

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

TERMS AND CONDITIONS FOR COURSE HOSTS BLENDED LEARNING FORMAT

Abbreviations:

HA = Host Administrator *LLT* = Later Life Training

Host applicants = applicants recruited and paid for by the *HA* *Individual applicants* = applicants recruited by *LLT*

Course Dates and Applicants:

A 'course' is defined as a training package of blended learning approaches comprising online learning tasks (monitored and supported by *LLT* tutors) and *LLT* led face-to-face training dates. All applicants must complete online tasks (these form part of summative assessment) and must attend all face to face training days.

A course has deemed to commence once hard copy resources are posted by *LLT* to the candidate. Resources will be posted to be received 4 weeks prior to the face-to-face training days in order that online learning tasks can be completed.

1. Before any course arrangements can commence, *LLT* must receive a completed "Course Booking Form" and Deposit to secure the booking of a course. On receipt of a completed "Course Booking Form" and Deposit, *LLT* will then commence course arrangements including the setting of course dates for face to face elements of the training including assessment. The number of *host applicants* specified by the *HA* at the time of booking the course will be the number paid for by the *HA*, irrespective of the number who actually attend the course. Applicants can be substituted up to 2 weeks prior to commencement of face to face training days by the *HA* to ensure all course places are used (please refer to point 15).
2. The dates for a Falls Prevention Course are negotiated between the *HA* and *LLT*. Please note that any dates discussed between the *HA* and *LLT* **will only be provisional** and will remain so until *LLT* receive a completed "Venue Room Bookings" and "Venue Details Form" (please see point 7 below). These forms must be received at least **eight** weeks before course commencement. Once confirmed in writing these dates will not change without the agreement of both parties and only for exceptional reasons. However, *LLT* reserve the right to defer or cancel course dates if the *HA* cannot fill their "booked" places and course numbers are low.
3. Due to Covid-19 and requirements for social distancing and transmission risk reduction measures to be implemented, minimum and maximum number of candidates is 8 per course but will be reviewed in relation to venue size and guidance at the time.
4. It is the responsibility of the *HA* to inform all host applicants of course dates, times and venue details at the point of recruitment, and to ensure candidates are aware of the commitment requirements for **full attendance** of the course and completion of online tasks prior to attendance of face to face training. The *HA* may wish to stipulate their own deadlines for completion of assessed elements (see point 24). Candidates will not be permitted to attend face-to-face training unless online learning is completed. The *HA* must ensure that all *host applicants* are able to meet the requirements of the blended learning approach with regard to access to suitable Internet connections and software requirements (please refer to point 11).
5. The *HA* is responsible for issuing all *host applicants* with *LLT's* applicant "Terms & Conditions", prior to the course commencing. A minimum of 25 hours will be required to carry out online portal work, which includes reading manuals, watching PPTs and completing online tasks.

Facilities and Equipment:

6. The *HA* is responsible for **the arrangement and payment** of the course venue and the provision of adequate venue equipment, facilities and covid transmission risk reduction measures. All venue rooms must meet the minimum size requirements as outlined in the “Venue Room Bookings” (updated with covid transmission risk reduction measures), regardless of the number of Host applicants the *HA* is putting on the course, to allow for maximum course numbers. Room sizes may be negotiable between the *HA* and *LLT* but **must** be discussed and clarified before course dates can be confirmed.
7. The *HA* **must** complete and return the accompanying documents “Venue Room Bookings” and “Venue Details Form” at least **eight** weeks before the course commencement. Until these forms are received by *LLT* and the venue **cleared as suitable to host the course**, course dates will remain **provisional**. If a completed “Venue Room Bookings” and “Venue Details Form” are not received by *LLT* by this time *LLT* reserve the right to reschedule dates as necessary.
8. Please note the venue rooms must be open from 8.15am to 5.45pm on all course days and the *HA*, or a representative, **must** be present on Day 1 to welcome *LLT* course tutors and delegates.

