The Academy of Experts

Commercial Mediation Training

Course Programme

@tae_experts

www.academyofexperts.org
Why should you subject yourself to training in the relatively new art and science of ADR? And if you do, what can you expect?

There are in this day and age relatively few 'naturals'. That is somebody who without any training is still regarded as a top performer. The reasons for this are mainly to be found in the complexity of modern living, the abundance of legislation and litigation coupled with the ever-increasing necessity to be seen to be 'PC'. It becomes increasingly difficult to acquire knowledge and skills by observation of others and your own trial and error. Today the 'error' could become the precursor to your own trial and could cost you dearly! This does not imply that attendance on a course will automatically turn you into a star performer.

The Academy first became involved in ADR training in the early 90's - just a short time after our foundation and the adoption of the objective to promote 'cost efficient dispute resolution'. Since those early experimental days working with the American Arbitration Association, The Academy has developed its own training philosophy and training courses. These have met with widespread approval not just in the UK but also in other countries and continents. One of the reasons for their success is their multi-disciplinary and non-legalistic approach to what is a quasi-legal discipline.

Courses are not run to train (or retrain) lawyers and judges, although most courses include either or both. They are not run to turn experts into lawyer substitutes, although experts are trained on all courses. Equally they are not designed to demonstrate that litigation and arbitration should not be used.

The first morning of the Commercial Mediation Course looks at disputes and the many different ways of settling them - starting with the club and ending in the European Court. This in-depth overview which concentrates on relationships is the backbone of the anatomical study of disputes. Like most good training it forces participants to examine and re-examine their own knowledge and perceptions.

We are repeatedly told how valuable this session is giving as it does an insight into conflict and resolution as well as the multitude of routes to resolution. Most people appear to translate the approaches into tools for their normal professional life and are thus able to perform more effectively.

Having looked at Dispute Resolution and ADR as a whole, attention is then focused on mediation. Although mediation has now been practised for nearly twenty-five years in the UK many people in this country still have little or no concept of the mediation process or how the mediator works. To some extent the large industrial disputes of the past still colour minds - 'the parties held meetings in separate rooms at ACAS until late last night' or 'Dr Kissinger arrived at Jerusalem in the latest round of his shuttle diplomacy'.

Videos of commercial mediations are used
to help overcome this. Then with the 'feel' for the real thing work begins on the serious business of training to mediate.

Small interactive group 'discussions' form the basis of teaching. We have resisted the commercial opportunities offered by large courses and concentrated on groups of about ten. This philosophy ensures the full and active participation of everybody. Most importantly it is easier to build an open and close working relationship with just a few colleagues. This is essential because everybody needs feedback. In our society, this tends to be polite and what it is perceived the listener wants to hear. In our training environment, it is what he needs to hear!

The remainder of the first module (2 days) is taken with teaching and practical role-playing situations so that everybody will have at least dipped their toes into the water by having experienced the various roles that are found in mediation. Few find these experiences what they expected. For some it is easier but for others almost impossible.

Module 2 - The Mediators Tutorial takes the whole day and is designed around a mediation. From the beginning of the day until its conclusion the mediation continues with everybody actively participating. The real difference between the tutorial and the real thing is that before every portion of the mediation a detailed planning session takes place. This includes a discussion on the best tactics and techniques for the mediator. After each session the real work is undertaken at the post mortem.

• What did we achieve?
• Did we do what we had planned?
• Why not?
• Did we achieve things that had not been anticipated?
• Were they better than our targets?
• ‘Where are we now?’
And so on ....

These sessions normally give the opportunity for the resourcefulness of the mediator and usually the innate ability to rationalise.

At the end of the Tutorial, an agreement having been reached, the mediator is left with the options for tying the knot. Sometime the most difficult part of the day! For this reason a whole day is devoted to ‘Tying the knot’ (Module 3).

