



Place2Be Counselling Qualifications – Terms & Conditions

Please read the following Terms & Conditions carefully.

Thank you for your interest in taking on a Counselling Qualification with Place2Be (a registered charity in England and Wales {1040756}, Scotland {SC038649}). As a charity, we deliver our training programmes at the lowest cost possible, however this means that our terms for offering refunds or transferring course dates have to be upheld to avoid us operating at a loss. Please choose your course dates carefully and ensure you are able to attend the training day/s that you book.

These Terms & Conditions apply to all course bookings and course applications and by completing a booking or application form, you are agreeing to comply with them.

1. Cancellations, Refunds & Transferring Courses

1.1. All cancellation, refund and/or transfer requests must be made in writing to qualify@place2be.org.uk

1.2 For bookings that are made more than 30 days before the start of a course, you will have a cooling-off period of **14 (fourteen) calendar days** in which you may cancel your booking, starting from the day you receive your Booking Confirmation. If you wish to cancel your booking within this **14** day period, you will be charged an administrative fee of £40, which will be taken off the amount to be refunded to you. Outside of this **14** day period, you will only be eligible for a refund in the extenuating circumstances listed below in Clause 1.7.

1.2.1. An exception to the above refund clause is in the case booking onto the Postgraduate Diploma course. In this situation, the deposit amount is non-refundable and bookings have no cooling-off period. Once booked onto the Postgraduate Diploma, you will be liable to pay all fees associated with the course.

1.3. For bookings that are made within 30 days of the start of a course, you will not be eligible for a cooling off period. Your booking is final and you will only be eligible for a refund in the extenuating circumstances listed below in Clause 1.7.

1.4. Once outside of the cooling-off period (or once you have paid your Postgraduate Diploma deposit), you will be liable to pay all fees associated with your course. This applies if you elect to leave the course or are asked to leave the course for any reason. Any exceptions to this are at the discretion of Place2Be and would be considered in line with the extenuating circumstances listed below in Clause 1.7.

1.5. You must inform us at least **30 (thirty)** calendar days before the start date of your course if you would like to transfer to another course date. We require a £40 administrative fee for any course changes. Failure to give us notice prior to **30** days from your course start date means you will have to rebook and pay for a new course.

1.6. You may transfer only once from your original booking date. The new transfer date should be no later than **6 (six) months** after your initial course date. After this you will have to make payment for the next course that you book onto.

1.7. Mid-year or mid-course deferral requests will only be considered in extenuating circumstances and will be assessed on a case by case basis. You would be liable to pay fees for any study already undertaken, and may be required to pay all or a portion of fees again if it is deemed that you need to restart the term or course at a later date.

1.8. In certain circumstances, Place2Be may consider offering a partial refund for bookings that fall outside the conditions set out above however this is not guaranteed, is entirely at Place2Be's discretion, would be assessed on a case by case basis and sufficient evidence would need to be provided. These exceptions include:

1.8.1. The death, serious injury or serious illness (including being diagnosed with an epidemic or pandemic disease such as COVID-19) of you, or a close relative (parent, partner, sibling, child – including loss of pregnancy);

1.8.2. You are called for jury service in the UK or as a witness in a court in the UK;

1.8.3. You are needed by the police following a burglary, or damage caused by serious fire, storm, flood, explosion, subsidence, vandalism, fallen trees, impact by aircraft or vehicle at your home;

1.8.4. You are a member of the armed forces and have your previously agreed leave withdrawn (except because of war or disciplinary action);

1.8.5. You serve as a first responder and are unexpectedly called in for duty due to a major accident or emergency, to provide aid or relief;

1.8.6. You find out you are pregnant after booking your place and are advised not to attend by your doctor or midwife;

1.8.7. You are made redundant by an employer, if you have been employed by them for a continuous period of two years or more and you are aged 18 to 65;

1.8.8. Your current employer permanently transfers your job, or your partner's job, to a location more than 100 miles from its current location;

1.8.9. Severe weather leads to there being no serviceable transport routes between your home and the training venue (Taster Days only, other programmes will have an online alternative);

1.8.10. Other extenuating circumstances may be considered, however this is at the discretion of Place2Be and sufficient evidence must be provided.

