

JOINING INSTRUCTIONS

# Unit Welfare Officer Course

PART ONE

Monday 11 – Friday 15 May 2026

[pearsonhq.com](https://pearsonhq.com)



Army Welfare Service  
Headquarters Regional Command  
Montgomery House, Queen's Avenue  
Aldershot, GU11 2JN

Email: [RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk](mailto:RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk)



See Distribution

Ref: UWO/1/25-26/13

Date: 06 Feb 2026

## **JOINING INSTRUCTIONS - UNIT WELFARE OFFICER TRAINING COURSE PART 1**

### **11 – 15 MAY 2026**

#### **General**

1. The above residential course will be delivered by Pearson TQ at the Hawkhills Training & Conference Centre within the Cabinet Office Emergency Planning College (EPC), Easingwold, York from 11 May 2026.

#### **Programme**

2. A course programme can be found at Enclosure 1. All students are to arrive and depart in accordance with the timings detailed.

3. The UWO Part 1 course is designed so that those personnel requiring the UWO Refresher attend Monday-Wednesday only. Those on the UWO Refresher are free to depart from 1245hrs on the Wednesday.

#### **Pre Course Reading**

4. You should be in receipt of a Safeguarding Training Pack which you must read and bring a hard copy with you when you attend the course.

#### **Food & Accommodation**

5. This is a fully residential course, inclusive of accommodation and catering for all students at the Hawkhills Conference Centre. Your first meal will be served on the Monday morning when the course begins. If you have any dietary requirements, please inform us at your earliest convenience.

6. Students may check in from 1400hrs on the Sunday prior to the start of the course at no additional cost as this is included in the total cost of your training. If arriving after 2100hrs please notify Hawkhills to inform security.

7. The UWO training courses are residential (as per para 1), with all food and accommodation provided by the EPC. The food and accommodation charges for Part 1, five-day course, is £479.17 (£575 inclusive of VAT). If attending the Refresher training, three days course it will be £287.50 (£345 inclusive of VAT), this is to be paid in full by students' prior arrival at the Hawkhills.

#### **Pay & Administration**

8. Payment must be made by card through The Hawkhills secure online system. The payment links are provided below. You will need to create an online account (if you do not have one) before you can make payment for your selected course. VAT will be added to your basket towards the end of the payment process:

a. [UWO Part 1 Full Course – Payment link](#)

b. [UWO Part 1 Refresher – Payment link](#)

9. Personnel should reclaim expenses through their respective finance route using 5000401 as the course reference.

10. MOD Civil Servants should process claims through their designated Budget Manager, either by completing HR Form 1108 (Miscellaneous Personal Payment (MPP) for Payment) or submitting a One Page Business Case to request funding approval.

11. Unfortunately, the Hawkhills Conference Centre complex does not have ModNet terminals or connectivity. However, students can log onto ModNet via Wifinity if required.

12. Should you have any mobility concerns and feel that a ground floor would better suit your needs, do let us know prior to the course start date.

### **Allowances**

13. This letter is the authority for all travel and subsistence claims; all costs are to be met by parent units in accordance with allowance regulations.

### **Travel**

14. Students arranging drop off or collection of hire cars are to ensure they use the correct postal address as follows:

The Hawkhills Conference Centre  
Easingwold  
York  
YO61 3EG

15. The Hawkhills does not have any EV charging points on site, therefore please consider alternate transportation or a vehicle that best suits your travel needs.

16. All students travelling from overseas are advised to allow approx. 3 kgs in their return flight weight allowance for course handouts and folders.

### **Dress**

17. Dressing throughout the course is smart casual clothing. There is no requirement for suits to be worn during the evening.

### **Security**

18. All personnel are reminded of their responsibilities under the Official Secrets Act and are warned not to discuss information from the course with unauthorised persons. Specifically, in the prevailing security situation, all students are requested to adhere to the following security code:

a. Items of personal luggage are to be locked and secured in private cars or venue storage accommodation.

b. Briefcases/day sacks are to always remain in the possession of their owners and under no circumstances are they to be left unattended in public rooms.

c. Care should be exercised in not disclosing Service connections or the nature and venue of this course during conversations with, or in the hearing of, unauthorised persons.

## **Confirmation of Attendance**

19. All students nominated to attend this course are to confirm their attendance via this [email](#). If you are unable to attend the course for any reason, you are to contact the Courses Clk by email or via MS Teams on 0303 371 9604 NLT two weeks before the course commences.

