



Service managers' training

Terms and conditions

| | Conditions | Terms | Fees applicable |
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| Acceptance and availability | By agreeing to the terms and conditions you are accepting you are available to attend the training on all 4 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. | Payment of the fees 30 days prior to commencement of the course confirms your place. If you are undertaking the accreditation, the course fees include registration with OCNLR. The registration charge could be subject to change if OCNLR significantly increase their registration costs. | £795 Statutory service rate, £550 Voluntary service rate |
| Open College Network London Region (OCNLR) | SafeLives CPD Service Manager training is accredited to OCNLR level 4. | Learners must be able to establish they have the required level of understanding for each topic covered. Assessment is through the completion of assignments and supporting documents which is internally moderated by SafeLives and externally verified by the OCNLR. | Included in course fees. |
| Invoicing | An invoice will be raised after you have been offered a place. | The appropriate fee for the type of place allocated (see above) will apply. | |
| Payment | Payment is required prior to commencement of the course. | Payment terms of 14 days apply from receipt of the invoice. | |
| Substitution | Places are offered to an individual and cannot be transferred to a colleague or friend. | SafeLives follows an application and selection criteria based upon an individual's suitability to complete the course. | |
| Cancellation & refunds | SafeLives operates a cancellation and refund policy. All cancellations must be made in writing. | <ol style="list-style-type: none"> 1. For cancellations made more than 30 days prior to commencement of the course 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 14 days prior or less to the commencement of the course no refund will be made. 4. Once a course has commenced and a | |

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| | | <p>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 manager to determine the learner's future place on the course.</p> |
| SafeLives cancellation | Should SafeLives cancel a course we will endeavour to offer you a place at another location. | SafeLives reserves the right to cancel a course at any time without liability. |
| Travel and accommodation | Travel and accommodation is the responsibility of the delegate and is not included in the price of the course. | N/A |
| Non-attendance 1 day | <p>Learners are expected to attend all 4 days of the training. However, we appreciate that unforeseen circumstance can arise, if you are unable to attend one day of the training on the dates specified an administration fee may be charged.</p> <p>All learners who are unable to attend the training for any amount of time must inform the Training Co-ordinator as soon as possible.</p> | <p>If a learner finds that they cannot attend one day, they may need to resit the missed day in a different location, a day delegate rate maybe charged.</p> <p>£50.00 day delegate rate.</p> |
| Participation & respect | Learners are expected to participate fully in the course, respectively sharing their ideas, views and experiences with other group members, SafeLives staff and guest speakers. | We expect all learners to model pro social behaviour on the training. Should a learner fail to respect the views and opinions of others, SafeLives may refer the matter to the individuals' Line Manager and if behaviour is persistent, SafeLives reserve the right to withdraw the learners training place and no fees will be refundable. |
| Confidentiality | 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, SafeLives reserves the right to share information with the relevant authorities within legislative regulations. |
| Course assessment | Learners' work is assessed by completion of assignments. All work is moderated by both an internal (SafeLives) and external (OCNLR) moderator. The assignment is to be completed via the SafeLives online learning centre. | The assignment portfolio should be sent in no later than 6 weeks after the last day of the course and amendments completed within 4 weeks of the date of trainer feedback. |

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| Organisational support | You have the support of your manager to enable you to complete the written, assessed element of the course and in submitting the worksheet within the agreed timeframes. | Where a learner fails to submit the worksheet by the deadline, SafeLives may inform the learner's manager. |
| Additional assessment fees | Any learner who fails to submit the assignment within the specified deadlines may be charged for assessment. | If a learner wishes to submit an assignment for assessment after the course has closed and does not have an extension due to mitigating circumstances they will be charged a fee of £150. |
| Originality | 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 worksheet is completed separately. | If SafeLives 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 SafeLives being unable to mark any of their work and they may not receive any accreditation for the course. SafeLives may withdraw the learner's place/s and no fees will be refundable. |
| Complaints and appeals | 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 SafeLives's complaints procedure, which is available upon request. For appeals against decisions regarding assessment, please request the SafeLives learner's assessment appeals procedure. | Please send your request to: Learning and accreditation programme manager SafeLives 3 rd Floor Maxet House 28 Baldwin Street Bristol BS1 1NG training@safelives.org.uk |
| DATA Protection | SafeLives complies 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: Head of Communications and Marketing SafeLives 3 rd Floor Maxet House 28 Baldwin Street Bristol, BS1 1NG communications@safelives.org.uk |
| Copyright | All intellectual property rights remain the property of SafeLives/guest speaker and any copies made of course manual, booklets or training aids will be an infringement of copyright unless agreed in writing by SafeLives or relevant guest speaker. | |

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| Disclaimer and limitation of liability | <p>SafeLives 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 SafeLives.</p> | <p>SafeLives excludes all liability and responsibility for any amount, kind of loss or damage that may result to learners or any third party without limitation.</p> |
| Privacy statement | <p>SafeLives will not pass on your business or personal contact details to third party organisations. However, if a third party contacts SafeLives to verify whether you have passed SafeLives's CPD training, we will confirm this information in writing to the third party without passing on any other contact information.</p> | <p>Verification of qualification requests should be sent to: Operations Manager Learning and accreditation programme manager SafeLives 3rd Floor Maxet House 28 Baldwin Street Bristol, BS1 1NG training@safelives.org.uk</p> |