



Training for Business

2018/2019

Course Index

Subject	Strapline	Date	Page
Microsoft Word "In a Day"	Creating and working with letters & reports	6 Nov 2018	4
Financial Services Regulatory Training	Ensure your sales team understand the FCA regulatory environment and how it applies to them	7 Nov 2018	5
Data Protection – A refresher course covering GDPR, DPA & E-Privacy	Ensure your company and processes comply with the new Data Protection Act	22 Nov 2018	6
Retail Parts Sales and Marketing	Maximising sales, profit and efficiency in the parts department	27 – 28 Nov 2018	7
Microsoft Excel "In a Day"	Creating and working with spreadsheets & charts	4 Dec 2018	8
The Area Manager Role	Working with dealers to build performance and effective relationships	12 – 13 Dec 2018	9
Microsoft PowerPoint "In a Day"	How to create professional presentation material	17 Jan 2019	10
Dealer Financial Performance	Understanding dealer finances to guide dealers to better results	23 – 24 Jan 2019	11
Data Protection – GPDR Sales & Marketing Workshop	Ensure your sales team understand and comply with the new Data Protection Act	24 Jan 2019	12
Managing Staff for Performance	How to manage individuals and teams for improved workplace performance	29 Jan 2019	13
Presentation and Training Skills	Essential skills for instructors, trainers, installers and managers	19 – 20 Feb 2019	14
Selling Skills - Selling Through Dealers	Maximising sales performance of dealers	26 – 27 Feb 2019	15
Negotiation Skills	Maintain control and win in negotiations	5 – 6 Mar 2019	16
Selling Skills – Selling Through Dealers Advanced	The next level in gaining sales performance from dealers	26 Mar 2019	17

Contents by Subject

All courses have been categorised by their primary subject but in many cases have a secondary subject also. We list here the courses by subject both primary and secondary.

Sales Courses

SUBJECT	STRAPLINE	PAGE
Retail Parts Sales and Marketing	Maximising sales, profit and efficiency in the parts department	7
The Area Manager Role	Working with dealers to build performance and effective relationships	9
Dealer Financial Performance	Understanding dealer finances to guide dealers to better results	11
Selling Skills - Selling Through Dealers	Maximising sales performance of dealers	15
Negotiation Skills	Maintain control and win in negotiations	16
Selling Skills – Selling Through Dealers Advanced	The next level in gaining sales performance from dealers	17

Management Courses

SUBJECT	STRAPLINE	PAGE
Financial Services Regulatory Training	Ensure your sales team understand the FCA regulatory environment and how it applies to them	5
Data Protection – A refresher course covering GDPR, DPA & E-Privacy	Ensure your company and processes comply with the new Data Protection Act	6
Retail Parts Sales and Marketing	Maximising sales, profit and efficiency in the parts department	7
The Area Manager Role	Working with dealers to build performance and effective relationships	9
Dealer Financial Performance	Understanding dealer finances to guide dealers to better results	11
Data Protection – GPDR Sales & Marketing Workshop	Ensure your sales team understand and comply with the new Data Protection Act	12
Managing Staff for Performance	How to manage individuals and teams for improved workplace performance	13
Presentation and Training Skills	Essential skills for instructors, trainers, installers and managers	14
Selling Skills - Selling Through Dealers	Maximising sales performance of dealers	15
Negotiation Skills	Maintain control and win in negotiations	16
Selling Skills – Selling Through Dealers Advanced	The next level in gaining sales performance from dealers	17

Employee Development Courses

Microsoft Word “In a Day”	Creating and working with letters & reports	4
Financial Services Regulatory Training	Ensure your sales team understand the FCA regulatory environment and how it applies to them	5
Data Protection – A refresher course covering GDPR, DPA & E-Privacy	Ensure your company and processes comply with the new Data Protection Act	6
Retail Parts Sales and Marketing	Maximising sales, profit and efficiency in the parts department	7
Microsoft Excel “In a Day”	Creating and working with spreadsheets & charts	8
The Area Manager Role	Working with dealers to build performance and effective relationships	9
Microsoft PowerPoint “In a Day”	How to create professional presentation material	10
Data Protection – GPDR Sales & Marketing Workshop	Ensure your sales team understand and comply with the new Data Protection Act	12
Managing Staff for Performance	How to manage individuals and teams for improved workplace performance	13
Presentation and Training Skills	Essential skills for instructors, trainers, installers and managers	14
Selling Skills - Selling Through Dealers	Maximising sales performance of dealers	15
Negotiation Skills	Maintain control and win in negotiations	16
Selling Skills – Selling Through Dealers Advanced	The next level in gaining sales performance from dealers	17

