

Terms & Conditions

EF Coach Training Programmes and Workshops – as at October 2024

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1. Definitions

In these Conditions the following expressions shall have the following meanings:

- “*Connections in Mind CIC*” or “*The company*” means Connections in Mind CIC
- “*The Client*” or “*The Delegate*” means the person, company or other legal entity identified as providing a request to Connections in Mind CIC
- “*Services*” means the goods or services to be provided by Connections in Mind CIC to the Client under the terms of the contract and “*Services*” shall be construed accordingly.
- “*Accreditation*” means Connections in Mind CIC’s coach accreditation level 2 or above
- “*Confirmation Date*” means the date when all the following apply:
 - A request to supply Services has been received from the Client by Connections in Mind CIC
 - Connections in Mind CIC has confirmed to the Client that the workshop, Delegate Course or development day, or other Services requested, are available.
 - Payment has been received or an alternative payment method agreed.
- “*Contract*” means the contract between Connections in Mind CIC and the Client under which the Services are to be supplied by Connections in Mind CIC to the Client.

- “Day” means every day of the week including Saturday, Sunday and statutory holidays. “Month” means a calendar month. “Week” means seven consecutive days.
- “Intellectual Property” includes all training materials including handbooks, videos, notebooks, inventions, patent applications, granted patents, registered and unregistered designs, copyright works, trademarks and confidential information.

2. Prices

The price payable for the Services shall be the price quoted on the website, in the Training Proposal, Letter of Agreement, or invoice prepared by Connections in Mind CIC at the Confirmation Date, unless otherwise stated.

For in-person workshops, coach training programmes, or development days, the price quoted does not include travel, accommodation, meals or other related expenses, unless otherwise stated.

For in-person workshops, coach training programmes, or development days, accommodation and meals will be provided by the Client the night prior to the training and on the day of the training, unless alternative provision has been agreed.

All prices are exclusive of Value Added Tax and this will be charged at the appropriate rate.

3. Terms of Payment

Where the Services relate to a Delegate Course, payment will be taken at the time of the booking. A payment plan is available at the discretion of Connections in Mind CIC. If a payment plan is offered by Connections in Mind and accepted by the client, the course completion and certificates will not be issued until any outstanding balance for the course and/or training has been fully paid.

Where the Services relate to the provision of a workshop, coach training programme, or development days written for the Client, payment must be made within 14 days of the invoice date. Connections in Mind CIC is entitled to charge interest at 2% per Month or part thereof on overdue payments.

Where bespoke training programmes are arranged, a 50% deposit is payable one month prior to the start of the programme.

4. Workshops and Development Days

Connections in Mind CIC may from time to time provide training in conjunction with other Training Providers or Associates. To the best knowledge of Connections in Mind CIC, these Training Providers and Associates are suitably qualified and accredited to deliver the training courses offered.

The contents of course schedules are intended for general guidance only and do not form any part of a contract. Connections in Mind CIC reserves the right to make any

reasonable variations to workshops, Delegate Courses, or development days, including the content and location of the courses, without notice.

Connections in Mind CIC will perform the Services with reasonable skill and care. Any other conditions or warranties, whether expressed or implied as to the quality of the Services, are hereby expressly excluded.

5. Delegate Courses

5.1. General Information

The Delegate Courses are designed to provide an executive functioning understanding, lens, and support to clients to aid their executive function skills development. Executive Function Coaching can be delivered as a bespoke intervention or integrated into existing supportive practice. This course is not a replacement for a Life Coaching Course. It is required that delegates have some experience working 1:1 or with groups of clients/scholars/colleagues in a learning or support capacity - evidence of which may be requested.

Unless otherwise indicated, all courses are delivered solely in English and all delegates must be sufficiently proficient in the English language before attending a course.

5.2. Availability and location of training

The indication of availability and location shown on the Connections in Mind CIC

website is for general guidance and does not form any part of a contract. For in-person training, please contact Connections in Mind CIC before making any travel or accommodation arrangements as Connections in Mind CIC will not be liable for any action that you may take in reliance on the information.

For courses not exclusive to one Client, Connections in Mind CIC and its Training Providers reserve the right to refuse admission to the training premises or online training platform by any person whom they consider in their absolute discretion to be unsuitable for admission onto the training premises or online training platform or to remove any such person after the commencement of a course. It is at the discretion of Connections in Mind CIC to refuse the right of admission to additional training level programmes to any person whom they consider in their absolute discretion to be unsuitable for admission onto the training premises or online platform or to remove any such person after the commencement of an additional level training programme.

5.3. Accreditation Prerequisites

It is the responsibility of the Client to ensure that the delegates meet the prerequisites of the course on which they are booked, and that the course content meets their requirements.

Clients may qualify for one of two accreditations upon completion of the Delegate Course, and upon successful completion of the required assessment: **Core Accreditation** (required for working and advertising oneself as an executive function coach for the client base of adults over the age of eighteen years only) or **Enhanced**

Accreditation (required for working and advertising oneself as an executive function coach for the client base of young people under the age of eighteen years and adults over the age of eighteen years). The Enhanced Accreditation includes an **additional administration fee of £20** (over and above the price of the training programme).

