



# Idaa training

## Terms and conditions

	Conditions	Terms	Fees applicable
<b>Acceptance and availability</b>	By agreeing to the Terms and Conditions you are accepting you are available to attend the training on the dates specified. Confirmation of a Learners place will be sent via email; pre-read information will be sent no later than 2 weeks prior to the course commencing.		Services will be invoiced for the SQA registration fee of £52, and £1,500 for training.
<b>SQA</b>	ASSIST; SafeLives and SWA IDAA Training is accredited to SQA level 7.	Learners must be able to establish they have the required level of understanding for each topic covered. Learners must have completed online modules prior to training. Assessment is through the completion of worksheets and classroom work which is internally moderated by ASSIST and SafeLives and externally verified by the SQA.	
<b>Invoicing</b>	An invoice will be raised after you have been verbally offered a place.	Invoicing details must be completed on the training application form and include a purchase order number.	
<b>Payment</b>	Payment is required prior to commencement of the course.	Payment terms of 14 days apply from receipt of the invoice.	
<b>Cancellations &amp; Substitution</b>	Should you find you have to cancel your place ASSIST; SafeLives and SWA operates a cancellation and refund policy. All cancellations must be made in writing. Places are offered to an individual and cannot be transferred to a colleague or friend.	ASSIST; SafeLives and SWA follows an application and selection criteria based upon an individual's suitability to complete the course.  Please note that the SQA registration fee is non-refundable. Any learner who cancels their place once the course has commenced will not receive a refund.  1. For cancellations made more than 30 days prior to commencement of the course, including during the cooling off period, a full refund will be made.  2. For cancellations made between 14 and 30 days prior to commencement of the course; we will refund the fee in full if we are able to refill the place with another learner. If we are unable to fill the place, no refund will be made.  3. For cancellations made less than 14 days	

		<p>prior to the commencement of the course no refund will be made.</p> <p>4. Once a course has commenced and a place is cancelled, no fees are refundable.</p> <p>5. As per the terms and conditions in relation to substitution (see above); where a learner is made redundant during the duration of the course, SafeLives will support the learner to complete their training.</p> <p>6. Where a learner is dismissed from their position, SafeLives will liaise with their service manager to determine the learner's future place on the course.</p> <p>Cancellations should be made in writing to <a href="mailto:training@SafeLives.org.uk">training@SafeLives.org.uk</a>, if ASSIST; SafeLives and SWA are unable to reassign the space, or an individual does not make the cancellation in writing and does not attend the course, ASSIST; SafeLives and SWA reserve the right to charge 50% of the cost of the course, which is £750.</p>	
<b>ASSIST; SafeLives AND SWA cancellation</b>	Should we cancel a course we will endeavour to offer you a place at another location.	ASSIST; SafeLives and SWA reserve the right to cancel a course at any time without liability.	
<b>Travel and Accommodation</b>	Travel and Accommodation is the responsibility of the delegate and is not included in the price of the course.	N/A	N/A
<b>Non-attendance 1 day</b>	We appreciate that unforeseen circumstances can arise but if you are unable to attend one day of the training on the dates specified an administration fee may be charged. All learners who are unable to attend training at any time, must inform the Training Co-ordinator as soon as possible.	If you request to attend one day training on different dates at a different location as a result of a non emergency request a day delegate rate maybe charged.	£50.00 day delegate rate.
<b>Re-sitting part of the course</b>	If you are unable to attend 1 or more days of a block of the training or if you are required to re-sit a block or blocks an administration fee may be applied.	If you are required to re-sit a block due to absence without notice or if you have failed the relevant worksheets and you are required to re-attend training to achieve accreditation a fee will be charged. This fee will apply regardless of how the original place was funded.	£375 per block.