Candidate Eligibility and Booking:

9. The *HA* undertakes to check the eligibility of their own *Host applicants* and only to recruit those who are eligible (see accompanying document “Candidate Eligibility & Guidelines”). Please ensure that all *Host Applicants* are fully aware of the commitment required and substantial homework/self directed learning, which includes online tasks. *LLT* will advise on the eligibility of *Host applicants*, if requested. All *individual applicants* recruited by *LLT* will have the necessary qualifications, experience, commitment and, if necessary, work support to enable them to take part in this course.
10. The *HA* undertakes to inform all *Host applicants* that they must check and confirm that they have appropriate insurance in order to implement the qualification they are working towards. *LLT* advise that all candidates contact their respective insurance provider to ensure cover will be provided on successful completion of the qualification. This is particularly important during this period of change for the fitness sector and instructors who were REPs members (now is transition to CIMSPA).
11. The *HA* is responsible for ensuring that all *host candidates* are able to meet the requirements of the blended learning approach with regard to access to suitable Internet connections and software requirements, in order to complete mandatory online tasks. The minimum browser version that can be used is: Google Chrome (30+), Mozilla Firefox (25+), Safari 6 and Microsoft Edge – **please note that we do not recommend using Internet Explorer**.
12. *LLT* will offer support to candidates with individual learning needs and/or disabilities. 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.
13. The *HA* is responsible for ensuring that all host applicants complete an online booking form at least **four** weeks before the course commences (8 weeks before the first course face to face day). Failure to supply this information for the 8 minimum applicants required to run a course, at least **four** weeks before the course commences, may result in course cancellation and loss of deposit. Insufficient notice of the *HA* applicant details **will** result in late arrival of course manual and portal login details, which will delay the start of online work (refer to Item 14 below).
14. *LLT* will not send any further course correspondence, other than the course manual and portal login details, both of which are required for completion of online tasks. The course manual will be posted, and the portal login details emailed, to all host and individual candidates 4 weeks prior to the face-to-face training days (subject to payment being received). Full course details can be found on the relevant course events page of the *LLT* Website.

15. **Substitution of Host applicants** is permitted up to 2 weeks before course commencement and provided the new learner is made aware of online task requirements to be completed. Learners will not be permitted to attend face-to-face training days unless online tasks have been completed. It is the HA responsibility to ensure that a new "Booking Form" is completed and sent to LLT as soon as possible; the HA is also responsible for arranging any required re-allocations of hard copy course manuals. LLT will not provide new hard copy materials. Portal passwords **MUST NOT** be passed onto any other individual, LLT will re-issue. LLT **cannot** take responsibility for late arrival of course manuals or portal login details to the new *Host applicant* if the substitution is within four weeks of the first face to face course day. **Substitutions are not permitted if the learner has started the online work.**

Fees, Cancellation, Deferral and Referral:

16. The full course comprises; online learning tasks, 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 quiz's/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 are a requirement and not optional. Full completion of the PSI Qualification will not be gained unless all guided learning hours, tasks and assessment elements are completed. To further support timely completion of the award and to further support covid-19 transmission risks there is an option to submit practical assessment recordings/videos via WeTransfer (to be discussed with host at time of booking). See also point 23 below.
17. The full course cost includes all administration, access to the PSI online training portal (access will expire on course completion at which point candidates are enrolled onto a 'post qualified' portal where resources can continue to be accessed), manuals, resources, course assessments and certification. **They do not cover any travel, subsistence or accommodation costs for Host applicants. All HA must inform LLT at time of booking, if their funder is part of a SHARED BUSINESS SERVICE and supply all Payable Code details.**
18. The HA will ensure a **non-refundable deposit of £300** is paid at the time of booking the course. LLT will be responsible for obtaining deposits, by Invoice, from any *individual (LLT) applicants*.
19. LLT will issue an outstanding balance **invoice, minus paid deposit**, to the HA for the *Host applicants* booked onto the course. Final **outstanding balance** payments are to be received by LLT **at least four weeks** before the commencement of the course. We reserve the right to cancel the training if full payment is not received before the commencement of the course. If payment is not received by this time, LLT reserve the right to withhold the course manuals and portal login details for all *HA applicants*, both of which are required for the host applicants to complete the necessary online tasks. We also reserve the right to cancel the training if full payment is not received before the commencement date.
20. **Cancellation** by the HA of a booked course will incur a cost, which will be on a sliding scale. Cancellation with more than 2 months notice from course start date will incur an administration charge of £150. Cancellation with between 1 month and 2 months notice from course start date will incur an administration charge of £500. Cancellation with between 2 weeks and 1-month notice from course start date will incur an administration charge of £1000. Cancellation with less than 2 weeks notice from course start date will result in the **full course fees** for all *Host applicants* being paid. Cancellation for medical reasons by a *Host applicant* will be accepted only with a signed MED 3 Certificate and a refund made less an administration charge of **£50**. The LLT Office must receive medical certificates **before** commencement of the course. Backdated Medical Certificates, letters or notes that do not confirm that the named person was examined will not be accepted. Cancellation after course commencement (online enrolment) will result in the **full course being paid**. Cancellation by the HA of a booked course as a result of covid related guidance from the Government will not incur a cancellation fee.
21. **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 running of a course, the Parties agree to delay the course until circumstances permit.

