

# Event Booking Form



Workshop title:
Workshop date:
Workshop location:
Delegate 1:
Delegate 2:
Your organisation's name:
Address:
Telephone:
E-mail:
UKHCA membership number, if applicable:
Details of any special requirements including dietary needs:

## Terms and conditions:

1. Full details of conference venues and maps will be sent with confirmation of your place.
2. Substitute delegates are acceptable at any time and notification of substitution should be faxed to 020 8288 5290.
3. Cancellations **must** be sent in writing and will incur an administration fee of 20% + VAT. Cancellations can only be accepted at least **seven calendar days** before the event.
4. In the event of cancellation of the event by the organisers, liability will be restricted to the refund of fees paid.
5. Any overnight accommodation is the responsibility of the delegate.
6. Attendance at our events may entitle delegates to an extensive range of teaching materials that remain the intellectual property of UKHCA. By completing this form you agree to any course materials being used solely by the

organisation named above. Course materials may not be photocopied or reproduced in any other format without prior written permission of UKHCA.

To secure your place we must receive a completed booking form with payment. Cheques should be made payable to UKHCA or to pay by credit card please phone 020 8288 1716 (a 3½% commission charge will be payable).

Return this booking form to:

**Sharon Hutton**  
**UKHCA, Group House, 52 Sutton Court Road, Sutton, SM1 4SL.**

**Telephone: 020 8288 1716**

**E-mail: [conferences@ukhca.co.uk](mailto:conferences@ukhca.co.uk)**

A VAT invoice will be sent by return

Company Registration Number 3083104  
Registered in England

## Building a better business: A series of home care practice workshops

### 2010

Working for **QUALITY** in **HOME CARE**

# Building a better business programme 2010

<b>Date</b>	<b>Title</b>	<b>Description</b>	<b>Location</b>	<b>Cost</b>
Thursday 18th March 2010	Diversity and equality	The Equality Bill is due to become law in 2010. This will make major changes to discrimination law including permitting positive action in recruitment and promotion. This workshop will focus on how employers can incorporate best practice to ensure they are not in breach of equality legislation.	Derby	£85 (members) £150 (non-members) (+ vat)
Thursday 22nd April 2010	Recruitment and retention	Getting recruitment, selection and retention right is crucial to every business regardless of size. This workshop will focus on strategies to get the right person into the right role within your organisation and, during these hard times, to retain these staff to ensure recruitment remains efficient and effective.	Group House, Sutton, Surrey	£45 (members) £70 (non-members) (+ vat)
Thursday 13th May 2010	Leadership and management	It is important for employers to understand and define the roles of their leaders and managers and the expectations placed on them in order to have a success and thriving business. Management topics like effective leadership development, delegation, change management, and effective team working will be covered in this workshop.	Group House, Sutton, Surrey	£45 (members) £70 (non-members) (+ vat)
Thursday 17th June 2010	Employment Law	Keeping up to date with employment legislation can be a challenge for domiciliary care providers. This workshop will cover topics that members have struggled to understand over the years such as the Working Time Regulations, maternity and parental leave, contracts of employment, terms and conditions of employment and data protection.	London	£85 (members) £150 (non-members) (+ vat)
Thursday 23rd September 2010	Diversity and equality	The Equality Bill is due to become law in 2010. This will make major changes to discrimination law including permitting positive action in recruitment and promotion. This workshop will focus on how employers can incorporate best practice to ensure they are not in breach of equality legislation.	Group House, Sutton, Surrey	£45 (members) £70 (non-members) (+ vat)
Thursday 21st October 2010	Recruitment and retention	Getting recruitment, selection and retention right is crucial to every business regardless of size. This workshop will focus on strategies to get the right person into the right role within your organisation and, during these hard times, to retain these staff to ensure recruitment remains efficient and effective.	Leeds	£85 (members) £150 (non-members) (+ vat)
Thursday 18th November 2010	Leadership and management	It is important for employers to understand and define the roles of their leaders and managers and the expectations placed on them in order to have a success and thriving business. Management topics like effective leadership development, delegation, change management, and effective team working will be covered in this workshop.	Group House, Sutton, Surrey	£45 (members) £70 (non-members) (+ vat)