

Training Terms & Conditions

Attendees

- Only registered delegates may attend. Parents, family members and people with PWS are **not** permitted to join the session.
- The maximum number of delegates able to join a session is 20. This must be adhered to. Multiple sessions can be booked for those who have more than 20 staff members to train.

Payment

- Payment **must be made in full before** the training date can be confirmed.
- Pay via BACS using these details: **Bank:** HSBC **Reference:** "Training – Your organisation name"
Sort Code: 40 19 15
Account No: 12502690
- Please provide your name, address, and email on the booking form for your invoice.
- If required, please send any Purchase Order numbers to training@pwsa.co.uk as soon as you have completed the booking form.

To Confirm Your Booking

- Your training date will be confirmed only after:
 - A completed Booking Form is received.
 - Terms & Conditions are acknowledged within the Booking Form.
 - Full payment is made.

Virtual Training (via Teams)

To ensure a smooth experience:

- Use a reliable internet connection and working equipment.
- Each delegate must:
 - Use a separate device in a separate room (to avoid audio feedback).
 - Have a working camera turned on throughout the session.
- Be able to see, hear, and speak with the trainer and display their full name in the meeting.
- **Mobile phones are not suitable** for accessing the training.
- Arrive on time. Late arrivals (more than 5 minutes) may miss key content.
- Each participant must have the training handout prior to the session.

Face-to-Face Training

- Arrive on time. The trainer will not wait more than 5 minutes after the start time.
- Return promptly after breaks.
- Each participant must have the training handout prior to the session.

eLearning Pre-Work and other Modules

- Ensure any access issues are reported to training@pwsa.co.uk as soon as possible.
- Complete the eLearning pre-work at least 1 week prior to attending the facilitated session.
- Ensure you allow sufficient time to complete any pre-work or eLearning modules.
- Non-completion may result in non-attendance or a certificate of completion not being issued.
- All module content is the property of PWSA UK and must not be copied or shared.

Certificates & Materials

- A Certificate of Attendance or Completion is issued only to those who attend and are engaged with the full facilitated session.
- For those completing the 'Management of PWS' training, this means that they must complete the pre-work eLearning module prior to attending the facilitated session.
- Certificates confirm attendance or course completion, not competence.
- All materials are the intellectual property of PWSA UK and may not be copied or shared without permission.

Follow-Up Support and Feedback

- We may follow up after the training to discuss how the knowledge is being applied and offer additional support if needed.
- We will always request feedback on your experience of our training and will endeavour to implement changes as we see fit, to continue to improve our training offerings.

Cancellations & Refunds

- Email cancellations to training@pwsa.co.uk at your earliest opportunity.
- Full refunds are available for cancellations made more than 14 calendar days before the event.
- No refunds will be given for cancellations with less than 14 days' notice of the training date.

Changes to Training

- We may need to change the session, trainer, venue, or date. If so, we'll inform you at least 14 days in advance.
- For any changes made by PWSA UK within 14 days of the training, an alternative date will be sought through discussion between us.