

JOINING INSTRUCTIONS

Unit Welfare Officer Course

PART ONE

Monday 21 – Friday 25 September 2026

pearson.tq.com



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

Email: RC-AWS-HQ-Trg-0Mailbox@mod.gov.uk



See Distribution

Ref: UWO/1/25-26/19

Date: 15 May 2026

JOINING INSTRUCTIONS - UNIT WELFARE OFFICER TRAINING COURSE PART 1

21 – 25 SEP 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 21 Sep 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. Payment links will be sent separately via email. 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.

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

Time	Subject	Speaker	Feedback Notes
0930-1730	Introduction to Safeguarding Part 1		
Wednesday			
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)		
Thursday			
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

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

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

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

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

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 Hawkhill on a specific date(s), has been received by Serco at The Hawkhill
- '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 Hawkhill 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 Hawkhill 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 Hawkhill reserves the right to cancel a booking without notice. In such circumstances, The Hawkhill 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 Hawkhill 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 Hawkhill does not sell, trade or rent your personal information to others. Your details will be added to the Hawkhill 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 Hawkhill either by post, telephone or email please contact the events team at:

The Hawkhill, Easingwold, York YO61 3EG
Email: thehawkhill@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

01347 825038

www.thehawkhills.com

 @the_hawkhills

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