Customer Support Courses

Retail Parts Sales and Marketing	Maximising sales, profit and efficiency in the parts department	7
----------------------------------	---	---

IT Courses

Microsoft Word “In a Day”	Creating and working with letters & reports	4
Microsoft Excel “In a Day”	Creating and working with spreadsheets & charts	8
Microsoft PowerPoint “In a Day”	How to create professional presentation material	10



Microsoft Word “In a Day”

“Creating and working with letters & reports”

Training Course Outline

Course Title:	Microsoft Word “In a Day”
Duration:	1 Day
Location:	AEA Training Centre, Peterborough
Course size:	Max 8 people
Cost per day:	AEA Members £259 per day Non-members £310 per day
Course Code:	BIT1-061118-E1-PE
Course Dates:	06 November 2018
Course Objectives:	You will create basic and enhanced page setup using sectioning and numbering within a long document. You will also learn how to create columns and tables and work with productivity tools such as building blocks, autocomplete, autotext, autocorrect and autoformatting.
Course Outcomes:	You will have confidence in creating and working with Word Documents.
Delegate Requirements:	Users who have some basic knowledge of Word and wish to gain the necessary skills to create, edit, format, and print Word documents for letters, reports and other documents.
Course pre-requisites:	You should be comfortable with the Windows’ environment and be able to use Windows to manage information on the computer. Some basic knowledge of Word is desirable but not essential
Course Instructor:	Elite Training Solutions Ltd

Financial Services Regulatory Training

“Ensure your sales team understand the FCA regulatory environment and how it applies to them”

Training Course Outline

Course Title:	Financial Services Regulatory Training
Duration:	1 day
Location:	AEA Training Centre, Peterborough
Course size:	Max 15 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Dates:	7 th November 2018
Course Code:	BCP1-071118-CS-PE
Course Objectives:	Understanding the FCA regulatory environment and the compliance obligations of directly authorised firms and their representatives
Course Content:	How does the FCA regulate firms - The FCA at work; Responsibilities of Approved Persons; Training and Competence obligations; Consumer Credit & pre-contractual requirements; Financial Promotions; Conduct of Business; Treating Customers Fairly; Complaints; Financial Crime; Vulnerable Persons.
Course Outcomes:	This course is designed for senior team members from within the business with an emphasis on sales and marketing departments. This training course will enable them to apply the latest legislation and possibly develop and train others within their teams to ensure compliance with FCA rules as a result of regulated activities.
Delegate Requirements:	An understanding of financial services currently offered/administered by the company and what is expected when performing regulated activities including levels of supervision
Course pre-requisites:	Some level of knowledge or financial services
Course Instructor:	Compliance Services



Data Protection – A refresher course covering GDPR, DPA and E-Privacy

“Ensure your company and processes comply with the new Data Protection Act”

Training Course Outline

Course Title:	Data Protection – A refresher course covering GDPR, DPA and E-Privacy
Duration:	1 days
Location:	AEA Training Centre, Peterborough
Course size:	Max 8 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Dates	22 November 2018
Course Code	GDP2-221118-K1-PE
Course Objectives:	An introduction and refresher course covering GDPR, DPA and E-Privacy
Course Content:	* What is GDPR, * Key changes from DPA 1998, * What conflicts exist between PECCR and GDPR, * Penalties, * What 8 key rights are offered to your customers/staff, * Current case studies of action, * Processes and procedures have to change? * The law vs winning hearts and minds, * Auditing, * Risk assessment, * Planning for the change, * Cross-Marketing Matrix, * Reason to Market Matrix
Course Outcomes:	<ul style="list-style-type: none">• A full understanding of the new legislation and key differences to previous communication• The penalties and legal basis for marketing• Process and Procedure checks• Cross Marketing and reason to market matrix's produced by each delegate for their business
Delegate Requirements:	This course is intended for senior team members to enable them to develop and train their own teams.
Course pre-requisites:	An understanding of their role in GDPR within their company, where their business sits in current GDPR preparations and the key challenges presented
Course Instructor:	Kudos Data Solutions



