Protective Behaviours Level 2 Training Course

Course No: CN19016FB/DA

Dates: 26th, 27th, 28th February 2020
9.30am-4.30pm

Venue: Oak Suite
Peartree Spring Primary School
Hydean Way
Stevenage
Herts SG2 9GG

The cost per place is £445.00 + VAT

Please complete the course application in full

Your name	
Job role	
Place of work	
Address	
Work Tel. No.	
Mobile No.	
Preferred e-mail address	
Do you have any particular needs e.g. access	

Details of completed Level 1 (Foundation) Protective Behaviours course

Date:

Course Number (found on your certificate):

Trainer:

Location:

Other Protective Behaviours network meetings and events attended (Please give dates and details):

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Experience using Protective Behaviours Please describe briefly how you have used Protective Behaviours (as a practitioner) for example in your workplace, local community, with a community group, socially etc.
Inspiration and motivation Briefly explain your reasons for progressing on to a Level 2 Course

To book your place we need the following information: (*mandatory). Failure to provide this information will result in us having to return the form to you. Payment – please provide details for invoicing The cost per place is £445.00 + VAT	
*HCC staff only: In order to confirm your booking we need a Proactis purchase number please. Purchase Order Number (if applicable):	
* Contact Name:	Position:
Address (if different):	
Postcode:	Telephone:
* E-mail: (required for invoicing)	Date:
*Manager's Signature: (written or typed)	**Your signature confirms that you have read and agreed to our Terms and Conditions of booking. Please note our cancellation terms in particular.**

Please return this form by e-mail to: admin@familiesfeelingsafe.co.uk
or post it to :
Families Feeling Safe Ltd
Starfish House
3 North Road
Stevenage Herts SG1 4AT

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Protective Behaviours Courses

Terms and Conditions

Effective from January 1st 2017.

"FFSL" means Families Feeling Safe Ltd.
"candidate" means the person who is booked to attend the course.
"establishment" means the school or organisation who makes the booking.

Booking

- **Important note:** Acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions.
- Before booking onto the course, please ensure you have read the course content to ensure the course meets your training needs and that you are able to meet the pre-requisites where these are stated.
- It is best to return the booking form via email to admin@familiesfeelingsafe.co.uk. However, if sent by post please note that the FFSL office is unstaffed a lot of the time and this delay may result in a place not getting booked in time.
- By attending this course you are consenting to be added to our database where we keep a record of attendance. We also use this database for sending you further information about our Protective Behaviours services. Your information will not be shared with a third party. Please see our Privacy Policy on our website.

Purchase Orders

- Applications from Herts County Council **MUST** include a Proactis PO number on the course application form.

Invoicing and payment

- Course fees include tuition on the day/days, all relevant course materials and refreshments. Lunch is not included and is the responsibility of the candidate.
- FFSL will send an invoice by email to the manager of the establishment stated on the booking form at the same time as we send the confirmation of booking.
- **Invoices must be paid within 30 days of the invoice date or prior to the course starting, whichever is sooner.**
- Invoices for Herts County Council will be "flipped" by FFSL on Proactis.
- Payment must be made by cheque or BACS to the account shown on the invoice. Please write the invoice number on the back of the cheque or include it in your payment reference on BACS.
- All course fees include VAT at the current rate.

Course attendance and certification

- Candidates will receive joining instructions via the email address shown on the booking form.

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- It is the responsibility of the individual completing the booking form to ensure that the joining instructions are received by the course candidate.
- If joining instructions are not received from FFSL, it is the responsibility of the individual who completed the booking form to contact FFSL to arrange for them to be reissued.
- All candidates who complete the training courses will be issued with a Certificate which will include a course number. This number will be required to access further course progression.
- In the event of a certificate being lost a charge of £15 will be made for a replacement.
- In order to complete and receive a Certificate on the Level 2 or Facilitator training courses, all days must be attended on the booked course. It is not possible to complete the training by attending missing days on a future course.

Cancellations, substitutions and amendments

- Failure to attend the course will result in the full cost being incurred.
- Course candidates may be substituted for another candidate from the same establishment without charge. Changes must be notified to admin@familiesfeelingsafe.co.uk as soon as possible.
- Cancellation of bookings will result in the following refunds:

Calendar days notice before the start of the course	**Refund applicable**
29 calendar days or more	Full refund minus £15.00 administration fee
Between 15 and 28 calendar days (inclusive)	50% refund minus a £15.00 administration fee
Between 1 and 14 calendar days (inclusive)	No refund will be given but substitutions will be accepted
Failure to attend	Treated as late cancellation and no refund will be given

- In the event of there being insufficient numbers booked onto a course FFSL reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by FFSL, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees will be reimbursed in full, or the payment will be transferred to a future course with the agreement of the establishment.
- FFSL shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Booking of hotel accommodation etc

- It is the responsibility of the candidate to book any hotel accommodation required while attending the course.
- FFSL is not responsible for the cost of booked transport or hotel accommodation if the course needs to be cancelled or moved to a different date or location.
- FFSL recommends that hotels are booked through an internet booking site which allows the late cancellation of bookings.

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