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| **Mental Health First Aid Training with Minding Your Business (MYB)** |
| **ONLINE MHFA Mental Health First Aider Course** |
| **MYB COURSE REFERENCE: MYB021 - 001** |
| ***The Online Adult Mental Health First Aider course is equivalent to the MHFA Two Day course. Please read, complete, sign and return this document IMMEDIATELY to judycorney@mindingyourbusiness.org.uk and donna@esrasurrey.co.uk. Booking Form issued by <initial>, <date>*** |
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Mental Health First Aid Training with Minding Your Business (MYB)

ONLINE MHFA Mental Health First Aider Course

# Cost

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**£290.00 per person**

MYB are pleased to offer the above reduced rate. MHFA England suggested rate is £300.00 per person

*Deposit Invoice*• • •

**£290.00 x <no. of delegates> =   
 £xxx.xx**  
A **DEPOSIT INVOICE** will be raised on receipt of this signed booking form

NO VAT is added

# **ONLINE Course Details 2021**

**Instructor-Led Dates and Times #**

**Session 1:** Monday 18th January 2021  
**9.30am** to 12.00pm

**Session 2:** Wednesday 20th January 2021  
**1.30pm** to 4.00pm

**Session 3:** Monday 25th January 2021  
**9.30am** to 12.00pm

**Session 4:** Wednesday 27th January 2021  
**1.30pm** to 4.00pm

**Venue:** ONLINE using Enabley & Zoom apps

# Times & dates shown are for the Instructor-led sessions. Delegates **MUST** complete up to TWO hours of self-learning prior to **EACH** Instructor-led session

*Note that delegates MUST attend the course for the full duration and complete ALL the self-learning work to gain certification.*

**Instructor:** Jane Cattermole   
(accredited MHFA England Instructor)

# **Included in the rate**

* MHFA England manual, workbook, MHFA Action Plan card for each delegate posted to each delegate
* A trusted MHFA England accredited Instructor for the duration of the course (at the specified dates and times stated on page 1) which will be run ONLINE using the Zoom app (or agreed app) and Enabley (online learning hub)
* E-certificate sent to each delegate who completes the course by MHFA England showing that they are a **Mental Health First Aid First Aider**

## **Please fully complete the following:**

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| **COMPANY CONTACT DETAILS** | |
| **Booking Contact Name:** |  |
| **Job Title:** |  |
| **Full Company Name:** |  |
| **Company Address:** |  |
| **Email:** |  |
| **Direct Telephone:** |  |
| **Mobile Telephone:** |  |

## **IMPORTANT – SESSION ONE:**

Delegates **MUST** complete a self-learning section **prior** to the Instructor-led Session 1. MYB will advise the Instructor to open **Session 1** for the delegates at least 3-7 DAYS PRIOR to the first Instructor-learning session, so that they have ample time to complete their work (which should take no longer than two hours).

To access the self-learning sections (1-4), MYB will email EVERY delegate with a web address which will be a link to Enabley, MHFA England’s own online system. Delegates will also need their MHFA Manual and Workbook which will have been posted to them. If they have any concerns or questions whilst completing a self-learning session, they have the facility to email the instructor using the MHFA online system (Enabley). The Instructor will aim to respond within 24 hours, Monday to Friday.

# **Instructor-Led Sessions**

The Instructor-led sessions may either be run using Enably or Zoom. Many Instructors prefer to ‘speak’ to the delegates using Zoom because they can see the whole group on one screen, even when there are 16 people. Due to the nature of the content of the course, this is very important.

The delegates will ‘meet’ the Instructor for the first time in Session 1 (time and date stated on page 1). The Instructor will run through some very important house rules (also covered in the course Intro on Enabley), including the need for privacy and security during the follow up sessions (1 to 4).

Once Session 1 has been completed with the Instructor, the Instructor will make the ‘Session 2 self-learning’ module active and the delegates MUST complete this before ‘Session 2 Instructor-led training’ (date and time, as stated on page 1). This process is repeated for Session 3 and Session 4 – self-learning followed by Instructor-led sessions.

**Only delegates who complete all the self-learning AND instructor-led sessions will be certified as Mental Health First Aiders**, and they will be issued with an e-certificate to prove this. Well done! On completion of the course, an online feedback form will be made available. It is IMPERATIVE that this is completed IMMEDIATELY so that both you and MYB can see how the training course went.

Sadly, if any modules are missed or a delegate does NOT show an understanding of the course work and process, then the Instructor has the authority to refuse the qualification. The delegate will still be charged for their participation.

