



**Institute of
Money Advisers[®]**

Training Programme for Money Advisers

January to July 2012



WELCOME



I am pleased to introduce the latest version of the IMA training programme covering our courses running from January to July 2012.

The Institute has been training money advisers over many years and has established a strong reputation as a key provider of specialist money advice training. We offer over 2000 training places each year and feedback from delegates helps us to ensure that our courses are relevant, topical and well run.

We have some great new courses running in 2012 and I am sure that you will find something of interest in the programme.

Please send your booking forms in early so that we can ensure your place on the course of your choice, and remember we can run any of our courses in-house if you have a number of advisers that want training.

Caroline Siarkiewicz
IMA Executive Director

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Courses	Venues	Dates
Bailiffs' Law – Advanced (Day 1) <i>A detailed examination of bailiff's law – covering entry rights, levying & goods</i> Level: Specialist	York Cardiff Birmingham	2 February 2012 10 February 2012 14 June 2012
Bailiffs' Law – Advanced (Day 2) <i>A detailed examination of bailiff's law – covering fees, the impact of insolvency, human rights and codes of practice</i> Level: Specialist	York Bristol Birmingham	15 March 2012 29 March 2012 5 July 2012
Bankruptcy/DROs & the Official Receiver NEW <i>A former OR aims to simplify complexity and address concerns</i> Level: Specialist/Advanced	Cardiff Birmingham London Manchester	23 January 2012 23 March 2012 30 April 2012 16 May 2012
Benefits & Tax Credits – An Essential Guide <i>Everything Money Advisers need to know about Benefits and Tax Credits</i> Level: Caseworker / Specialist	Nottingham Manchester	20 and 21 February 2012 26 and 27 March 2012
Charging Orders & Orders for Sale <i>Understanding and opposing them. All new content for 2012</i> Level: Caseworker / Specialist	York Manchester London	2 April 2012 11 June 2012 2 July 2012
Consumer Credit Act Update <i>Advising on regulated agreements following the implementation of the CCA 2006</i> Level: Caseworker	Birmingham York London	28 May 2012 22 June 2012 27 July 2012
Dealing with Subprime Lending in the UK NEW <i>Including HP, Bills of Sale, Pay Day loans, pawnbroking, 2nd mortgages</i> Level: Specialist	Newcastle Birmingham London Cardiff	27 January 2012 3 February 2012 16 March 2012 27 June 2012
Debt Advice Remedies & the CSA NEW <i>Ways to assist debtor clients resisting and/or preventing CSA enforcement action</i> Level: Caseworker	Bristol Manchester London Newcastle	13 January 2012 8 February 2012 20 April 2012 25 April 2012
DRO Law & Theory NEW <i>Taking it further: Understanding legislation & guidance and how to use it</i> Level: Specialist	London Cardiff Cambridge Manchester Newcastle	24 February 2012 13 April 2012 15 June 2012 13 July 2012 30 July 2012
DRO Practice & Procedures NEW <i>Getting it right; preparing a good DRO application (the practical side)</i> Level: Caseworker	London Cardiff Manchester Cambridge Newcastle	20 January 2012 9 March 2012 27 April 2012 4 May 2012 18 May 2012
Finding & Using the Civil Procedure Rules <i>A practical course to introduce the court rules to debt advisers</i> Level: Specialist	Cambridge Cardiff Birmingham	16 April 2012 9 July 2012 23 July 2012
Housing Law for Money Advisers NEW <i>Exploring some of the technical aspects of possession proceedings and housing law such as mandatory possession, notice requirements, civil procedure, counterclaims and insolvent tenants</i> Level: Specialist	Birmingham Manchester London Newcastle Cardiff	9 January 2012 16 January 2012 6 February 2012 5 March 2012 25 May 2012
Legal Update <i>Exploring current issues in money advice, including recent developments in case law and legislation. All new content for 2012</i> Level: Specialist	Birmingham Bristol York	23 April 2012 14 May 2012 16 July 2012
Supervising Money Advice <i>Tools for effective supervision and management of Money Advice</i> Level: Caseworker, Supervisor, Specialist	Nottingham London Newcastle	21 May 2012 18 June 2012 20 July 2012

