

# Counselling qualifications terms and conditions

On this page, you can find the **terms and conditions for our counselling qualifications**. If you have any questions about these terms and conditions, please get in touch with [qualify@place2be.org.uk](mailto:qualify@place2be.org.uk).

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**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 courses 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 and Transferring Courses

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**1.1.** All cancellation, refund and/or transfer requests must be made in writing to [qualify@place2be.org.uk](mailto: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 1.8](#).

**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 1.8](#).

**1.4.** Once outside of the cooling-off period (or once you have paid your Postgraduate Diploma or Level 4 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 1.8](#).

**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.

**1.5.1.** An exception to the above is in the case of Level 4 where a transfer is not permitted.

**1.5.2.** An exception to the above is in the case of Post Graduate Diploma, where a transfer is not permitted.

**1.5.3.** An exception to the above is in the case of Level 5 and Level 6, where a transfer is not permitted. A deferral may be considered under extenuating circumstances as referenced in [Clause 1.8](#).

**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 a payment for the next course that you book. Unless otherwise agreed upon in advance, you will be responsible for covering any increases in course fees that apply to your new enrolment dates.

**1.6.1.** An exception to the above is in the case of Level 5, Level 6 and Postgraduate Diploma, where the new transfer date should be no later than **12 (twelve) months** after your initial course date.

**1.7.** Mid-year or mid-course deferral requests will only be considered in extenuating circumstances referenced in [Clause 1.8](#) 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. Unless otherwise agreed upon in advance, you will be responsible for covering any increases in course fees that apply to your new enrolment dates.

**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 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 a serious fire, storm, flood, explosion, subsidence, vandalism, fallen trees, or 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 courses will have an online alternative);
- 1.8.10.** Other extenuating circumstances may be considered at the discretion of Place2Be's Extenuating Circumstances Panel. The panel is made up of a clinical representative and an operations representative, who jointly review any submitted extenuating circumstances. Learners must provide sufficient evidence in advance demonstrating that the circumstances were unforeseeable, unpreventable, and had a significant impact on their ability to meet programme requirements.

## **2. General course conditions**

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**2.1.** Students must adhere to the expected Place2Be standards and behaviours during all courses with Place2Be both online and in person, in accordance with the Student Code of Conduct and student policies and procedure which will be supplied to you upon enrolment. If these expectations are not met, students may be asked to leave the course at Place2Be's discretion. Place2Be's behaviour expectations are based on **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 believe 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 in identifying 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.** Place2Be reserves the right to refuse an application or withdraw an offer of study based on the following considerations:

**2.2.1.** Capacity to complete the course, which will be assessed through:

- a) Meeting all prerequisite qualifications and experience requirements
- b) Demonstrating sufficient time availability to meet course commitments
- d) Evidencing relevant prior learning or experience in the field

**2.2.2** Readiness to engage with the course, including circumstances where a learner requests a deferral.

Learners requesting a deferral due to circumstances that prevent them from engaging with the course may be required to undergo a readiness-to-study assessment before rejoining the programme. Where the reason for deferral relates to illness or health concerns, the organisation may request a GP “fit to study” note at the point of re-entry and before payments recommence, to ensure the learner is able to meet the demands of the course. Place2Be will consider reasonable adjustments when applying these criteria. See Clause 12.9 for information on Use of Personal Data and Consent.

**2.2.3.** Developmental needs assessment, conducted through:

- a) Review of application materials and references

- b) Interview evaluation by qualified assessors
- c) Consideration of any declared learning support needs
- d) Evaluation of personal readiness for the emotional demands of counselling training

**2.2.4.** Conduct concerns that may affect safe and ethical practice, including:

- a) Inappropriate boundaries or communication during the application process
- b) Inability to engage constructively with feedback
- c) Discriminatory language or behaviour
- d) Failure to disclose relevant information required for course participation
- e) Evidence of unresolved personal issues that may impact client work

In such cases, a member of the team will discuss these concerns with you and provide specific feedback. If the concerns persist after this discussion, or if they are of a serious nature, your application may be declined or your offer to study with Place2Be may be rescinded. Place2Be will consider reasonable adjustments when applying these criteria.

