your basket towards the end of the payment process.

Please select the link below which matches your course criteria to facilitate online payment. Upon payment, a receipt will be sent to you which you can use as authority to claim back the cost on JPA/MyHR.

Full course:

<https://epcresilience.accessplanit.com/accessplan/clientinput/shoppingbasket3/basket/wizard/editbasket.aspx?coursedateid=14708>

Refresher:

<https://epcresilience.accessplanit.com/accessplan/clientinput/shoppingbasket3/basket/wizard/editbasket.aspx?coursedateid=14709>

7. The EPC no longer provides a meal service on Sunday evenings. The first meal for students is breakfast on the Monday morning. If you have any dietary or food allergy requirements, inform the courses clerk before the start of the course.

8. Unfortunately, the Hawkhills Conference Centre complex does not have ModNet terminals or connectivity. However; students can log onto ModNet via Wifinity if required.

Allowances

9. This letter is the authority for all travel and subsistence claims; all costs are to be met by parent units in accordance with allowance regulations.

Travel

10. Students arranging drop off or collection of hire cars are to ensure they use the correct postal address as follows:

The Hawkhills Conference Centre
Easingwold
York
YO61 3EG

11. All students travelling from overseas are advised to allow approx 3 kgs in their return flight weight allowance for course handouts and folders.

Dress

12. Dress throughout the course is smart civilian clothing; there is no requirement for suits to be worn during the evening.

Security

13. All personnel are reminded of their responsibilities under the Official Secrets Act and are warned not to discuss information from the course with unauthorised persons. Specifically, 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 private cars or venue storage accommodation.
- b. Briefcases/daysacks 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.

Confirmation of Attendance

14. All students nominated to attend this course are to confirm their attendance to the UWO Courses Clerk via email: RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk. If you are unable to attend the course for any reason, you are to contact the Courses Clerk by email or via Skype on 0300 151 9604 NLT 2 weeks before the course commences.

Further Information

15. Any queries are to be directed to the HQ AWS Courses Clerk via email: RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk.

Original signed

Maj R McGill
Trg Officer
AWS HQ

Enclosure:

1. Course Programme

Distribution:

As per Nominal Roll

UNIT WELFARE OFFICER COURSE

PART 1 PROGRAMME

Time	Subject
Mon	
0830-0900	Admin and Intro
0900-1000	Primary Welfare Support
1000-1045	Army Welfare Policy incl non - UK Nationals
1045-1115	Coffee Break
1115-1245	Vulnerability Risk Management (VRM)
1245-1330	Lunch Break
1330-1430	Secondary Welfare Support Army Welfare Service (AWS)
1430-1800	Introduction to Safeguarding Part 1
Tue	
0830-1800	Introduction to Safeguarding Domestic Abuse Part 2
Wed	
0830-0945	Service Accommodation
0945-1000	APC – Welfare Policy Support

Time	Subject
1000-1020	Coffee Break
1020-1120	Personnel and Family Support incorporating HIVE
1120-1200	Veterans UK - DTS
1200-1245	Department Community Mental Health (DCMH) Referral Process
1245-1330	Lunch Break
1330-1440	CMS - DWP
1440-1500	Coffee Break
1500-1630	Command & Care of Personnel on Recovery Duty
Thu	
0830-0910	Pastoral Care - TBC
0910-1010	Defence Children's Services (DCS) – Education Advisory Team (UK)
1010-1030	Coffee Break
1030-1100	Services Cotswold Centre
1100-1130	ABF
1130-1150	AFF

Time	Subject
1150-1245	Role Play briefing
1245-1330	Lunch Break
1330-1630	Role Play/Casework exercise
Fri	
0800-0915	SP Transition
0915-1030	A UWO's Perspective
1030-1100	Coffee Break
1100-1145	Survey Monkey Online Questionnaire
1145-1200	De-brief and dispersal

CONFERENCES

at The Hawkhills

the
Hawkhills



Welcome to The Hawkhills

Whether you're visiting us for a conference or a corporate training event, you can rest assured that your every need will be met.

Located on the outskirts of York, our modern, purpose-built venue is set within the delightful Hawkhills Estate, dating back to the 1700's and spanning 240 acres of stunning scenery overlooking woodland, fields and orchards.



