

CONTENTS

1. Admissions.....	1
2. Fee and Refund.....	2
3. Non-payment of fees.....	3
4. Tax relief.....	4
5. Deferral policy.....	4
6. Pause of study.....	5
7. Student requirements.....	6
8. Fitness to practice.....	6
9. Student conduct and discipline.....	7
10. GDPR and data protection.....	8
11. Website Agreement	

1. Admissions

To ensure a place on the Diploma, Vital Pathways Training recommends that you complete the online application form, plus payment of the application fee for your chosen programme at www.vitalpathwaystraining.com

As a vocational qualification it is the responsibility of the applicant to ensure that they fulfil the minimum entry requirements for the Diploma and to ensure that the programme chosen is suitable for his/her needs and level of ability. Successful candidates must have completed and passed the Vital Connexions Certificate in Integrative Counselling from a Christian perspective or have undertaken recent training in counselling or psychotherapy (equivalent to certificate or above). Following acceptance, if Vital Pathways Training identifies that the applicant has not met the minimum requirement for the programme, Vital Pathways Training has the right to withdraw the student from the programme.

Application forms which are not completed in full, with the accompanying deposit, cannot be processed. Upon receipt of an application, you will be required to attend for an interview as part of the application process. Formal notification of acceptance onto the programme will be confirmed to you within 2 months of interview.

Once an applicant accepts an offer of a place on the Diploma, they agree to abide by the rules and regulations of the organisation. Please see the course handbook for further information and quality assurance.

2. Fees and Refund Policy

Applications should be completed and returned with the appropriate application fee for the programme of choice.

Tuition Fees are non-refundable in all circumstances. The balance of fees for tuition is payable, in full, before the programme commences, or by availing of an agreed monthly Payment Plan. Tuition Fees do not include the costs of Additional Requirements such as Personal Therapy, Supervision and CPD.

Once an applicant is enrolled on the diploma and moves to student status, no part of the programme fees is refundable or transferable. No refund will be made in any circumstances to students who fail to attend classes or who commence a programme and subsequently feel that the programme does not suit them. Students who are having their fees paid or part-paid by a third party, should be aware that responsibility for payment of fees and liaison with these bodies rests solely with the student and not with Vital Pathways Training.

Vital Pathways Training makes every effort to provide learning content as described in the handbook, and to avoid altering programme dates, times, lecturers, venues etc. However, should it be necessary, Vital Pathways Training reserves the right to make appropriate changes and will notify the student cohort at the earliest opportunity.

All programmes run subject to demand and the formation of a viable class cohort. When a programme location cannot proceed due to the viability of the class cohort, a place will be offered in an alternative location where possible. A full refund will be given to all applicants if the programme offering does not proceed due to class numbers and the alternative location offered is viable. Refunds are not applicable once a student has enrolled onto the programme and the programme has started.

Cancellation of attendance must be confirmed in writing (e.g. email) within 10 working days before the course commences, Vital Pathways Training may hold onto monies to be used against other short course offerings if possible. Cancellation after this period will result in course fees being forfeited.

For online programmes, the applicant will have the right to cancel their enrolment on the programme if the applicant gives notice in writing (e.g. email) of cancellation to Vital Pathways Training within 14-days following the day on which Vital Pathways Training received the applicants acceptance. This cooling-off period will not apply where an applicant has already downloaded programme materials from the Vital Pathways training Student Portal. If an applicant exercises his/her right to cancel during this 14-day period, he/she will receive a full refund of all amounts already paid less the cost of any services already performed by Vital Pathways Training before the end of the 14-day period. Specifically, where the applicant has received log-in details to the Vital Pathways training Student Portal and Programme Material as part of the services, £200 will be deducted from the refund amount to cover the cost of Portal set-up and access.

3. Non- Payment of Fees

Section 2 above outlines the arrangements for collection of Tuition Fees and any additional administrative charges. This section covers the sanctions which may be used for students

who have outstanding fees and is designed to ensure all students are treated equally. Vital Pathways Training will provide as much support as possible to students experiencing financial difficulties; however, the organisation and its teaching team are dependent upon Tuition Fees to be able to offer the programmes available.

