



Challenges  
Catalyst

# Challenges Catalyst Training Policies, procedures and terms & conditions for SCVO Training courses

## 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 by SCVO, 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 by SCVO 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.

## How to pay

Shortly after making a booking, Challenges Catalyst will issue an invoice for the full amount. Payment terms are strictly 14 days and must be made by bank transfer. Payment is to be made at least two weeks before commencement of training so as to ensure you have access to all benefits of the programme.

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

## Access and dietary requirements

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.

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](mailto: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 in person 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, Challenges Catalyst will provide lunch for attending carers,

### Challenges Catalyst Ltd

5 - 7 Montgomery Street Lane, Edinburgh, EH7 5JT Company No: SC377928

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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. You may transfer to the same course at a later date without incurring a fee.

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 the SCVO Training Team on [training@scvo.scot](mailto:training@scvo.scot). 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: where this is relevant, 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.



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## 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@thechallengesgroup.com](mailto:cmi@thechallengesgroup.com)). In the case of Accredited learning, attendees will receive their CMI Certificate on completion of the successful marking and moderation of their assessments. In the case of Recognised Training, participants will receive their certificate following completion of the learning.

## Complaints Procedure

Challenges Catalyst is committed to providing the highest quality of delivery for training sessions. However, if a learner feels that it is necessary to lodge a formal complaint against any of the following criteria: (a) An unsatisfactory trainer or delivery of training materials, (b) Unsatisfactory course content, (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:

**Andreas Muhwanga**

[cmi@thechallengesgroup.com](mailto:cmi@thechallengesgroup.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](mailto:training@scvo.org.uk)

Helen Swatton            0141 739 3874

Joanne Kilday            0131 378 0071

SCVO General Enquiries, 0131 474 8000

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