MORE ABOUT COURSES

Bailiffs' Law – Advanced (Day 1)

Course Overview

This course has been divided into two days to allow an in-depth discussion of topics. Advisers are able to attend either Day 1 or Day 2, or both days, as they wish. Day 1 will include:

Rights of entry:

- force and licences to enter
- routes of entry
- remedies and consequences.

Levying:

- seizure and impounding analysed
- goods and inventories
- problems and remedies.

Offences:

- poundbreach and rescue
- assaults on bailiffs and breaches of the peace.

Delegate comments:

"Course was very relevant to dealing with bailiff enforcement. Good tips for further advising clients on how to deal with situations that may arise." Debt caseworker, Merseyside

"Very informative, looking forward to Day 2." Debt caseworker, West Midlands

Tutor: John Kruse; Level: Specialist

Bailiffs' Law – Advanced (Day 2)

Course Overview

This course has been divided into two days to allow an in-depth discussion of topics. Advisers are able to attend either Day 1 or Day 2, or both days, as they wish. Day 2 will include:

Fees:

- principles
- remedies
- problem areas – council tax, road traffic penalties and High Court.

Insolvency- impact of different forms

- bankruptcy
- administration orders
- IVAs
- DROs.

Human Rights Act and ECHR

- Codes of practice
- National Standard
- OFT.

Tutor: John Kruse; Level: Specialist

MORE ABOUT COURSES

Bankruptcy/DROs & the Official Receiver **NEW**

Course Overview

To provide specialist advisers with detailed guidance on bankruptcy and debt relief orders, (this course will concentrate on more complex areas and some working knowledge is essential and assumed). The course is structured around bankruptcy but will consider the similarities and differences applying to DROs.

The trainer intends to allow as much opportunity to consider the specific needs and concerns of the delegates within the structure of the course. Subject to that, the objectives are that by the end of the session delegates will be able to:

- Identify which debts may remain payable after bankruptcy/a DRO
- Define the role of the Official Receiver, his/her duties and powers
- Discuss what their client can expect by way of enquiries and investigation by the Official Receiver and of their client's duties in respect thereof
- In relation to bankruptcy, define when the OR will be trustee and when and how a private trustee might be appointed and explain the role and powers of the trustee
- State the discharge (bankruptcy) and moratorium (DRO) provisions and describe how they impact upon the client
- Describe how assets will be dealt with in a bankruptcy or will be considered for assessment of suitability for a DRO
- Interpret the criteria for assessment of an income payment order or agreement in bankruptcy and know how income will be assessed in consideration of a DRO
- Define the recovery powers of the trustee in bankruptcy, specifically in terms of preferences and undervalue transactions, and in doing so, better appreciate how these might be considered in assessing such in a DRO
- Predict when a client's actions might lead to restriction or criminal proceedings
- State a client's options where a bankruptcy order is perceived to have been inappropriately made or where it otherwise might be annulled
- Discuss the supervision and complaint procedures as they apply to the OR and trustee in bankruptcy.

Tutor: *Graham Kendall*; **Level:** *Specialist/Advanced*

Benefits & Tax Credits – An Essential Guide

This is a two day course covering everything Money Advisers need to know about Benefits and Tax Credits.

Course Overview

The aim of this course is to provide an essential guide for busy money advisers to help ensure that clients don't miss out on money to which they're entitled through ignorance, misinformation or confusion. It will provide the information toolkit necessary to help maximise income from benefits and tax credits. The course is highly interactive with plenty of opportunity for participants to test their existing and new found knowledge. A Plain English, user-friendly handbook is provided along with other valuable reference materials.

