

# The booking process

## Step 1

### Your requirement

Identify a training need.

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## Step 2

### Contact us

Call 0344 515 1161 or email [inhousetraining@shelter.org.uk](mailto:inhousetraining@shelter.org.uk) to discuss your needs.

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## Step 3

### Proposal

Once we know exactly what you need we will produce a non-obligatory proposal including programme content, prices and dates for your consideration.

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## Step 4

### Review

You review the proposal and can discuss training content further with your allocated trainer.

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## Step 5

### Training

We coordinate the materials and the trainer, and you organise the training venue.

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## Step 6

### Feedback

Within three weeks of the training we will send you a detailed summary of delegates' evaluation forms.

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## Step 7

### Refresher

If you would like a follow-up or refresher session we are more than happy to discuss this with you.

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Mix and match our 'off the shelf' courses to create a programme that suits your exact needs or let us work with you to design your tailor-made programme.

**Shelter Training's in-house service consistently receives excellent feedback. We have many customers happy to act as referees and their contact details are available on request.**

#### Shelter Training

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# Shelter