

# Prevention of Falls and Injuries in Frailer Older People (PSI)

## TERMS AND CONDITIONS FOR INDIVIDUAL CANDIDATES

*Later Life Training Ltd reserve the right to change and re-issue these Terms and Conditions at any time.*

*Date of Issue of these Terms and Conditions – April 2024*

<b>Abbreviations</b>	
HA = Host Administrator	LLT = Later Life Training
<i>Individual candidates</i> = Self-paying or other local funding candidates recruited through LLT.	

<b>Accompanying Documents to be read with these Terms and Conditions:</b>
<ul style="list-style-type: none"> <li>• “Candidate Eligibility &amp; Guidelines”</li> </ul>

### Course Dates and Candidates:

An *individual candidate* is either placed on a course organised by a HA **or** is placed on an LLT course comprising solely *individual candidates*.

A ‘course’ is defined as a learning journey and training package of blended learning approaches comprising online learning tasks (monitored and supported by LLT tutors), self directed learning hours and LLT led face to face training dates. Individual candidates **must** complete **all** online tasks (these form part of summative assessment) and **must** attend **all** face-to-face training days.

A course has deemed to have commenced once the candidate has been enrolled onto the online training portal. Hard copy resources will be posted at the time of online enrolment in order that online learning and self-directed learning can be completed.

1. A completed online booking form is required to secure a booking on a course. The booking form must be received at least **one week** prior to course commencement. Once confirmed in writing, course training dates will only change for exceptional reasons. *Individual candidates* will be informed by LLT of any training date changes as soon as these occur. If the individual candidate cannot attend the rearranged dates they, or their funder, will receive a full refund of any course fees paid.
2. A minimum of 8 candidates is required to run a course. In the event that LLT do not receive the sufficient number of bookings to run a course, LLT reserve the right to defer or cancel course dates. If this does occur, individual candidates, or their funder, will receive a full refund of any course fees paid. LLT cannot be responsible for any lost travel/accommodation costs.

### Candidate Eligibility and Booking:

3. The Individual candidate undertakes to check that they meet the eligibility criteria to undertake the course ([see accompanying document for essential information on ‘Candidate Eligibility & Guidelines’](#)). A minimum of 25 hours will be required to carry out online portal work, which includes reading manuals, watching PPTs and completing online tasks. Additional self-directed learning hours will be required for revision (of theory paper), practical rehearsal and written case study (part of summative assessment).
4. The individual candidate must ensure that they are able to meet the requirements of the blended learning approach with regard to access to suitable internet connections and software requirements. The minimum browser version

that can be used is: Google Chrome (30+), Mozilla Firefox (25+), Safari 6 and Microsoft Edge – **please note that we don't recommend using Internet Explorer. We also don't recommend completing online learning tasks on work PC's, as firewalls can be quite strict and you may find activities/functions don't work as expected.**

5. The individual candidate undertakes to check that they have the appropriate insurance to implement the training programme they are working towards. LLT strongly advise that candidates have a conversation with their potential/insurance provider ahead of booking the training course. For Individuals who do not hold the recommended prerequisite qualifications, insurance, and CIMSPA membership **will** be affected.
6. *LLT* will offer support to candidates with individual learning needs and/or medical conditions. It is the candidate's responsibility to inform *LLT* of any individual needs on their booking form so that appropriate support, **within reason**, can be provided. For any learning needs, a professional report **must** be submitted with the booking form. If *LLT* are not informed at time of booking, we cannot guarantee that support can be provided.
7. The Individual candidate is responsible for providing *LLT* with a completed booking form and deposit at least **one** week before the course commences. Insufficient notice of the Individual candidate's details **will** result in late arrival of online portal login details which will delay the start of online work (refer to point 8 below).
8. *LLT* will not send any further course correspondence, other than the hard copy resources and online portal login details, both of which are required for completion of online tasks. The course resources will be posted, and the portal login details emailed, to the candidate 4 weeks prior to day 1 of the face-to-face training date (**subject to payment being received**). Full course details can be found on the relevant course events page of the *LLT* Website.
9. **Substitution** of *individual candidates* is permitted up to 1 week before course commencement and provided the new learner is made aware of online tasks required to be completed. It is also the *individual candidate's* responsibility to advise *LLT* of the substitute candidate's name and contact details. **Substitutions are not permitted within 1 week from course commencement.**