<b>Participation &amp; respect</b>	Learners are required to attend all days and participate fully in the course respectively sharing their ideas, views and experiences with other group members, ASSIST; SafeLives and SWA staff and guest speakers.	All learners to model pro-social behaviour which ASSIST; SafeLives and SWA will cover in the first block of the course and which ASSIST; SafeLives and SWA trainers will demonstrate throughout the course. Should a learner fail to respect the views and opinions of others ASSIST; SafeLives and SWA may refer the matter to the individuals' line manager and if behavior is persistent, ASSIST; SafeLives and SWA reserve the right to withdraw the learners training place and no fees will be refundable.
<b>Confidentiality</b>	Any personal disclosure that takes place during the course shall remain within the training room except where such a disclosure relates to risks of harm to an individual or relates to child protection.	Should the lead trainer identify that a disclosure relates to risk to life or child protection, ASSIST; SafeLives and SWA reserves the right to share information with the relevant authorities within legislative regulations.
<b>Course Assessment</b>	Learners' work is assessed two ways, by in classroom assessment and completion of 4 worksheets. All work is moderated by an internal (ASSIST; SafeLives and SWA) and external (SQA) moderator. The assessment consists of four worksheets which must be completed via the Online Learning Centre. The final set of worksheets should be sent in no later than four weeks after the last day of the course.	Full details outlining the assessment process and course deadlines are set out in the Learner Information booklet, which is available via the Online Learning Centre prior to the course commencing.
<b>Organisational support</b>	You have the support of your Manager to enable you to complete the written, assessed element of the course and in submitting worksheets within the agreed timeframes.	Any Learner who fails to submit worksheets within the deadline will be contacted with the learner's service manager copied in. If an extension is requested, the learner's service manager will need to be copied into the request email. ASSIST; SafeLives and SWA will inform the Learners Manager.
<b>Additional Assessment Fees</b>	Any Learner who fails to submit worksheets within the specified deadlines may be charged for assessment.	Please see the Learner Information on assessment and additional fees which is available on the Online Learning Centre.
<b>Originality</b>	Every learner must only submit work that is their own; other professional people's work may be quoted providing it has been specifically acknowledged by clear cross-referencing to the author and publication. Learners from the same project may discuss questions together but it is important that the actual worksheets are completed separately. You must familiarize yourself with the	If ASSIST; SafeLives and SWA has concerns regarding plagiarism this will be investigated under our plagiarism policy and where appropriate be raised with the individuals' line manager. Where learners submit work that we reasonably believe has breached the plagiarism policy, an investigation will take place and may result in ASSIST; SafeLives and SWA being unable to mark any of their work and they may not receive any accreditation for the course. ASSIST; SafeLives and SWA may withdraw the learner's place/s and no fees

	plagiarism policy to avoid any breaches while you attend the course and following completion.	will be refundable.
<b>Complaints and Appeals</b>	Complaints in the first instance should be made to the course Lead Trainer or Training Co-ordinator. If you are unhappy with the outcome then it will be taken up as per ASSIST; SafeLives and SWA's complaints procedure, which is available upon request. For appeals against decisions regarding assessment, please request the ASSIST; SafeLives and SWA IDAA learner's Assessment Appeals procedure.	Please send your request to: Learning and Quality Services Manager ASSIST; SafeLives and SWA Suite 2A, Whitefriars Lewins Mead Bristol BS1 2NT training@safelives.org.uk
<b>DATA Protection</b>	ASSIST; SafeLives and SWA comply with the Data Protection Act 1998. Full information regarding on how we use your data will be provided upon request.	Please send your request to: Laura.Mcnaught@glasgow.gov.uk Community Safety Glasgow 727 London Road Eastgate Glasgow G40 2AQ
<b>Copyright</b>	All intellectual property rights remain the property of ASSIST; SafeLives and SWA/ guest speaker and any copies made of course manual, booklets or training aids will be an infringement of copyright unless agreed in writing by ASSIST; SafeLives and SWA or relevant guest speaker.	
<b>Disclaimer and limitation of liability</b>	ASSIST; SafeLives and SWA accepts no responsibility for the use you make or conclusions you draw from training materials provided on the course, whether these take the form of written information, verbal instructions or discussions and information sharing within the training room. Views expressed in the training room are not necessarily those of or endorsed by ASSIST; SafeLives and SWA.	ASSIST; SafeLives and SWA exclude all liability and responsibility for any amount, kind of loss or damage that may result to learners or any third party without limitation.

<p><b>Privacy statement</b></p>	<p>If a third party requests to contact you or use your details, you will have the choice to opt out of us passing on your personal details or we can send the information to you for you to decide.</p> <p>Data Protection and personal data will be discussed at the first training session with the lead trainer or you can contact Laura McNaught, SQA Coordinator for more details</p>	<p>Verification of qualification requests should be sent to:</p> <p>Laura McNaught SQA Coordinator Community Safety Glasgow 727 London Road Eastgate Glasgow G40 3AQ</p> <p>Laura.Mcnaught@glasgow.gov.uk</p>
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