Example of administrative & refund fees

Programme	Amount paid on booking	Amount paid	For eligible bookings (see above) the following refund amounts offered within 14 day cooling-off period.	Within 30 days of course start date, no refunds or course transfers are possible (<i>unless in extenuating circumstances</i>). An administrative fee of £40 applies for any course changes, such as refunds or course transfers. Course transfer requests must be made more than 30 days before the start of your course.
Taster Day	Full fee	£105.00	£65.00	
Level 2	Instalments	£492.50	£452.50	
	Full fee	£985.00	£945.00	
Level 3	Instalments	£666.67	£626.67	
	Full fee	£2,000.00	£1,960.00	
PG Dip	Deposit	£636.50	Non-refundable	
Level 5	Instalments x2	£493.00	£453.00	
	Instalments x5	£197.20	£157.20	
	Full fee	£986.00	£946.00	
Level 6	Instalments x2	£1,298.00	£1,258.00	
	Instalments x5	£519.00	£479.00	
	Full fee	£2,596.00	£2,556.00	

2. General course conditions

2.1. Students must adhere to the expected Place2Be standards and behaviours during all courses with Place2Be, both online and in person. If these expectations are not met, students may be asked to leave the course under Place2Be's discretion. Place2Be's behaviour expectations are based of our organisational values and include:

2.1.1. Perseverance: I show the courage to persist when facing challenges and seek support when necessary. I show resilience in the face of obstacles and setbacks, and use these experiences as an opportunity for learning. I demonstrate a positive mindset and a sense of possibility in my work. I have a belief in my own ability to achieve ambitious results.

2.1.2. Integrity: I make decisions based on the best interests of Place2Be and the children, young people and communities we serve. I treat others with fairness and respect. I communicate with honesty and transparency. I actively seek the diverse views of others, to better inform my own for my own opinions and decision making.

2.1.3. Compassion: I make time to fully listen to and understand the views and experiences of others, to better inform my decisions. I support others to identify actions they can take to solve problems, and where appropriate take action myself to support others. I am kind to myself and others when experiencing and learning from setbacks

2.1.4. Creativity: I show courage to challenge existing ways of thinking and working (my own and others), in the pursuit of better outcomes. I experiment with new ways of working and seek guidance on what is an appropriate level of risk if I am unsure. I am open to the ideas of others. I encourage and help others to build on their ideas and develop their thinking further.

2.2. If your workplace or other external body is paying for your course, your Sponsorship Form must be completed and payment made within 30 days of your receiving the Sponsorship Form, and at least 2 weeks before the start date of your course.

2.3. If you know in advance that you are unable to attend any of the days over the period of the course, please apply for a different course where you are available on all the dates. Session attendance is expected and each course has mandatory sessions that can't be missed.

2.4. In exceptional circumstances, such as COVID or other illness, you may be able to join a session virtually via Zoom, however this is at the discretion of the Course Tutor and/or Programme Lead. Please contact the Place2Be Team on qualify@place2be.org.uk if you need to request joining a session virtually. Please note, there are some sessions that are not able to be joined via Zoom and this option isn't available for the Taster Day In The Classroom Session.

2.5. If you damage or fail to return one of Place2Be's library books or other training materials, you will be liable to replace cover the cost of replacing this book. Place2Be will invoice you for the replacement cost.

2.6. You are not able to interchange between cohorts during your course or during course modules. Under extenuating circumstances listed in Clause 1.8, Place2Be may allow you to restart a course or course module at a later date with another cohort, see clause 1.7 for fee payment details.

2.7. Failure to submit work in line with the course requirements may run the risk of being asked to leave the course.

2.8. If you choose to leave the course or are expelled from the course at any point, you will not be eligible for any refunds and you will be liable to pay for the entire course fee.

2.9. Place2Be can hold your application for up to two terms. Whilst you don't need to re-apply for a course, you would need to pay any relevant fees for the new course. Beyond this time you will be expected to re-apply and re-interview. Any exceptions are at the discretion of Place2Be.

2.10. Full course fees must be paid before the end of your training course. Failure to pay fees will result in your completion and/or graduation certificate being withheld, until outstanding fees have been received.

Programme specific conditions

3. Taster Days

3.1. You must complete both Module 1, E-Learning Session, and Module 2, In The Classroom Session, to successfully complete your Taster Day and therefore be eligible to take on other courses with Place2Be (eg. Level 2, Level 3, Postgraduate Diploma).