‘Tying the knot’ is followed by two days of constructive practice - ‘Simulations & the Legal Environment’ (Module 4) which also covers the areas of the law that a mediator needs to consider (this is suitable for both lawyers and non-Lawyers alike) and ‘Simulation, Stimulation, Simulations’ (Module 5) The backbone of a Simulations day is to participate in mediations each of which will last up to about an hour and a half. Tutors and participants observe and rate the mediator’s performance as well as that of the other participants. Debriefing and teaching takes place in between and around the other sessions.

In the week before the Assessment, trainees will have much to ponder as they prepare to run their own mediation. As we are dealing with human beings there is rarely a right way to do things, only wrong ways. This gives mediators too much choice and makes decisions difficult. Presented with a menu with two choices, selection is relatively simple. When diners have a choice of forty or fifty items the restaurant could close before the last guest has finally decided.

Those who pass the assessment by receiving a ‘Qualifying Assessment’ qualify for a place on the TAE Register of Qualified Dispute Resolvers and the post-nominals ‘QDR’.

As well as the 5 Module Qualifying Course TAE holds other training courses. These include:

• Coping with Lawyers in a Mediation
• Mediating Against the Clock
• Online Mediation
• Update/CPD days
The answer must be subjective.

The work of the mediator is challenging, intense with the pressures of a marathon split into 100 metre dashes! It is extremely satisfying and during the mediation process it is all embracing.

Most people who have undertaken Mediation training find that they are able to use many of the mediator’s techniques in their normal professional life – even if they decide against practising as a Mediator.

All agree that the training is challenging and rewarding.

Our courses are:

- Designed for small numbers – rarely more than 12 per course.
- Multi disciplinary – Doctors train alongside Accountants, Lawyers, Engineers, business people and HR specialists.
- Modular so that you do not have to have long periods away from your work. It is designed to be taken in 2 separate 3 day sessions giving you a chance to assimilate and evaluate what you have learnt.
- Arranged to give both depth and breadth to knowledge whilst maximising practical hands on learning and skill development during more than 12 role plays.
- Compliant with CMC requirements and Best Practice.

"Those who can do – those who can’t teach" is an old adage. Whatever the reality all of our tutors are practising mediators who ‘can and do’.

Our tutors come from a wide variety of backgrounds and professions. All are practising Mediators.

Our course starts at the beginning with understanding disputes and goes through all aspects including:

- The mediation process
- Mediator’s techniques
- The use and building of rapport
- A range of mediation options

This is an established practical skills development course – probably the first training course run by a UK institution. It is a ‘living course’ constantly updated and upgraded.

Do you want to represent clients at mediation?

There are two approaches open to you.

- You can train as a mediator, learning the skills and mindsets of how mediators operate.
- You can take a special 2 day course which gives a general introduction to ADR and mediation. A clear understanding of the process and different approaches that mediators use and how best to operate as a party representative.
Our Philosophy

Mediation is a paradox

- It shouldn’t work but it does.
- The Mediator’s techniques are a science based art.
- Mediation is skill-based – it is not a Higher Education qualification.
- Mediation skills are best acquired and honed in small groups where individuals can build working relationships with other participants whilst working closely with a small close-knit team of practised mediator tutors.
- Tutors come from differing backgrounds and professions and bring different personalities and approaches and are bound by common high standards.

The Mediator should become a first class mediator before specialising

In the same way that surgeons have first to qualify as doctors we believe it is essential to learn the skills of a mediator rather than just undertaking mediation training for a specialism.

It is relatively easy to learn specialist skills if you have the right foundation. Similarly one of the best ways of learning how to – or how not to – mediate is to be a party in a mediation. This gives opportunities for experiencing and actively witnessing a variety of mediator skills. For this reason we do not employ actors for role playing. All participants experience and learn the true force of mediation from both sides of the fence.