If you fail to pay your fees in **FULL** before commencing the Diploma, you must be assigned to an agreed Payment Plan. Failure to engage in either option, will result in your Student Account being 'Frozen'. This means you will be unable to access all module materials, programme information, timetables, your online learning account and will be unable to submit assignments through the system.

For submission of assignments, you will be required to submit via the online learning platform or directly to your course tutor, however no results or lecturer feedback will be available to you and no results will be presented for ratification.

If there is ongoing non-communication with Vital Pathways Training and you are still attending classes, you may be denied access to classes and any attendance at these classes will not be recorded.

Students with outstanding fees from a previous academic year will not be permitted to progress into the next year of study before clearing all outstanding fees due and also making a payment towards the new fees applicable.

If you are unable to pay any Tuition Fees and administration charges by the dates provided by Vital Pathways Training, you should contact the course director as soon as possible at info@vitalpathwaystraining.com as we may be able to assist you.

Please note: You will not be able to graduate if you have outstanding debts. All Tuition Fees must be paid by the Requirements deadline to obtain your qualification.

External debt collection:

Vital Pathways Training reserves the right to refer outstanding debt, relating to ex-students to an external debt collection for recovery.

4. Tax Relief

It is the responsibility of the student to claim back any tax relief available for Vital Pathways Training programmes. Vital Pathways Training may provide a Student Status letter and Statement upon request from the student, to assist in their application for tax relief. Students must keep a copy of all receipts; these will not be re-issued.

5. Deferral Policy

Deferral: Each programme has its own individual policy, as follows:

Deferrals from the Diploma in Integrative Counselling from a Christian Perspective must be applied for no earlier than the 1st of August preceding the start of the next academic year and no later than 6 weeks from the date of the programme commencing. Deferrals will be accepted for re-entry onto the next available intake date for this programme.

- 1-2 years on Deferral from your programme of study, students will be approved to re-enter the programme at the same point as their departure on Deferral
- 3 to 4 years on Deferral from your programme of study, students will be required to attend a re-entry interview and may be required to re-enter into either Year 1 or 2.
- 5 Years + on Deferral from your programme of study, students will be required to re-apply and re-enter the programme at Year 1

Please Note: Monies will be left in credit for 1-2 Years on Deferral. No monies will be held after this time period and after this period will result in programme fees being forfeited.

All deferrals are only applicable if the first instalment of Tuition Fees due in the academic year of study of the Diploma, or acceptance payment has been made by the student. No places can be held by applicants who have not accepted their place on the programme.

Students who wish to defer their study may do so in writing by applying for deferral within the time-period above by informing the course director and sending accompanying supplementary information.

6. Pause of Study

Pause of Study: Any departure from a programme midway through the academic year due to extenuating circumstances is recorded as 'Pause of Study' from a programme. Pause of Study may be taken at any time in consultation with the Course Director; however, it is advisable that any departure from the programme occurs at the end of a module with the student having completed the assessment associated with the module. However, if a student applies for Pause of Study and leaves with a module incomplete, including outstanding assignment, he/she will be required to re-take this complete module in the year of re-entry.

Examples of Pause of Study are: Serious illness, Bereavement, Trauma through witness or involvement in an accident or crime. All requests for 'Pause of Study' must be accompanied by appropriate supplementary information/evidence such as a Doctor's letter etc.

If progression to the next year is not possible due to outstanding fees from a previous year students should avail of deferral within the guided timeframes above, see Section 5. Deferral policy.

7. Student Requirements

Students are required to have sufficient IT skills and access to appropriate IT facilities to participate in the Diploma. All students are given access to an online Student Portal using their email address and unique password. The Portal includes programme materials, peer and tutor discussion, organisation announcements etc. Students are required to upload all written assignments online through the Student Portal.

Email is the primary communication method of Vital Pathways Training. Vital Pathways Training does not take any responsibility for students not regularly accessing communications sent via email and it is the responsibility of the student to ensure they are up to date with programme information, announcements and updates.