**2.2.5.** Appeals Process: If you believe the decision to refuse your application or withdraw an offer was made incorrectly or unfairly, you may appeal the decision by:

- a) Submitting a written appeal to [qualify@place2be.org.uk](mailto:qualify@place2be.org.uk) within 14 days of receiving the decision
- b) Clearly stating the grounds for your appeal
- c) Providing any additional evidence that may support your case

Your appeal will be reviewed by a senior member of the Mental Health Workforce team who was not involved in the original decision. The outcome of this review will be communicated to you within 21 days and will be final.

**2.3.** 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.

**2.4.** 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.

**2.5.** If you damage or misplace 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 reapply 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.

### 3. Taster Days

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**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, Level 4 Diploma, 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 Module 1, E-Learning Session, you will not be eligible for any refunds, even if you are within your 14-day cooling-off period.

## 4. Introduction to Child Counselling Skills (Level 2 Award)

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**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 1.8**, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

## 5. Intermediate Child Counselling Skills (Level 3 Certificate)

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**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 the 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 1.8**, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

## 6. Level 4 Diploma in School-Based Child Counselling

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**6.1** Places are offered subject to suitability and upon receipt of your application form, attendance at an interview, tutor and/or supervisor references (whichever is applicable), proof of prior qualifications and suitable placement being secured. Once offers have been made, places on the Level 4 Diploma are reserved on a first come, first served basis. Your place on the Level 4 Diploma will be conditionally confirmed when your agreement form and deposit payment have been received. You will be sent an email conditionally confirming your place on the Course once this deposit has been secured.

**6.2** 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 later. Unless otherwise agreed upon in advance, you will be responsible for covering any increases in course fees that apply to your new enrolment dates.

**6.3** 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 receive your certificate until outstanding fees have been paid in full.

**6.4** Minimum attendance to pass each year is 80%. If the minimum attendance requirement has not been met, you will not be able to receive your certificate.

**6.5** If resubmission costs are generated, you will be required to pay them.

**6.6** In accepting the offer of a place on the Level 4 Diploma, Applicants agree to all financial commitments detailed below. This includes;

**6.6.1.** Payment of a non-refundable deposit for non-Scholarship Applicants. The deposit payment is 10% of the course fee. Once you have paid the non-refundable deposit, you are liable to pay the entire course fee

**6.6.2.** Payment of £200 non-refundable deposit for Scholarship Applicants.

**6.7** Tutor availability and engagement after the course ends will be limited. Any additional support required to complete the course will need to be approved by a panel and scheduled by the training provider. A fee of £660 will apply per term, covering marking, additional tutor time, and administration.

**6.8** Students will have one opportunity to pay any fees for incomplete work or missed presentations. In extenuating circumstances as referred to in [Clause 1.8](#), fees may be waived. This will be decided at the discretion of the training provider.

## **7. Postgraduate Diploma in Counselling Children in Schools**

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

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

**7.3.** At the end of Year 1, and only 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.

**7.4.** 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, as well as any increases in fees during your deferral year.

**7.5.** 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.

**7.6.** 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.

**7.7.** 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.

**7.8.** In accepting the offer of a place on the Postgraduate Diploma, Applicants agree to all financial commitments detailed below. This includes;

**7.8.1.** Payment of non-refundable deposit for non-Scholarship Applicants. The deposit payment is 10% of the course fee for one year. Once you have paid the non-refundable deposit, you are liable to pay the entire course fee.

**7.8.2.** Payment of £200 non-refundable deposit for Scholarship Applicants.

**7.9.** Tutor availability and engagement after the course ends will be limited. Any additional support required to complete the course will need to be approved by a panel and scheduled by the training provider. A fee of £880 will apply per term, covering marking, additional tutor time, and administration.

**7.10.** Students will have one opportunity to pay any fees for incomplete work or missed presentations. In extenuating circumstances as referred to in [Clause 1.8](#), fees may be waived. This will be decided at the discretion of the training provider.

## **8. Child Counselling for Adult Counsellors (Level 5 Certificate)**

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**8.1.** Places are allocated subject to suitability and upon receipt of your application forms, tutor and/or supervisor references (whichever is applicable), attendance at Level 5 Webinar, attendance at an interview, proof of prior qualifications and suitable placement being secured. 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.