## **Further Information**

20. Should you require further information or clarification regarding this course, kindly reach out using this [email](#).

*Original signed*

Maj (Dr) D Holder RAMC  
Trg Officer  
HQ AWS

Enclosure:

1. Course Programme

Distribution:

As per Nominal Roll

PROGRAMME

# Unit Welfare Officer Course

PART ONE

GENERIC

# Unit Welfare Officer Course

## PART 1 PROGRAMME

| Time           | Subject                                                     | Speaker | Feedback Notes |
|----------------|-------------------------------------------------------------|---------|----------------|
| <b>Monday</b>  |                                                             |         |                |
| 0830-0900      | <b>Admin and Intro</b>                                      |         |                |
| 0900-1000      | <b>Primary Welfare Support</b>                              |         |                |
| 1000-1045      | <b>Army Welfare Policy</b>                                  |         |                |
| 1045-1115      | <b>Break</b>                                                |         |                |
| 1115-1245      | <b>Service Accommodation</b>                                |         |                |
| 1245-1330      | <b>Lunch Break</b>                                          |         |                |
| 1330 - 1430    | <b>Personnel and Family Support incorporating HIVE</b>      |         |                |
| 1430-1440      | <b>Break</b>                                                |         |                |
| 1440-1610      | <b>Vulnerability Risk Management (VRM)</b>                  |         |                |
| 1610-1620      | <b>Break</b>                                                |         |                |
| 1620-1715      | <b>Command and Care of Personnel on Recovery Duty</b>       |         |                |
| <b>Tuesday</b> |                                                             |         |                |
| 0830-0930      | <b>Secondary Welfare Support Army Welfare Service (AWS)</b> |         |                |

| Time             | Subject                                                          | Speaker | Feedback Notes |
|------------------|------------------------------------------------------------------|---------|----------------|
| 0930-1730        | Introduction to Safeguarding Part 1                              |         |                |
| <b>Wednesday</b> |                                                                  |         |                |
| 0830-1145        | Introduction to Safeguarding Domestic Abuse Part 2               |         |                |
| 1145-1210        | Army Families Federation (AFF)                                   |         |                |
| 1210-1245        | Department Community Mental Health (DCMH) Referral Process       |         |                |
| 1245-1330        | Lunch Break                                                      |         |                |
| 1330-1430        | CMS – DWP                                                        |         |                |
| 1430-1515        | Defence Medical Welfare Service (DMWS)                           |         |                |
| 1515-1530        | Break                                                            |         |                |
| 1530-1610        | WARRIOR programme                                                |         |                |
| 1610-1710        | Armed Forces Outreach Service (AFOS)                             |         |                |
| <b>Thursday</b>  |                                                                  |         |                |
| 0830-0910        | Pastoral Care                                                    |         |                |
| 0910-1010        | Defence Children’s Services (DCS) – Education Advisory Team (UK) |         |                |
| 1010-1030        | Break                                                            |         |                |
| 1030-1130        | MOD Veterans Services                                            |         |                |

| Time      | Subject                            | Speaker | Feedback Notes |
|-----------|------------------------------------|---------|----------------|
| 1130-1230 | Victim Support Pathway (VCP)       |         |                |
| 1230-1245 | Conversations/Role Play briefing   |         |                |
| 1245-1330 | Lunch Break                        |         |                |
| 1330-1730 | Role play/Case studies             |         |                |
| Friday    |                                    |         |                |
| 0800-0915 | SP Transition/Life Skills          |         |                |
| 0915-1045 | Realities of welfare               |         |                |
| 1045-1100 | Break                              |         |                |
| 1100-1145 | Survey Monkey online questionnaire |         |                |
| 1145-1200 | Debrief and dispersal              |         |                |

# CONFERENCES

at The Hawkhills

the  
Hawkhills

# Welcome to The Hawkhills

Whether you're visiting us for a conference or a corporate training event, you can rest assured that your every need will be met.

Located on the outskirts of York, our modern, purpose-built venue is set within the delightful Hawkhills Estate, dating back to the 1700's and spanning 240 acres of stunning scenery overlooking woodland, fields and orchards.



## Stately home meets state-of-the-art

We pride ourselves on the security of our premises, ensuring our guests have complete privacy at all times. As a result, we have been the destination of choice for Government training for the past eighty years.