Students with a disability may require accommodations to facilitate their learning. On application students are requested to make Vital Pathways Training aware of any disability, special need or learning support requirement, to allow us to offer as much support as possible.

8. Fitness to Practice

Due to the sensitive nature of working with vulnerable people, students are required to fulfil fitness to practice requirements. These include, but are not limited to:

- a) To act in a fair and proportionate manner when dealing with vulnerable individuals.
- b) To consider relevant professional advice and guidance where appropriate.
- c) To comply with legal duties and responsibilities.
- d) To safeguard the needs of staff and students affected by inappropriate behaviours.
- e) To consider the impact of any breaks in study holistically and provide appropriate advice, information and guidance to those concerned.

Lecturers and course tutors will review and monitor student's fitness to practice on an ongoing basis and also via the following formal mechanisms:

- Attendance
- Skills practice
- Lecturer Feedback
- Progress Review Meetings
- Assessments and learning journals
- Practice readiness interview (end of year 1)

Please see the Vital Pathways Training Fitness to Practice policy in our website.

9. Student Conduct and Discipline

Vital Pathways Training endeavours to recruit students who are naturally empathic, with good communication skills, and who can maintain their emotional balance, empathy and respect for others even when experiencing frustration, discomfort and stress. This ability must be upheld as the most basic standard for students who train in the fields of mental

health and wellbeing. The vast majority of our students meet this standard, which allows Vital Pathways Training to promote a supportive and safe space to learn.

Students who cannot maintain an emotionally balanced, empathic and respectful position at times of frustration or stress can – intentionally or unintentionally - create considerable ongoing disruption, upset and anxiety for both staff and students, and impact the learning experience of others. We expect occasional disagreements and conflicts, which are a natural and healthy part of working and learning in groups, but they must be managed through conversation in which respect and care for others is maintained.

Unacceptable behaviours are unjustifiable in all circumstances for adults training for work with vulnerable people within the helping professions, *regardless* of any provocation a person feels they have been exposed to, and we have established processes in place to manage such concerns in a professional and fair manner.

10. GDPR and Data Protection

By opting into our mailing list, we will add you to the Vital Pathways Training Community Database. We do this so that we can keep you informed of training Programmes and Events. However, you can Opt-Out any or all of these email communications by informing the course administrator at lynn@vitalpathwaystraining.com

When you fill out an application or form on our website, we add you to the Vital Pathways training communication and enrolment database to enable us to process your application. Only once a student has accepted a place on the diploma information is shared with the validating and accrediting bodies, as required to support the delivery of the programme.

Please note that where we are required to share information with external organisations, consent will always be sought in the first instance. For further information see our Privacy Statement.

11. Website Agreement

General Agreement

These website terms and conditions constitute the sole record of the agreement between you and the Website Owner in relation to your use of the website. Neither you nor the Website Owner shall be bound by any express tacit or implied representation, warranty, promise or the like not recorded herein. Unless otherwise specifically stated these website, terms and conditions supersede and replace all prior commitments, undertakings or representations, whether written or oral, between you and the Website Owner in respect of your use of the website.

Information on the Website

Terms and Conditions

Whilst every effort is made to update the information contained on this website, neither the Website Owner nor any third party or data or content provider make any representations or warranties, whether express, implied in law or residual, as to the sequence, accuracy, completeness or reliability of information, opinions, data and/or content contained on the website (including but not limited to any information which may be provided by any third party or data or content providers) ("information") and shall not be bound in any manner by any information contained on the website. The Website Owner reserves the right at any time to change or discontinue without notice, any aspect or feature of this website. If you find an error or omission at this site, please let us know. Student Testimonial photos are for illustration purposes only and are not of the actual student.

External Links

External links may be provided for your convenience, but they are beyond the control of the Website Owner and no representation is made as to their content. Use or reliance on any external links and the content thereon provided is at your own risk. When visiting external links, you must refer to that external websites terms and conditions of use. No hypertext links shall be created from any website controlled by you or otherwise to this website without the express prior written permission of the Website Owner. Please contact us if you would like to link to this website or would like to request a link to your website.