**8.2.** Once you are offered a place on the course, you will have a limited period from the date of the offer to pay your deposit and secure your place. If we do not receive your deposit

within this timeframe, we reserve the right to withdraw the offer and allocate the place to another applicant.

**8.3.** 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 an 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 1.8**, it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

**8.4.** In accepting the offer of a place on the course, Applicants agree to all financial commitments detailed below:

**8.4.1.** Any instalments paid are non-refundable. Applicants remain liable for the full course fee once an instalment has been made.

**8.4.2.** Full payments made are non-refundable.

**8.5.** Tutor availability and engagement after the course ends will be limited. Any additional support required to complete the course will need to be approved and scheduled by the training provider. A fee of £330 per term will apply for any extensions beyond the final qualification submission date covering marking, additional tutor time, and administration.

**8.6.** Students will have one opportunity to pay any fees for incomplete work or missed presentations. In extenuating circumstances as referred to in **Clause 1.8**, fees may be waived. This will be decided at the discretion of the training provider.

**8.7. Placement Requirement** A valid and active placement is a mandatory requirement of the Level 5 Certificate. All applicants must have a suitable placement in place for the duration of the course in order to complete the required supervised clinical hours.

#### **Place2Be provided placements**

**8.7.1.** Applicants undertaking a Place2Be provided placement must have secured and begun their placement no later than the start date of the course.

**8.7.2.** Applicants are responsible for completing all required documentation, checks, and onboarding steps in time to begin their Place2Be placement by the course start date.

**8.7.3.** If an applicant has not begun their Place2Be placement by the course start date due to delays caused by the applicant (including incomplete documentation, missed deadlines, or failure to engage with the placement process), they will not be permitted to start the course. No refund will be issued, and the applicant will remain liable for any fees already paid, in line with Clauses 8.4.1 and 8.4.2.

**8.7.4.** If an applicant has not begun their Place2Be placement by the course start date due to delays caused by Place2Be, the Training Provider will review the circumstances and may, at its discretion:

- offer the applicant a place on the next available intake, or
- issue a refund of course fees paid to date. This decision will be made on a case-by-case basis.

### **Self-sourced placements**

**8.7.5.** Applicants who provide their own external placement must ensure that their placement is fully confirmed, appropriate, and able to support the required clinical hours before the start date of the course.

**8.7.6.** If an external placement ends, withdraws, or becomes unsuitable at any point during the course, the applicant must notify Place2Be immediately. Applicants who lose their external placement cannot continue on the course unless a suitable alternative placement is secured.

**8.7.8.** Place2Be may offer guidance to applicants who lose an external placement; however, Place2Be is not responsible for sourcing or providing an alternative placement. The responsibility for securing a replacement placement remains with the applicant.

**8.7.10.** Applicants who are unable to begin or continue placement for reasons outside both their control and Place2Be's control (e.g., extenuating circumstances as defined in Clause 1.8) will be reviewed individually.

## **9. Counselling Supervision Certificate (Level 6 Certificate)**

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**9.1.** Places are allocated subject to suitability and upon receipt of your application form, tutor, manager and/or supervisor references (whichever is applicable), attendance at one of the Level 6 Supervision Webinars, and proof of prior qualifications.. 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.

**9.2.** Once you are offered a place on the course, you will have a limited period from the date of the offer to pay your deposit and secure your place. If we do not receive your deposit within this timeframe, we reserve the right to withdraw the offer and allocate the place to another applicant.

**9.3.** In the case of unforeseen circumstances, students are permitted to miss a maximum of 2 (two) sessions, **except sessions 1 and 13**, which are compulsory. Students will need to demonstrate an 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 1.8](#), it is at Place2Be's discretion to consider the outcome if more than 1 session and/or compulsory sessions are missed.

**9.4.** In accepting the offer of a place on the course, Applicants agree to all financial commitments detailed below:

**9.4.1.** Any instalments paid are non-refundable. Applicants remain liable for the full course fee once an instalment has been made.