Stately home meets state-of-the-art

We pride ourselves on the security of our premises, ensuring our guests have complete privacy at all times. As a result, we have been the destination of choice for Government training for the past eighty years.

We provide our clients with exceptional facilities and surroundings. So whatever the nature of your visit, at The Hawkhills you can have it all.





For further information or to discuss your requirements
please call one of our dedicated conference coordinators on 01347 825038



Exceptional facilities

Our modern and purpose-built Conference Centre provides the perfect venue for corporate and training events of all sizes.





Facilities include:

- 21 seminar rooms
- Conference theatre
- Free high-speed Wi-Fi and internet access
- Modern coffee lounge
- Dedicated conference coordinator
- Ample free on-site parking
- Audio & visual equipment included in all packages
- Complimentary conference stationery included in all packages
- Open, airy and bright rooms
- 102 double en-suite bedrooms
- Cosy bar
- Restaurant and dining suites
- Vast outside space, perfect for team building exercises

Fully integrated technology to support all events:

- 65" LCD touch-screen monitors
- Whiteboard
- AV and IT technology
- Laptop connection
- Air-conditioning

A closer look

All the facilities within our Conference Centre have been designed to offer maximum flexibility, whether used for a conference, training, meeting or corporate event.

Our Conference theatre is equipped with:

- Surround sound AV equipment
- Viewing gallery
- 2 x lecterns
- PA system
- Multi-screen presentation display
- Ample usable floor space
- Option to seat 180 people theatre style or 75 people cabaret style





Flexible meets functional

Our seminar rooms vary in size, so you can choose the right space to suit your needs. All the rooms are bright and airy, boasting beautiful views of the grounds. Four of the twenty one rooms can be opened up to create a bigger space accommodating up to eighty people.



And relax

Whether you're hosting a training event or a succession of seminars, having a comfortable room to unwind in is a must.

Our contemporary, purpose-built accommodation offers 102 double en-suite bedrooms, just steps away from the Conference Centre. Each bedroom is furnished to a high standard and provides the perfect setting to relax during your event.

Bedroom amenities include:

- Telephone
- Wi-Fi internet access
- Digital television with selection of channels
- Study area
- Wardrobe
- Tea and coffee making facilities
- Hairdryer
- Complimentary toiletries

Additional on-site amenities:

- Laundry room
- Gymnasium
- Comfortable lounge
- Snooker table



The great outdoors

During your visit why not explore some of the estate. The Hawkills grounds and gardens provide the ideal location for woodland walks, or an early morning run across one of the trails. The site also boasts a croquet lawn and ample space for outdoor networking or team building activities.

Delegate rates

Full day delegate rate* includes:

- Tea, coffee & refreshments throughout the day
- Two-course lunch
- The hire of a seminar room
- In room; water, stationery, AV equipment

* **£33 + VAT**

24-hour rate** includes:

- Double en-suite room for single occupancy
- Two-course dinner
- Breakfast buffet
- Two-course lunch
- Tea, coffee & refreshments throughout the day
- The hire of a seminar room
- In room; water, stationery, AV equipment

* **£120 + VAT**

Additional breakout rooms are charged at **£100 + VAT** per day, per single room.







Food at The Hawkhills

Day delegate rates include two-course lunch buffet.
24hr delegate rates include breakfast, two-course lunch buffet and two-course dinner.

A selection of salads

Selection of hot & cold main courses

Selection of hot & cold desserts

Complimentary still & sparkling water

With the choice of dining in both our period rooms:
the stunning Oak Dining Room and
the ornate White Dining Room

We cater for all dietary requirements

We can cater for up to 170 guests formally and 200 guests informally.





Terms and Conditions of booking

Definitions

1. Definition of booking

- 'Firm Booking' means a booking for which a completed signed booking form and a Purchase Order, for the use of specific facilities at the Hawkhills on a specific date(s), has been received by Serco at The Hawkhills
- 'Provisional Booking' means a reservation of facilities that lapses after 10 working days unless converted to a firm booking.

Booking Form

2. Once the client returns a completed booking form and a Purchase Order The Hawkhills will accept this as a firm booking and the client is liable for the relevant fee or cancellation charge.

3. Provisional bookings will only be confirmed upon receipt of a signed booking form, which is authorised for payment and a Purchase Order. The form must be received within 10 working days from the date of the provisional booking in order to guarantee the booking.

