

St Catherine's Education and Training Prospectus

QUICK REFERENCE- 2008

17th January	The Principles of Ethics	<i>(ethical issues in end of life care - day 1)</i>
31st January	The Mental Capacity Act	<i>(ethical issues in end of life care - day 2)</i>
11th February	Visitor Workshop	
12th February	Syringe Driver Workshop	
14th February	Whose Choice Is It Anyway?	<i>(ethical issues in end of life care - day 3)</i>
5th March	Intravenous Therapy Workshop	
6th March	Consent & Power of Attorney	<i>(ethical issues in end of life care - day 4)</i>
20th March	Current Ethical Dilemmas	<i>(ethical issues in end of life care - day 5)</i>
1st April	Exploring the Meaning of Life	<i>(reflections on the end of life - day 1)</i>
8 th April	The Philosophy of Palliative Care	<i>(principles of end of life care – day 1)</i>
22nd April	Spirituality in End of Life Care	<i>(reflections on the end of life - day 2)</i>
29 th April	Looking After Yourself	<i>(principles of end of life care – day 2)</i>
29th April	Internet Searches	<i>(Developing practice in end of life – day 2)</i>
1st May	Basic Communication Skills Workshop	
2nd May	Dementia	
6th May	Cultural & Religious Issues at the End of Life	<i>(reflections on the end of life - day 3)</i>
13 th May	End of Life Conversations	<i>(principles of end of life care – day 3)</i>
20th May	The Impact of Loss & Grief	<i>(reflections on the end of life - day 4)</i>
22nd May	Audit & Research in Palliative Care	<i>(developing practice in palliative care - day 1)</i>
27 th May	Pain & Symptom Management	<i>(principles of end of life care – day 4)</i>
03rd June	Death Rituals & Funeral Rites	<i>(reflections on the end of life - day 5)</i>
5th June	Searching the National Library for Health	<i>(developing practice in palliative care - day 2)</i>
10th June	Visitor Workshop	
17th June	Report Writing & Writing for Publication	<i>(developing practice in palliative care - day 3)</i>

19th June	Syringe Driver Workshop	
24 th June	Loss, Grief & Bereavement	<i>(principles of end of life care – day 5)</i>
1st July	Presentation Skills Workshop	<i>(developing practice in palliative care - day 4)</i>
15th July	Facilitation Skills Workshop	<i>(developing practice in palliative care - day 5)</i>
9th September	The Nature of Pain & Its Assessment	<i>(pain & symptom management - day 1)</i>
11th September	Visitor Workshop	
17th September	Intravenous Therapy Workshop	
16th September	Up Front & Personal	
18th September	Neurological Diseases - part 1	<i>(managing non-malignant disease - day 1)</i>
22nd September	Nutrition	
23rd September	The Drug Management of Pain	<i>(pain & symptom management - day 2)</i>
30th September	Syringe Driver Workshop	
2nd October	Neurological Diseases - part 2	<i>(managing non-malignant disease - day 2)</i>
7th October	The Multi-Professional Management of Pain	<i>(pain & symptom management - day 3)</i>
16th October	Heart Failure	<i>(managing non-malignant disease - day 3)</i>
21st October	Complex Symptoms at the End of Life	<i>(pain & symptom management - day 4)</i>
30th October	Renal Failure	<i>(managing non-malignant disease - day 4)</i>
4th November	Palliative Care Emergencies	<i>(pain & symptom management - day 5)</i>
13th November	Respiratory Disorders	<i>(managing non-malignant disease - day 5)</i>
18th-21st November	First Aid at Work	<i>(4 day HSE approved)</i>
27th November	Basic Communication Skills Workshop	
2nd December	Visitor Workshop	

Principles of End of Life Care

is a five day course covering:

- day 1 the philosophy of palliative care
- day 2 looking after yourself
- day 3 end of life conversations
- day 4 pain and symptom management
- day 5 loss and grief

(please see details overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: all health & social care workers who would like to increase their basic knowledge & understanding of end of life issues in relation to practice

DATES: 10TH, 24TH JANUARY, 7TH, 28TH FEBRUARY & 13TH MARCH 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

