



Terms and Conditions •

These Terms and Conditions are specifically tailored for our IDVA/IDAA training program. This document outlines the guidelines and agreements that governs participation in our training, ensuring a transparent and mutually beneficial learning experience.



Terms and Conditions - IDVA Qualification Training

	Conditions	Terms	Fees applicable
Acceptance and availability of places for 12 day accredited courses	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. If a learner wishes to reject a place they must do so in writing within a cooling-off period of 10 working days. Essential pre-course reading and other information will be sent no later than 2 weeks prior to the course commencing.	Payment of the fees is deadline is outlined on invoice. The course fees include registration with the relevant accreditation body. The registration charge may be subject to change if the accreditation body significantly increases its registration costs.	
Acceptance and availability of places for 4 day accredited courses	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. Essential pre-course reading and other information will be sent no later than 2 weeks prior to the course commencing.	Payment of the fees is due by date stated on invoice. The course fees include registration with the relevant accreditation board. The registration charge may be subject to change if the accreditation body significantly increases its registration costs.	Please see individual courses for costs. Some courses may have bursaries or reduced fees for charitable organisations.
Invoicing	An invoice will be raised after you have been offered a place.		The appropriate fee for the course and the type of place allocated will apply.
Accrediting bodies	Some of our accredited courses have required criteria which learners must reach before a place can be offered.	Learners must be able to evidence that they have the required level of understanding for each topic covered. Assessment is via the completion of e-learning units, the submission of worksheets and through classroom work, all of which is internally moderated by We Are Frieda and externally verified by the appropriate accrediting body. This is inline with our educational policies and procedures approved by the accrediting body.	Included in course fees
Pre-attendance / during course requirements	For some courses, learners will be required to complete an e-learning module(s) before they attend a course and/or before	For relevant courses, attendance at the training is dependent on learners meeting these requirements. Any learner who has not met the requirements outlined by the pre-course requirements prior to the relevant deadline set	N/A



each block of the training. The e-learning will be made available to learners 4 weeks before training.

before the training will forfeit their space on the course and no fees will be refunded.

Learners may also be required to undertake tasks outside of the classroom as part of the course assessment. This may include (but is not limited to) attending a MARAC, reviewing services' case management procedures or creating and delivering presentations.

Substitution

Places are offered to an individual and cannot be transferred to a colleague or friend. However if funded by an employer the employer may request to put another person on the training in the original persons place – this is at the discretion of We Are Frieda but must happen 2 weeks prior the training cohort commences.

We Are Frieda follows an application and selection criteria based upon an individual's suitability to complete the course.

Cancellation and refunds

We Are Frieda operates a cancellation and refund policy. All cancellations must be made in writing.

1. For cancellations made more than 2 months prior to commencement of the course, including during the cooling off period, a full refund will be made.
2. For cancellations made between 1 month and 2 months prior to commencement of the course, we will refund the full amount, if we are able to allocate the place to another learner. If we are unable to fill the place, no refund will be made.
3. For cancellations made less than 1 month prior 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.
5. As per the terms and conditions in relation to substitution (see above), where a learner is no longer employed by the organisation, during the duration of the course, We Are Frieda will support the learner to complete their training.
6. Where a learner is dismissed from their position, We Are Frieda will liaise with their service manager to determine the learner's future place on the course.

We Are Frieda cancellation	Should We Are Frieda cancel a course we will endeavour to offer you a place on another course or provide a full refund.	We Are Frieda 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.	
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 specified an administration fee may be charged. All learners who are unable to attend training at any time must inform We Are Frieda Training Coordinator 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



Re-sitting part 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.	If you are required to re-sit a block due to absence without notice or if you have failed the relevant worksheets/assessments 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.	£600 per block
Participation and respect	Learners are required to attend all course days and participate fully in the course, respectfully sharing their ideas, views and experiences with other group members, We Are Frieda 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, We Are Frieda may refer the matter to the individual's line manager and if any inappropriate behaviour is persistent, We Are Frieda reserve the right to withdraw the learner's 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, We Are Frieda reserves the right to share information with the relevant authorities in accordance with current legislative requirements.	
Course assessment (for accredited courses)	Learners' work can be assessed in three ways. This will vary from course to course but may include in-classroom assessment, e-learning modules and completion of worksheets/assessments/activities. All work is moderated by both an internal (We Are Frieda) and external (accredited body) moderator. The worksheets and e-learning modules must be completed via the online learning centre.	Full details outlining the assessment process for each course and course deadlines are set out in the Learner Information, which is available via the Online Learning Centre prior to the course commencing.	
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 fails to submit all worksheets by course deadline, We Are Frieda 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 or by emailing trainingwith@wearefrieda.org.uk
Originality	<p>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.</p> <p>Learners from the same project may discuss questions together but it is important that the actual worksheets are completed separately. Further information on plagiarism and We Are Frieda's plagiarism policy is available on the Online Learning Centre or by emailing trainingwith@wearefrieda.org.uk.</p>	<p>If We Are Frieda has concerns regarding plagiarism this will be investigated under our plagiarism policy and where appropriate be raised with the individual's line manager.</p> <p>We use the plagiarism software 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 We Are Frieda being unable to mark any of their work. The learner involved may not receive any accreditation for the course. We Are Frieda may withdraw the learner's place/s and no fees will be refundable.</p>
Complaints and appeals	Complaints in the first instance should be made to the course lead trainer or Training Coordinator. If you are unhappy with the outcome then it will be taken up as per We Are Frieda's complaints procedure, which is available upon request. For appeals against decisions regarding assessment, please request the We Are Frieda learner's assessment appeals procedure.	<p>Please send your request to:</p> <p>talkto@wearefrieda.org.uk</p>
Data protection	We Are Frieda complies with the Data Protection Act 1998. Full information on how we use your data can be provided upon request.	<p>Please send your request to:</p> <p>talkto@wearefrieda.org.uk</p>



Copyright	All intellectual property rights remain the property of We Are Frieda/guest speaker and any copies made of course manuals, booklets or training aids will be an infringement of copyright unless agreed in writing by We Are Frieda or the relevant guest speaker.
Disclaimer and limitation of liability	<p>We Are Frieda 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 We Are Frieda.</p> <p>We Are Frieda 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>We Are Frieda will not pass on learner information, business or personal contact details to third party organisations. However, if a third party contacts We Are Frieda to verify whether a learner has passed We Are Frieda's training, we will confirm this information in writing to the third party without passing on any other contact information.</p> <p>Please send your request to: talkto@wearefrieda.org.uk</p>