



Working with families

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 the training on the dates specified. Confirmation of a learner's 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.	£795 full fee or, if awarded a supported place, fee of £550
Invoicing	An invoice will be raised after you have been offered a place.	The appropriate fee for the type of place allocated (full fee or supported place) will apply.	
Payment	Payment is required prior to commencement of the course.	Payment terms of 14 days apply from receipt of the invoice.	
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 place is cancelled, no fees are refundable. 	
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.	
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.	
Non-attendance	<p>If you are unable to attend one or more days of the training an administration fee may be applied.</p> <p>All learners who are unable to attend training at any time, must inform the Training Coordinator as soon as possible.</p>	If you wish to attend the missed day(s) on another block of training a day delegate rate may be charged	£50.00 day delegate rate

Travel and accommodation	Travel and accommodation is the responsibility of the delegate and is not included in the price of the course.	N/A	N/A
Participation & respect	Learners are required to attend all days and 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 individual's 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 or assessor identify poor or dangerous practice particularly where that practice relates to risk to life or child protection, SafeLives reserves the right to share information with the relevant authorities within legislative regulations and the learner's line manager. This would be done in consultation with the learner wherever possible.	
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 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.		
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.	

<p>Privacy statement</p>	<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' 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: Learning and accreditation programme manager SafeLives 3rd Floor Maxet House 28 Baldwin Street Bristol BS1 1NG training@safelives.org.uk</p>
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