



Terms & Conditions for Agency Based Training

MAIN INFORMATION

Please ensure you read this document fully. You will need to confirm you have read it on the Booking Form. It contains a lot of useful information to ensure your event runs smoothly and you get the very best value for money from your NVR Training. Thank You.

Booking procedure

Please complete the PartnershipProjects Booking Form and email to:
gus@partnershipprojectsuk.com

All queries regarding training or administration should also be directed to this email in the first instance.

Booking confirmation

Due to high demand, we are unable to hold dates and must work on a first come, first served basis. Therefore, until we receive your signed and completed Booking Form, the dates are not scheduled in our Training Calendar and may be taken by other organisation/s.

Once we have received and processed your Booking Form, we consider the booking to be a binding agreement with us, and subject to our cancellation fees (see below). At this point the dates will be confirmed with you and will be scheduled in our Training Calendar.

Our Commitment to Your NVR Training

We pride ourselves on the quality of the training we provide, and the trainers who represent PartnershipProjects are all accredited, highly qualified NVR professionals. Prior to accepting any Agency Based Training we undertake a thorough consultation with the Commissioning Organisation, and we follow this up with a comprehensive written proposal and quotation.

Your Commitment to Your NVR Training

In view of the time and effort we take to ensure the best results and engagement in the training we provide, we have some simple and straightforward expectations

from the organisations we work with. These are purely there to make sure your organisation gets the best possible return on its investment, whilst also ensuring that the staff we train, get the best experience possible.

Commitments required:

- To ensure that the participants understand the vision of their service in terms of embedding NVR within existing delivery frameworks.
- To ensure that service leads are available on Day 3 of the training to answer questions specific to how NVR will fit within local delivery frameworks.
- To ensure clear, timely and accurate communication with the staff attending the training, including the circulation of all training literature / manuals etc.
- To ensure clear, timely and accurate communication with PartnershipProjects, ensuring all pre-training documentation is provided when required.
- To ensure that the number of participants attending the training does not exceed our maximum numbers or fall short of our minimum requirements.
- To ensure that the participants attending the training meet our eligibility criteria.
- To ensure if the training is taking place in-person, that a suitable venue is provided.
- To ensure if the training is taking place online, that all participants have the right equipment and connectivity / bandwidth to access the training without issue.
- To ensure that all participants know what is expected of them in terms of attendance.
- To meet with the trainer 1-2 weeks prior to the training to discuss final arrangements.

Training Minimum Numbers

- Foundation Level – 10
- Advanced Level – 10
- Local Supervisor Training – 10
- Group Hybrid – 10
- Introduction to NVR Day – 10

Training Maximum Numbers

- Foundation Level – 25
- Advanced Level – 20
- Supervisor Training – 15
- Group Hybrid – 25
- Introduction to NVR – 25 (additional possible with prior agreement)

Additional numbers of participants may be possible but ONLY with prior agreement, and this will carry an additional cost (price on application).

A full list of participants names and job roles must be sent to PartnershipProjects at least 2 weeks prior to the course commencement.

Cancellation or Postponement by the Commissioning Organisation

If you notify PartnershipProjects in writing (via email to gus@partnershipprojectsuk.com) up to one calendar month **before** the start date of the training, we will reschedule your training (depending on availability of trainers) free of charge, as long as the rearranged dates are within the following six-month period.

Should you wish to cancel your booking, then as long as you contact us in writing (via email to gus@partnershipprojectsuk.com) up to one calendar month prior to the

training, you will receive a refund, less an administration fee of 20% (+ VAT) of the course fee.

Note: if you cancel within the final calendar month period then the following will be payable:

- 0-15 days of the training event start date = 100% of fee charged and no refund to be made.
- 16-30 days of the training event start date = 50% of fee charged and 50% refund to be made.

Postponement by PartnershipProjects due to sickness or unforeseen circumstance

PartnershipProjects reserve the right to postpone or cancel a training course due to a trainer being unable to work due to sickness, or unforeseen event or circumstance outside of their control. We will always try our very best to provide an alternative trainer if we are able to do so but occasionally this may not be possible.

In this situation we would reschedule the training at the earliest opportunity.

Cancellation / Postponement by PartnershipProjects due to lack of preparation on behalf of the Commissioning Organisation

PartnershipProjects reserve the right to postpone a training course where our minimum requirements regarding preparation, organisation and communication with participants have not been met. Should this be necessary we will work with you to ensure things are in place before we reschedule any further training.

Note: if no improvement is made then we reserve the right to cancel the training without further recourse or refund. Please see section entitled Your Commitment to Your NVR Training (Page 1), along with Appendix A & B.

Health & Safety

It is up to the commissioning organisation to ensure adequate H&S cover wherever the participants are joining from.

Liability

Opinions expressed are those of individual trainers and not necessarily those of PartnershipProjects.

Intellectual Property

All intellectual property in the Services and any materials or other documents or items provided in connection with the Services are and shall remain fully vested in us and cannot be used for your own commercial purpose. This does not apply to publications and data provided by third parties.

Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of England, and you irrevocably submit to the exclusive jurisdiction of the courts of England.

FEES & PAYMENT

Fees

All PartnershipProjects training courses and workshops are subject to VAT at the current rate.

Our fully inclusive Training Package fees include, in addition to training (and supervision where applicable), the provision of course materials, and cover all relevant expenses.