22. **Deferral During the Course** – once a course has commenced, if candidates wish to defer the course assessments (Theory Paper, Case Study and Practical Assessment) there will be an administration charge of **£50, irrespective of reason**. However, once candidates have signed the assessment sign-up form on **Day 2** of the course, failure to attend the assessments ('late deferral') will result in a maximum re-assessment fee of **£160**. Late deferred assessment costs are **£35** for the Theory Paper, **£35** for the Case Study, **£25** for the Session Plan (where the Practical teaching was passed) and **£90** for the Practical Assessment. 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 20 above. Deferred elements as a result of covid related symptoms or guidance from the Government will not incur defer fees.
23. **Assessment Referral** – A referral of any part of the assessment will result in a re-assessment, which cannot be taken on the same day as the referral decision. The re-assessment costs are **£35** for the Theory Paper, **£35** for the Case Study, **£25** for the Session Plan (where the Practical teaching was passed) and **£90** for the Practical Assessment. A maximum of **three** referrals on an assessment are 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 the *Host/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 20 above. To support timely re-sit and in light of COVID-19, a remote/video submission for practical assessment may be offered and discussed with host organisations. Details will be provided to candidates at the time of booking
24. **Deferrals and Referrals** must be taken within **twelve** months of the **original** assessment date **however the HA may stipulate their own deadlines for course completion in line with project/service requirements**. **LLT strongly recommend that Case Study re-submissions are completed within 3 months. Tutor support may not be available after this time**. Candidates requiring to re-sit practical assessment will be required to attend an assessment day of another course as scheduled by *LLT* on their existing course programme. These could be anywhere in the country and dates variable. In the event that the *HA* 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. It is the *HAs* 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. If deferrals or referrals are not taken within twelve months of the original assessment date an **Attendance Certificate** will be issued. **This will affect valid insurance and CPD points will not be valid**. Once an Attendance Certificate is issued the individual cannot sit assessments at a future course without re-taking the full course at full course cost.
25. *LLT* will issue a 'conditional' **Qualification Certificate** to successful candidates within **eight** weeks of assessment. Conditions state that valid CPR training is to be held by the candidate. *LLT* will issue an **Attendance Certificate**, within **four** 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 Certificate is issued the individual cannot sit assessments at a future course without re-taking the full course at full course cost.
26. *LLT* will automatically generate a user account/profile for each individual candidate, which can be accessed via the LLT Website. This account/profile will be private to the individual applicant, however there is an option to make this public on the online LLT Instructor Directory/Locator.

Accompanying Documents to be read with these Terms and Conditions:

- "Course Booking Form"
- "Guidance for remote/video assessment"
- "Venue Details Form"
- "Candidate Eligibility & Guidelines"
- "Course Flyer"
- "Applicant Terms & Conditions"

Date of Issue of these Terms and Conditions – October 2020

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