We provide our clients with exceptional facilities and surroundings. So whatever the nature of your visit, at The Hawkhills you can have it all.





For further information or to discuss your requirements  
please call one of our dedicated conference coordinators on 01347 825038



## Exceptional facilities

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Our modern and purpose-built Conference Centre provides the perfect venue for corporate and training events of all sizes.





**Facilities include:**

- 21 seminar rooms
- Conference theatre
- Free high-speed Wi-Fi and internet access
- Modern coffee lounge
- Dedicated conference coordinator
- Ample free on-site parking
- Audio & visual equipment included in all packages
- Complimentary conference stationery included in all packages
- Open, airy and bright rooms
- 102 double en-suite bedrooms
- Cosy bar
- Restaurant and dining suites
- Vast outside space, perfect for team building exercises

**Fully integrated technology  
to support all events:**

- 65" LCD touch-screen monitors
- Whiteboard
- AV and IT technology
- Laptop connection
- Air-conditioning

# A closer look

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All the facilities within our Conference Centre have been designed to offer maximum flexibility, whether used for a conference, training, meeting or corporate event.

## **Our Conference theatre is equipped with:**

- Surround sound AV equipment
- Viewing gallery
- 2 x lecterns
- PA system
- Multi-screen presentation display
- Ample usable floor space
- Option to seat 180 people theatre style or 75 people cabaret style





## Flexible meets functional

Our seminar rooms vary in size, so you can choose the right space to suit your needs. All the rooms are bright and airy, boasting beautiful views of the grounds. Four of the twenty one rooms can be opened up to create a bigger space accommodating up to eighty people.



## And relax

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Whether you're hosting a training event or a succession of seminars, having a comfortable room to unwind in is a must.

Our contemporary, purpose-built accommodation offers 102 double en-suite bedrooms, just steps away from the Conference Centre. Each bedroom is furnished to a high standard and provides the perfect setting to relax during your event.

### **Bedroom amenities include:**

- Telephone
- Wi-Fi internet access
- Digital television with selection of channels
- Study area
- Wardrobe
- Tea and coffee making facilities
- Hairdryer
- Complimentary toiletries

### **Additional on-site amenities:**

- Laundry room
- Gymnasium
- Comfortable lounge
- Snooker table



## The great outdoors

During your visit why not explore some of the estate. The Hawkhill grounds and gardens provide the ideal location for woodland walks, or an early morning run across one of the trails. The site also boasts a croquet lawn and ample space for outdoor networking or team building activities.

# Delegate rates

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## Full day delegate rate\* includes:

- Tea, coffee & refreshments throughout the day
- Two-course lunch
- The hire of a seminar room
- In room; water, stationery, AV equipment

**\* £33 + VAT**

## 24-hour rate\*\* includes:

- Double en-suite room for single occupancy
- Two-course dinner
- Breakfast buffet
- Two-course lunch
- Tea, coffee & refreshments throughout the day
- The hire of a seminar room
- In room; water, stationery, AV equipment

**\* £120 + VAT**

Additional breakout rooms are charged at **£100 + VAT** per day, per single room.







# Food at The Hawkhills

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**Day delegate rates include two-course lunch buffet.**  
**24hr delegate rates include breakfast, two-course lunch buffet and two-course dinner.**

A selection of salads

Selection of hot & cold main courses

Selection of hot & cold desserts

Complimentary still & sparkling water

With the choice of dining in both our period rooms:  
the stunning Oak Dining Room and  
the ornate White Dining Room

We cater for all dietary requirements

We can cater for up to 170 guests formally and 200 guests informally.





# Terms and Conditions of booking

## Definitions

### 1. Definition of booking

- 'Firm Booking' means a booking for which a completed signed booking form and a Purchase Order, for the use of specific facilities at the Hawkills on a specific date(s), has been received by Serco at The Hawkills
- 'Provisional Booking' means a reservation of facilities that lapses after 10 working days unless converted to a firm booking.

## Booking Form

2. Once the client returns a completed booking form and a Purchase Order The Hawkills will accept this as a firm booking and the client is liable for the relevant fee or cancellation charge.

3. Provisional bookings will only be confirmed upon receipt of a signed booking form, which is authorised for payment and a Purchase Order. The form must be received within 10 working days from the date of the provisional booking in order to guarantee the booking.

## Fees and Payment

4. Invoices are payable within 30 calendar days of the invoice date.
5. Payments can be made by BACS or Credit Card. Receipts will be issued on request only.