## **Delegates’ Details \*IMPORTANT\***

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| **DELEGATE NAMES**  A separate document has been/will be sent to you so that the **individual delegates’ details** can be added. Full names must be given, their unique email address (for course and online invites, and later for certificates to be sent), home address (for delivery of the workbook/manual), and personal mobile phone number (should there be any issues during the course - we never envisage issues but it is important that we are prepared).  The list of delegates and their details **MUST BE RECEIVED BY MYB  \*NO LATER\* THAN THREE WEEKS PRIOR TO THE COURSE**  (to ensure that the workbook/manual is received in good time).  **TRAINING ENVIRONMENT** To get the very best experience, delegates should attend the course in a quiet space due to the nature of the content. Interruptions may happen but try to limit them. It is recommended that there are no other adults or children present during training due to the fact that some of this material can trigger unexpected upset. We recommend the use of headphones for concentration. |

# **Payment Details**

Minding Your Business is the training and consultancy arm of registered charity **ESRA Limited** (Employment Support and Retraining Agency Limited) number 281004. All profits from MYB go to ESRA, which enables the charity to continue to support clients who experience mental health difficulties (including stress), to retain or return to employment.

## **ESRA Limited / MYB Bank Payment Details:**

Company: **ESRA Limited**  
Sort Code: **30-94-38**Account: **01068518**  
BIC: LOYDGB21042  
IBAN: GB45 LOYD 3094 3801 0685 18

**REFERENCE:** **MYB21-001**Please **use this UNIQUE course reference** on **ALL** correspondence to MYB including the BANK PAYMENT Reference, and all letters & emails.

Amount Due**: £280.00 x <no. of delegates> = £ \_\_\_\_\_ . 00**

## **Your Company Payment Information:**

Please complete the following if you need to provide specific accounting/payment details:

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| **YOUR COMPANY PAYMENT INFORMATION** | |
| Contact Name / Department (for payment): |  |
| Finance Payment Postal Address (to send invoices): |  |
| Finance Payment Email Address/es : |  |
| **PURCHASE ORDER NO** : |  |
| **Should additional forms need to be completed prior to payment, kindly ensure that this is sent to us immediately** [**info@mindingyourbusiness.org.uk**](mailto:info@mindingyourbusiness.org.uk) and **donna@esrasurrey.co.uk** | |

# **MYB TERMS AND CONDITIONS:**

**ESRA is a small charity dedicated to supporting individuals with mental health support needs to find and retain employment and improve their mental health. Minding Your Business is a wholly owned subsidiary of ESRA committed to providing Mental Health Training and removing the stigma of mental health in the UK.**