By the end of the course participants will:

- Be able to broadly assess which benefits and tax credits may be available to a particular family or individual according to their circumstances
- Gain an awareness of the individual benefits and tax credits available and basic qualifying conditions
- Gain an understanding of the structure of the benefits/tax credit system, which benefits can be claimed together and how claiming one benefit can sometimes open the door to another
- Be able to distinguish between means tested and non-means tested benefits, and contribution based and non-contribution based benefits
- Gain an awareness of how, when and where different benefits and tax credits can be claimed.

Delegate comments:

"Superb course! Really learned a lot. Would highly recommend the course and tutor." Money Advice Caseworker, Devon

"Well run and informative, will be of practical use daily." Specialist Debt Adviser, Tyne & Wear

Tutor: *Jeff Brown*; **Level:** *Caseworker / Specialist*

MORE ABOUT COURSES

Charging Orders & Orders for Sale

Course Overview

The course aims to provide participants with an overview of the legal framework and practice of charging orders and orders for sale, covering legal estates and trusts of land as well as relevant statute and caselaw so it can be practically applied.

By the end of the course participants should be able to:

- Identify when and how a creditor can apply for a charging order
- Identify the relevant sections of the Charging Orders Act and apply relevant caselaw
- Identify arguments and tactics to oppose the granting of a charging order
- Identify ways in which a charging order application can be defended
- Comply with the procedural requirements of defending a charging order or order for sale
- Identify how and when a creditor can apply for an order for sale
- Identify relevant legislation and caselaw for use in defending a creditor's application for an order for sale.

Delegate comments:

"Excellent course and very useful for ongoing work." Outreach Money Adviser, Cambridgeshire

"A well structured course. Some very useful case law references." Specialist Support Worker, West Yorkshire

Tutor: Alexa Walker; Level: Caseworker / Specialist

Consumer Credit Act Update

Course Overview

A review of consumer credit law following the implementation of the Consumer Credit Act 2006, including the repeal of irredeemable unenforceability, unfair relationships, notice requirements and interest after judgment.

The course will cover:

- Identifying which agreements the changes apply to
- How the courts might exercise their discretion to allow an agreement to be enforced
- How the unfair relationship provisions are working in practice
- A review of how the 2006 Act is impacting on law and practice.

This course is an update course and requires advisers to have attended prior training on Consumer Credit.

Delegate comments:

"Very relevant and liked the open forum to discuss cases/ideas. Good way to learn."

Money Advice Caseworker, West Yorkshire

"Found the use of actual client examples and applying the course material extremely useful."

Benefits & Money Adviser, Norfolk

Tutor: Bradley Say; Level: Specialist / Advanced

MORE ABOUT COURSES

Dealing with Subprime Lending in the UK **NEW**

Course Overview

This course will cover recent developments in the subprime sector. It will be updated regularly to reflect any market changes.

The course will include:

- Continuous Payment Authorities
- Guarantee agreements
- HP and Bills of Sale
- Pay Day loans
- Pawnbroking
- 2nd Mortgages.

Delegates are encouraged to raise issues and questions from their casework.

Tutor: Ahmad Butt; Level: Caseworker

Debt Advice Remedies & the CSA **NEW**

Course Overview

This course focuses upon strategies for money advisers dealing with debtor clients resisting and/or preventing CSA enforcement action.

At the end of the course, delegates should be able to advise on:

- Liability orders through a magistrate's court
- Distress warrants, and private bailiffs
- Charging orders or an 'order for sale'
- Third party debt orders
- Disqualification from driving
- Committal for up to six weeks
- Disqualification from applying for or holding a passport
- Personal curfews and claiming payments from a deceased person's estate.

Tutor: Ahmad Butt; Level: Caseworker

DRO Law and Theory **NEW**

Course Overview

This course will cover using legislation, technical guidance and legal developments in relation to a DRO. It is aimed at advisers who have either completed "DRO Practice & Procedures" or have significant experience of DRO work and wish to expand upon knowledge of primary legislation, Court of Appeal decisions and Technical Manual Guidance.