What you need to Qualify

With the increasing shift to the use of ADR it becomes essential to have a knowledge of Mediation and other ADR procedures. Undertaking the Combined Qualifying Course gives participants an opportunity to gain the qualification QDR.

Already Trained?

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<tr>
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<th>No Previous Training</th>
<th>Accredited Mediators</th>
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<tbody>
<tr>
<td>Module 1</td>
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<tr>
<td>Module 2</td>
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✓ Compulsory
● Not Required
○ Recommended

If you already hold a Mediation qualification you may be eligible to use this for TAE accreditation. If you wish to follow this route you must apply for exemption from the normal training requirements of attending all 5 Training Modules. To obtain this you must attend a pre assessment module (Module 2 – Mediators Tutorial).

Following the Mediators Tutorial you are initially required only to undertake the TAE Assessment which must be passed before you can gain entrance to The Academy’s register and the qualification QDR.

It is, however, recommended that applicants should consider also taking part in Module 5, ‘Simulations’. This is optional, however experience shows that candidates who have attended one of these days have a higher success rate in the assessment than those who ‘come in cold’.

A form requesting exemption is available from The Academy.

Not yet Qualified?

For those entering into Commercial Mediation Training for the first time The Academy’s course provides a fully comprehensive training system for those seeking qualification as a mediator.

Attendance on the course enables candidates to practise and develop their mediation skills through a combination of lecture, discussion and role-play sessions. During the course successful candidates gain an in-depth understanding of how mediation works and the advantages it can bring. Whether as a Lawyer or other suitably qualified expert/professional you will be ready to mediate or represent your clients in mediations.
Post Qualification

Having passed the Assessment successful candidates will be invited to join The Academy of Experts as Dispute Resolver members in order to be placed on the Academy’s register of Qualified Dispute Resolvers.

CPD

Academy Courses are provided by ARACS. ARACS is accredited by the Law Society and the Bar Standards Board as an external CPD provider. The full course carries in excess of 40 hours of CPD. Further details are available on application.

Interested?

To book on any of the courses shown here please use the registration form attached or send an email to reservations@aracs.co.uk.

All dates shown are subject to final confirmation.

More Courses

Details of these and other courses including Expert Witness Training are available from our website www.academyofexperts.org.

All of our courses are also available as in-house or bespoke courses. If you would like to discuss what options are available to you please either email us or call us on +44 (0)20 7430 0333

Location

Unless otherwise shown courses take place at The Academy of Experts in Gray’s Inn. Courses start at 9.30am and finish at 5.00pm. Lunch and refreshments throughout the day are provided.

Please note:

Course tutors may change nearer the actual date of the course as all Academy tutors are also active practitioners.
The Tutors

All of the Academy’s courses are conducted under the supervision of a team of experienced Academy tutors. Their disciplines are very different and this is one of the strengths of this successful team. Included in the Academy’s team are:

Michael Cohen

LL.B, FCIArb, FIBA, QDR, FAE, Barrister
Chairman Emeritus of The Academy of Experts

Michael Cohen is deeply involved in the world of Dispute Resolution. He is Director of The ADR Centre London, a Qualified Mediator, Chartered Arbitrator as well as an Insurance Expert.

As Chairman of The Academy of Experts he was responsible for the professional standards and training of Experts and Dispute Resolvers around the world. He is very much involved in the various reforms effecting Experts in different jurisdictions. He is a course director and a regular tutor as well as being an established contributor to professional journals and a frequent conference speaker. Like most of the tutors he has in excess of ten years experience working in Hong Kong.

Owen Keane

LLB QDR Barrister

Owen Keane is a Barrister called in 1988 who has specialised in IT, telecomms and IP disputes since 1992. In addition to advising a wide variety of businesses and bodies ranging from Government agencies to ‘dot.com’ and media businesses, he is a qualified mediator and former council member of the Academy of Experts. He has presented numerous courses on the duties and practice of experts in the UK and abroad.