IT IS POSSIBLE TO BOOK INDIVIDUAL STUDY DAYS AT
£65-00 PER DAY

– please see overleaf for titles, outcomes & dates

To reserve a place, please forward the completed application form to:

Anne Truett - St Catherine's Education & Training Centre
Tel: 01293 447375 Fax: 01293 447379
Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE COURSE

The Philosophy of Palliative Care (day 1)

Learning outcomes:

- know the WHO definition of palliative care
- understand how the 5 key principles of palliative care apply in your practice setting
- discuss the importance of multi-professional team working
- describe the process of dying
- recognize a dying patient

Date: 10th January 2008

Looking After Yourself (day 2)

Learning outcomes:

- identify which issues are likely to result in stress
- know how to recognize stress in yourself & others
- demonstrate the effective use of coping strategies including
 - assertiveness
 - reflection
 - debriefing & clinical supervision

Date: 24th January 2008

End of Life Conversations (day 3)

Learning outcomes:

- recognize that end of life conversations can be difficult & identify why they are difficult for you
- discuss difficult questions & consider how you might respond
- understand the principles of breaking bad news & how they apply to end of life conversations
- have the opportunity to practice the skills you learn

Date: 7th February 2008

Pain & Symptom Management (day 4)

Learning outcomes:

- understand the importance of pain assessment
- explain how to use the WHO analgesic ladder effectively
- identify non-drug interventions in managing pain
- discuss the management of common symptoms in end-of-life care

Date: 28th February 2008

Loss, Grief & Bereavement (day 5)

Learning outcomes:

- describe the characteristics of loss & grief
- be aware of current theories of bereavement & how these apply in practice
- discuss cultural differences that influence responses to loss
- explain possible interventions when dealing with bereaved people

Date: 13th March 2008

Ethical Issues in End of Life Care

is a five day course covering:

- day 1 ethical principles & clinical decision making
 - day 2 the mental capacity act
 - day 3 choice
 - day 4 consent & power of attorney
 - day 5 current ethical dilemmas
- (please see overleaf for specific outcomes of the days)*

WHO SHOULD ATTEND: all health & social care workers who would like to increase their awareness & understanding of ethical issues in relation to end of life care

DATES: 17TH, 31ST JANUARY, 14TH FEBRUARY, 6TH & 20TH MARCH 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

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The Principles of Ethics (day 1)

Learning outcomes:

- define ethics as a concept
- demonstrate an awareness of differing theories of ethics
- identify ethical principles that arise from these theories
- discuss the process of making clinical decisions
- understand how ethical principles can be applied in clinical decision making

Date: 17th January 2008

The Mental Capacity Act in Context (day 2)

Learning outcomes:

- describe the purpose of the Mental Capacity Act
- identify the underlying principles of the act
- know how capacity should be assessed & by whom
- discuss the notion of 'best interests'
- have an awareness of how the act is applied in practice

Date: 31st January 2008

Whose Choice is it Anyway? (day 3)

Learning outcomes:

- define autonomy & choice
- recognize how the ability to choose is affected by illness
- understand the concept of 'rights & duties' in relation to choice
- demonstrate an awareness of how to support autonomy through
 - advocacy
 - advanced care planning

Date: 14th February 2008

Consent & Power of Attorney (day 4)

Learning outcomes:

- recognize the importance of consent
- identify the difference between informed & implied consent
- demonstrate how to obtain informed consent
- understand power of attorney in relation to the Mental Capacity Act
- discuss the notion of advanced decisions in the context of mental capacity & consent

Date: 6th March 2008

Current Ethical Dilemmas (day 5)

Learning outcomes:

- demonstrate an understanding of ethical theory & practice in relation to current ethical dilemmas, including
 - assisted dying
 - cardiopulmonary resuscitation
 - food & fluids
 - complex clinical decision making

Date: 20th March 2008

Reflections on the End of Life

is a five day course covering:

- day 1 the meaning of life
- day 2 spirituality
- day 3 culture & religion
- day 4 theories of loss & grief
- day 5 death rituals and funeral rites
(please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: all health & social care workers who would like to increase their basic knowledge & understanding of existential issues in relation to practice

DATES: 1ST, 22ND APRIL, 6TH, 20TH MAY & 3RD JUNE 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

