

Ian Phillips & Pauline Murray Knight - Mental Health First Aid and Suicide First Aid Training

Terms and Conditions

01 January 2024 – 31 December 2024.

1. **Confirmation:** All telephone bookings are provisional. A booking will only be confirmed when the MHFA England completed booking via email has been received. Course date(s) and course type will then be confirmed by email.
2. **Payment:** Your invoice will be emailed to you once the course is confirmed. Full payment is due before the start of the course, in exceptional circumstances not later than 30 days after the course date. For the MHFAider Course, the 2024 price is discounted to £280 per person, the standard price is £325. No VAT will be charged.
3. **Pre-course information:** Learners will be sent pre-course requirements especially relating to enrolment, responsibilities, payment and contact time.
4. **Cancellation & Refunds:**
 1. **Cancellation of course by client:** Cancellation is permitted 7 days before the commencement of the course with no penalty. Cancellations with less than 7 days prior notice, the full course fee is due, and no refund will be given. Where a course has been cancelled all course materials must be returned to the instructor, if they are not returned there is a £40 charge to be paid within 7 days.
 2. **Rescheduling of course by client:** The rescheduling of a course by the client is possible without penalty.
 3. **Failed candidates – Assessment criteria not met:** Some courses are assessed. To gain the MHFAider® or SFA award candidates must meet the required assessment criteria. Full and active participation and engagement on the course is required to create the necessary continual assessment.

If a candidate fails to meet the required assessment criteria, they will not be awarded the certificate /qualification. In all such cases the full course fee remains payable, and no refund will be issued.
 4. **Failed candidates – Late arrival or insufficient contact time:** There is a course mandatory contact time requirement. Late arrivals will be turned away from the course and prolonged absences during the course or from any session or leaving the course early may mean that the candidate will not receive the course certificate. In all such cases the full course fee remains payable, and no refund will be issued.
 5. **Cancellation by Instructor:** Ian Phillips & Pauline Murray Knight reserve the right to cancel or reschedule a course at any time. In the unlikely event that a course needs to be cancelled at short notice due to unforeseen circumstances a new course will be provided at mutually agreed dates. If a course is rescheduled full payment is due. If the course cannot be rescheduled no payment is due and a full refund will be given for any payment already made.

5. **Certificates:** Certificates will be awarded and emailed to successful candidates within 48 hours of the course end date.
6. **Insurance:** Public Liability and Professional Indemnity Insurance is held by Ian Phillips & . Pauline Murray Knight. Copies will be made available upon request.
7. **Disclaimer:** Ian Phillips & Pauline Murray Knight should not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.
8. **Client responsibilities:** Clients are responsible for maintaining acceptable levels of behaviour, unacceptable behaviour may lead to offenders being asked to leave. No refund is given for candidates who do not complete the course. For classroom courses, the venue must be safe and suitable for the delivery of an intensive training course. If the trainer finds the venue is unsafe or becomes unsafe, they have the right to cancel the course at any time. For online courses, students are required to ensure the content of the course is not overheard by a third party.
9. **Online Courses:** To improve the learning experience and so the instructor can ensure you have not been triggered in any way by the content of the course, please keep cameras on and use an individual headset for privacy. The course is interactive and involves several group activities using Zoom breakout rooms. It is not well-suited to delegates sharing the same workspace or office.
10. **Personal Information:** All personal information will be controlled in accordance with GDPR Law, further details can be found here: [GDPR Privacy Notice](#)
11. **Photography:** For classroom-based courses Ian Phillips may seek to use photos of students for website / publicity purposes. Please advise if you would prefer not to be involved in this.
12. **MHFA England Terms and Conditions:** Further terms and conditions in relation to the MHFA Course can be found on the [MHFA England](#) website.