Owen has spoken and written widely on IT and the law, including writing monthly columns for several IT and Internet magazines. Speaking invitations have included Holland, Portugal, Hong Kong and Zimbabwe. Owen has contributed to numerous books including Butterworths Countdown to 2000, Researching the Legal Web (1st ed.), and The Computer Security Reference Book. Owen also helped to formulate the widely adopted BSI definition of compliance for Year 2000.

In addition to advising and appearing in numerous IT cases, Owen appeared in the reported patents case of Charlesworth v Relay Roads, (Hoffman J.) in 1999 - 2000.
Stephen Magnus-Hannaford
MIFireE, MIFPO, QDR, FAE
Past Chairman of The Academy of Experts

Steve Magnus-Hannaford served in the London Fire Brigade for 15 years. He went into private practice in 1988, firstly setting up the European division of an American forensic investigation company. Since 1990 he has been an independent fire forensic consultant.

Mr Magnus-Hannaford is an experienced expert witness. He tutors loss adjusters and insurance companies on building/vehicle fire investigation techniques. He is also a registered mediator with The Academy of Experts and tutors Alternative Dispute Resolution, as well as Expert Witness topics.

Phillippa Rowe
MA, FCIII, Chartered Insurance Practitioner, FAE, QDR
Past Chairman of The Academy of Experts

Phillippa Rowe has spent over thirty years working in international insurance and reinsurance, working primarily in the areas of claims and contract wordings negotiation. She has in-depth dispute resolution experience and in addition to acting as an Expert Witness she also acts as an arbitrator, mediator and expert adviser. She has given evidence in several jurisdictions.

Phillippa is a former the Chairman of The Academy of Experts [TAE] and was the first Dean of the Faculty of Mediation & ADR.

She is an experienced tutor and teaches several TAE courses as well as delivering in-house training and seminar lectures in the insurance market. She writes and speaks widely on insurance and reinsurance and dispute resolution subjects.

Lorna Thomas

Lorna Thomas was previously a Deputy Chairman of TAE for two years and has served on both TAE Disciplinary and Appeals Committees.

Lorna has spent 20 years on the North East Hampshire Magistrates Bench, most recently as Deputy Chairman. She is a Member of the Worshipful Company of Arbitrators and Freeman of the City of London.

Lorna has over 25 years experience in training and resourcing.

Augustus Ullstein QC
Chairman of The Academy of Experts’ Fellows Vetting Committee

Augustus Ullstein was called to the Bar in 1970 and became a Queen’s Counsel in 1992. He is also a member of the Bar in Gibraltar.

He is Chairman of the Fellows Vetting Committee of The Academy of Experts and has a reputation for incisive cross-examination.

His principal area of practice is professional negligence for all professions, both for Plaintiffs and Defendants.
Module 1
The Elements of ADR

Day 1

Overview
- The Processes and Procedures of Mediation
- What is a Dispute?
- The Philosophy of Mediation
- Negotiation Skills
- Mediation Skills
- When to Mediate

During the Day
- Introduction & Welcome
- What is Mediation
  (Video – American Arbitration Association, Surgeon, Mediator: Michael Shane)

Introduction to the Mediation Process
- An overview of Dispute Resolution
- The relationship between Negotiation, Mediation and Arbitration
- The Role and Function of the Mediator
- Stages in the Mediation Process
- Establishing Credibility
- Techniques of the Mediator

Applying the Skills of the Mediator
- A video case study and discussion of the mediation process and how it is used to resolve commercial disputes
  (Video – American Arbitration Association, Air Conditioning, Mediator: Michael Shane)

The Opening Statement
- What is it?
- It’s Objectives
- Construction

Using Mediation: The Mediator’s skills and tools
- Initiating the Mediation
- Establishing a Constructive Atmosphere
- Role and Function of a Caucus
- Addressing Cultural Difference
- Confronting an Impasse
- Concluding the Session

DAY 2

Open Forum to discuss:
- Day 1 lessons and problems arising
- The process of mediation
- The uses of mediation

The Opening Session
- Getting started
- Aims and objectives
- Getting out
- The Opening Statement
  Participants will demonstrate and evaluate their Opening Statements.

