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| Icon  Description automatically generated | **CPD Accredited Call Handling for TEC** |
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| **Timings of the training course:** | This training workshop lasts a full day and runs from 09:30 – 16:30. |
| This CPD Accredited, one-day training workshop focuses on the pivotal role of a Call Handler in a TEC Service, covering responsibilities, challenges, and essential skills such as communication and problem-solving. Aligned with the Quality Services Framework, the workshop emphasises best practices, ensuring participants contribute to consistent high-quality services, enabling Call Handlers to make significant contributions to the effectiveness and quality of TEC services through tailored training. |

**To book your places on one of our upcoming training workshops, please complete the below form and return it to** **training@tsa-voice.org.uk**

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| --- | --- |
| **Contact Name** |  |
| **Is your organisation a member of TSA** |  |
| **Organisation Name** |  |
| **Organisation Address(Including Postcode)** |  |
| **Contact Email** |  |
| **Contact Phone Number** |  |
| **PO Number (if required)**  |  |
|  |
| **Date of training workshop****(Please select your preferred date from the dropdown list)** | Choose an item. |
| **Price of the training Workshop** | **CPD Accredited Call Handling for TEC is charged at £90 per member****£130 per non member**  |
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| **Attendee Details** |
| **Please advise below as to the details of the individuals you would like to attend the training workshop.***Please note that you are allowed a maximum of three staff on any one workshop. If you would like to book on more than three staff to the same workshop please contact* *training@TSA-Voice.org.uk* *to discuss further.* |
| **Attendee 1** |  |
| **Full Name** |  |
| **Job Title** |  |
| **Email Address** |  |
| **Contact Phone Number** |  |
| **Attendee 2** |  |
| **Full Name** |  |
| **Job Title** |  |
| **Email Address** |  |
| **Contact Phone Number** |  |
| **Attendee 3** |  |
| **Full Name** |  |
| **Job Title** |  |
| **Email Address** |  |
| **Contact Phone Number** |  |

**Terms and Conditions**

* Please tick the box below to acknowledge you have read, and accept, our terms and conditions.
* Please tick the box below to acknowledge you have read and accept our privacy policy.
* Participants agree to have the correct equipment and software applications (for example Microsoft Teams) along with adequate internet facilities to allow them to take part in the training session.
* Payments for online training sessions must be made at time of booking **or** by providing a purchase order number at the time of booking; if you have provided a purchase order number, payment must be made no later than thirty (30) days from receipt of the Invoice from us.
* If you cancel your booking within six (6) to nineteen (19) working days, 50% of costs will be payable for any cancellations.
* If you cancel your booking within five (5) or less working days, 100% of the costs will be payable for any cancellations.
* A minimum of six (6) delegates must attend for the workshop to take place. If there are fewer than 6 delegates, the workshop may be postponed or cancelled.
* If we cancel any training sessions, an alternative mutually agreeable date shall be made at no extra cost to the customer.
* Joining instructions, workbooks, and relevant handout resources required will be included in the calendar invitation sent to participants prior to the training session being delivered.
* We reserve the right to change, update, or alter any aspect of the training session as may be necessary.
* All materials and presentation slides always remain the property of the TEC Services Association C.I.C.
* We reserve the right to use any survey responses provided as marketing materials.

[ ]  **Please tick this box to acknowledge that you have read and accept the above terms and Conditions**

[ ]  **Please tick box to acknowledge that you have read our** [**privacy policy**](https://www.tsa-voice.org.uk/contact/privacy-policy/)

 If you have any queries, please contact TSA on 01625 520 320 / training@TSA-Voice.org.uk