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| **General** | • The person completing this form is ‘the client’  • ‘Delegates’ refers to the people attending the courses  • MYB accepts firm bookings on completion of this booking form  • By completing and submitting this booking form, the client agrees to the   dates, times and cost of the course booked. Payments must be received   within 30 days of receipt of invoice |
| **Payment** | The DEPOSIT payment is required in advance of the course date, and the course is not secured until payment has been received. In the case of invoicing a place of work, once a booking form has been completed, you are obligated to transfer the ESRA/Minding Your Business (MYB) invoice to your administrator/accounts and secure prompt payment. Payments by cheque will be dated at the time of clearing MYB’s account.  All invoices are payable without any discount or payment plans of any kind, unless otherwise agreed in writing. A CLOSING invoice will be raised immediately after the course is completed and will be for any additional delegates. |
| **Usage** | By purchasing **ONLINE MHFA England MENTAL HEALTH FIRST AIDER training** you are acquiring a one-off delivery of training by a qualified instructor at agreed dates and times as detailed on this booking form. Each of the four Instructor-Led sessions will last between 2 and 3 hours (average 2.5 hours). The four self-learning sessions will take the delegates around two hours per session to complete and MUST always be completed prior to the relevant Instructor-Led session. |
| **Registration & Invites** | You will need to supply us with a list of delegates, their individual email addresses, individual contact numbers and personal addresses where the manuals may be posted to. This will be done **no later than THREE WEEKS prior** to the first Live session. We would prefer these to be work-based email addresses if possible. |
| **Login** | The instructor will open up the login about 15 minutes before each of the two sessions.  All delegates will need to be logged into the training platform at least 10 minutes (no later than 5 minutes prior to session start time) before the Live Webinar session is due to commence. The session will start promptly and login/waiting room will be closed once the session commences. Should a delegate NOT join one or more of the Instructor-Led sessions or NOT complete the relevant self-learning session, they will NOT receive certification but will still be charged. The session will terminate once the Instructor leaves the Live Webinar. |
| **System configuration** | Our Live Training Sessions may require your staff delegates to configure the software settings on their web-device upon first use, or to download  software for their operating system. This usually only takes a few minutes but we strongly advise that set up is checked by each delegate upon receipt of their Login invitation.  We are unable to provide support for such configuration.  **TO ENSURE THE BEST LEARNING EXPERIENCE, WE DO NOT RECOMMEND CONNECTING VIA TABLET/IPAD AT THIS STAGE.**  **System Requirements**  In order to ensure a high-quality experience, your computer/phone/tablet and internet connection speed should meet the following recommended system requirements.  **Overview**  − Internet connection - broadband wired or wireless (3G or 4G/LTE)  − Speakers and microphone\* – built-in, USB plug-in, or wireless Bluetooth  − Webcam\* - built-in, USB plug-in  \*Webcam and microphone are only required for those speaking and broadcasting video.  **Windows**  To use the web platform, you’ll need:  − Windows 10, Windows 8 or 8.1, Windows 7  − Chrome, Firefox, *Edge*, *IE11 (with client)*  − Computer or laptop with Intel Pentium 4 processor or later that is SSE2 capable and 512 MB of RAM, or a Surface PRO 2 or Surface PRO 3  **Mac**  To use on Mac, you’ll need:  − Mac OS X, macOS 10.9 or later  − Chrome, Firefox, Edge, *Safari (coming soon)*  − Intel processor 64-bit and 512 MB of RAM  **Linux**  To use on Linux, you’ll need:  − Ubuntu 12.04, Mint 17.1, Red Hat Enterprise Linux 6.4, Oracle Linux 6.4, CentOS 6.4, Fedora 21, OpenSUSE 13.2, ArchLinux (64-bit only)  − Chrome, Firefox  − Intel Pentium 4 processor  **Chrome OS**  works directly through the Chrome browser on laptops and tablets utilizing Chrome OS (Chromebooks).  − Chrome  − 2GB Ram  **iOS (iPhones and iPads**)  To use on iPhone, you’ll need:  − iPhone 5S or later  − Safari  − iOS 11 or later  **To use on iPad, you’ll need:**  − iPad Mini 3, iPad Air, iPad Pro, iPad (2017) or later  − Safari − iOS 11 or later  **Android** (phones and tablets)  To use on Android phones or tablets, you’ll need:  − Android 4.0 or later  − Chrome  **Bandwidth Recommendations**  The bandwidth is optimised to deliver the best experience based on your network:  − Participate with webcam and microphone: 2 Mbps upload, 2 Mbps download  − Participate with microphone: 1.5 Mbps upload, 2 Mbps download  − Participate without webcam or microphone: 1 Mbps upload, 2 Mbps download  **Firewall**  To participate in a live session, please ensure that the location you are connecting from allows for the streaming and downloading of real time video.  − UDP  − TCP: 80, 443  − HTTP: 80, 443  **Cookies**  Cookies must be enabled in order to use the Online Learning Hub. Extensions or browser configurations that block or disable cookies may prevent participants from joining a live session. |
| **Intellectual Property** | There is copyright for the content on this webinar owned by Mental Health First Aid England and possibly the individual presenters, and is included under a licence or agreement. |
| **Recording and Reproduction** | Live Webinars are to be viewed by the attending delegates of the registered organisation only. The content must not be recorded or reproduced nor should links to the webinar be made available by any means including email, social media or on websites.  We do not allow recording to ensure that confidentiality is maintained and so that sensitive, personal and private information can be exchanged in a safe environment. |
| **Confidentiality** | The Instructor will establish ground rules during the session including requesting that all delegates honour and respect confidentiality and subscribe to non-disclosure of person specific information. On first accessing Enabley, the Introduction also goes through safety aspects of the course and ground rules. |
| **Learning Outcomes** | ESRA/MYB is not liable for the detailed content of any live webinar, the quality of presentation or if learning outcomes do not precisely meet the expectations of individual delegates.  We will however, undertake to deliver a webinar in line with the established general course objectives and to adapt and respond to the needs of delegates as far as is reasonably practical. |
| **Links from the webinar** | Webinars may contain links to websites and other resource materials over which ESRA/MYB has no control - we cannot guarantee the ongoing accuracy or currency of information contained on those resources as we are not liable for their ongoing existence or content. |
| **Problems** | In the event of unresolvable technical problems or in the case of the illness of an instructor MYB will arrange to reschedule the Training at a mutually suitable time. |
| **Feedback** | We encourage and welcome feedback on all of our training and on individual Instructors. The Instructor will release a feedback form to every delegate on completion of the course and we ask that you complete this immediately. |
| **CANCELLATIONS** | - MYB reserves the right to cancel or postpone the course at short notice. In the unlikely event of MYB cancelling, the client will be offered an alternative date or a full refund. MYB cannot be held liable for any costs the client may incur in arranging travel and/or accommodation in relation to the course, should the course be cancelled or postponed.  - In the event of the client wishing to cancel the booking, they are subject to the following charges plus any costs already incurred by MYB (e.g. Instructor travel and accommodation costs):  100% course fee if the client cancels 0 to 13 calendar days prior to commencement of the course  50% course fee if the client cancels 14 to 29 calendar days prior to commencement of the course  Full refund if the client cancels 30 or more calendar days prior to commencement of the course.  - In the case of costs being incurred by MYB and retained at the point of cancellation, MYB will produce copies of any documentation and receipts and make them available to the client  - Cancellations must be received in writing (including email) and MYB will accept the cancellation based on the date it is received in writing |

