

# Doncaster joining instructions

## How to find

### Canberra House Training & Development Centre

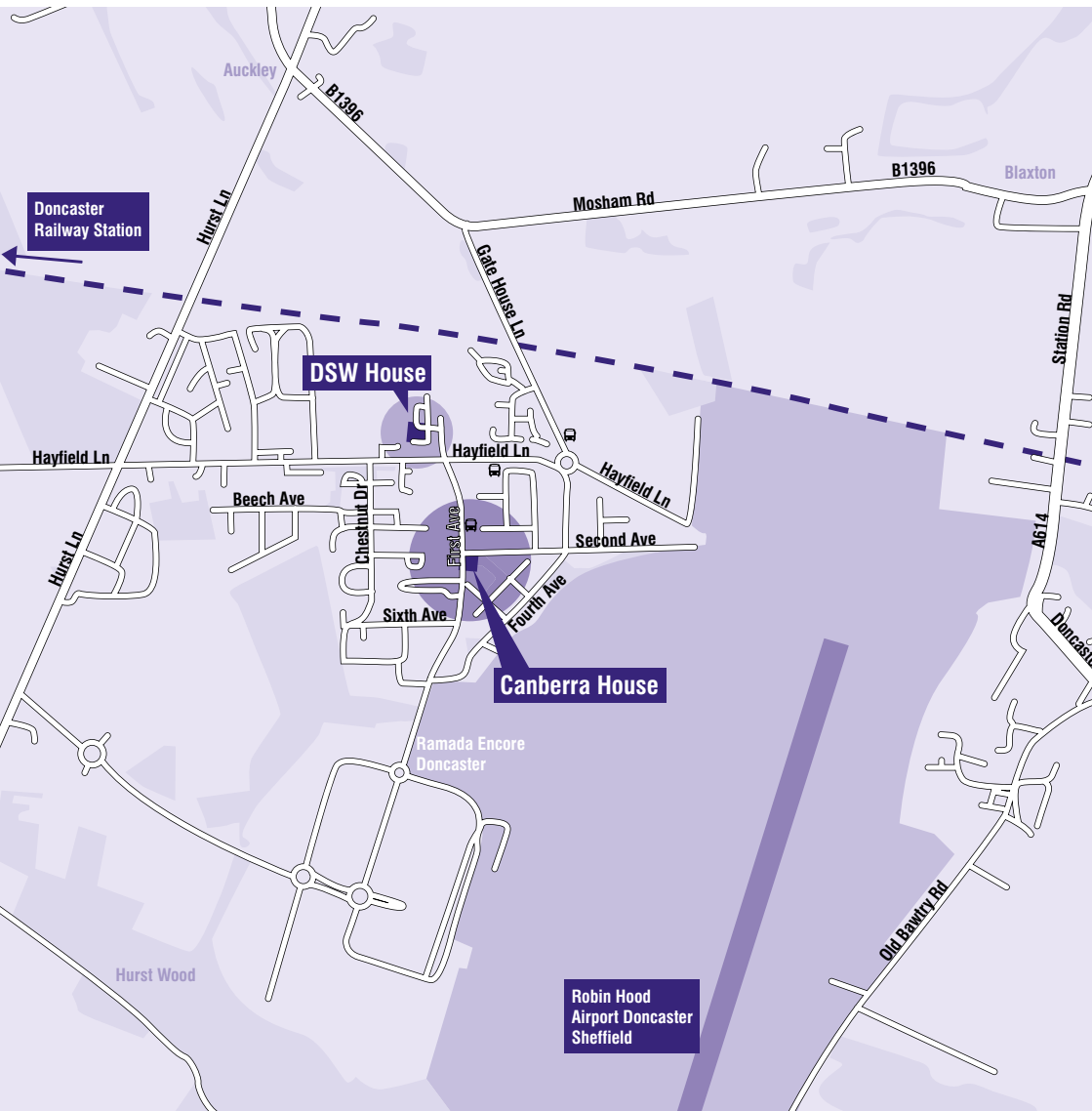
10 First Avenue, Finningley, Doncaster, DN9 3GA

Tel: 01302 802015

### Doran Scott Williams & Co Ltd (DSW)

DSW House, Unit 3, Hayfield Business Park, Field Lane, Auckley, Doncaster, DN9 3FL

Tel: 01302 760 008



# Course information

## Course timetable

09.30 start to 16.45 finish. You should arrive at least 15 minutes before the course starts to allow for registration. If for any reason you will be arriving late, please telephone to let us know.