Mediation Exercises - Case Studies
- Participants will be divided into groups and engage in simulated mediations. These will be followed by evaluation and critique.

During the Day
The Course Director will spend time with each participant individually. This enables any problems or concerns to be aired and dealt with at an early stage.

Summary and Conclusion
Module 2
Mediator’s Tutorial

Overview

- An enhanced and unconventional group role play
- Getting started through to completion
- A whole day’s interactive case
This module is also suitable for experienced mediators requiring a challenge or a CPD top-up.

During the Day

- The Case of Big Noise v Mr Squeak has been referred to Mediation under the TAE Guidelines with an Academy appointed Mediator.
- The Mediation will take place throughout the day.

The day will be broken into sessions:

- Opening Session
- First Caucuses
- Subsequenti Cauci
- The Agreement
- The Close.
This is an intensive interactive course with detailed planning sessions and post mortems. Each participant is involved in all stages and processes.

Overview

On this module participants will gain practical experience mediating under the tutelage of an experienced mediator.

Module 3
Tying the Knot

Review

- Where are we now
- Questions

Talk

- Constructive, Delaying, Just talk
- Words, words, the choice and use of language, what if, choice/preference

Body talk

- Non-verbal communication
- The dispute as an investment
- The litigation clock, the terrible cost of...

Tying it up

- The agreement
- Consent Awards

Wrapping it up

- The closing session
- Alternatives
- Walking out
- Handshake
- New agreement

Throughout the day

- Opening Statements
- Case Studies/Role Plays
  - acting as a mediator
  - role playing as ‘parties’ in order to enhance understanding of the mediation process
Overview
Participants will have the opportunity to:

• Put into practice all that has been learned
• Try new ideas and methods in an active role-playing environment
• Make your mistakes where they won’t matter!

During the day
• Participants will be divided into groups for simulated mediations that will continue throughout the day.
• Critiques and reviews of the mediation will be carried out as appropriate.

Law for Mediators:
To work effectively as a mediator you will need some knowledge of law and procedure. Module 4 gives a crash course in what you need to know.

This is equally important whether you are legally qualified or not.
You will learn how to apply this knowledge as a Mediator working with the parties:

• Contract & Tort – their elements in practice
• The legal system – a practical ‘flowchart’
• Costs – what they are, how assessments and taxation works
  The mediators legal liabilities

Module 5
Simulations, Stimulation, Simulations

The mediator at work – all day!
This module provides a variety of situations and roles giving maximum opportunity for practical experience in a safe environment whilst under the watchful eye of an experienced mediator and tutor.

More than just practice through role plays this is a positive chance to test your new found skills and positive thinking.

• Video – Centre for Public Resources, Computer Dispute, Mediator: Steve Goldberg

At the end of the day
• The future for Mediation
• What happens next

This module may also be used by experienced Mediators as:

• A repeatable refresher
• An aid to keep ‘up to speed’
The official two day assessment is the vehicle for entrance to the Register of Qualified Dispute Resolvers of the Faculty of Mediation & ADR of The Academy of Experts.

With admission to the register comes Accredited Mediator status and the post nominal QDR.

The assessment process is spread over a two day period during which time there will be participation in at least six role play assessments – with at least two as mediator.

Assessment during this Module will consist of role playing sessions of up to one hundred and eighty minutes, with the candidate taking the part of mediator. Assessment is an independent process and none of the assessors will have tutored any of the candidates.

Overview

Candidates must demonstrate understanding of the material learned in Modules 1 to 5 and general competence and ability as a mediator. They are required to demonstrate knowledge of and skill in utilising the techniques of mediation including listening and exploration of the matters in dispute.