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Exploring the Meaning of Life (day 1)

Learning outcomes:

- understand the relationship between the individual, the group & wider society
- recognize the importance of context when exploring meaning
- discuss key concepts that allow us to understand how an individual makes sense of life

Date: 1st April 2008

Spirituality in End of Life Care (day 2)

Learning outcomes:

- compare & contrast religion & spirituality
- understand your own spirituality
- be able to assess & address the spiritual needs of patients at the end of life
- discuss the notion of spiritual dynamics

Date: 22nd April 2008

Cultural & Religious Influences at the End of Life (day 3)

Learning outcomes:

- define culture & religion
- explore the variations between culture & religion
- understand local customs
- recognize how these influence local practice

Date: 6th May 2008

The Impact of Loss & Grief (day 4)

Learning outcomes:

- recognize your own responses to loss
- explain models of bereavement
- describe differences with age & gender
- identify normal & abnormal expressions of grief
- discuss appropriate interventions for grieving people

Date: 20th May 2008

Death Rituals & Funeral Rites (day 5)

Learning outcomes:

- understand cultural & religious rituals surrounding dying
- know how to arrange a funeral
- recognize the funeral director's role
- be aware of European regulations
- identify sources of financial assistance available

Date: 3rd June 2008

Pain & Symptom Management at the End of Life

is a five day course covering:

- day 1 the nature of pain and its assessment
- day 2 the drug management of pain
- day 3 the non-drug management of pain
- day 4 complex symptoms in end of life care
- day 5 palliative care emergencies

(please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: these sessions are designed for any health or social care professional, including nursing assistants, involved in managing patients who experience difficult symptoms

DATES: 9TH, 23RD SEPTEMBER, 7TH, 21ST OCTOBER, & 4TH NOVEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

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£65-00 PER DAY

– please see overleaf for titles, outcomes & dates

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PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE COURSE

The Nature of Pain & Its Assessment (day 1)

Learning outcomes:

- challenge your current views on pain
- discuss the physical causes of pain
- understand the concept of 'total pain'
- describe the importance of accurate assessment & tools to enable this

Date: 9th September 2008

The Pharmacological Management of Pain (day 2)

Learning outcomes:

- describe the application of the analgesic ladder in managing pain
- demonstrate problem-solving skills to enable the selection of appropriate medications to effectively manage pain
- understand the principles of drug management in pain control

Date: 23rd September 2008

The Multi-Professional Management of Pain (day 3)

Learning outcomes:

- discuss the use of complementary therapies in the management of pain, specifically
 - massage
 - aromatherapy
 - reflexology
- understand the role of occupational therapist & physiotherapist in pain
- have an awareness of psychological approaches in pain management

Date: 7th October 2008

Complex Symptoms at the End of Life (day 4)

Learning outcomes:

- describe the management of difficult symptoms including
 - breathlessness
 - confusion & terminal agitation
 - nausea & vomiting
 - depression
- discuss ethical dilemmas involved in treating these symptoms at the end of life

Date: 21st October 2008

Palliative Care Emergencies (day 5)

Learning outcomes:

- recognize causes and features of emergencies in palliative care
- explain appropriate interventions for each issue
- identify the necessity for an urgent response in each situation

Date: 4th November 2008

Managing Non-Malignant Disease at the End of Life

is a five day course covering:

- day 1 neurological diseases – part 1
- day 2 neurological diseases – part 2
- day 3 heart failure
- day 4 renal failure
- day 5 respiratory disorders

(please see overleaf for specific outcomes of the days)

WHO SHOULD ATTEND: all health & social care workers who would like to increase their understanding of end of life care in non-malignant disease, with a focus on joint-working between palliative care, specialists & those who provide care for patients

DATES: 18TH SEPTEMBER, 2ND, 16TH, 30TH OCTOBER & 13TH NOVEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

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£65-00 PER DAY

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PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE COURSE

The Management of Neurological Disease at the End of Life - part 1 (day 1)

Learning outcomes:

- have an understanding of the pathology of Motor Neuron Disease & Creutzfeldt-Jakob Disease
- describe the dying process as it relates to these conditions
- be able to identify & manage common symptoms experienced by these patients at the end of life
- explore the challenges of caring for these groups of patients from a practical, psychological & ethical perspective

