

Dementia: 1st Steps

TERMS AND CONDITIONS FOR INDIVIDUAL APPLICANTS

Abbreviations:

HA = Host Administrator LLT = Later Life Training

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

Course Dates and Applicants:

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

1. A “completed Application Form” and deposit are required to secure a booking on a course. The “Application Form” and deposit must be received at least three weeks before the start date of the booked course. Once confirmed in writing course dates will only change for exceptional reasons. *Individual applicants* will be informed by LLT of any course date changes as soon as these occur. If the individual applicant cannot attend the rearranged dates they, or their funder, will receive a full refund of any course fees paid.
2. A minimum of 8 and a normal maximum of 20 applicants is required to run a course. In the event that LLT do not receive the sufficient number of individual applicant bookings to run a course, LLT reserve the right to defer or cancel course dates. If this does occur Individual applicants, or their funder, will receive a full refund of any course fees paid.

Candidate Eligibility and Application:

3. The Individual Applicant undertakes to check that they meet the eligibility criteria 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 disabilities. It is the candidate’s responsibility to inform LLT of any individual needs on their application form so that appropriate support, **within reason**, can be provided. For any learning needs, a professional report **must** be submitted with the application form.
5. The Individual applicant is responsible for providing LLT with a completed Application Form at least **three** weeks before the course commences. Insufficient notice of the Individual applicant’s details **may** result in late arrival of course joining instructions (refer to Item 6 below).
6. LLT will send out course joining instructions, by email, to all *individual applicants* at least **two** weeks before commencement of the course.
7. **Substitution** of *individual applicants* is permitted but it is the responsibility of the *individual applicant* to re-allocate any received documentation to the substitute applicant. It is also the *individual applicant’s* responsibility to advise LLT of the substitute applicant’s name, address and contact details to allow a new “application Form” to be issued and returned completed to LLT. LLT **cannot** take responsibility for late arrival of joining instructions to the new *individual applicant* if the substitution is within two weeks of course commencement.

Fees, Cancellation, Deferral and Referral:

8. The full course comprises of 1 day.
9. The full course cost includes all administration, handouts, resources and certification. **They do not cover any travel, subsistence or accommodation costs for Individual applicants. All Individual applicants must inform LLT at time of booking, if their funder is part of a SHARED BUSINESS SERVICE and supply all Payable Code details.**

10. *LLT* will issue an outstanding balance **invoice** to *individual applicants* booked onto the course. Final **outstanding balance** payments **must** be received by *LLT* before the course commences, unless otherwise agreed by *LLT*. If payment is not received by this time, *LLT* reserve the right to withhold certification.
11. **Cancellation with less than two weeks** notice by an *individual applicant* will result in the applicant's **full course fee** being paid. Cancellation, with less than two weeks notice, for medical reasons by an *individual applicant* will be accepted only with a signed MED 3 Certificate and a refund made less an administration charge of **£20, if the place is deferred to another course**. Medical certificates **must** be received by the *LLT* Office **before** the course start date. Backdated Medical Certificates, letters or notes that do not confirm that the named person was examined will not be accepted. Cancellation with **more than two weeks** notice by an *individual applicant* will result in a refund, less an administration charge of £20.
12. *LLT* will issue an **Attendance Certificate**, within **four** weeks of the end of the course, to all candidates who attended the course.
13. *LLT* will automatically register your email address on to our mailing list. This will not be shared with any other company or individual, but will be needed by *LLT* to inform you of useful information and courses.

Accompanying Documents to be read with these Terms and Conditions:
<ul style="list-style-type: none">• "Dementia: 1st Steps Course Flyer"

Date of Issue of these Terms and Conditions – December 2015.

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