Through a mix of "chalk and talk" and practical exercises we will cover:

- Understanding legislation – where and what to look for and how to use it.
- Guidance – beyond using "Intermediary Guidance Manual"
- Court of Appeal cases – what do they mean in practical terms? An in-depth look at benefit overpayments, Social Fund, rent arrears and debts incurred through fraud
- Challenging a decision – preparing a case for a County Court hearing

The introduction of Universal Credit (which may have different rules) to run in tandem with benefits/tax credits will create new challenges for advisers. The course will also cover potential issues, in relation to a DRO which may arise from 2013 onwards.

Tutor: Mark Newbury; Level: Specialist

MORE ABOUT COURSES

DRO Practice & Procedures **NEW**

Course Overview

The training day will provide a practice based approach to completing and submitting a DRO. It is aimed at advisers with at least six months worth of DRO related work and who wish to build upon their experience of making applications.

The session aims to enable participants to consider individual practice and how this may be improved to meet their organisation's good practice guidelines. It will be a "walk through" of a DRO case and through a mix of "chalk and talk" and practical exercises will cover:

- Individual financial statements – the easy way of drafting one
- Debts over £15k? – What can we do?
- Just whose asset is it anyway?
- Individual debts – hire purchase, rent arrears, council tax, benefit overpayments, "friends and family", court fines et al
- The bailiffs are coming (and the bailiffs have been...)
- County court summons and a DRO
- What actually happens when you submit an application? Creditors' rights to lodge an objection, Official Receivers powers of inspection and (in practice) how creditors are continuing to pursue collection of debts.

The session recognises we all have slightly different ways of working to obtain the same result for a client; "there is no absolute right way or a wrong way to make an application, just good practice".

Tutor: Mark Newbury; **Level:** Caseworker

Finding & Using the Civil Procedure Rules

Course Overview

This is a practical course to assist money advisers in using civil procedure rules and county court legislation to inform their case work and advocacy. At the end of the course, advisers should be able to:

- Access the latest version of the Civil Procedure Rules.
- Find the appropriate rule and legislation to support defendants with money claims in the county court.
- Apply the appropriate rules and legislation to their case work and advocacy.

Please Note:

Delegates are asked to bring to the course a recent copy of the Civil Procedure Rules in the Green Book (Civil Court Practice), the Brown Book, (Civil Court Service) or the White Book (Civil Procedure) or other format.

Delegate comments:

"Very practical course, well presented by very knowledgeable tutor." Assistant Manager/Caseworker, West Midlands

"It was very useful and informative and demystified the Green Book!" Debt Worker, South Yorkshire

Tutor: Jane Phipps; **Level:** Specialist

MORE ABOUT COURSES

Housing Law for Money Advisers **NEW**

Course Overview

An overview of housing law issues which are relevant in money advice, with a focus on defending possession proceedings in the courts.

This course is aimed at experienced money advisers who wish to improve their knowledge of those areas of housing law which cross over into money advice cases. Ideally, delegates will already be representing tenants in court and hoping to increase their understanding of the possible defences to different types of claims. This course is ideal for court duty advisers.

- identifying security of tenure and the implications
- bankruptcy/DROs and rent possession
- arrears of water/service/furniture charges etc
- identifying counterclaims as a set off to rent arrears, including possible funding arrangements
- identifying defences to claims on mandatory grounds
- tenants of borrowers
- former tenancy arrears and rehousing
- discrimination and the Equality Act 2010.

Tutor: Alexa Walker; **Level:** Specialist

Legal Update

Course Overview

This course will cover recent developments in money advice and related areas, with a review of up to date caselaw and recent/future legislation. Advisers should have an understanding of county court procedures, consumer credit and defending possession proceedings.