3.2. Ideally you will complete Module 1, E-Learning Session, prior to Module 2, In The Classroom Session. However, you will have 2 weeks (14 calendar days) after the date of your In The Classroom Session to complete the E-Learning Session. Please note that if you complete Module 1 **after** Module 2, you may be at a disadvantage, and there won't be the opportunity to ask questions about the information that's covered in Module 1.

3.3. Failure to complete Module 1 within the 2 weeks after Module 2 will mean you have not successfully attended your Taster Day. You will **not receive your certificate**, and you will not be eligible to apply for further courses with Place2Be.

3.4. You must not arrive any later than 30 minutes after your In The Classroom Session begins, or this will be deemed as a no show and will not have successfully attended your Taster Day.

3.5. Taster Days are valid for 18 months, and any follow on courses should be started within this period. Beyond this you may be required to attend another Taster Day. Any exceptions are at the discretion of Place2Be.

3.6. Once you access the Module 1, E-Learning Session, you will not be eligible for any refunds, even if you are within your 7 day cooling-off period.

4. Level 2 Award in Counselling Skills for Working with Children

4.1. Places are reserved on a first come, first served basis upon completing the registration form on the Place2Be website and Place2Be receiving your payment.

4.2. In the case of unforeseen circumstances, you are permitted to miss a maximum of 1 (one) session **except for sessions 1 and 7**, which are compulsory. Failure to attend these sessions will result in you being asked to leave the course. Should this happen, you will be required to pay any outstanding course fees. In the case of extenuating circumstances as listed in Clause 1.7, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

5. Level 3 Certificate in Counselling Skills for Working with Children

5.1. Places are allocated subject to suitability and upon receipt of your application form, tutor and/or supervisor references (whichever is applicable) and attendance at an interview. If offered a place on the course, your spot will be confirmed when payment has been received. You will be sent an email confirming your place on the course once this payment has been secured.

5.2. Once you are offered a place on the course, you will have 2 weeks (14 calendar days) from the date of offer to pay your course fee and secure your place. After this 2-week period, if we have not heard from you, we may offer your place to another applicant.

5.3. In the case of unforeseen circumstances, students are permitted to miss a maximum of 2 (two) sessions **except sessions 1 and 14**, which are compulsory. Failure to attend these sessions will result in you being asked to leave the course. Should this happen, you will be required to pay any outstanding course fees. In the case of extenuating circumstances as listed in Clause 1.7, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

6. Postgraduate Diploma Counselling Children in Schools

6.1. Places are offered subject to suitability and upon receipt of your application form, tutor and/or supervisor references (whichever is applicable) and attendance at an interview. Once offers have been made, places on the course are reserved on a first come, first served basis. Your spot will be confirmed when your agreement form and deposit payment have been received. You will be sent an email confirming your place on the course once this deposit has been secured.

6.2. Once you have paid the non-refundable deposit, you are liable to pay the entire course fee.

6.3. At the end of Year 1 and in extenuating circumstances, you can apply to defer the start of your Year 2 to the following year, you can only defer once and a deferral is only valid for up to 1 academic year without the need to re-interview. If your deferral request is accepted, you would still be liable for all course fees, as well as any increases in fees during your deferral year. Place2Be would invoice you for Year 2 fees when you return to study after your deferral. After 1 academic year, you would be required to re-interview to assess your suitability for re-entry into another cohort.

6.4. Mid-year deferral requests will only be considered in extenuating circumstances and will be assessed on a case by case basis. You would be liable to pay fees for any study already undertaken, and to pay term fees again if it is deemed that you need to restart the term at a later date.

6.5. If you have outstanding course fees with Place2Be at the time of Mid-term and Final Tutorials, these tutorials will not be held and marks will be withheld. You will not be able to progress onto Year 2 of the Postgraduate Diploma if in your first year, or will not receive your certificate if in your second year, until outstanding fees have been paid in full.

6.6. Minimum attendance to pass each year is 80%. If the minimum attendance requirement has not been met you will not be able to progress onto the second year of the Postgraduate Diploma, or receive your certificate.

6.7. While any resubmission costs are included in your course fees, if you fail your tutor practice report, you will be required to pay to retake this module.

7. Level 5 Certificate in Working Therapeutically with Children and Young People in Schools

7.1. Places are allocated subject to suitability and upon receipt of your application form, tutor and/or supervisor references (whichever is applicable) and attendance at an interview. If offered a place on the course, your spot will be confirmed when your deposit payment has been received. You will be sent an email confirming your place on the course once this deposit has been secured.

