

## TERMS AND CONDITIONS FOR INDIVIDUAL APPLICANTS BLENDED LEARNING FORMAT

### 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*.

A 'course' is defined as a learning journey and training package of blended learning approaches comprising pre-course online learning tasks (monitored and supported by LLT tutors), self-directed learning hours and LLT led face to face training dates. Individual applicants 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 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 pre-course online learning and self-directed learning can be completed.

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 four weeks prior to receipt of hard copy resources in preparation for online pre-course learning tasks. Once confirmed in writing, face to face training dates will only change for exceptional reasons. *Individual applicants* will be informed by LLT of any face to face training 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 21 applicants are required to run a course. In the event that LLT do not receive the sufficient number of individual bookings to run a course, LLT reserve the right to defer or cancel course dates. If this does occur individual applicants, or their funders, will receive a full refund of any course fees paid.

### Equipment:

3. All individual LLT recruited candidates **must bring their own pair of ankle weights for use on face to face training days.**

### Candidate Eligibility and Application:

4. The Individual applicant undertakes to check that they meet the eligibility criteria to undertake the course (please refer to course flyer). LLT will advise on eligibility, if requested. A minimum of 8 hours will be required to carry out pre-course work, which includes reading manuals, watching PPTs and completing online tasks. Additional self-directed learning hours will be required for practical rehearsal and written worksheets (part of summative assessment).
5. The individual applicant 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 Internet Explorer 9 or 10.
6. The Individual applicant undertakes to check 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 for REPs registered exercise instructors holding insurance with REPs.

7. *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.
8. The Individual applicant is responsible for providing *LLT* with a completed Application at least **four** weeks before the course commences (8 weeks prior to face to face training days). Insufficient notice of the Individual applicant's details **will** result in late arrival of portal login details which will delay the start of pre-course work (refer to point 9 below).
9. *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 pre-course online tasks. The course manual 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.
10. **Substitution** of *individual applicants* is permitted up to 2 weeks before the first course face to face day but it is the responsibility of the *individual applicant* to re-allocate any received hard copy resources to the substitute applicant. Portal passwords **MUST NOT** be passed onto any other individual, *LLT* will re-issue. 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 the course manual or portal login details to the new *individual applicant* if the substitution is within four weeks of the first face to face course day.

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

11. The full course comprises; pre-course online learning tasks, additional self-directed learning hours and 3 face to face days including 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 must be adhered to. Please note that completion of all online tasks is mandatory and form part of the assessment requirements. Full certification may not be issued unless all works are completed in a timely manner.
12. The full course cost includes all administration, access to the Otago training portal (access will expire on course completion), Manuals, resources, course assessments 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.**
13. *LLT* will issue an outstanding balance **invoice** to the individual applicant booked onto the course. Final **outstanding balance** payments **must** be received by *LLT* at least four weeks prior to course commencement. If payment is not received by this time, *LLT* reserve the right to withhold the course manual and portal login details, both of which are required to complete the necessary pre-course online tasks (see point 9).
14. **Cancellation** of a course booking by an *individual applicant* 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 month 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. **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 applicant* will be accepted only with a signed MED 3 Certificate and a refund made less an administration charge of **£50**. 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. **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 **£100, irrespective of reason**. If Candidates wish to defer just the course assessments (**irrespective of reason**), the deferred assessment costs are £25 for Practical Session Plan, £50 for Practical Teaching Session and £25 for a set of Worksheets. **No refunds** will be given if course assessments are not taken. An invoice for deferral 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 assessment dates. Non attendance at the arranged re-assessment (**irrespective of reason**) will still be charged.
16. **Assessment Referral** – A referral of any part of the assessment will result in a re-assessment, which cannot be re-taken on the same day as the referral decision. The re-assessment costs are £25 for a referred Practical Session Plan (where Practical teaching was passed), £50 for a referred Practical Teaching Session and £25 for a referred set of Worksheets. 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 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 (**irrespective of reason**) will still be charged.
- 16.1. In order to support timely re-sit, in the event of a practical assessment referral, LLT offer the opportunity for;
- i) A recorded Assessment.
  - ii) A live/skype assessment.
- Both of these options require consideration and planning. Re-sit fees are the same as face to face re-sit as stated in point 16 above. Remote Assessment is not recommended for candidates that defer.
17. **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 Certificate** will be issued. 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.
18. LLT will issue a **Qualification Certificate** to successful candidates within **four** weeks of assessment. 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.
19. 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 future courses. LLT will also automatically generate a user account/profile for each individual candidate which can be accessed via the LLT Website. This account/profile will initially be private to the individual applicant, **however unless we hear from the account/profile holder within one month of course completion, LLT will make the account/profile public on the online LLT Instructor Directory. This will contain details of account/profile holders email address and home postcode.**

<p><b>Accompanying Documents to be read with these Terms and Conditions:</b></p> <ul style="list-style-type: none"> <li>• “Course Flyer”</li> <li>• “Guidance for Remote Re-sit Assessment”</li> </ul>
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*Date of Issue of these Terms and Conditions – June 2017*

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