

1st Steps in Dementia

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 – September 2024

Abbreviations:

HA = Host Administrator LLT = Later Life Training

Individual candidates = Self-paying or other local funding candidates recruited through LLT

Course Dates and Candidates:

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

A course has deemed to commence once the candidate is enrolled onto the training portal, 4 weeks prior to the face to face day

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 before online enrolment. Once confirmed in writing, course dates will only change for exceptional reasons. *Individual candidates* will be informed by LLT of any course 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 Application:

3. The Individual Candidate undertakes to check that they meet the eligibility criteria (where applicable) to undertake the course (see LLT Website). LLT will advise on eligibility, if requested.
4. 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 learning support is not requested at time of booking, LLT cannot guarantee that we will be able to provide this.
5. The individual candidate must ensure that they are able to meet the requirements 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.
6. The Individual candidate is responsible for providing LLT with a completed booking form at least **one** week before the course commences (online). 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 course work (refer to point 7 below).
7. LLT will not send any further course correspondence, other than online portal login details, which are required to access the e-learning portal. The portal login details will be 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.
8. **Substitution** of *individual candidates* is permitted up to 2 weeks before the face to face training day but it is the responsibility of the *individual candidate* to re-allocate any received hard copy resources to the substitute candidate. Portal passwords **MUST NOT** be passed onto any other individual, LLT will re-issue. It is also the

individual candidate's responsibility to advise LLT of the substitute candidate's name and contact details. LLT **cannot** take responsibility for late arrival of the course resources or portal login details to the new *individual candidate* if the substitution is within four weeks of the face to face course day. **Substitutions are not permitted if the individual candidate has logged into the portal, or within 2 weeks of the first face-to-face training day.**

Fees, Cancellation & Deferral:

9. The full course cost includes all administration, handouts, resources and certification. It does not cover any travel, subsistence or accommodation costs for Individual candidates.
10. LLT will issue an **invoice** to the individual candidate booked onto the course, or their funder. Payment **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.
11. **Cancellation** of a course booking by an individual candidate will incur a cost, which will be on a sliding scale. Cancellation with **more than two weeks** notice from course commencement will incur an administration charge of **£35**. **Cancellation** with **less than two weeks** notice from course commencement will result in the candidate still being liable for the **full course fee**. **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 **£20**. 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. Cancellation after course commencement (online enrolment) will result in the full course fee being paid, **irrespective of reason**.
12. 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.
13. LLT will issue a **Certificate of Achievement** to successful candidates within 2 weeks of course completion. This will be made available to download from the course page on the portal and is **only downloadable when a candidate submits a PIP to the portal**.