Retail Parts Sales and Marketing

“Maximising sales, profit and efficiency in the parts department”

Training Course Outline

Course Title:	Retail Parts Sales and Marketing
Duration:	2 Days
Location:	AEA Training Centre, Peterborough
Course size:	Max 10 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	MCS1-271118-V1-PE
Course Dates:	27 – 28 November 2018
Course Objectives:	<ul style="list-style-type: none">• To help the participants understand how to approach the parts department with a view to maximising sales opportunities both in the showroom and remotely.• To ensure participants have a clear understanding of the fundamental principles of sales and marketing in the parts department.• To understand how to maximise face-to-face and telephone sales opportunities.• To understand and make plans for an efficient retail display area which maximises selling opportunities and makes the most of displays• To understand how to develop promotional parts campaigns with a view to optimising their success and financial results.
Course Outcomes:	<ul style="list-style-type: none">• To be able to identify the key opportunities to develop your sales in the parts department.• To be able to target your sales and marketing initiatives with a view to optimising results.• To deploy successful parts marketing campaigns.• To engage your parts employees in the sales process.
Delegate Requirements:	This course will be most beneficial to participants who currently, or will in the near future, manage a parts department.
Course Instructor:	VFM Associates



Microsoft Excel “In a Day”

“Creating and working with spreadsheets & charts”

Training Course Outline

Course Title:	Microsoft Excel “In a Day”
Duration:	1 Day
Location:	AEA Training Centre, Peterborough
Course size:	Max 8 people
Cost per day:	AEA Members £259 per day Non-members £310 per day
Course Code:	BIT1-041218-E1-PE
Course Dates:	04 December 2018
Course Objectives:	You will create and edit Excel worksheets and workbooks whilst learning, and thoroughly understanding BODMAS and cell references. You will also learn how to create charts to enhance the functionality of workbooks.
Course Outcomes:	Learn how to create and work with spreadsheets, workbooks and charts.
Delegate Requirements:	Users who have some basic knowledge of Excel and wish to gain the necessary skills to create, edit, format, and print basic Excel spreadsheets and charts.
Course pre-requisites:	You should be comfortable with the Windows’ environment and be able to use Windows to manage information on the computer. Some basic knowledge of Excel is desirable but not essential
Course Instructor:	Elite Training Solutions Ltd



The Area Manager Role

“Working with dealers to build performance and effective relationships”

Training Course Outline

Course Title:	The Area Manager Role
Duration:	2 Days
Location:	AEA Training Centre, Peterborough
Course size:	Max 12 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	MED1-121218-MA-PE
Course Dates:	12 - 13 December 2018
Course Objectives:	This course is designed to provide delegates with the knowledge, skills and confidence to build effective relationships with dealership owners, managers and staff in sales and aftersales. Whether agreeing business plans, managing dealership development, negotiating changes, or simply providing effective support to dealer teams, this programme will help delegates build productive and performance-oriented relationships with their dealership contacts.
Course Outcomes:	By the end of the course, delegates will be able to: <ul style="list-style-type: none">• Understand the core functions of the Area Manager role• Build effective working relationships• Utilise Sales, service, parts & financial performance indicators• Build a shared agenda for dealership development• Work with dealership managers to shape future performance• Resolve disagreement and conflict effectively• Agree and implement sustainable dealer action plans
Delegate Requirements:	Delegates should ideally be in an area management role or be progressing towards taking this role on within the following year.
Course pre-requisites:	Delegates should prepare pre-course goal(s) with their manager.
Course Instructor:	Maple Associates Ltd



Microsoft PowerPoint “In a Day”

“How to create professional presentation material”

Training Course Outline

Course Title:	Microsoft PowerPoint “In a Day”
Duration:	1 Day
Location:	AEA Training Centre, Peterborough
Course size:	Max 8 people
Cost per day:	AEA Members £259 per day Non-members £310 per day
Course Code:	BIT1-170119-E1-PE
Course Dates:	17 January 2019
Course Objectives:	Create a presentation using different slide layouts – text, pictures, charts and tables. Design your own Slide and Title Master, create diagrams and flow charts. Apply custom animation and slide transition effects, run the slide show using mouse and/or keyboard, print PowerPoint in different hand-out formats.
Course Outcomes:	This course will provide all the skills necessary to generate a professional looking PowerPoint presentation from scratch and to run slide shows using various animation and transition effects.
Delegate Requirements:	Users who have some basic knowledge of PowerPoint and wish to gain the necessary skills to create and modify presentation material.
Course pre-requisites:	You should be comfortable with the Windows’ environment and be able to use Windows to manage information on the computer. Some basic knowledge of PowerPoint is desirable but not essential
Course Instructor:	Elite Training Solutions Ltd



