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 at least 14 days before the planned training date and before the training date can be confirmed.
- Pay via BACS using these details: **Bank:** HSBC
  Refernece: "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 (at least 14 days before the date of training)

For Face-to-Face Training Delivery

The training environment requires adequate space, technology and privacy for the size of the group. Please consider the hire of a separate space to ensure training is most effective. We will not deliver training where people with PWS or other residents are present, due to the confidential information which will be discussed. Village and church halls can be hired cheaply.

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.
- Staff must not attend after working a night shift – this is not conducive to learning.
- 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.
- Staff must not attend after working a night shift – this is not conducive to learning.

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 always try to 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.

www.pwsa.co.uk 01332 365676 admin@pwsa.co.uk

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