



# Service Managers' Training (online)

## 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 training on all the dates specified. Learners must confirm acceptance of their place by completing the registration and payment process within 10 working days of the successful application notification email.	Full payment of the fees is due within 10 working 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.	£595 Standard fee (this includes OCNLR registration).
<b>Open College Network London (OCN)</b>	SafeLives Idva 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 via the completion of assignments and supporting documents and classroom work, all of which is internally moderated by SafeLives and externally verified by the OCNLR.	Included in course fees.
<b>Pre-attendance requirements</b>	Learners are required to complete relevant pre-attendance reading and view the video resources. The resources will be made available to learners within 4 weeks before the relevant block of training.	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.	

<b>Invoicing</b>	An invoice will be raised after you have completed the registration process.	The appropriate fee for the type of place allocated (see above) will apply.
<b>Payment</b>	Payment is required within 10 working 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 do not use purchase orders.	£595 standard fee.
<b>Support of Organisation</b>	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.
<b>Substitution</b>	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.
<b>Cancellation &amp; refunds</b>	SafeLives operates a cancellation and refund policy. All cancellations must be made in writing and emailed to <a href="mailto:hanh.rivers@safelives.org.uk">hanh.rivers@safelives.org.uk</a>	<ol style="list-style-type: none"> <li>1. For cancellations made more than 30 days prior to commencement of the course, a full refund will be made.</li> <li>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.</li> <li>3. For cancellations made less than 14 days prior to the commencement of the course no refund will be made.</li> <li>4. Once a course has commenced and a place is cancelled, no fees are refundable.</li> <li>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.</li> <li>6. Where a learner is dismissed from their position, SafeLives will liaise with the organisation to determine the learner's future place on the course.</li> <li>7. It is not possible to defer your place to another course.</li> </ol>

<b>SafeLives cancellation</b>	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.	
<b>Internet connection and access equipment</b>	Internet connection and access equipment is the responsibility of the delegate and is not included in the price of the course. Delegates are expected to have these in place and in working condition before joining the course	N/A	N/A
<b>Attendance</b>	Learners are required to attend all 7 sessions of the course (barring unforeseen circumstances)	Please see non-attendance 1 day and sitting missed parts of the course for details on absences.	N/A
<b>Data Storage policy</b>	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.	
<b>Storage of course work on Moodle</b>	Your coursework and feedback will be stored on Moodle, our online learning centre, for 3 years following the course closure date.		

<p><b>Non-attendance (extenuating circumstances)</b></p>	<p>We appreciate that unforeseen circumstances can arise but if you are unable to attend one session of the training on the dates, you must inform the Training Coordinator as soon as possible.</p> <p>We will arrange for learners to make up the non-attended session later.</p> <p>Learners cannot be absent for more than 2 sessions.</p>		
<p><b>Participation &amp; respect</b></p>	<p>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.</p>	<p>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.</p>	
<p><b>Confidentiality</b></p>	<p>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.</p>	<p>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.</p>	

<b>Course Assessment</b>	Learners' work is assessed via completion of tasks outside of the classroom and through the completion of coursework. All work is moderated by both an internal (SafeLives) and external (OCNLR) moderator. Course work must be completed via the SafeLives Online Learning Centre. The deadline is six weeks from the last session of training.	Full details outlining the assessment process and course deadlines are set out in the Online Learning Centre prior to the course commencing.
<b>Learner Feedback</b>	Learners are required to provide feedback at the end of each of the two blocks. These forms are mandatory as a course requirement alongside your course work.	It is the learners' responsibility to ensure that they complete the feedback forms once they have been provided by the training coordinator.
<b>Additional assessment fees</b>	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.
<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 course work 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. We use the plagiarism software Turnitin and all learners' assignments will be submitted to this tool. 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.
<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 SafeLives's 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  <a href="mailto:training@safelives.org.uk">training@safelives.org.uk</a>

<b>Data Protection</b>	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 Suite 2a, Whitefriars Lewins Mead Bristol BS1 2NT <a href="mailto:info@safelives.org.uk">info@safelives.org.uk</a>
<b>Copyright</b>	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.	
<b>Disclaimer and limitation of liability</b>	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 training 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.
<b>Privacy statement</b>	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 <a href="mailto:training@safelives.org.uk">training@safelives.org.uk</a>