

## Booking sparqs Course Rep Training

This document outlines the booking process for sparqs Course Rep Training. Please read it in full before booking any training.

- The earliest we can offer training is week beginning 17<sup>th</sup> September 2018.
- Completed booking forms should be emailed to [admin@sparqs.ac.uk](mailto:admin@sparqs.ac.uk) at least 3 weeks in advance of the proposed course date(s).

### 1. Before making a booking

Whilst we wish to be flexible and we completely understand the difficulties in predicting the attendance at any one session, we ask you to take some steps in ensuring good attendance at the sessions.

- Please consider the date and time of your training and ensure it meets the availability of your students. Heavy timetables or alternatively big gaps in the timetable before the session may impede attendance.
- Have you allowed sufficient time for promotion of the training? Consider a range of promotional techniques including email, posters and most importantly promotion by key staff directly to students.
- Do you have an appropriate spread of times? Not everyone will be free on one day or one time so booking a number of different slots will mean more students can attend.
- Sessions are delivered on the understanding that there will be between **10 and 25 participants per session.**
- A **maximum of 10 participants** per session for training delivered to students with **additional support needs.** There should be one support worker for every five delegates at a session.

### 2. Confirmation of booking

You will receive an email once your request has been processed. At this point we will seek to match an Associate Trainer to your requested dates. **Due to high demand around the beginning of the new semester it may take slightly longer for confirmation of the training session to be sent.**

When a trainer has been allocated, you will receive confirmation of your session(s) along with the details of your allocated Associate Trainer, who will then make contact with you to discuss arrangements. If we are unable to allocate a trainer we will inform you at least ten working days before the session is due to be delivered and work with you to find an alternative date.

### 3. Pre-delivery

Due to the participatory nature of the training session we ask that:

- You notify us about any participants with additional support needs as far in advance as possible so we can make any necessary adjustments (for standard CRT sessions).
- You ensure sufficient support workers are available for sessions booked for students with additional support needs (one support worker is required for every five delegates) – we will liaise with you to ensure there is sufficient support for each session.
- Should you need to cancel a training session, you inform us at least 10 days before the training date. If you cancel within 10 days or less of the training, we still need to pay the AT for the delivery of the session.

### 4. Materials

Participants in the training should receive a **handbook** as part of the training. These should be **printed by you** and made available at the training session. We also ask that you print out **evaluation forms** for the training. Evaluating the training helps us deliver better products for you in the future and also provides essential statistics about your reps. Electronic copies of the handbook and evaluation form will be sent in your booking confirmation email but you can also access them on the sparqs website.

### 5. Delivery

All of our sessions are delivered by sparqs Associate Trainers who are students themselves. They will arrive half an hour before the session begins. To ensure the best learning experience you will need to ensure that:

- The room is fully accessible, is a suitable size and in a suitable location.
- The room is set up in either cabaret or horse-shoe format with enough tables and chairs for those attending.
- There is a laptop/computer and projector, as well as flipchart and pens.

Once the session has been delivered the Associate Trainer will collate the feedback forms and attendance lists. Certificates will be sent out within 3 months of the delivery of training.

If you have any queries about the booking process please contact the sparqs office on 0131 622 6599 or via [admin@sparqs.ac.uk](mailto:admin@sparqs.ac.uk)

Any questions about the content of the training should go to Lindsay Isaacs, Development Consultant – [lindsay.isaacs@sparqs.ac.uk](mailto:lindsay.isaacs@sparqs.ac.uk)