

Rethink Mental Illness — Training Terms & Conditions

Closed and Open Courses delivered within Wiltshire Council Unitary Authority area

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Organisation: Rethink Mental Illness (Company No. 1227970, Charity No. 271028)

Registered office: 28 Albert Embankment, London, SE1 7GR

Contact: workplacementhealth@rethink.org

Commissioning note: Wiltshire Council commissions Rethink Mental Illness to deliver fully funded mental health training to people who work within Wiltshire (excluding Swindon).

1) Who these Terms apply to

These Terms & Conditions (“Terms”) apply to:

- Individuals booking a place on an Open course; and
- Organisations arranging a Closed course for their staff (including multi-organisation bookings), where staff work in Wiltshire Council Unitary Authority area.

By submitting a booking form (Closed) or registering for a course (Open), you accept these Terms.

2) Key definitions

Open course: An advertised course on a set date/time that individuals can book onto (delivered online or at a provided venue).

Closed course: A course delivered for your organisation’s staff only (online or at a venue you source in Wiltshire).

In-house delivery: Face-to-face at a venue you provide.

Remote delivery: Live, trainer-led delivery via video conferencing (not pre-recorded).

Customer/you: The individual participant (Open) or the commissioning organisation (Closed).

3) Courses available in Wiltshire

We offer the following fully funded courses in Wiltshire:

Course	Summary, duration & delivery mode	Maximum attendees
Mental Health Awareness	Rethink Mental Illness content. 4 hours online or in-person.	20
Mental Health First Aid Refresh (MHFA)	MHFA England content. 4 hours online or in-person	16
MHFA Adult	MHFA Content. 2 days in person	16
Mental Health for Managers	Rethink Mental Illness content. 4 hours online or in-person.	20
Leading the Way for a mentally Healthy Workplace	Rethink Mental Illness. 1 hours online or in-person	20 if in-person 25 if remote

Looking After Yourself	Rethink Mental Illness content. 1 hour remote	50
How to have a Supportive Conversation	Rethink Mental Illness content. 1 hour remote	50
Burnout	Rethink Mental Illness content. 1 hour remote	50
Managing Stress	Rethink Mental Illness content. 1 hour remote	50
Mental Health Champions	Rethink Mental Illness content. 4 hours remote or in-person	20
Facilitated Listening Sessions	Facilitated listening sessions and workshops to hear directly from local employers, community groups, and service users. 1 hour in-person	10
Bite-size bespoke sessions	Rethink Mental Illness content created following consultation with client organisation. 1 hour remote.	25

Note: We may update course content to reflect changes in legislation, policy, or guidance. We may change the trainer without notice.

4) How we deliver our training (our commitments)

- Deliver the course you book (Open) or agree with you (Closed) on the confirmed date and time, either remote, in-house, or at a named venue we provide for Open face-to-face sessions.
- Ensure our trainers deliver using reasonable skill and care.
- Provide standard training materials (e.g., digital workbooks/e-packs) to delegates by email for our Rethink-authored courses.
- Conduct pre-/post-training evaluation and request delegate feedback. Where we have consent, we may follow up approximately six months after the training.
- For Closed courses, provide an anonymous, consolidated feedback report to the commissioning organisation (subject to sufficient responses).

5) Conduct & learning environment (applies to all delegates)

We are committed to a supportive, respectful learning environment. Delegates must:

- Contribute to a positive, inclusive group environment, recognising the sensitive nature of topics discussed.
- Follow reasonable instructions from the trainer.
- Not behave in ways that risk the wellbeing, safety, or learning of others.

Trainer authority: If behaviour risks others' wellbeing or learning, the trainer may remove delegates from a remote session or ask them to leave an in-person session. If behaviour continues or delegates refuse to leave, the trainer may cease the course. We cannot guarantee rearrangement in such cases.

Safeguarding & confidentiality: Trainers may share information if they believe there is a risk of harm to a person (e.g., to safeguard a child or vulnerable adult). Otherwise, content shared by individuals during training is treated confidentially and only discussed anonymously (see Section 10).