Dealer Financial Performance

“Understand Dealer finances to guide dealers to better results”

Training Course Outline

Course Title:	Understanding Dealer Finances
Duration:	2 days
Location:	AEA Training Centre, Peterborough
Course size:	Max 10 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	FED1-230119-V1-PE
Course Dates:	23 – 24 January 2019
Course Objectives:	To reduce the fear associated with the management of financial responsibilities. To understand the financial cycle within a dealer’s business and how it impacts the dealer’s decisions and motivation. To provide a practical understanding of financial reports such as the profit & loss account and balance sheet. To provide an understanding of key financial indicators and how they can be influenced. To help the dealer manager communicate financial issues with their staff effectively.
Course Outcomes:	They will be more confident in both engaging with and communicating financial matters. They will be able to discuss and counsel with dealers on practical actions which can influence the financial performance of the dealer such as managing costs, impacts of discounts, inventory management, calculating margins, and managing cash flow.
Delegate Requirements:	The delegates attending this course will be in a role with a supplier company where they work with and counsel dealers to support their development and sales.
Course pre-requisites:	Delegates will have a reasonable understanding of financial reports and be familiar with dealer operations.
Course Instructor:	VFM Associates

Data Protection – GDPR Sales and Marketing Workshop

“Ensure your sales team understand & comply with the new Data Protection Act”

Training Course Outline

Course Title:	Data Protection – GDPR Sales and Marketing Workshop
Duration:	1 days
Location:	AEA Training Centre, Peterborough
Course size:	Max 8 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Dates:	24 January 2019
Course Code:	GDP3-240119-K1-PE
Course Objectives:	GDPR for Sales and Marketing personnel, to understand what they can and cannot do with customers data under the new GDPR legislation.
Course Content:	* What is GDPR, * Key changes from DPA 1998, * Review of current Data Policy documentation, * Review of current Reason to Market matrix's, * Preparation of LIA (Legitimate Interest Assessment), * Case Study examples of good and bad Sales and Marketing practices, * How to manage Opt Out, * Workshop to bring Sales and Marketing Matrix to each Marketing activity i the business
Course Outcomes:	<ul style="list-style-type: none"> • A full understanding of the new legislation and key differences to previous communication • A practical workshop to build LIA's/Reason to Market Matrix's and data Policy documentation • Best practice skill share through live case studies • A full in-depth workshop to build sales and Marketing matrix assigning one of 6 legal grounds
Delegate Requirements:	This course is designed for senior team members from within the sales and marketing departments to enable them to apply the latest legislation and possibly develop and train others within the sales team to ensure compliance with GDPR in all communication activities.
Course pre-requisites:	An understanding of their role within GDPR in their business, where their business sits in current GDPR preparations and the key challenges presented
Course Instructor:	Kudos Data Solutions

Managing Staff for Performance

“How to manage individuals and teams for improved workplace performance”

Training Course Outline

Course Title:	Managing Staff for Performance
Duration:	2 Days
Location:	AEA Training Centre, Peterborough
Course size:	Max 12 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	MED1-290119-MA-PE
Course Dates:	29 January 2019
Course Objectives:	This course has been designed to provide delegates with a set of tools, both informal and formal, to help work closely with each member of their team and support them in reaching their real performance potential in the workplace. We will explore a range of approaches to managing the performance of others. It would be impossible to build and sustain the performance of a whole team simply by focusing on individual needs and capabilities, so we will address team performance as well as that of the individual during this course
Course Outcomes:	By the end of the course delegates will understand or be able to: <ul style="list-style-type: none">- Manage and motivate staff to improve their performance- Adapt their management approach to the needs of the situation- Plan and implement informal coaching support- Plan and implement a formal Performance Improvement Plan- Conduct an effective appraisal using a simple appraisal process- Understand Grievance, Disciplinary and Attendance processes- Understand how to build team performance- Conduct team meetings, briefings and reviews
Delegate Requirements:	Delegates should be in role with direct reports they are responsible for, or on a development pathway into one of those roles.
Course pre-requisites:	Delegates should agree personal objectives with their manager.
Course Instructor:	Maple Associates Ltd