The course will be updated regularly to reflect the most current changes. The day will be structured to cover changes in the following areas:

- Insolvency (including a Debt Relief Order update)
- Consumer Credit
- Possession proceedings and housing law
- County Court procedures
- Equality and discrimination.

Delegates will have opportunities to raise their own issues and questions, and discuss relevant subjects within the group.

Delegate comments:

“Very good course, with practical exercises. Very knowledgeable trainer who is able to answer all questions, and gives practical examples.” Welfare Benefits Adviser, Hertfordshire

“Content is pitched just right for caseworkers in supporting legal cases/arguments.” Money Advice Worker, Lincolnshire

Tutor: Alexa Walker; **Level:** Specialist

MORE ABOUT COURSES / THE TRAINERS

Supervising Money Advice

This course is suitable for Caseworkers, Supervisors or Managers who are responsible for casework quality systems – or those aspiring to this role.

Course Overview

To provide best practice guides and tools for effective supervision and management of Money Advisers. By the end of the course participants should be able to:

- Understand the purpose and functions of effective supervision and management of Money Advisers.
- Use best practice processes, procedures and methods of achieving effective supervision and management of Money Advice (including CLS Quality Mark Processes).
- Understand technical factors to be assessed when conducting file reviews specifically for Money Advisers.
- Understand and use effective interpersonal skills when supervising and managing Money Advisers.

Tutor: Ahmad Butt; Level: Caseworker / Supervisor / Specialist

THE TRAINERS

Jeff Brown

Jeff has over 25 years' experience in the field of money advice, having worked for a CAB, National Debtline, a bank and a mortgage lender. Jeff is now a successful freelance trainer and consultant in debt/benefits advice to the credit industry, and to money advice providers in the statutory, not-for-profit and commercial sectors. He is an approved Money Advice Trust and Institute of Money Advisers tutor. He is a regular trainer for the Council of Mortgage lenders (CML) and has delivered in-house training to over a dozen mortgage lenders, so helping them to better assist customers in arrears and minimise repossessions.

Ahmad Butt

Ahmad has over two decades' work and managerial experience within legal advice organisations across London, specifically in Debt Law. He currently provides a money advice consultancy service to the London Fire Brigade while working as a consumer credit consultant for a solicitors practice in Cheshire and also works in-house for a commercial Debt Solutions Company in Stockport. He remains a long-standing 'guest lecturer' on the Personal Insolvency LLM programme at the London School of Economics.

Graham Kendall

Graham is a freelance money adviser, trainer and consultant. Until recently Graham was employed by The Insolvency Service, enjoying a 30 year career including 10 years as Official Receiver in two locations. With considerable experience in face to face training, Graham offers insolvency training from a fresh perspective.

THE TRAINERS

John Kruse

John has worked in the field of social welfare for the last 28 years. He currently works part time for a CAB in East London and is a freelance writer and trainer. John is widely recognised as an expert in bailiff law and has been a regular contributor to Adviser and other journals. He has written several books on bailiff law and is editor of Bailiff Studies Bulletin.

Mark Newbury

Mark has worked in the free advice sector for over 20 years and has worked with Newcastle Welfare Rights since 1993. Mark's work includes working with 'hard to reach' clients, those with social work intervention or support from mental health services. He jointly runs a project supporting social and private tenants to retain their tenancies. Mark also staffs a Consultancy Helpline. Mark has been involved in various training projects since the mid 80s including training for the MAT Wiser Adviser. Mark's training mantra is: "*That's what it says in the book, let me tell you how that actually pans out in practice*". Whilst we need to understand the legal frameworks we work within, equally important is an understanding of how we transfer theory into actual practice.

Jane Phipps

Jane has been an advice worker specialising in debt for 20 years and has worked for the London Borough of Lambeth and Oxford CAB before joining Citizens Advice in 1996. Jane currently works at Citizens Advice Specialist Support. Jane has also been involved in academic research work into debt and its effects on debtors, and obtained a Ph.D. for her work in this area. She has published a book and various articles about debt, the County Courts and money advice.