Disclaimer of Liability

The Website Owner shall not be responsible for and disclaims all liability for any loss, liability, damage (whether direct, indirect or consequential), personal injury or expense of any nature whatsoever which may be suffered by you or any third party (including your company), as a result of or which may be attributable, directly or indirectly, to your access and use of the website, any information contained on the website, your or your company's personal information or material and information transmitted over our system. In particular, neither the Website Owner nor any third party or data or content provider shall be liable in any way to you or to any other person, firm or corporation whatsoever for any loss, liability, damage (whether direct or consequential), personal injury or expense of any nature whatsoever arising from any delays, inaccuracies, errors in, or omission of any share price information or the transmission thereof, or for any actions taken in reliance thereon or occasioned thereby or by reason of non-performance or to do so and to make use of information made available via the website.

Copyright

All copyrights in this website are strictly reserved to Vital Pathways Training. All copyrights in this website including illustrations, pictures, sound, scripts, animation and other material appearing on this website, otherwise known as "content" belong to Vital Pathways Training or third parties authorising Vital Pathways Training to use the copyrights. In accessing the Vital Pathways Training Website, you agree that you will use the contents for your own private use. You may not make alterations, copy, store in any medium (including other

websites), distribute, transmit any part of the website without the prior written permissions of Vital Pathways Training in accordance with the Copyright, Designs and Patents Act.

Accuracy

The Information could include technical inaccuracies or typographical errors. We have made reasonable efforts to ensure that the Information is accurate at the time of inclusion. However, like any printed material, the Information may be out of date at the time of access by the visitor. We shall not be liable for any error or omission in, or any failure to update, such Information and any decisions based on the Information are the sole responsibility of the visitor. We reserve the right to make changes to this Website at any time without notice.

Alteration

The Website Owner may at any time modify any relevant terms and conditions, policies or notices. You acknowledge that by visiting the website from time to time, you shall become bound to the current version of the relevant terms and conditions (the "current version") and, unless stated in the current version, all previous versions shall be superseded by the current version. You shall be responsible for reviewing the then current version each time you visit the website.

Conflict

Where any conflict or contradiction appears between the provisions of these website terms and conditions and any other relevant terms and conditions, policies or notices, the other relevant terms and conditions, policies or notices which relate specifically to a particular section or module of the website shall prevail in respect of your use of the relevant section or module of the website.

Waiver

No indulgence or extension of time which either you or the Website Owner may grant to the other will constitute a waiver of or, whether by estoppel or otherwise, limit any of the existing or future rights of the grantor in terms hereof, save in the event or to the extent that the grantor has signed a written document expressly waiving or limiting such rights.

Cession

The Website Owner shall be entitled to cede, assign and delegate all or any of its rights and obligations in terms of any relevant terms and conditions, policies and notices to any third party.

Severability

Terms and Conditions

All provisions of any relevant terms and conditions, policies and notices are, notwithstanding the manner in which they have been grouped together or linked grammatically, severable from each other. Any provision of any relevant terms and conditions, policies and notices, which is or becomes unenforceable in any jurisdiction, whether due to voidness, invalidity, illegality, unlawfulness or for any reason whatever, shall, in such jurisdiction only and only to the extent that it is so unenforceable, be treated as pro non scripto and the remaining provisions of any relevant terms and conditions, policies and notices shall remain in full force and effect.

Applicable laws

Any relevant terms and conditions, policies and notices shall be governed by and construed in accordance with the laws of Scotland without giving effect to any principles of conflict of law. You hereby consent to the exclusive jurisdiction of the High Court Scotland in respect of any disputes arising in connection with the website, or any relevant terms and conditions, policies and notices or any matter related to or in connection therewith.

Comments or Questions

If you have any questions, comments or concerns arising from the website, the privacy policy or any other relevant terms and conditions, policies and notices or the way in which we are handling your personal information please contact us at info@vitalpathways.com