#### **Fees, Cancellation, Deferral and Referral:**

10. The full course comprises; online learning tasks, additional self-directed learning hours, 4 face to face days including practical assessment, of which **all** course days **must** be attended by all candidates. Online tasks comprise a mix of narrated presentations, videos and quizzes/learning checks. *LLT* tutors will monitor and support completion of these tasks. Timelines for completion will be set and expected to be adhered to. **Please note that completion of all online tasks is mandatory and form part of the assessment requirements.** Full completion of the PSI course will not be gained unless all guided learning hours and tasks are completed.
11. The full course cost includes all administration, access to the PSI training portal (access will expire on course completion, however candidates will be enrolled onto PSI resources page), Manuals, resources, course assessments and certification. **They do not cover any travel, subsistence or accommodation costs for Individual candidates. All Individual candidates must inform LLT at time of booking, if their funder is part of a SHARED BUSINESS SERVICE and supply a Purchase Order number.**
12. The *Individual Candidate* will ensure a **non-refundable deposit of £50** is paid at the time of booking a place on a course/event.
13. *LLT* will then issue a balance **invoice** to *individual candidates* or their funder. Payments **must** be received by *LLT* **at least two weeks** prior to course commencement. If payment is not received by this time, *LLT* reserve the right to withhold the course resources and portal login details, both of which are required to complete the necessary online tasks (see point 8).
14. **Cancellation** of a course booking by an individual candidate will incur a cost, which will be on a sliding scale. Cancellation with more than 2 months' notice from course commencement will incur an administration charge of £50. Cancellation with between 1 month and 2 months' notice from course commencement will incur an administration charge of £75. Cancellation with between 2 weeks and 1 months' notice from course commencement will incur an administration charge of £100. Cancellation with less than 2 weeks' notice from course commencement will result in the **full course fee** being paid. Cancellation after course commencement (online enrolment) will result in the full course fee being paid, **irrespective of reason. Online portal access will be**

**cancelled at the time of cancellation.** Cancellation, at any time prior to course commencement, for medical reasons by an *individual candidate* will be accepted only with a signed MED 3 Certificate and a refund made less an administration charge of **£100**. Medical certificates **must** be received by the LLT Office **before** the course starts. Backdated Medical Certificates, letters or notes that do not confirm that the named person was examined will not be accepted.

15. **Force Majeure** - Neither Party shall be liable for any breach of this Agreement resulting from that Party being prevented, hindered or delayed from observing or performing its obligations hereunder by an act beyond its reasonable control. The Party affected will as soon as reasonably possible give notice to the other Party of the occurrence of such event. Where a Force Majeure event prevents the attendance at a course, or the running of a course, the Parties agree to delay the booking until circumstances permit.
16. **Deferral during the course** – once a course has commenced, if candidates wish to defer the remainder of the course there will be an administration charge of **£350, irrespective of reason**. If however candidates defer any of the course MCQ's & worksheet, the cost is **£35**. Deferral of the practical assessment will cost **£90**. Late deferrals of all assessments with a Med 3 Certificate received by LLT and related to the assessment date, will incur an administration charge of **£50 only** and the assessment can be taken on a future course. **No refunds** will be given if course assessments are not taken. An invoice for late deferral costs will be sent to the *Individual* or their *Funder*, as appropriate, as soon as course and dates are agreed, and must be paid **before** the assessment dates. Non-attendance at the arranged re-assessment will still be charged, unless for medical reasons which will be subject to the same Med 3 Certificate requirements as covered in item 14 above.
17. **Assessment Referral** – A referral of any part of the assessed elements will result in a re-assessment. The re-assessment costs are **£35** for the MCQ's & Worksheet, and **£90** for the Practical Assessment. A maximum of **three** referrals on the practical assessment is permitted before having to re-take the course at full course cost. An invoice for referrals costs will be sent to the *Individual* or to their *Funder*, as appropriate, as soon as course and dates are agreed and must be paid **before** the re-assessment dates. Non-attendance at the arranged re-assessment will still be charged, unless for medical reasons which will be subject to the same Med 3 Certificate requirements as covered in item 14 above. To support timely re-sit, a remote/video submission for practical assessment may be offered and discussed.
18. **Deferrals and Referrals** must be taken within **twelve** months of the **original** assessment date. **However, in order to support learning LLT recommend that candidates do not allow this amount of time to elapse.** For courses paid for by employer/other organisation they may stipulate deadlines for completion in line with project/service requirements. Candidates requiring to re-sit practical assessment are strongly urged to attend an assessment day of another course as scheduled by LLT on their existing course programme, or in the case of re-sit consider remote assessment. These could be anywhere in the country and dates variable. In the event that the candidate requests a dedicated re-assessment as organised by them at their workplace/venue, LLT will charge additional assessor expenses for travel and accommodation and assessor fees to be negotiated by LLT and the host/candidate. LLT cannot guarantee that future courses will be run in any one specific area. It is the Candidate's responsibility to book their referral/deferral dates within this period. All course dates and venues can be found on the LLT website – [www.laterlifetraining.co.uk](http://www.laterlifetraining.co.uk) . If deferrals or referrals are not taken within twelve months of the original assessment date an **Attendance Letter** will be issued. **This will affect valid insurance. For exercise professionals aligned with CIMSPA, associated CIMSPA points will not be valid.** Once an Attendance Letter is issued the individual cannot sit assessments at a future course without re-taking the full course at full course cost.
19. LLT will issue a 'Conditional' **Certificate of Achievement** to successful candidates within **two** weeks of course completion. Conditions state that valid CPR training is to be held by the candidate. LLT will issue a confirmation of attendance letter within **two** weeks of the end of the course, to all candidates who attended at least 1 full day of the course but did not wish to complete the assessments. Once an attendance letter is issued the individual cannot sit assessments at a future course without re-taking the full course at full course cost.