Bradley Say

Bradley is a barrister who specialises in representing borrowers in consumer credit cases and is the author of the various Quarterly Account articles including 'Non Status Lending: Recent Developments from a Borrower's Perspective'. Bradley is widely recognised as an expert in his field.

Alexa Walker

Alexa is a consultant and trainer in debt advice, working at Citizens Advice Specialist Support for the last 3 years, and also more recently at the IMA as a Training and Policy Officer. Prior to this, Alexa worked for a CAB as a county court duty adviser, as well as supervising and supporting other debt advisers. Alexa has a particular interest in housing debt, land law and trusts as well as equality, discrimination and human rights. Alexa is chair of South Yorkshire Housing Law Group and is a regular contributor to journals such as Quarterly Account and Adviser.

YOUR OTHER TRAINING OPTIONS / LEVEL OF EXPERIENCE

Please email us at training@i-m-a.org.uk or call **0113 242 0048** if:

- You are interested in a course, but it is too far away
- You are interested in a course not on the current programme, for example:
 - **Avoiding Mortgage Repossession (Day 1)**
An overview of the options for dealing with mortgage arrears
 - **Avoiding Mortgage Repossession (Day 2)**
For more experienced advisers, concentrating on the court process in relation to mortgage possession
 - **Challenging County Court Judgements**
What can you do if you are not happy with a county court judgement?
 - **Introduction to Bailiffs' Law**
Providing a basic understanding of bailiffs' law and the main areas where problems will arise
 - **Parking Penalties – Liability & Enforcement**
Understanding the legislation, liabilities and enforcement
- You or your organization would like us to design some training for you
- You would like to take advantage of 'in-house' training to meet the needs of your organisation. This can prove cost effective where a significant number of people require a particular topic saving on time and travel.

We can discuss your needs and will do our best to arrange something for you. Initially, we will need to know who you are, where you are based, what course you are interested in, where you would like the training to be held and how many trainees there will be.

LEVEL OF EXPERIENCE (BASED ON WISERADVISER STANDARDS)

Caseworker

Caseworker is the intermediate level. Training to this level helps you to deal satisfactorily with the majority of debt problems encountered – undisputed and undefended cases, which may include participation in court action at basic level. You gain an overview of the law relating to money advice, but are not expected to use it directly either in creditor negotiations or in court, as these imply a dispute on which specialist advice should be sought. As a caseworker money adviser, you will also be expected to act as a support to generalist money advisers. Caseworker training courses are primarily aimed at developing the skills and knowledge of generalist money advisers.

Specialist

Training to this level helps you deal with more complex cases. You gain (and are expected to maintain) an up-to-date and thorough knowledge and understanding of the case law, legislation, codes of practice etc, relevant to money advice, enabling you to guide and assist clients in disputed cases. You will be expected to act as a resource for others, helping them develop their money advice skills. As a specialist money adviser, you will also be able to identify when referral, possibly to an external source of information such as a legal professional, is appropriate. Specialist training courses are primarily aimed at developing the skills and knowledge of caseworker money advisers.

Advanced

Advanced Training standards have not been agreed. However, as a guide the IMA suggests this level is aimed at the most experienced money advisers who are commonly providing consultancy and/or training to colleagues.

FURTHER INFORMATION

Quality Assurance

The IMA endeavours to raise the standards of training by:

- carrying out regular analysis of training needs
- employing trainers who are specialist in their field
- using the agreed Wiseradviser training standards
- encouraging all trainees to complete an evaluation
- undertaking follow up evaluations

Course Materials

Detailed handouts are provided. The materials can be made available in large print where required.