In order to be eligible to receive the Enhanced Accreditation, the following documents must be received by Connections in Mind CIC prior to commencing with the training programme (one week before the advertised date of the Welcome and Orientation Session):

- Written evidence of working with young people under the age of eighteen years, for three or more years. Please make a copy of [THIS](#) letter template to be filled out by a school head teacher/direct manager/HR manager, or clients vouching for the required evidence of practice. Please note that the letter should contain a letterhead, the start and end date (if applicable) of the delegate's employment, as well as the position held by the delegate. If there is not three years consecutive experience working with people under eighteen years of age, one can submit several evidence documents (using the letter template link above) to demonstrate the required work experience. If unsure, please contact us at training@connectionsind.co.uk to check if this evidence is sufficient.
- A recent Safeguarding certificate to verify recent Safeguarding training of Level 1 or higher (not older than three years).
- A DBS certificate or police clearance equivalent.

Please note that if a Client signs up for the Enhanced Accreditation, pays the additional administration fee, but does not submit the above documentation before the advertised date of the Orientation Session, the Client will not be able to access the Pre-Learning self-study component of the course. Completion of Session One Pre-Learning self-study completion is required BEFORE joining the live Session One group training. Once the training is underway, and if complete documentation has not been received, the delegate will also receive only the Core Accreditation, and no refund for the administration fee will be issued.

Please direct any inquiries regarding the requirements of the course to our training division at training@connectionsind.co.uk. It is the Client's responsibility to ensure that the correct documents are submitted to Connections in Mind CIC (either by manual upload on the website training portal or email to training@connectionsind.co.uk)

5.4. Attendance

In order to complete the Delegate Course to receive accreditation, ALL Pre-Learning tasks must be completed, and ALL live group sessions attended. The live sessions are not recorded. Should you foresee a clash with one of the live group training days, please contact Connections in Mind CIC BEFORE booking onto a Delegate Course. Should you miss a live group training session, you may be asked to attend the missed session of the following Delegate Course programme and to write that assessment, which means you will receive your accreditation only after the next Delegate Course is complete. This decision is at the sole discretion of Connections in Mind CIC.

The Delegate Course officially begins with the release of the Pre-Learning self-study material one week before the start of the course. There is a mandatory 'Welcome & Orientation' session, where we will check our microphones, cameras and internet connectivity, do a walk-through of how to access the material, and a quick orientation training of the programmes we use in the training.

6. Assessment passing requirements and re-writing process

Delegates will complete an online, open-book assessment following the completion of all of the Pre-learning self-study tasks and the live group training sessions.

Delegates will have TWO WEEKS from the last live training session in which to complete the assessment. Should the assessment submission exceed the communicated deadline, Connections in Mind CIC reserves the right to mark the assessment in the following Delegate Course marking timeframe, which will delay the delegate receiving their accreditation certificate and feedback.

Delegates need to receive a mark of at least 65% in the assessment in order to pass and to qualify to receive their accreditation certificate. If the delegate scores below this mark, Connections in Min CIC will contact the delegate with feedback and instructions for a rewrite of the assessment. A new deadline for the re-written assessment will be communicated to the delegate, and the assessment will be marked in the following Delegate Course marking period. The delegate will receive their accreditation certificate following the completion of the following Delegate Course marking period.

7. Coach accreditation - Level 2 and above

In order to commence with Level 2, delegates must have received a pass mark (more than 65%) for their assessment, and have received their accreditation certificate.

To successfully complete the coach accreditation Level 2 or above, the client is required to attend supervision and to pass a portfolio check. There are two streams of supervision available to delegates: Individual supervision and group supervision, and more information can be accessed [here](#). The portfolio requirements are different for each level of accreditation, and can be fully accessed [here](#).

Once the delegate is ready for submission, the portfolio must be submitted to training@connectionsind.co.uk. It will be assessed by the marking team, and feedback will be provided to the delegate. Additional evidence of meeting the required passing standard may be required to pass (for example, an additional supervision session may be required, above and beyond the stipulated number of sessions included in the training package, which will be for the delegate's account). The delegate will only progress when all requirements have been met. The delegate will receive a certificate of accreditation and a badge to use in marketing, and the delegate's name will be displayed on the Connections in Mind CIC website training registry.

The client has up to 12 months to complete the accreditation. If the client is unable to complete the accreditation during this time, they must contact Connections in Mind

CIC and ask for an extension. Extensions cannot be guaranteed and are available at the company's discretion.

The client will be considered to have successfully completed the accreditation at Level 2 or above and receive their certificate, when all the following criteria have been met in addition to the course requirements:

- The accreditation has been paid for in full.
- All required supervision sessions have been completed.
- All evidence including any case studies/research projects, testimonies, coaching logs, and/or video materials have been submitted, checked and passed.