Additional Fees

As mentioned in the appendix to these terms, full attendance is required to ensure participants receive their Confirmation of Attendance (CoA). Participants should not be scheduled to attend the training if it is known beforehand that they are unable to attend ANY part of it.

A fee of £75 + VAT per person per day is payable (in advance) should any participants need to rebook any missed days. This will also depend on future dates being available and cannot be guaranteed.

Payment

We ask that payment outlined on the Booking Form is received within 30 days of the date of our invoice; late payment may incur further administrative costs. Full details will be on our invoice.

If we have not received payment at least one calendar month before the training event is due to start, we reserve the right to postpone or cancel the training without further notice. Payment can be made through bank transfer:

Bank: Santander
Account Name: PartnershipProjects UK Ltd
Sort Code: 30-64-57
Account: 54782760

Overseas Payments:
BIC Code: LOYDGB21673



Independent
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Page 4 of 8



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NonViolentResistanceNVR



PartnershipProjects



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PartnershipProjectsNVR

IMPORTANT INFORMATION– ENSURE YOU READ CAREFULLY

Appendix A.

Eligibility for training

1. At least 2 weeks prior to the commencement of a training course, the Commissioning Organisation will provide PartnershipProjects with a register, giving the name and job role and department of each intended participant.
2. PartnershipProjects will check the intended list for suitability to join the course and reserves the right to refuse entry to the course of any person not deemed suitable. An explanation will be given to the Commissioning Organisation should PartnershipProjects refuse an intended participant entry to a training course.
3. Training is open to practitioners and qualified professionals working in mental health, social care, education, youth justice and the independent sector.
4. Please note that on no account should non-practitioners, i.e.: parents or carers (unless they will be working in a quasi-professional capacity such as mentor or volunteer supporter of other parents) be included in any training course booked via PartnershipProjects.
5. Any participants chosen for the Supervisor Training MUST be undertaking (or have undertaken) the Advanced Level training in NVR and MUST be working with NVR cases themselves.
6. Any participants chosen for the Delivering Parent Groups module, must have attended the full 4 days of the PartnershipProjects Foundation Level or equivalent.
7. Introduction to NVR days is for professionals only but should not be considered as training in NVR.

Joining Instructions

The Commissioning Organisation will be responsible for providing full joining instructions to all participants booked on the training course at least 2 weeks prior to the training, unless otherwise agreed in writing prior to the start date.

PartnershipProjects will provide a PDF entitled “Light Reading Material” this must be distributed to all participants at least 2 weeks prior to course, and all participants should ensure this is read before the start date.

PartnershipProjects will provide printed or electronic copies of The NVR Manual (*either Foundation Level or Advanced Level as dictated by the training booked*). Additionally, printed copies of any other handouts as necessary OR electronic PDF copies emailed for distribution prior to the course.

All PDF's supplied should be distributed to participants at least 2 weeks prior to the course start.

Appendix B.

Attendance Rules – General

- Participants should schedule their working day so as not to arrive late or leave early. This is disruptive to the group and disrespectful to the trainers.
Remember, full attendance is required to ensure participants receive their Confirmation of Attendance.
- Participants should not be appointed to attend the training if it is known beforehand that they are unable to attend **ANY** part of it.
- Participants must attend all 4 days of the Foundation Level / all 6 days of the Advanced Level to receive their Partnership Projects Attendance Confirmation and be eligible to attend higher level NVR training modules.
- If any participant misses a day and the commissioning organisation wish them to complete the training an **additional fee** is payable, see “Fees & Payment” “Additional Fees”.
- Participants must attend all 10 days of the Foundation / Advanced levels combined, in order to be eligible to submit coursework for Evaluation & Certification. See: <https://www.partnershipprojectsuk.com/training-workshops/booking-evaluation-certification/>

ONLINE TRAINING – Extra Information

Video Conferencing Platform – Zoom

As training hosts, we use Zoom Pro for our Online NVR training. Zoom is free to use and in general we have found it to offer a reliable and good quality service.

We will send a guide in how to register and to accepting an invite via the course lead nearer the course date. To find out more about Zoom please watch the video:

<https://www.youtube.com/watch?v=VnyitUU4DUY>

Please also see the link below to show the details of Zoom Security.

<https://zoom.us/docs/doc/Zoom-Security-White-Paper.pdf>

Attendance Rules – Online Only

ALL participants should treat the training as if it were being held in-person! So, if you wouldn't do it in the Training Room, you shouldn't do it on the Training Zoom!

- Participants should schedule a trial run to operate Zoom as the online platform prior to the training start date.
- All phones must be switched off during the training we recommend participants do not use a mobile phone to access the training event.
- Non invited participants and disruptive pets are to be kept away from the room you are joining the training from, and noises kept to a minimum / microphone muted where applicable.
- You should not join the training from a public space or where you cannot fully concentrate, i.e.: not whilst travelling. *Should a participant do this they will be asked to leave the training.*

- Videos / webcams should **always be switched on** during the training, unless otherwise agreed with the trainer. Failure to do so will be considered as non-attendance and will be treated as such. The participant/s will NOT receive a Confirmation of Attendance, and will be considered NOT have attended the full training.

PartnershipProjects UK Policies

Please find link below to view all PartnershipProjects UK policies:

<https://www.partnershipprojectsuk.com/partnershipprojects-policies/>