Access to Training

We try to ensure all our training locations will be fully accessible to wheelchair users. We welcome carers, helpers and assistants. Please inform us if you will be accompanied. Where it is practicable, we will try to meet special needs if you give us sufficient time. Where we are unable to do so we will inform you immediately.

Venues

The IMA uses a variety of locations all over the country. We try to ensure they are fully accessible to those with mobility difficulties and are easily accessible for public transport. Most will also have nearby parking. If you require disabled parking please check availability with the bookings administrator. Maps are provided to all participants.

Continuing Professional Development (CPD) Time

Most of our courses are accredited by the Law Society. If you wish to claim CPD hours, please tick the relevant box on the booking form.

Welcoming diversity

The IMA is wholly committed to providing services that welcome diversity, promote equality of opportunity and challenge discriminatory or oppressive practice. We welcome feedback both positive and negative about all aspects of our training. Evaluation sheets are provided at the end of every course.

Welcoming Feedback

We would love to hear feedback from you, good or bad. You can do this by emailing us at training@i-m-a.org.uk or calling **0113 242 0048**.

Equal Opportunities Policy

The IMA is committed to actively opposing all forms of discrimination on the grounds of gender, race, sexuality, disability, age, religious or political beliefs. We also seek to oppose any developments in the credit industry which we perceive to be discriminatory. The IMA produces a policy statement on Equal Opportunities and this is available on request. Booking Terms and Conditions

BOOKING INFORMATION

Please get in touch with us if you have any queries.

- By completing and returning this form, you are agreeing to accept the IMA terms and conditions.
- Invoices for course fees must be paid prior to the course date.
- We accept cancellations in writing, by fax or email (but not by phone) up to two weeks before the date of the course and an administration fee of £25 will be charged.
- Cancellation for whatever reason during the two weeks prior to the commencement of the course will result in the full fee being payable if the delegates' agency is unable to nominate a substitute.
- If we cancel the course we will refund any payment made.
- Where a course is over-subscribed a limit of two delegates from one agency may be imposed.
- The booking form constitutes a legally binding agreement.
- The IMA reserves the right at any time, without prior notice, to change the venue of any course and/or the tutor from that described in the published literature.
- The IMA also reserves the right at its absolute discretion and without liability, to cancel any advertised course because of insufficient delegates, in which event all monies paid will be refunded.

Making a booking

- Complete the booking form and send to us by email, post or fax, details below.
- We will check that you have entered the correct amount in the cost box and will issue an invoice if a cheque is not included.
- Invoices will be posted to the address you have provided.
- It is essential that you provide an email address as all booking confirmations and joining instructions will be sent by email.

IMA Contact details

Post: **First Floor
4 Park Court
Park Cross Street
Leeds
LS1 2QH**

Telephone: **0113 242 0048**

Fax: **0113 234 5711**

Email: **training@i-m-a.org.uk**

Costs / Charges

The following charges apply for all courses:

	IMA Member	Non Member
Half Day Course	£45	£75
Full Day Course	£90	£155
Two Day Course	£155	£230
CPD Points	£25	£35

IMA TRAINING BOOKING FORM

Course Details	
Course:	
Course Location:	
Course Date:	

Delegate Details	
First Name:	
Surname:	
Name of Organisation:	
Address: (for invoice)	
IMA Membership No.:	
Email *:	
Tel:	
Special Requirements:	
Cancellation Fee:	£25

* We will be using this email address for correspondence about the course. Please read the terms and conditions before completing this form.

- Use the costs information to complete the relevant box:
 - Please invoice me the sum of: £ _____
 - I have attached a cheque for the sum of: £ _____
- Does this include a payment for CPD Points? Yes / No (Delete as appropriate)
- Enter your initials and today's date in the box to accept the cost of the course:

Data Protection Act 1998

The IMA may use this data to inform you of its services when we believe it will be relevant to you. Please initial the box below if you **do not** wish to be contacted for this purpose. We will not pass your details on to third parties and it will be stored in line with the Data Protection Act 1998.