Fees and Payment

4. Invoices are payable within 30 calendar days of the invoice date.
5. Payments can be made by BACS or Credit Card. Receipts will be issued on request only.

Attendee Numbers

6. When confirming attendee numbers on the booking form please ensure they are realistic in relation to your event. The attendee numbers on the booking form will be used as the basis for your fee and will be subject to our cancellation policy. We do however understand that numbers can reduce and with this in mind we allow for a 5% variance in attendee numbers of 20 or more if notified to us in writing more than 14 days prior to the event.

7. The Hawkhills will endeavour to accommodate extra attendees above the numbers agreed on the firm booking form, prior notice required. The cost for the additional attendees will be added to the invoice.

8. Final written confirmation of attendee details needs to be received by us no later than 14 days prior to the start of your event. The College reserves the right to refuse entry to the estate to unexpected attendees.

9. The Hawkhills reserves the right to cancel a booking without notice. In such circumstances, The Hawkhills may, at its own discretion return any payment received.

10. In the event that you cancel your booking cancellation fees will be charged. All cancellations and amendments must be confirmed to us in writing. The cancellation fee will be calculated by reference to the length of notice given at the date of receipt of this confirmation. Fees for cancellations are calculated as detailed in the table below and are based on the total value of the firm booking.

Notice of Cancellation	% of event fee charged
more than 24 weeks	0%
24 weeks - 13 weeks	25%
12 weeks - 29 days	50%
Less than 28 days	100%
~ Weekends are included in the above calculations	

Damage & Inappropriate Behaviour

11. The client is responsible for all allocated rooms during the period of the booking. Any damage incurred as a result of their employees, attendees or representatives' acts, omissions or default will result in a charge to remedy such damage.

12. The Hawkhills reserves the right to refuse entry and/or request to leave any person or persons behaving inappropriately.

Independent Equal Access

13. If you or your attendees have any additional requirements due to a disability or any other reason, please contact our EventsTeam.

Data Protection

14. The Hawkhills does not sell, trade or rent your personal information to others. Your details will be added to the Hawkhills database in order to process your booking and so that you can be kept up to date with details of our services.

15. If you do not wish to receive any further information from The Hawkhills either by post, telephone or email please contact the events team at:

The Hawkhills, Easingwold, York YO61 3EG
Email: thehawkhills@serco.com Tel: +44 (0) 1347 825038

How to find us:

Conveniently located 12 miles from the historic City of York, The Hawkhills benefits from excellent road, rail and airport links. Just two hours by rail from London and a short drive from Leeds/Bradford Airport. The Hawkhills sits on the edge of the A19 and close to the A1 and the A1(M).

Get in touch:

The Hawkhills, Easingwold, York YO61 3EG

thehawkhills@serco.com

01347 825038

www.thehawkhills.com

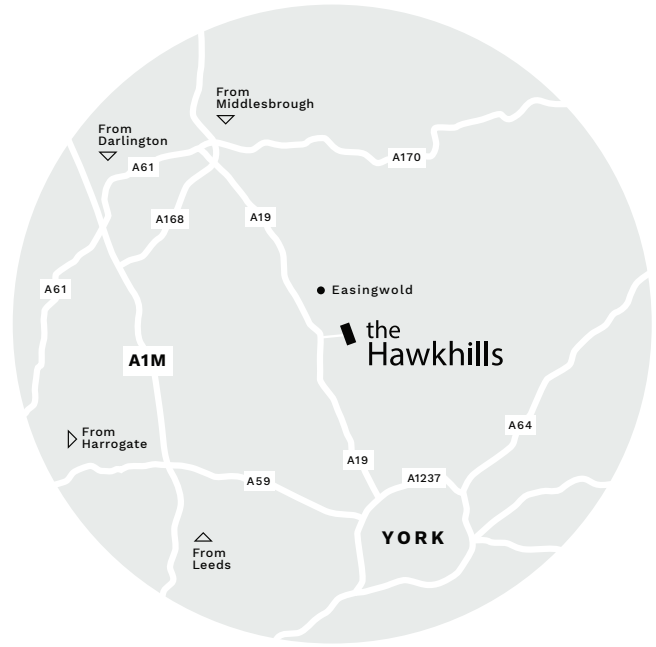
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