



Customised Training Information Sheet

- It is appreciated that when submitting your request form you allow several weeks before your preferred date. It can take some time to book the appropriate presenter and prepare the training material.
- Please remember that your customised training quote will include payment for travel, preparation of training materials and an administration charge.
- It is the responsibility of the service to arrange any catering requirements of the group.
- While Network can bring audiovisual and display equipment, it can help if the service can source equipment.
- If you are inviting other services to take part in the session we ask that remember the following:
 - Please keep the fees appropriate, we do not offer customised training in order for the service to make a profit from other services.
 - If you are planning a large group please ensure that you have appropriate seating arrangements, proper chairs and tables for the group to use.
- While we're aware that our full day courses are popular it may not always be appropriate to shorten these for customised training sessions.
- Network reserves the right at any time to cancel the booking if necessary.
- We ask that all customised training customers adhere to our In-Service Training Code of Conduct.
- Once a session has been confirmed Network will send a confirmation letter to the service who has requested the training.
- If a session is cancelled after receiving the confirmation letter the service will be charged 25% of the training quote.