Date: 18th September 2008

The Management of Neurological Disease at the End of Life – part 2 (day 2)

Learning outcomes:

- be aware of the disease process in Multiple Sclerosis, Parkinson's Disease & Multiple System Atrophy
- discuss prognosis & the dying phase in relation to this group of patients
- recognize the importance of a multi-professional approach to management
- explore the challenges of caring for these patients & those close to them by a review of practical, psychological & ethical issues in end of life care

Date: 2nd October 2008

Managing End-Stage Cardiac Failure (day 3)

Learning outcomes:

- develop an understanding of the pathology of cardiac failure & the concept of disease burden
- be aware of the lived experience of cardiac failure
- identify difficulties in recognizing the dying process
- explore the challenges of caring for these patients considering practical, psychological & ethical management

Date: 16th October 2008

Managing End-Stage Renal Failure (day 4)

Learning outcomes:

- explore the pathology of renal failure & discuss when renal failure becomes 'end-stage'
- describe the dying process in renal failure & identify common symptoms that arise, along with the appropriate management
- recognize the experience of living with end-stage renal failure
- understand how the practical, emotional & ethical challenges can be met through working in partnership with others

Date: 30th October 2008

Managing Respiratory Disease at the End of Life (day 5)

Learning outcomes:

- recognize the variety of respiratory disorders & how to identify the dying process
- discuss common symptoms in respiratory disease & the appropriate management
- review key issues surrounding long-term oxygen therapy
- understand the implications of the end of life for patients with respiratory disease as they relate to practical, psychological & ethical aspects of care

Date: 13th November 2008

Developing Practice in End of Life Care

is a five day course covering:

- day 1 audit & research in palliative care
 - day 2 internet searches & the National Library for Health
 - day 3 report writing & writing for publication
 - day 4 presentation skills workshop
 - day 5 facilitation skills workshop
- (please see overleaf for specific outcomes of the days)*

WHO SHOULD ATTEND: all health & social care workers who continually aim to improve their practice

DATES: 29th April, 22ND MAY, 5TH, 17TH JUNE, 1ST & 15TH JULY 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

IT IS POSSIBLE TO BOOK INDIVIDUAL STUDY DAYS AT
£65-00 PER DAY

– please see overleaf for titles, outcomes & dates

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PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE COURSE

Audit & Research in Palliative Care (day 1)

Learning outcomes:

- understand the notion of research & audit - what, why, how
- describe methods of gathering appropriate evidence through audit
- discuss how evidence can be used to improve practice
- identify when you would use research & when you would use audit

Date: 22nd May 2008

Internet Searches & the National Library for Health (day 2)

Learning outcomes:

- know how to log onto the internet
- understand how to choose the most appropriate search engine
- define & refine search terms & strategy
- know how to ascertain & download the most appropriate information
- demonstrate searching the NLH & other databases

Date: 29th April 2008 - searches
5th June 2008 – NLH
both 9.30AM – 12.30PM

Report Writing & Writing for Publication (day 3)

Learning outcomes:

- understand different report formats & when they are necessary
- consider how to portray your message
- explore practical tools & tips to influence your reader
- identify your reason for writing
- discuss how to approach the writing process
- understand the publishing process

Date: 17th June 2008

Presentation Skills Workshop (day 4)

Learning outcomes:

- know how to prepare a talk/study session
- understand the selection of an appropriate method of delivery
- describe the use of differing visual aids
- discuss the value of feedback (both self & others)

Date: 1st July 2008

Facilitation Skills Workshop (day 5)

Learning outcomes:

- describe facilitation skills
- understand group dynamics
- identify techniques to stimulate discussion
- explore ways to develop your self-confidence

Date: 15th July 2008

Visitor Workshops

St Catherine's Education and Training Centre welcomes a variety of visitors each year. These two-hour workshops will provide the opportunity to:

- explore the principles of end of life care
- meet members of the hospice team
- have a tour of St Catherine's
- meet with others who share an interest in end of life care