## Course material

Technical material and course notes will be supplied according to the needs of each course. For revision courses, workshops and intensive courses you must remember to bring the coursebook, writing materials and a calculator.

## Absence

If for any reason, you can not attend the course, please notify Face-to-Face Training and if appropriate your employer. The same procedure should be followed if you become ill once the course has started and cannot attend a session.

## Dress

Smart-casual.

## Smoking

The CII has a no-smoking policy.

## Mobile phones

These must be switched off during the training sessions as they may disturb other delegates.

## Fire precautions

On arrival you should read the fire notices displayed in the building. If there is a fire alarm test planned you will be informed on the day. If it sounds at any other time, then you should assume that it is a genuine alarm and follow the instructions given by a member of staff.

## Special requirements

Please let us know of any particular needs that you may have which may affect your ability to attend to enable us to discuss your requirements and make any reasonable adjustments.

Please contact **020 8989 8464** or by email on **face-to-facetraining@cii.co.uk**

## Exam candidates

For courses which include an exam it is essential to be able to show proof of identity. The following are acceptable as identification:

- A current passport;
- A company identification card containing both your photograph and signature;
- A driving licence containing both your photograph and signature;
- A national identity document containing both your photograph and signature.

If you do not hold one of these, you will be expected to obtain one before the exam. If you do not comply with these requirements, your exam result may not be released.

## Exam results

If the course you are attending includes an exam, you will be advised by Face-to-Face Training when the results will be published.

## Lost property

If you lose any personal belongings whilst at the venue, contact Face-to-Face Training on **020 7283 3117** or **face-to-facetraining@cii.co.uk**

## Any problems

We hope that you will have no problems during the course, but if you do, please contact Face-to-Face Training on **020 7283 3117** or **face-to-facetraining@cii.co.uk**

## Contacting the CII

The CII is committed to delivering a first-class service to its members and customers and, to this end, we welcome feedback on any aspect of your relationship with our organisation.

Please forward any views you may have on the service you receive, whether they are positive or otherwise. We take all such comments seriously, answer them individually and use them to help ensure that we continually improve the service we provide.

If you have any queries regarding Face-to-Face Training courses or on any other service provided by the CII please contact:

## Customer Service

42–48 High Road, South Woodford,  
London E18 2JP

tel: **020 8989 8464**

fax: **020 8530 3052**

email: **customer.serv@cii.co.uk**

## Face-To-Face Training

11th Floor, Fountain House,  
130 Fenchurch Street,  
London EC3M 5DJ

tel: **020 7283 3117**

email: **face-to-facetraining@cii.co.uk**

## Getting to the training centres

Canberra House and DSW House training centres are situated within 5 minutes walking distance of each other and can be accessed by:

**Road** – via the A638 or B1396 roads, from the M18 motorway.

**Rail** – Doncaster Railway Station is the nearest mainline station. Taxi services operate outside the station, with a journey time of 10 minutes to both venues.

**Bus** – Doncaster Station and Doncaster Interchange are within a 10 minute walk of the rail station. They operate a frequent bus service across numerous routes.

**Air** – Robin Hood Airport is a stone's throw from Canberra House.

## Parking

Ample free parking on site.

## On arrival

Please report to reception stating that you are attending a CII Face-to-Face Training course.

## Refreshments and lunch

These are included on all courses except for half day programmes where lunch is not provided. If you have any special dietary requirements please contact Face-to-Face Training on **020 7283 3117** or **face-to-facetraining@cii.co.uk** at your earliest convenience.