Ending domestic abuse

Idva training
Terms and conditions

	Conditions	Terms	Fees applicable
Acceptance and availability	By agreeing to the Terms and Conditions you are accepting you are available to attend all of the training on the dates specified. Learners must confirm acceptance of their place by completing the registration and payment process within 30 days of the successful application notification email.	Full payment of the fees is due within 30 days from the date invoice is received. The course fees include registration with OCNLR. The registration charge could be subject to change if OCNLR significantly increase their registration costs.	£2400 Standard fee. £1,950 Subsidised fee (for successful registered charities on an annual income of less than £1million £950 Super Subsidised fee (for successful registered charities on an annual income of less than £500,000
Invoicing	An invoice will be raised after you have completed the registration process.	The appropriate fee for the type of place allocated (see Acceptance & Availability above) will apply.	
Payment	Payment is required within 30 days from the receipt of invoice. If your organisation uses purchase orders, this number will need to be provided during the registration process for it to be included on the invoice. Agreement of invoice payment terms in writing will be needed for those who don't use purchase orders.	£2400 standard fee, £1950 subsidised fee, or £950 super subsidised fee. The reduced fee spaces are allocated by random selection from the pool of successful applicants who qualify: • Super Subsidised - Learners from registered charities with an annual income of less than £500,000. • Subsidised - Learners from registered charities with an annual income of less than £1million.	
Cancellation & refunds	SafeLives operates a cancellation and refund policy. All cancellations must be made in writing and emailed to training@safelives.org.uk	• For cancellations made more than 30 days prior to commencement of the course, a full refund will be made. • 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 and if you have not paid the invoice issued this will still need to be paid in full. • For cancellations made less than 14 days prior to the commencement of the course no refund will be made. And if you have not paid the invoice issued this will still need to be paid in full.	

		• Once a course has commenced and a place is cancelled, no fees are refundable. • 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. • 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. • It is not possible to defer your place to another course.	
SafeLives cancellation	Should SafeLives cancel a course we will endeavour to offer you a place at another location or provide a full refund.	SafeLives reserves the right to cancel a course at any time without liability.	
Open College Network London (OCN)	SafeLives Idva training is accredited to OCNLR level 3.	Learners must be able to establish they have the required level of understanding for each topic covered. Assessment is via the completion of e-learning units, the submission of 4 worksheets and through classroom work, all of which is internally moderated by SafeLives and externally verified by the OCNLR.	Included in course fees.
Pre-attendance requirements	Learners are required to complete up to three units of online E-learning before they attend each block of the training. These will take approximately one hour per unit. The e-learning will be made available to learners within 2 weeks before the relevant block of training. In addition to the online E-learning there are also several tasks which need to be completed between each block that each learner must complete. Click here to see the full list of requirements:	Attendance at the training is dependent on learners meeting these requirements. Any learner who has not met the requirements outlined here prior to the relevant block of training will forfeit their space on the course and no fees will be refunded.	
Support of Organisation	Attendance on the course is subject to the individual having discussed this with their organisation. Contact details must be provided for a point of contact at the individual's organisation	If deemed necessary, contact may be made with the applicant's organisation to confirm that attendance has been approved and support given. We have the right to withdraw an application if a learner does not provide this information.	