**9.4.2.** Full payments made are non-refundable.

**9.5.** Tutor availability and engagement after the final qualification submission date is subject to an extension fee. Any exceptions must be approved by an extenuating circumstances panel and meet the conditions outlined as exceptional extenuating circumstances (unforeseen, unpreventable and have serious impact on the learner's capacities to complete the course requirements). A fee of £220 per term will apply, covering marking, additional tutor time, and administration. **9.6.** Students will have one opportunity to pay any fees for incomplete work or missed presentations. In extenuating circumstances as referred to in [Clause 1.8](#), fees may be waived. This will be decided at the discretion of the training provider.

## 10. Bursary and Scholarship Pathway scheme

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[Download the terms and conditions for Place2Be's Bursary Pathway bursary scheme \(277 KB\)](#)

## 11. Place2Be staff subsidy offer

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**11.1.** If you are a Place2Be staff member that secures a place on a subsidy-approved course, within the terms of the subsidy offer, Place2Be will commit to paying a percentage of the full course fee as an investment in you and as part of Place2Be's aim to develop our workforce.

**11.1.1.** Staff who secure a place in a Level 2, Level 3 course will receive a 50% course fee subsidy (subsidy does not including cost of CPCAB registration fee).

**11.1.2** Staff who secure a place in a Level 5 or Level 6 course will receive a course fee subsidy (the subsidised fee for staff will include the cost of CPCAB registration fee).

**11.2.** 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.

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

**11.4.** If you leave Place2Be under the terms set out in **Clause 11.3** above:

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

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

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

**11.5.** 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 later.

## **12. Use of personal data and Consent**

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**12.1.** 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 the lead-up to and post your participation in this course.

**12.2.** 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.

**12.3.** 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](#).

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

**12.5.** 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](#).

**12.6.** Place2Be may use feedback or statements provided by students on the Place2Be website or in future advertising. We rely on legitimate interest as our legal basis for this.

**12.7.** If an applicant or students' contact details change, it is their responsibility to inform Place2Be so that they can continue to receive communications about their course.

**12.8.** To request removal of data from Place2Be's systems, you must contact [privacy@place2be.org.uk](mailto:privacy@place2be.org.uk) and request this in writing. Details for any students currently on courses need to be kept until the course has been completed.

**12.9** As referenced in Clause 2.2.2 where a student defers and seeks to re-join their programme, Place2Be may require a GP “fit to study” note to confirm that the student is able to safely resume training. This involves processing health information, which is special category data under GDPR. Such processing is carried out under Article 9(2)(h) GDPR (assessment of the student’s capacity to participate in training). This information will be used solely for determining fitness to study and managing the student’s return to the programme.

**12.10.** Please refer to Place2Be’s Privacy Policy for further information on how Place2Be use and process individuals' personal data.

## **13. Complaints Procedure and Dispute Resolution**

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**13.1.** A complaint at any stage of a course must be addressed in writing to the Mental Health Workforce team at [qualify@place2be.org.uk](mailto:qualify@place2be.org.uk)

**13.2.** If possible, issues will be resolved between the Mental Health Workforce team and applicant/student.

**13.3.** Any complaints that cannot be resolved in this way will be escalated in accordance with Place2Be’s formal complaints procedure

**13.4.** Records of all communications made regarding any complaints will be retained by Place2Be until the complaint is resolved.

## **14. Our right to vary these terms and conditions**

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**14.1.** 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.

**14.2.** These Terms & Conditions were last updated in April 2026.

**14.3.** Your statutory rights as a consumer are not affected by these Terms and Conditions. Where any provision conflicts with applicable consumer protection legislation, your statutory rights will prevail.

## **15. Force Majeure**

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**15.1.** Neither party shall be liable for any failure or delay in performing their obligations where such failure or delay results from events beyond their reasonable control including but not limited to acts of God, natural disasters, pandemic, epidemic, war, terrorism, riots, civil unrest, government action, or major utility or network failures. In such circumstances, Place2Be will make reasonable efforts to provide alternative arrangements, which may include postponement or online delivery, and if such circumstances persist beyond 90 days, either party may terminate the agreement with written notice and receive a refund for prepaid services not delivered.