



Training with Hart – Terms and Conditions

All training provided by Training with Hart has been accredited by the CPD and is updated regularly to provide the most up to date information.

Venue:

All training booked with Training with Hart will be provided at the Client's venue, unless otherwise discussed and agreed upon. The training venue/room needs to be available 20 minutes before the start time of the session, this is to allow time for the Trainer to set up. It is the customer's responsibility to ensure that the Trainer is provided with an adequate room and facilities.

Training Sessions:

Training courses are up to a maximum of 15 candidates per session. With the exception of:

- Moving and handling of people - maximum of 12.
- First Aid at Work – maximum of 12

One hard copy handout will be given FREE with each session. Candidates can request a free electronic handout if required.

Training sessions will be as follows:

A full-day session is 6 hours with a 40-minute lunch break and a small break mid-morning and mid-afternoon.

However, it can consist of two ½ day sessions of 3 hours each on the same day.

The training usually commences at 9.00am and end at 4.00pm, unless discussed and agreed upon prior to the session.

A ½ day session is a 3.5 – hour session, with a 10-minute break.

These sessions are usually 9.00 am to 12.30pm or 1.00pm to 4.30pm. However, these times can be negotiated.

Course Costs:

Full day Courses - £390.00*

Half day Course - £220*

Moving and Handling of people 2day Passport - £675*

Emergency First Aid at Work - £550*

First Aid at Work 3 day – £1,555*

No VAT is currently charged on these services.

All courses have been accredited by the CDP and are reviewed annually.

First Aid training is affiliated through Nuco training centre and governed by the FAA (first aid awards)

** Prices will be reviewed every April and may be subject to change. Customers will be notified of any changes.*

In the event that an external venue is needed, additional charges may be acquired by the client.

At an external venue Light Refreshments will be supplied free of charge.

Certificates:

Certificates will be issued and sent via Royal Mail **once payment has been received.**

Certificates of attendance are given to prove that the candidate has attended the named course. It will provide the CPD hours and what information was covered during the session.

It does not necessarily reflect the knowledge of the candidate. **Training with Hart cannot be held responsible for the acts, decisions and omissions made by the candidates.**

If the Trainer has concerns about the conduct or competency of any candidate, the trainer reserves the right to hold the certificate until it has been proven that the candidate can work safely and is competent at the tasks involved with what was covered at the training session. This will be discussed with home management as soon as is necessary.

It is recommended that training is updated annually.

Payments and Invoicing

Invoicing:

The invoice will be sent to you electronically, (a paper copy can also be sent upon request) once training has been delivered.

Failure to pay within the payment terms may result in an additional charge and potential legal action being sought.

Payment to Training with Hart must be paid within **10** working days of invoice. (A working day means any day that is not a Saturday, Sunday, or a bank holiday). If you fail to pay the full amount legal action may be taken.

Payment can be made via PayPal, BACS, cheque, or cash.

Introductory Offer

An introductory offer is available and is at the company's discretion.

Upon completing 5 full days training and payment for such training being received by Training with Hart, the client will receive one half day course of their choice for free.

**Due to current circumstances the introductory offer has been suspended. All training booked will not count towards eligibility of the free session. This change will remain in place for the foreseeable future. **

The company retains the full and exclusive right of ownership of all products delivered and handouts that are both digital and hard copy.

Cancellation Policy:

If due to unforeseen circumstances the training is cancelled by you “the Client” within 7 working days, you will be charged 70% of the total charge.

However, if you rebook the training within the same month the 70% will be waived and you will be charged for the training provided as per the norm.

The exception to this will be, if the training is cancelled within 24 hours of the session or on the day and the trainer is on route, or has arrived at the premises, then a charge of 100% will be applied.

Outside of 7 working days, there is no cancellation charge.

If, for any unforeseen circumstances Training with Hart has to cancel your booking, there will be no charge. Every effort will be made to ensure that this does not occur, priority will be given to the Client to arrange a future session as soon as possible.

Home sickness:

If you have a sickness outbreak in your home, it is the Client’s responsibility to rebook the session once all symptoms have ceased for 48 hours. This is to ensure that infection control regulations are being managed to ensure that the Trainer does not carry/spread infections to other homes themselves, thus keeping vulnerable individuals safe and training running smoothly.

Insurance:

Training with Hart has both Public Liability and Professional Indemnity insurance to ensure protection for all.

Safeguarding:

Training with Hart takes pride and care to ensure the environment for learners is comfortable and they are able to talk about and/or raise any issues of poor practices.

However, if the trainer is concerned about a disclosure made at the session, or where a serious disclosure is made and the trainer does not believe that the learner is going to pass this information further despite advice to do so, the Trainer has the right to make a referral to the Safeguarding Team or CIW.

The appropriate action will be fully considered by the Trainer dependant on circumstances. The Trainer has no responsibility to discuss disclosures with management/employer of the setting where the disclosure was spoken about.

Please see Training with Hart’s safeguarding policy for further information.

Private Policy and Confidentiality:

Training with Hart will only process data for the legitimate reasons outlined below.

The personal data we collect includes your name, organisation, service address, billing address, telephone number and email address.

We keep this information in order to provide you with the correct training and for the administrative purpose of your training courses.

Your data may be used to manage your account including providing invoices and training certificates. We may use your email to inform you about training services that may be of interest to you as well as for general correspondence linked to the services you have purchased.

We do not share any of your data with third parties. However, in the event of suspected abuse Training with Hart reserves the right to share the necessary information with the appropriate Safeguarding Teams. If such a situation was ever to arise, every effort will be made to inform the person disclosing that it must be shared.

We want to ensure that your data is accurate and up to date. We will delete/amend any information that you feel is inaccurate.

You have a right to request a copy of the information we hold about you. You can request this by emailing: trainingwithhart@yahoo.com

All your data will be stored online with GDPR principles.

We keep our privacy policy under review and will be updated as required.

Contact Details:

Should you have any questions please find below the contact details: -

Training with Hart.

07590618801

trainingwithhart@yahoo.com

Training with Hart reserves the right to change these Terms and Conditions at any time.

Please note:

We do our best to make sure the information we provide is accurate and up to date. It is your responsibility to ensure that information provided meets your specific requirements and where appropriate seek professional advice.



TRAINING
WITH HART