## **TERMS AND CONDITIONS AGREEMENT & SIGNATURE:**

Having read all the details on pages 1, 2, 3, 4, 5, 6, 7, 8 tick and/or sign below. This shows that you agree to all the terms and conditions.

🗆 I have read and accept the Terms and Conditions of this booking as outlined on pages 1 to 8 of this form.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
NAME IN CAPITALS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **What Happens Next?**

* Check that this document has been completed fully and SIGNED please
* Email this completed booking form **IMMEDIATELY** to MYB:  
  [**judycorney@mindingyourbusiness.org.uk**](mailto:judycorney@mindingyourbusiness.org.uk) and [**donna@esrasurrey.co.uk**](mailto:donna@esrasurrey.co.uk)
* Once the booking form has been received by MYB, we will confirm the details with the selected Instructor and advise you that this has been done
* A unique MYB Course reference has been generated for this booking (as seen on the covering front page e.g. MYB21 - xxx) or as soon as possible. This should be used on ALL correspondence
* MYB **DEPOSIT Invoice** is generated (through QuickBooks) for the minimum number of 8 delegates  
  <no of delegates x £290.00 = £\_\_\_\_\_.00. MYB has a 30 day payment clause
* If necessary, immediately organise any paperwork required for your company to make payment to MYB (all payments are made to **ESRA Limited**) – and if a **purchase order number** is required, obtain this immediately and advise MYB
* **PRIOR TO TRAINING: MYB** will advise MHFA England of all delegates’ names and details, and this will automatically generate an email to each delegate. MHFA England control the content of this email and the following extract is the only information of relevance “Alternatively, if your place on the course has already been registered by your in house process this email is to confirm your details have been received in readiness for your attendance”. No action by either the delegate or yourself is necessary.
* **PRIOR TO TRAINING: Three weeks** PRIOR to training the MHFAider manual/workbook will be ordered and sent directly to each delegates at the addresses specified.
* **Three to seven DAYS PRIOR TO TRAINING: MYB** will ask the Instructor to open up the online learning Hub to the delegates so that they can complete the first Self-Learning session prior to attending their first live Instructor-Led session.
* **DURING TRAINING –** The Introduction on Enabley will cover some of the house rules. The Instructor may also cover these too, which will include confidentiality, other devices being switched off or muted etc. **Once the instructor-led online course is completed, all delegates must complete MHFA England feedback.** Delegates MUST complete the course for the full duration to receive a certificate. To get the full course experience, we ask delegates to participate but suggest that they attend from a quiet room due to the nature of the content

## **Contact Us**

If you have any questions at all at any stage, please do not hesitate to contact us! Please copy both Judy and Donna into all emails – thank you.

Judy Corney [**judycorney@mindingyourbusiness.org.uk**](mailto:judycorney@mindingyourbusiness.org.uk)Donna Barrington-Smith [**donna@esrasurrey.co.uk**](mailto:donna@esrasurrey.co.uk)Telephone: **01737 772 126  
ESRA Limited & MYB, 1-3 Linkfield Corner, Redhill, Surrey RH1 1BL**Registered Company number 1512263. ESRA Charity number 281004