

Seminar FAQs

What does The HopeFull Institute require the client to provide for a presentation in terms of audio visual specifications?

Please refer to the [Audio Visual checklist](#) for full details.

Would you like the school to provide lunch for Glen?

Some schools are able to provide lunch for Glen and in these cases this is greatly appreciated. If not, please let us know and she will organise an alternative. This is only applicable if Glen is at the school for the entire school day.

How does Glen wish to be introduced?

In Glen's introductory session with your students he will introduce himself and explain why he is doing what he is doing. Often the schools like to make their own introduction and explain to the students what they hope the students will gain from the program and the behaviour that is expected from them throughout the day.

Then to introduce Glen a simple — 'This is Glen Gerreyn (pronounced Gerine — rhymes with 'dine') from the The HopeFull Institute is adequate.

What staff presence is required during a The HopeFull Institute presentation?

The normal student/teacher ratio is required during any of our presentations. Many staff who have engaged themselves in the presentation find it personally beneficial and also come away with the same information as the students allowing for adequate follow-up and reference back to the seminar material in discussion time with the students. Our hope is that the information conveyed to the students has a lasting impact and teachers who can actively participate in some or all of the sessions further assist this.

Due to the nature of some of The HopeFull Institute seminars, sensitive issues may be raised throughout the presentation (e.g. depression, divorce, suicide, drugs, death etc) and follow-up may be required. It is the responsibility of the school to provide this follow-up and support for the young people. A welfare coordinator, year advisor, school counsellor, psychologist or pastoral care worker must be present during every seminar. We recommend that the school make available to the students a list of relevant resources including local community services, phone hotlines, and youth support websites in addition to the resources provided by The HopeFull Institute.

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What do students need to bring with them to the presentation?

Students need a pen. A bottle of water is optional. Student workbooks will be posted to the school prior to the seminar for schools outside Sydney, for all others Glen will bring the workbooks with him on the day of the seminar.

When does our school have to pay for the presentation?

To save time and make it more convenient for the staff booking our seminars we do not require a deposit. The full amount is due 7 days prior to the seminar paid via direct deposit (preferred) or cheques can be posted to:

The HopeFull Institute
PO Box 52
Wahroonga NSW 2076

How do I confirm our school's booking?

Your school may have tentatively booked a date or simply enquired if a date is available. Please note this does not confirm the date for your school. The booking school must submit an online [booking form](#) via our website.

This will confirm the date for your school and make sure that we have all the necessary information for a successful seminar with your students. The HopeFull Institute will then send a return email to you when the booking form has been received confirming your booking.

What happens if I have to postpone or cancel the presentation at the last minute?

The HopeFull Institute has the following policy regarding cancellations:

- Cancellations of confirmed bookings can be made 8 weeks prior to the seminar date without penalty.
- Cancellations within 8 weeks of the seminar date will incur 50% of the complete seminar fee.
- Cancellations within 4 weeks of the seminar date will incur 75% of the complete seminar fee.
- Cancellations within 1 week of the seminar date will incur 100% of the complete seminar fee.

Adequate notice of no less than 4 weeks must be given if you are rescheduling your seminar. A new date must be secured at the time that you postpone the seminar otherwise the cancellation penalties will apply.

My school is not in Sydney so how much do I pay for travel costs?

At the time you enquire about your seminar booking we will be able to quote you on the travel expenses associated with the possible booking. You will then have 7 days to confirm that booking in order to get the first quoted price.

Does our school have to pay for any accommodation?

If our speaker is unable to fly in and out of your local airport on the day of the presentation an additional cost for accommodation will be added to your seminar fee. This can be quoted to you at the time of your enquiry.

Do you want our school to provide a written testimonial of the seminar?

We appreciate all schools we visit to provide a written reference of their experiences with The HopeFull Institute. We do this to provide an excellent reference point for new schools who want to book us for the first time.

Can we record or video The HopeFull Institute's presentation?

The HopeFull Institute is happy to consider individual requests from schools wishing to record part of a seminar. Please note that express permission must be sought before any recording is undertaken and schools must adhere to our strict conditions. We ask that a copy of any approved video/audio or photographic recordings of our presentations are supplied to The HopeFull Institute following the presentation.

What would happen if Glen could not make it to the school on the day of the presentation?

If due to sickness or circumstances at the fault of The HopeFull Institute, our speaker is unable to deliver the presentation at the confirmed time the seminar would be rescheduled.

STILL GOT QUESTIONS?
OUR STAFF HAVE THE ANSWERS.
EMAIL hello@thehopefullinstitute.com
CALL +61 2 9943 0350