7.2. Once you are offered a place on the course, you will have 2 weeks (14 calendar days) from the date of offer to pay your deposit and secure your place. After this 2-week period, if we have not heard from you, we will offer your place to another applicant.

7.3. If you are required to re-submit any of your case studies there will be a CPCAB re-submission fee that you will be liable for paying.

7.4. In the case of unforeseen circumstances, students are permitted to miss a maximum of 1 (one) session, **except sessions 1 and 7**, which are compulsory. Students will need to demonstrate understanding of the topic for any missed sessions by completing a CPD session or a written piece of work. Failure to attend the compulsory sessions will result in you being asked to leave the course. Should this happen, you will be required to pay any outstanding course fees. In the case of extenuating circumstances as listed in Clause 1.7, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

8. Level 6 Certificate in Supervision

Terms for all students

8.1. Places are allocated subject to suitability and upon receipt of your application form, tutor, manager and/or supervisor references (whichever is applicable) and attendance at one of the Level 6 Supervision Webinars. Your place on the course will be confirmed when your payment has been received. You will be sent an email confirming your place on the course once this payment has been secured.

8.2. Once you are offered a place on the course, you will have 2 weeks (14 calendar days) from the date of offer to pay your payment and secure your place. After this 2-week period, if we have not heard from you, we will offer your place to another applicant.

8.3. In the case of unforeseen circumstances, students are permitted to miss a maximum of 2 (two) session, **except sessions 1 and 13**, which are compulsory. Students will need to demonstrate understanding of the topic for any missed sessions by completing a CPD session or a written piece of work. Failure to attend the compulsory sessions will result in you being asked to leave the course. Should this happen, you will be required to pay any outstanding course fees. In the case of extenuating circumstances as listed in Clause 1.7, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

Terms for students that are Place2Be staff members

8.4. If you are a Place2Be staff member that secures a place on the Level 6 course, Place2Be will commit to pay 80% of the full course fee for the Level 6 Supervision Course, as an investment in you and as part of the Charity's aim to develop its workforce.

8.5. This subsidy is offered with the understanding that you will remain in employment with Place2Be for a period of 18 months from completing your course.

8.6. You agree to repay Place2Be if you voluntarily leave Place2Be; or you do not finish the course or are dismissed for reasons other than redundancy within the 18 month period of completing your course.

8.7. If you leave Place2Be under the terms set out in clause 8.4 above:

8.7.1. during the course or within 6 months of completing the course, you will be required to repay the full cost of the unsubsidised programme to Place2Be

8.7.2. between 6 and 12 months of completing the course, you will be required to repay 50% of the full cost of the unsubsidised programme to Place2Be

8.7.3. between 12 and 18 months of completing the course, you will be required to repay 25% of the full cost of the unsubsidised programme to Place2Be

8.8. Place2Be reserves the right to deduct the outstanding amount from your final salary. If your final salary is not sufficient to do so, you will be required to repay the outstanding amount to Place2Be within an agreed timeframe [not exceeding six months], from the date of resignation, termination of employment or end of the course, whichever is the later.

9. Use of personal data and Consent

9.1. By providing your personal information when you complete a course booking or application form with Place2Be, you understand that Place2Be will contact you via phone, email and any other legitimate means in order to communicate relevant course information throughout, in the lead up to and post your participation in this course.

9.2. Your personal information may also be used for the purposes of sending communications to you where you have confirmed that you would like to receive further information about the charity's work when signing up to take on a Counselling Qualification course with Place2Be.

9.3. Your contact details may be shared with our e-learning platforms (Hive, Moodle & TurnItIn), for the purpose of granting access to online learning materials. Any personal data shared will be in line with Place2Be's Privacy Policy and Data Protection Policy.

9.4. All personal data held by us will be handled in accordance with applicable privacy laws.

9.5. Your application information will be held on our files for a period of 2 academic years, after which time it will be deleted in line with Place2Be's Data Retention Policy.

10. Our right to vary these terms and conditions

10.1. Place2Be reserves the right, at its sole discretion, to change, modify, add or remove portions of these Terms and Conditions, at any time. Place2Be will advise all current students if and when our Terms and Conditions change. Your continued course enrolment following the update of changes will mean you accept and agree to the changes.