Substitution	Places can be offered to suitable colleagues up to two weeks before the start of the course subject to approval by SafeLives.	SafeLives follows an application and selection criteria based upon an individual's suitability to complete the course.	
Travel and accommodation	Travel and accommodation are the responsibility of the delegate and are not included in the price of the course. Please do not book any travel and accommodation until you receive confirmation that your place on the course has been secured.		
Attendance	Learners are required to attend all 12 days of the course. For all in person courses this includes attending in the same location (barring unforeseen circumstances)	Please see non- attendance 1 day and sitting missed parts of the course for details on absences.	
Data Storage policy	To comply with OCN London requirements, SafeLives will hold information that would enable contact to be made with you (such as an email address, telephone number or an address or a combination of these), that was accurate at time of enrolment, for 6 years. This is so that should a situation arise where it may be in your interest to be contacted (such as important information relating to your OCN London achievement (s) or to another matter that does not include marketing OCN London products).	Please read the full OCN privacy policy Learner Data Information leaflet provided on the website at point of application as well as on the Moodle page for your course for further information.	
Storage of worksheets on Moodle	Your worksheets and feedback will be stored on Moodle, our online learning centre, for 3 years following the course closure date.		
Non-attendance 1 day	We appreciate that unforeseen circumstances can arise but if you are unable to attend one day of the training on the dates, you must inform the Training Coordinator as soon as possible. Learners can be absent for one day without penalty or a requirement to re-sit that day. If there are further absences, learners will be required to sit missed days at a later date. This is subject to availability on other courses and incurs a fee.	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 will be charged.	£50.00 day delegate rate for any non-emergency re-sit.
Sitting missed parts of the course	If you are unable to attend 2 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. You will need to liaise with your Training Coordinator and this is subject to availability on other courses.	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.	£600 per block as specified in the Late Fee Policy (available upon request prior to starting the course).

Participation & respect	Learners are expected to participate fully in the course, respectfully sharing their ideas, views and experiences with other group members, SafeLives staff and guest speakers.	We expect all learners to model pro-social behaviour and this forms part of the assessment criteria for the course. Should a learner fail to respect the identities, views and opinions of others, SafeLives may refer the matter to the individuals' Line Manager and if any inappropriate 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 of harm or a child protection issue, SafeLives reserves the right to share information with the relevant authorities in accordance with current legislative requirements.
Course Assessment	Learners' work is assessed in four ways: by in-classroom assessment; via e-learning modules; via completion of tasks outside of the classroom and through the completion of 4 worksheets. All work is moderated by both an internal (SafeLives) and external (OCNLR) moderator. The worksheets and e-learning modules must be completed via the SafeLives Online Learning Centre. The deadline for each worksheet is four weeks from the training. The final set of worksheets (from Block 1-4) 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.
Learner Feedback	Learners are required to provide feedback at the end of each of the four blocks as well as after completion of the full 4 blocks. These forms are mandatory as a course requirement alongside your worksheets	It is the learners' responsibility to ensure that they complete the feedback forms once they have been provided by the training coordinator.
Organisational support	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.	Where a learner requires an extension of more than two weeks for a worksheet, if a learner fails to submit all worksheets by one month after the block 4 deadline, and in cases of plagiarism, SafeLives will inform the learner's manager.
Additional assessment fees	Any Learner who fails to submit assignments 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.
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	If SafeLives has concerns regarding plagiarism this will be investigated under our plagiarism policy and where appropriate be raised with the individuals' line manager. We use the plagiarism software Turnitin and all learners' assignments will be submitted to this tool. Where learners submit work that we

	from the same project may discuss questions together but it is important that the actual worksheets are completed separately.	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. If learners are required to resubmit worksheets as a result of plagiarism SafeLives may charge up to £150 to cover the additional assessment work. In instances where an investigation suggests plagiarism has occurred, SafeLives will alert the line manager (or equivalent support person) of the circumstances. 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' complaints procedure, which is available upon request. For appeals against decisions regarding assessment, please request the SafeLives Idva learner's Assessment Appeals procedure.	Please send your request to: Head of Training SafeLives Suite 2a, Whitefriars Lewins Mead Bristol BS1 2NT training@safelives.org.uk
Data Protection	SafeLives complies with the General Data Protection Regulation (GDPR) and Data Protection Act 2018. 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 Suite 2a, Whitefriars Lewins Mead Bristol BS1 2NT info@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.	
Disclaimer and limitation of liability	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.	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.

Privacy statement	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' Idva training, we will confirm this information in writing to the third party without passing on any other contact information.	Verification of qualification requests should be sent to: Operations Manager, Training Team SafeLives Suite 2a, Whitefriars Lewins Mead Bristol BS1 2NT training@safelives.org.uk