Presentation and Training Skills

“Essential skills for Instructors, Trainers, Installers and Managers”

Training Course Outline

Course Title:	Presentation and training skills
Duration:	2 Days
Location:	AEA Training Centre, Peterborough
Course size:	Max 10 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	MED1-190219-MA-PE
Course Dates:	19 - 20 February 2019
Course Objectives:	This course is designed to provide delegates with the essential skills required to plan, prepare and deliver effective presentations to customers, engineers, dealer staff, customers and members of the public. Taking a highly practical approach throughout the course, each participant will have the opportunity to plan and deliver at least 2 presentations, receive constructive feedback, improve their skillset and increase their confidence in presenting product, technical, business or brand information. Video recording and review will be available.
Course Outcomes:	By the end of the course delegates will: <ul style="list-style-type: none">- Be able to plan and deliver an effective presentation- Be able to select the right supporting materials and aids- Be able to tailor and adapt their approach to different audience types- Understand how to increase and influence the impact- Understand how to develop and manage personal confidence- Understand how to ensure that planned outcomes are achieved- Understand how to plan a training session/presentation- Understand how to review presentation and training effectiveness
Delegate Requirements:	Delegate should be in a role that requires them to present to small groups, whether this is for training, installation, sales or management.
Course pre-requisites:	Delegates should bring a short presentation with to use on day one.
Course Instructor:	Maple Associates Ltd



Selling Skills – Selling Through Dealers

“Maximising Sales Performance of Dealers”

Training Course Outline

Course Title:	Selling Skills – Selling Through Dealers
Duration:	2 Days
Location:	AEA Training Centre, Peterborough
Course size:	Max 10
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	MSE1-260219-V1-PE
Course Dates:	26 February – 27 February 2019
Course Objectives:	To help a supplier maximise sales opportunities when selling through dealers. To understand the sales process and where they can add value with their dealers. To understand how to coach dealer sales people with a view to improving performance. To understand how to monitor sales performance through the dealer channel. To maximise the perceived value of the supplier by the dealer by maximising sales exposure
Course Outcomes:	By the end of this course the delegates will have a clear understanding of the sales process and how to enhance this through their dealer channel. They will understand how to maximise the effectiveness of their dealer interactions through effective planning and communication techniques. They will have the key skills required to coach dealer salespeople to become more effective and create a positive impact on their brand.
Delegate Requirements:	Delegates will most likely be working in a selling or territory management role with a supplier company usually heavily reliant on sales through dealers.
Course pre-requisites:	There is be a one-day Advanced level of this course, but it is requirement to complete this course first.
Course Instructor:	VFM Associates



Negotiation Skills

“Maintain control and win in negotiations”

Training Course Outline

Course Title:	Negotiation Skills
Duration:	2 Day
Location:	AEA Training Centre, Peterborough
Course size:	Max 10 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code	MED1-050319-MA-PE
Course Date	5 March – 6 March 2019
Course Objectives:	<ul style="list-style-type: none">• To understand the perfect profile of a professional negotiator (attitudes, knowledge & skills required)• To understand the link between the sales process and negotiation phase• To provide the key skills required to negotiate effectively• To understand and increase the odds of a win-win outcome in a negotiation thus influencing respect and rapport levels
Course Outcomes:	At the end of this course the delegate will have a clear understanding of the effects of discounting and will be able to influence the retained margin on deals by trading concessions carefully. The delegate will be able to use practical techniques to maintain control during a negotiation while maintaining a positive relationship. The delegate will be able to spot when a negotiation needs to be closed and how to do this using one of a selection of techniques.
Delegate Requirements:	Anyone working in a role where negotiation is critical.
Course pre-requisites:	It will be beneficial if the delegate has attended an essential selling skills course previously (so they understand the build-up to the negotiation phase).
Course Instructor:	Maples Associates



Selling Skills – Selling through dealers – Advanced

“The next level in gaining sales performance from dealers”

