

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

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*.

A 'course' is defined as a learning journey and training package of blended learning approaches comprising 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 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 and self-directed learning can be completed.

1. A completed online booking form and deposit is required to secure a booking on a course. The booking form must be received **at least one week** prior to receipt of hard copy resources in preparation for online 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. 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. 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 applicants, or their funder, will receive a full refund of any course fees paid.

Candidate Eligibility and Booking:

3. The Individual applicant undertakes to check that they meet the eligibility criteria to undertake the course ([see accompanying document for essential information on 'Candidate Eligibility & Guidelines'](#)). A minimum of 25 hours will be required to carry out online portal work, which includes reading manuals, watching PPTs and completing online tasks. Additional self-directed learning hours will be required for revision (of theory paper), practical rehearsal and written case study (part of summative assessment).
4. 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 Microsoft Edge – **please note that we don't recommend using Internet Explorer.**
5. 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.

6. *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.
7. The Individual applicant is responsible for providing *LLT* with a completed booking form and deposit at least **one** week before the course commences (5 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 online work (refer to point 8 below).
8. *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 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.
9. **Substitution** of *individual applicants* is permitted up to 2 weeks before course commencement 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 and contact details. *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. **Substitutions are not permitted if the online work has already been started.**

Fees, Cancellation, Deferral and Referral:

10. The full course comprises; online learning tasks, additional self-directed learning hours, 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 quizzes/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 is mandatory and form part of the assessment requirements. Full completion of the PSI Qualification will not be gained unless all guided learning hours and tasks 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 assessments via recordings/videos. These must be sent via WeTransfer (to be discussed at time of booking). See also point 16 below.
11. The full course cost includes all administration, access to the PSI training portal (access will expire on course completion, however candidates will be enrolled onto PSI resources page), 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 a Purchase Order number.**
12. The *Individual Applicant* will ensure a **non-refundable deposit of £50** is paid at the time of booking a place on a course/event.
13. *LLT* will then issue a balance **invoice** to *individual applicants* booked onto the course. 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 online tasks (see point 8).
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 months' 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**. 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 fee**

being paid. Cancellation of a booked course as a result of covid related guidance from the Government will not incur a cancellation fee.

15. **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.
16. **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 however candidates wish to defer just 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 14 above. Deferred elements as a result of covid related symptoms or guidance from the Government will not incur defer fees.
17. **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. 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 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 will still be charged, unless for medical reasons which will be subject to the same Med 3 Certificate requirements as covered in item 14 above. To support timely re-sit and in light of COVID-19, a remote/video submission for practical assessment may be offered and discussed. Details will be provided to candidates at the time of booking.
18. **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. **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 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 . 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. For exercise professionals aligned with REPs, associated 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.
19. 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.

20. 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 we encourage you to make this public on the online LLT Instructor Directory/Locator. This will help generate a detailed directory of qualified instructors where we can sign post any class enquiries to.

Accompanying Documents to be read with these Terms and Conditions:

- "Candidate Eligibility & Guidelines"
- "Appeals Process"
- "Guidance for Remote video assessment"
- "Course Flyer"

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.