WHO SHOULD ATTEND: anyone who has an interest in learning about hospice care

PLEASE NOTE: individual visits can be negotiated with the Head of Education

DATES: 11TH FEBRUARY; 10TH JUNE; 11TH SEPTEMBER & 2ND DECEMBER 2008

TIME: 10.00AM TO 12.00PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £20-00 ~ includes refreshments

To reserve a place, please contact:

Anne Truett - St Catherine's Education & Training Centre
Tel: 01293 447375 Fax: 01293 447379
Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE STUDY DAY

Syringe Driver Workshop

This one day course will consider:

- the different syringe drivers in use
- the rationale behind their use
- common medications and their compatibility
- how to set up a syringe driver safely
- 'troubleshooting' if difficulties arise

WHO SHOULD ATTEND: This course will be relevant to Registered Nurses and Medical Staff who manage syringe drivers

DATES: 12TH FEBRUARY, 19TH JUNE *or*
30TH SEPTEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £65-00 ~ includes handouts, refreshments and lunch

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Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE STUDY DAY

Intravenous Therapy Workshop

This one day course will consider:

- indications for intravenous therapy
- drug calculations
- intravenous access devices including Hickman, Groshung and PICC lines
- practical aspects of administering intravenous additives

WHO SHOULD ATTEND: this course is relevant to all staff who are managing patients receiving intravenous therapies

DATES: 5TH MARCH *or* 17TH SEPTEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £65-00 ~ includes handouts, refreshments and lunch

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Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE STUDY DAY

Basic Communication Skills Workshop

Learning outcomes:

- identify your strengths as a communicator
- understand the principles of effective communication
- recognize barriers to listening
- start to compile a toolkit of different ways to communicate effectively
- have the opportunity to practice different techniques in communication

WHO SHOULD ATTEND: all health & social care workers who communicate with patients, those close to them, or colleagues

DATES: 1ST MAY ~~or~~ 27TH NOVEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £65-00 ~ includes handouts, refreshments and lunch

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Anne Truett - St Catherine's Education & Training Centre

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Email: annetruett@stch.org.uk

PLEASE NOTE: CLOSING DATE WILL BE ONE MONTH BEFORE THE STUDY DAY

Integrating Acupuncture into Palliative Care

This one day course, facilitated by **Dr Val Hopwood**, will explore:

- Introduction to Acupuncture theory, indications, contra-indications and clinical evidence
- How it benefits patients, in a palliative care setting in particular, Complementing pharmaceutical treatments and offering more patient choice
- How it might be applied as part of the holistic approach to patient care, using some frequently encountered symptoms in palliative care to illustrate

WHO SHOULD ATTEND: Doctors/Consultants, GP's, Physiotherapists, District Nurses, Clinical Nurse Specialists, Occupational Therapists or any healthcare professionals

DATES: 13TH FEBRUARY 2008

TIME: 9.30 AM – 3.30 PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £60-00

This includes handouts, refreshments and lunch

CPD Accreditation applied for

To reserve a place, please contact:

Anne Truett - St Catherine's Education & Training Centre

Tel: 01293 447375 Fax: 01293 447379 Email:

annetruett@stch.org.uk

Dementia Care Training

This half day course will consider:

- the nature of dementia
- the impact of dementia on the person, those close to them & the professionals who care for them
- the many ways of communicating with a person who has dementia

WHO SHOULD ATTEND: this course is relevant to all staff who are managing patients with dementia

DATES: 2ND MAY 2008

TIME: 9.30AM TO 1.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £40-00 ~ includes handouts, refreshments and lunch

To reserve a place, please forward the completed application form to:

Anne Truett - St Catherine's Education & Training Centre

Tel: 01293 447375 Fax: 01293 447379

Email: annetruett@stch.org.uk

Up Front and Personal

This day will consider:

- how to establish and work within appropriate boundaries
- how to manage difficult situations and emotions
- working with people experiencing loss

WHO SHOULD ATTEND: non-clinical staff who are in regular contact with patients and those close to them

DATES: 16TH SEPTEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £65-00 ~ includes handouts, refreshments and lunch

To reserve a place, please forward the completed application form to:

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Tel: 01293 447375 Fax: 01293 447379

Email: annetruett@stch.org.uk

Nutrition in End of Life Care

The one day course will consider:

- issues affecting nutrition in end of life care
- assessment of nutritional status
- creative ways to enhance nutritional intake in this patient group

WHO SHOULD ATTEND: these sessions are designed for anyone who has a responsibility to provide food to dying patients

DATES: 22ND SEPTEMBER 2008

TIME: 9.30AM TO 3.30PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £65-00 ~ includes handouts, refreshments and lunch

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Email: annetruett@stch.org.uk

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First Aid at Work

This four day course will lead to an HSE accredited first aid certificate and will consider:

- definitions of 'first aid' and the responsibility of the first aider
- primary survey and recovery position
- basic resuscitation
- bleeding, special wounds and unconsciousness
- recognition of injuries to bones, joints and the spine
- burns, eye injuries, poisons and extremes of temperature

WHO SHOULD ATTEND: These sessions are designed for anyone who has a responsibility to provide first aid in the workplace

DATES: 18TH-21ST NOVEMBER 2008

TIME: 9.00AM TO 5.00PM

VENUE: ST CATHERINE'S EDUCATION CENTRE

COST: £250-00 ~ includes handouts, refreshments and lunch

To reserve a place, please forward the completed application form to:

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Tel: 01293 447375 Fax: 01293 447379
Email: annetruett@stch.org.uk

APPLICATION FORM - CLINICAL COURSE / STUDY DAY

BLOCK CAPITALS PLEASE, IN BLACK INK OR TYPESCRIPT

NAME: _____

ADDRESS: _____

(For correspondence)

POSTCODE: _____

TEL NO: Home: _____ Work: _____ EXTN: _____

Email: _____

PLACE OF WORK: DEPARTMENT: _____ JOB TITLE _____

PROGRAMME TITLE:

WHERE DID YOU HEAR ABOUT THIS COURSE:

Course
Date

COST:

Form of Payment: INVOICE / CHEQUE
Purchase Order No. _____

All Cheques should be payable to St
Catherine's Hospice

INVOICE TO:

APPROVED BY: Managers Name: _____ Signature: _____

On behalf of: _____ e.g. PCT / Nursing Home / Company

Please Tick to confirm that you agree to the enclosed Terms and Conditions:

RETURN FORM TO:

Anne Truett – Education & Training Centre Co-ordinator
St Catherine's Education & Training Centre, Malthouse Road, CRAWLEY, West Sussex ,
RH10 6BH
Tel: 01293 447375 Fax: 01293 447379 E-mail: annetruett@stch.org.uk

If you do not wish to receive information about other courses & services please tick here

TERMS AND CONDITIONS

Booking Conditions:

Provisional places on courses will be held for 28 days.

Receipt of Booking Form will be sent within 10 days of receipt of the Booking Form, and a confirmation letter will be sent within 28 days prior to the course date giving any additional details that may be necessary. Certificates will be issued at the end of the course.

Payment:

Full payment is required before the Course Date. Cheques should be made payable to **St Catherine's Hospice**. If an invoice has been requested, this will be sent direct from our Accounts Department and if a Purchase Order No. is required by your organisation, this must be quoted on the Booking Form.

Cancellations / Substitutions:

Refunds can be made on cancellations for any bookings cancelled at least 28 days prior to the event. No refunds will be made for non-attendance or cancellation after that time.

It may be possible, at the time of cancellation, for Delegates to transfer to a similar course taking place at a later date, subject to availability.

We reserve the right to cancel courses if there are insufficient numbers 28 days prior to the course date. Delegates will be notified in writing and refunds given where appropriate.

Catering:

External Delegates-

Full-day courses include all refreshments and lunch. We will endeavour to cater for all Special Dietary Needs, but these require seven days advanced notice.

Half Day courses include all refreshments

No food or beverages may be brought to the Centre for consumption

Internal Delegates - **refer to Staff Policy**

Data Protection:

St Catherine's Education & Training Centre keeps any personal information you supply for the purpose for which you have provided it. It is not passed to other Organisations, unless this is made explicit when you supply it. However we may from time to time wish to send you details on other courses and services.

General:

We cannot accept any responsibility for loss or damage to personal property.

All Delegates are required to register their attendance on arrival.

The Hospice Library has many books and journals relating to Palliative Care and is available to Course Participants for reference.