In particular the assessors will have regard to the candidates’:

• management of the opening phase of the mediation, including delivery and content of their opening statements, control and use of parties’ opening statements, and awareness of the relationships between the parties;
• ability to identify, understand and clearly summarise the parties’ positions in the dispute;
• ability to lead the negotiation phase of the mediation, including applying appropriate skills to explore issues, elicit needs and interest, manage caucuses, initiate option generation, reality test and maintain momentum;
• management of the agreement phase of the mediation, bringing the parties to the final detail of their agreement and assisting them to reach agreement and – if appropriate – drafting an appropriate settlement document.

NOTE: For completion of a satisfactory assessment it is not necessary for the mediation necessarily to reach a settlement, and candidates will not be disadvantaged if time does not allow them to reach or complete the settlement stage.

Assessors will have regard to: the mediators’ general demeanour towards the parties, including suitability of dress and language for a commercial dispute, ability to instil confidence in the parties, control of the proceedings, maintenance of appropriate confidentiality between parties, perceived neutrality and lack of overt value judgement, and general likelihood of arriving at a settlement.

Assessment procedure

There will normally be two assessors – both experienced mediators and assessors – observing each role play session. Please note that the assessors endeavour to make themselves as unobtrusive as possible – just because you cannot see them does not mean that they are not listening to you. During your role play, behaviour towards the “parties” outside of the mediation room will be assessed as part of your performance.

There is no “pass-mark”. Assessors are seeking demonstration throughout the session of general competence and sensitivity in the mediation process. A single critical mistake which has the potential of jeopardising the success of a mediation will, in an otherwise adequate performance, produce an assessment of “unsatisfactory”.

For those wishing to join the TAE register of Qualified Mediators
How is achievement recognised?

The assessors’ recommendations are passed to an assessment committee consisting of at least three people. Successful candidates are eligible to apply for entry on The Academy’s Register of Qualified Dispute Resolvers as a Mediator. This will include completion of the appropriate application form and the provision of suitable referees. Candidates’ submitted case study may also be taken into account, as may - where the assessment committee deems it helpful - tutors’ comments on candidates’ previous course work performance or candidates’ demonstration of the their understanding of the mediation process while role-playing “parties”.

Candidates will receive written feedback covering the areas of competence where their performance needs improvement. Unsuccessful participants will be advised as to which areas of performance or knowledge they need to address before presenting for further evaluation. Any additional learning requirements will be identified to such candidates.

The decision of the assessment committee will normally be final. A candidate may request a review of the decision. The Committee shall have the power to review and, if appropriate, change its previous decision. In exceptional cases, if after the Committee has reviewed its decision, the candidate may apply to the Dean of the Faculty of Mediation & ADR for permission to appeal. Should this be granted the appeal committee, chaired by the Dean of the Faculty of Mediation and ADR, may take into consideration any matter they see fit. There will be no further appeal from the decision of the appeal committee.

The Academy

In 1987 TAE was founded with the objective of providing, for the first time, a professional body for experts to establish and promote high objective standards.

The promotion of Cost Efficient Dispute Resolution became increasingly important to The Academy. It is now a major force in the introduction and development of Alternative Dispute Resolution (ADR).

Although there is representation on the Academy’s Council from the legal profession the majority of the officers, including the Chairman, are practising Experts - The Academy of Experts is run by Experts for Experts and those using them.

Alternative Dispute Resolution

The Academy is a training and accreditation body for ADR Neutrals, including Mediators, Conciliators and Expert Determiners.

It publishes and maintains The Register of Qualified Dispute Resolvers and awards the designatory letters QDR to those achieving the approved standard. Standards are enforced in exactly the same way as for experts.

TAE works very closely with other organisations promoting ADR. It is a member of the Civil Mediation Council and sits on the CMC Board.