The delegate is responsible for arranging supervision sessions with their supervisor. The following cancellation policy applies: It is the delegate's responsibility to notify their supervisor within 24 hours if the delegate cannot make a supervision session. Failing this, this session will be forfeited to cover the cost of the supervisor, and the delegate will need to purchase an additional supervision session from Connections in Mind CIC so as to meet the minimum requirement of 6 supervision sessions.

If a delegate submits their portfolio for marking, they have ONE revision included in the initial accreditation cost. If a delegate has not passed after this revision, an additional cost of £150 will be applicable for the delegate per additional revision needed.

8. Cancellation, Transfers and Substitutions

Connections in Mind CIC reserves the right to cancel or arrange an alternative date for a course. In such circumstances, Connections in Mind CIC will endeavour to provide notice of cancellation or change to the Client. In the event of cancellation, the Client will be entitled to a full refund of the course fee, but Connections in Mind CIC shall not be liable for any other loss or expense arising.

The Client may cancel the course booking by notifying Connections in Mind CIC in writing by acknowledged email as soon as reasonably practicable. The Client shall also be deemed to have cancelled the course booking if the delegate does not attend the event. The Client shall be liable to pay a cancellation fee as follows:

Bespoke Workshops & Events (for example on Client's site):

Number of Days' Notice	Proportion of Course Fee Payable if Cancelled	Rebooking fee - if deferred to a later date
14 Days or less	100%	50%
15-30 Days	50%	25%
30+ Days	25%	N/A

Delegate Courses (for example Executive Function Coach Training):

Number of Days' Notice	Proportion of Course Fee Payable if Cancelled	Rebooking fee - if deferred to a later programme date
7 Days or less	100%	50%
8 - 14 Days	100%	30%
15 - 29 Days	50%	15%
30+ Days	25%	N/A

In the event that the delegate is unable to attend the training booked, Connections in Mind CIC will endeavour to defer the delegate to an alternative course according to the table above and as far as reasonably practicable.

- A cost-free deferment will be considered if the request is made within more than 30 days from the starting date (Welcome & Orientation Session) of the original training programme AND if **Connections in Mind CIC is able to find a substitute for the delegate.**
- Should the deferment request be made within 15 - 29 days of the starting date (Welcome & Orientation Session) of the original programme, a deferment fee of 15% of the full price of the next selected programme is payable.
- Should the deferment request be made within 8 - 14 days from the starting date (Welcome & Orientation Session) of the original training programme, a deferment fee of 30% of the full price of the next selected programme is payable.
- Should the deferment request be made within 7 days or less from the starting date (Welcome & Orientation Session) of the original training programme, a deferment fee of 50% of the full price of the next selected programme is payable.
- Should the deferment request be made after the starting date (Welcome & Orientation Session) of the original training programme, a deferment fee of 100% of the full price of the next selected programme is payable.

In the event that the delegate is unable to attend the training/event booked, and would like to substitute their place to another delegate, this will be considered by Connections in Mind CIC if:

- the full price of the course/event has been paid by either party;
- the substitute delegate understands the Learning Outcomes of the training/event, and it is aligned with their professional learning requirements or capacity;
- the contact details of the substitute delegate are provided at least ONE WEEK prior to the Welcome & Orientation Session of a training programme or start of an online event;
- the substitute delegate meets the certification requirements; and
- the substitute delegate is able to complete all sessions of the selected training programme from the start (including the Welcome & Orientation Session).

9. Credit Rating

Connections in Mind CIC reserves the right to assess the financial status of any organisation or individual making a booking or in the process of making a booking and also reserves the right to require payment prior to confirming a booking.

10. Liability

Connections in Mind CIC's total liability for any loss or damage shall not exceed the price payable for the Services, except in cases of direct physical damage to the Client's property, personal injury or death.

Connections in Mind CIC shall not be liable, howsoever caused, for indirect or consequential loss including but not limited to: loss of profits; loss of revenue; loss of goodwill; loss of data; or failure to achieve savings.

11. Force Majeure

Connections in Mind CIC shall not be in breach of this contract if there is any total or partial failure of performance by it of its duties and obligations under this contract occasioned by any act of God, fire, act of government or state, war, civil commotion, insurrection, embargo, prevention from or hindrance from obtaining any raw materials or energy, sickness or other cause beyond its reasonable control.

If Connections in Mind CIC is unable to perform its duties and obligations under this contract as a direct result of one or more such causes, Connections in Mind CIC shall give written notice to the Client of such inability stating the cause in question.

12. General

The Contract shall only become effective at the Confirmation Date.

Any typographical clerical or other error or omission in any sales literature, administrative documentation, course materials, invoice or other document or information issued by Connections in Mind CIC or its Training Providers shall be subject to correction without any liability on the part of Connections in Mind CIC.

No variation to these Terms and Conditions shall be effective unless made in writing and signed by an authorised representative of Connections in Mind CIC.

The invalidity or unenforceability for any reason of any condition, sub-clause or paragraph of these Terms and Conditions shall not prejudice or affect the validity or enforceability of the remainder.

These Terms and Conditions shall be governed by and construed in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

Registered Company Address

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East Street

Epsom

Surrey

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