## Attendee Numbers

6. When confirming attendee numbers on the booking form please ensure they are realistic in relation to your event. The attendee numbers on the booking form will be used as the basis for your fee and will be subject to our cancellation policy. We do however understand that numbers can reduce and with this in mind we allow for a 5% variance in attendee numbers of 20 or more if notified to us in writing more than 14 days prior to the event.
7. The Hawkills will endeavour to accommodate extra attendees above the numbers agreed on the firm booking form, prior notice required. The cost for the additional attendees will be added to the invoice.
8. Final written confirmation of attendee details needs to be received by us no later than 14 days prior to the start of your event. The College reserves the right to refuse entry to the estate to unexpected attendees.

9. The Hawkills reserves the right to cancel a booking without notice. In such circumstances, The Hawkills may, at its own discretion return any payment received.

10. In the event that you cancel your booking cancellation fees will be charged. All cancellations and amendments must be confirmed to us in writing. The cancellation fee will be calculated by reference to the length of notice given at the date of receipt of this confirmation. Fees for cancellations are calculated as detailed in the table below and are based on the total value of the firm booking.

| Notice of Cancellation                            | % of event fee charged |
|---------------------------------------------------|------------------------|
| more than 24 weeks                                | 0%                     |
| 24 weeks - 13 weeks                               | 25%                    |
| 12 weeks - 29 days                                | 50%                    |
| Less than 28 days                                 | 100%                   |
| ~ Weekends are included in the above calculations |                        |

## Damage & Inappropriate Behaviour

11. The client is responsible for all allocated rooms during the period of the booking. Any damage incurred as a result of their employees, attendees or representatives' acts, omissions or default will result in a charge to remedy such damage.

12. The Hawkills reserves the right to refuse entry and/or request to leave any person or persons behaving inappropriately.

## Independent Equal Access

13. If you or your attendees have any additional requirements due to a disability or any other reason, please contact our EventsTeam.

## Data Protection

14. The Hawkills does not sell, trade or rent your personal information to others. Your details will be added to the Hawkills database in order to process your booking and so that you can be kept up to date with details of our services.

15. If you do not wish to receive any further information from The Hawkills either by post, telephone or email please contact the events team at:

The Hawkills, Easingwold, York YO61 3EG  
Email: thehawkills@serco.com Tel: +44 (0) 1347 825038

## How to find us:

Conveniently located 12 miles from the historic City of York, The Hawkhills benefits from excellent road, rail and airport links. Just two hours by rail from London and a short drive from Leeds/Bradford Airport. The Hawkhills sits on the edge of the A19 and close to the A1 and the A1(M).

## Get in touch:

The Hawkhills, Easingwold, York YO61 3EG

[thehawkhills@serco.com](mailto:thehawkhills@serco.com)

01347 825038

[www.thehawkhills.com](http://www.thehawkhills.com)

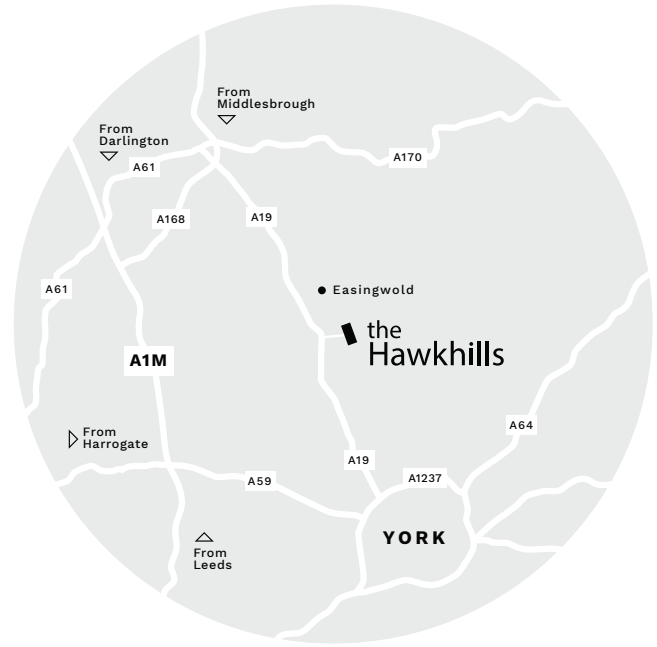
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