TAE also works closely with the Ministry of Justice both in an advisory role and more practically. The Academy took part in many of the early court mediation schemes and trials and was a member of the National Mediation Helpline throughout its duration.
The Judicial Committee

The Academy’s Judicial Committee is chaired by a Law Lord, and consists of Lords Justice of Appeal and other Senior Judges from the United Kingdom and a Permanent Judge of the Hong Kong Court of Final Appeal.

The Judicial Committee has been responsible for a number of important documents and guidance notes for experts.

These include:
- The Model Form of Expert’s Report (as commended by Rt Hon Lord Woolf)
- Guidance Notes on The Meetings of Experts
- Guidance Notes on Contingency Fees for Experts.

Accreditation of experts

All applicants to The Academy who wish to become Accredited Practising Expert Witnesses undergo a rigorous vetting procedure to ensure standards of excellence are maintained. The Academy has introduced examinations as an additional safeguard.

This process gives the widely recognised full accreditation as a Practising Expert. Those achieving it are awarded the designatory letters MAE. Ethical and professional standards are underlined by Codes of Practice and enforced by a disciplinary committee.

Expert Witness Training and development

The Academy also offers a comprehensive range of training programmes to enable members to develop their expert skills, and undertake Continuous Professional Development activity. Courses range from basic Role and Responsibilities through to the requirements of Procedure Rules and the practice of Giving Evidence.

Range of services

The Academy provides a full range of services to its members including:

- Technical Helpline
- Bespoke Training
- Technical Meetings
- Magazine and regular newsletters
- A detailed Expert’s Handbook for Practical Guidance
- A regular survey of expert’s fees
- Regular meetings on matters of expert interest
- Social functions

The Academy provides a number of services which assist both Academy members and the legal profession including:

- ExpertSearch Finding and matching the right accredited expert to the case.
- Full training & accreditation of Commercial Mediators. The Academy awards the qualification QDR (Qualified Dispute Resolver) to members on its register.
- Mediator Appointment Service - Finding the right accredited mediator.
- A class of membership open to the legal profession to enable input and involvement in the work and development of The Academy.
Mediation Course Registration:

Your Details

Mr  ☐ Dr  ☐
Mrs  ☐ Professor  ☐
Miss  ☐ Other:
Forename:
Surname:
Profession:
Company/Firm:
Address:
Postcode:
Telephone:
e-mail:

Your Courses

☐ 22-23 May    Module 1    2 days
☐ 24 May    Module 2    1 day
☐ 5 June    Module 3    1 day
☐ 6 June    Module 4    1 day
☐ 7 June    Module 5    1 day
☐ 27-28 June    Assessment    2 days

Payment Details:
Please tick your selected options
Cheque for £_______ (As total above) enclosed  ☐
Debit my Credit Card for £_______ (As total above)  ☐

Credit Card Nº: (Amex, Mastercard, VISA, VISA Debit)
Expiry:    Card Security Nº:

Cardholder Name:
Registered Card Address:

The Cost

Full Training Course:
Members:  £1,740 inc vat
Non-Members:  £2,100 inc vat

Assessment:
Members:  £660 inc vat
Academy Trained:  £660 inc vat
Non-Members:  £900 inc vat

Individual Modules (Member):
Module 1  £660 inc vat
Module 2-5  £330 inc vat
Other Courses  £330 inc vat

All prices include VAT

3 easy ways to Register

1) Post the form to:
   Reservations
   ARA Conference Services
   3 Gray’s Inn Square
   London, WC1R 5AH
   DX 283 London, Chancery Lane
tel: 020 7430 0333
fax: 020 7430 0666
admin@academy-experts.org

2) Fax the form to:
   020 7430 0666

3) E-mail your details to:
   reservations@aracs.co.uk

Note:
Please make cheques payable to:
ARA Conference Services

Cancellations

If you wish to cancel please let us know in writing not less than 20 working days before the event.

In this event an administrative charge will apply.

Cancellations within 5 working days of an event will not be reimbursed.