

Challenges Catalyst

Training Policies, procedures and terms & conditions

How to book

Before booking onto a course, please read the course content to ensure it meets your training needs and you meet any entry requirements.

Once your booking has been processed a confirmation email will be sent with joining instructions.

A reminder email with joining instructions, course programme and any additional information or course preparation will be sent approximately seven days prior to the course date.

If a booking is made by someone other than the named candidate, it is the responsibility of the employer to ensure the candidate is suitable for the course, has the relevant experience and will participate fully.

All participants and trainers participating in the training programme have a responsibility not to behave in a manner that could be offensive to others and to treat each other with courtesy and respect.

How to pay

Shortly after making a booking, Challenges Catalyst will issue an invoice for the full amount. Payment terms are strictly 30 days and must be made by bank transfer.

NB: we cannot accept payment by credit card or debit card.

Access and dietary requirements

Challenges are committed to ensuring that all training and accreditations are accessible to all learners and that anyone wishing to achieve a qualification with us is able to do so.

Challenges Catalyst works in-line with CMI's Reasonable Adjust Policy to commit to make any adjustments for any learners with a disability or impairment. As a Learner you must inform Challenges of any reasonable adjustments to our current delivery or assessment methods that you may require. This should be done either on booking, or subsequently by emailing cmi@thechallengesgroup.com at least 7 days prior to the training date. We recommend that you do this as soon as possible in order to allow us sufficient time to make adjustments to our delivery or assessment methods.

For courses that include refreshments/catering for participants, lunch is provided for all – please advise us at the time of booking if you have any dietary requirements. For training that includes food for the participants, plus any attending carers, communication support workers and interpreters – please let us know their names and any dietary requirements at the time of booking.

Change of plans

On occasion you might have to change your plans and may wish to change or cancel your booking.

Where a confirmation email has been sent, and you subsequently wish to cancel your booking there is a £25 charge, providing it is more than 10 working days in advance of the course date.

As it gets closer to the course date it is harder to fill your space, so cancelling within 10 working days of your course will incur 50% of the course fee. This rises to the full amount within 48 hours of the course start.

Substitution: you can substitute your place with another member of staff at any time though we recommend that you inform us 10 working days before the course start so we can ensure the appropriate preparation material is provided to the person attending.

NB: All cancellations must be received in writing to cmi@challengescatalyst.com We will confirm receipt of your cancellation. If you have not received confirmation that your cancellation has been received we recommend calling to confirm.

Cancellation of courses

Challenges Catalyst reserves the right to cancel a course, amend course times or dates.

Occasionally, we may have to cancel a course if there are insufficient numbers to make it viable – we will advise you approximately seven days prior to the course date. You will not incur any course costs in this instance.

Occasionally, we may have to cancel a course at short notice due to adverse weather conditions, trainer's sickness and where a suitable replacement trainer cannot be found or unforeseen circumstances – you will be advised ASAP and asked to acknowledge receipt of notice. You will not incur any course costs in this instance.

Where possible delegates will be offered an alternative date for the same course, a place on another course or a refund.

Travel and accommodation: we recommend that delegates do not make arrangements before the course reminder email has been sent, approximately seven days before the course date.

Any travel or accommodation costs incurred are entirely your responsibility. It is only in exceptional circumstances that Challenges Catalyst will issue a refund – each decision is taken on a case by case basis.

Course attendance and certification

Where a course offers certification or a qualification additional work will be required outside of the training sessions to complete an assessment. On completion of the training, course attendees will be given all the relevant documentation and information they require to complete the assessments. These assessments are completed in the attendees own time and submitted directly to Challenges Catalyst (cmi@challengescatalyst.com). Attendees will receive their CMI Certificate on completion of the successful marking and moderation of their assessments.

The course consists of six sessions, which will allow for a steady pace, discussion and reflection. Attendees must attend all sessions and must inform Challenges Catalyst in advance if they cannot.

Content sessions - 4x 2.5 hour sessions

Review sessions - 2x 2 hour sessions

Course assignments

As this is an accredited course it relies on self-led learning and learners can expect a significant amount of pre-course work and post course tasks, which reflect the level of accreditation:

- 4,000 word assignments x2
- 128 total unit time (TUT), which is based on classroom time, your daily workload and job role, and time taken to write the assessments. This TUT is very much dependent on experience and familiarity with the content and also includes the training time and previous experience, for example, someone who has not come across the theory will have to spend much longer learning and understanding the topics.

CMI assessment requirements

The assessments have a six week deadline from the date the assessments have been sent to learners, and it is the responsibility of the learners to ensure that this deadline is met, or sufficient notice is given to Challenges Catalyst (cmi@challengescatalyst.com) if an extension is required. Support for the assessments will be provided remotely if required beyond the face to face sessions. Marking of assessments will take approximately two weeks after receipt of incoming assessments. Successful assessments will be sent for internal verification and external moderation by CMI, which can take up to 8 weeks. Referred assessments will be returned to the learner with written feedback, and the learner must make the appropriate adjustments and return the assessment to the Qualifications Coordinator within two weeks. All learners have three attempts to pass each unit.

Challenges Catalyst is committed to providing the highest quality of delivery and this includes the marking and verification procedures of CMI assessments. However, if a learner feels that it is necessary to lodge a formal complaint against of the following criteria: (a) An unsatisfactory assessment decision, (b) Unsatisfactory delivery of training materials, (c) Any kind of discrimination or unfair treatment, then in-line with the Challenges Catalyst Complaints and Appeals Procedures, the learner must submit the complaint in writing to the Qualifications Coordinator at Challenges Catalyst. Complaints will be acknowledged within 3 working days. A written response to the complaint will be returned to the learner within 28 days of receipt outlining any action, if any, that will be taken.

Contact Information

For enquiries please contact Challenges Catalyst:

Shaun McLaughlin

cmi@challengescatalyst.com

If you have booked via SCVO and have an enquiry relating to your registration please contact SCVO:

Events and training team: training@scvo.org.uk

Helen Swatton 0141 465 7531

Joanne Kilday 0131 474 6153

Alex Thomson 0131 474 6150

SCVO General Enquiries, 0131 474 8000