Training Course Outline

Course Title:	Selling Skills – Selling through dealers - Advanced
Duration:	1 Day
Location:	AEA Training Centre, Peterborough
Course size:	Max 10 people
Cost per day:	AEA Members £289 per day Non-Members £350 per day
Course Code:	MSE2-260319-V1-PE
Course Dates:	26 March 2019
Course Objectives:	To focus in depth on key performance indicators for dealer sales and how to maximise sales through management of dealers. To further develop coaching skills for gaining maximum performance from dealer sales people. To understand how the dealer finances work in more depth to understand the factors which motivate dealers to sell new equipment.
Course Outcomes:	By the end of this course the delegates will have the knowledge and confidence to maximise the effectiveness of their dealer interactions. They will have the key skills required to coach dealer sales managers with KPIs to maximise sales. They will have gained the skills to be more effective and create a positive impact on their brand.
Delegate Requirements:	Delegates will most likely be working in a selling or territory management role with a supplier company usually solely or heavily reliant on sales through dealers and may be managing a team who are reliant on sales through dealers
Course pre-requisites:	The Selling Skills – Selling Through Dealer’s course is a mandatory pre-requisite for this course. Attended in any previous year.
Course Instructor:	VFM Associates

Registration & Enrolment Form

Course Title:	
Course Code:	
Course Date:	Purchase Order No:
Course Cost Per Day £	Total £
Delegate Name:	
Delegate Email:	Delegate Phone No:
Delegate Company:	
Company Address:	
<i>Details of your training contact / person completing the form</i>	
Name:	Email:
	Phone:
Signed:	Date:

Return the form to Angela Barnatt on ab@aea.uk.com or phone 01733 207602

This registration form indicates the delegate's intention to attend the course identified within this document. A confirmation together with invoice for the full amount will be issued upon receipt provided a place is available; if not the delegate's name will be placed on a standby list and the delegate will be notified accordingly. The invoice will be given a due date of 30 days prior to the start date of the course at which time it is payable in full. Receipt of payment will guarantee the reserved place and joining instructions will follow shortly before the start of the course. Please note that all prices exclude VAT.

Registration & Enrolment Form

Course Title:	
Course Code:	
Course Date:	Purchase Order No:
Course Cost Per Day £	Total £
Delegate Name:	
Delegate Email:	Delegate Phone No:
Delegate Company:	
Company Address:	
<i>Details of your training contact / person completing the form</i>	
Name:	Email: Phone:
Signed:	Date:

Return the form to Angela Barnatt on ab@aea.uk.com or phone 01733 207602

This registration form indicates the delegate's intention to attend the course identified within this document. A confirmation together with invoice for the full amount will be issued upon receipt provided a place is available; if not the delegate's name will be placed on a standby list and the delegate will be notified accordingly. The invoice will be given a due date of 30 days prior to the start date of the course at which time it is payable in full. Receipt of payment will guarantee the reserved place and joining instructions will follow shortly before the start of the course. Please note that all prices exclude VAT.

Registration & Enrolment Form

Course Title:	
Course Code:	
Course Date:	Purchase Order No:
Course Cost Per Day £	Total £
Delegate Name:	
Delegate Email:	Delegate Phone No:
Delegate Company:	
Company Address:	
<i>Details of your training contact / person completing the form</i>	
Name:	Email:
	Phone:
Signed:	Date:

Return the form to Angela Barnatt on ab@aea.uk.com or phone 01733 207602

This registration form indicates the delegate's intention to attend the course identified within this document. A confirmation together with invoice for the full amount will be issued upon receipt provided a place is available; if not the delegate's name will be placed on a standby list and the delegate will be notified accordingly. The invoice will be given a due date of 30 days prior to the start date of the course at which time it is payable in full. Receipt of payment will guarantee the reserved place and joining instructions will follow shortly before the start of the course. Please note that all prices exclude VAT.

Registration & Enrolment Form

Course Title:	
Course Code:	
Course Date:	Purchase Order No:
Course Cost Per Day £	Total £
Delegate Name:	
Delegate Email:	Delegate Phone No:
Delegate Company:	
Company Address:	
<i>Details of your training contact / person completing the form</i>	
Name:	Email: Phone:
Signed:	Date:

Return the form to Angela Barnatt on ab@aea.uk.com or phone 01733 207602

This registration form indicates the delegate's intention to attend the course identified within this document. A confirmation together with invoice for the full amount will be issued upon receipt provided a place is available; if not the delegate's name will be placed on a standby list and the delegate will be notified accordingly. The invoice will be given a due date of 30 days prior to the start date of the course at which time it is payable in full. Receipt of payment will guarantee the reserved place and joining instructions will follow shortly before the start of the course. Please note that all prices exclude VAT.