6) Your responsibilities — Open courses (individual bookings)

- Attend your booked session. Fully funded places are limited; non-attendance wastes public funding and prevents our offering the place to another learner.
- For remote sessions: ensure you have a device with audio/camera, stable internet, and access to the specified video platform.
- Participate respectfully (see Section 5).

7) Your responsibilities — Closed courses (organisational bookings)

- Booking form accuracy: Check all details are complete and correct.
- Venue (in-house): Source and prepare a suitable training room in Wiltshire, meeting all Health & Safety requirements; provide flipchart & pens; projector/screen; and any required connectivity.
- Tech readiness: Ensure delegates and the trainer can access necessary IT/AV (including on-site support if needed). Provide tech support to delegates for remote delivery.
- Accessibility: Tell us at least 10 working days before delivery if any delegates have access needs (see Section 11).
- Delegate brief: Share these Terms with all delegates in advance, highlighting conduct (Section 5) and data/confidentiality (Section 10).
- Emergency contact: Provide a named contact who is reachable by phone during and immediately after the session(s).
- Resources: Do not share any Rethink or MHFA England materials beyond the named attendees (see Section 9).

- Refreshments: Arrange any refreshments/food for in-person sessions (optional).

Numbers for Closed courses:

- General courses: we expect you to recruit a minimum of 15 delegates. If attendance is low, we may finish earlier once all content is covered.
- MHFA (Adult/Youth): 8 (minimum) – 16 (maximum) delegates.
- Health & safety minimum: If fewer than 2 delegates are present at any time (e.g., others leave early), the trainer will end the session. Rearrangement is not guaranteed.
- Multi-organisation bookings: Each participating organisation accepts these Terms and will provide its own key contact and required information.

Responsibilities comparison (summary):

Topic	Open Courses (Individual)	Closed Courses (Organisation)
Booking responsibility	Individual registers for set date/time	Organisation completes booking form and confirms details
Venue responsibility	N/A	Organisation sources/ensures H&S compliance
Tech support	Individual ensures device/internet	Organisation provides IT/AV and support
Minimum numbers	Not applicable	15 delegates (general); MHFA 8–16
Conduct & wellbeing	Follow conduct policy	Brief delegates; responsible for attendee wellbeing on site

8) Booking a course

Closed courses (organisations): Complete the following short survey [Rethink Mental Illness - Wiltshire Working Well Enquiry Form – Fill in form](#) with your organisation type/sector; preferred date(s)/time(s); requested course(s) and delivery method; and proposed venue(s) for in-house delivery. We will review your request and once agreed, we will send a booking form. Please return the completed form by email to confirm your booking and acceptance of these Terms.

Open courses (individuals): Course descriptions are on our website. Register for free tickets via our Eventbrite page <https://Wiltshire-Working-Well.eventbrite.com>

9) Intellectual Property (IP)

Rethink-owned content: We (or our licensors) own all IP in our Mental Health Awareness, Mental Health for Managers, Suicide Awareness, Bite-size, and any bespoke materials created for your course.

MHFA England content: MHFA England owns the IP in Mental Health First Aid and Youth Mental Health First Aid materials.

Unless we give prior written permission, you must not:

- reproduce, adapt, sell, or publicly share our or MHFA England's course content/materials;
- deliver our content to others within or outside your organisation;
- upload content/materials to the internet; or
- record training sessions.

10) Confidentiality & Data Protection

We use personal information (yours and delegates') to:

- deliver training and provide course materials/certificates;
- evaluate and improve our services (immediate feedback and, where consented, follow-up e.g., around six months);
- send information about other Rethink training/consultancy (you can opt-out any time by emailing workplacementalhealth@rethink.org).

Your data is processed in line with our Privacy Notice (available on our website or on request).

MHFA England bookings: Delegates must register with MHFA England and provide personal data so MHFA England can send manuals/workbooks, assess submitted work (for some online courses), manage delivery queries and issue certificates. See MHFA England's [Privacy Notice.pdf](#) for details.

Information that may be shared with your organisation (Closed courses only, where necessary and proportionate):

- delegate names registered/attended/completed (or partially attended);
- delegate details required to locate missing MHFA materials (e.g., name, email, postal address, phone);
- copies of MHFA certificates upon request;
- information on conduct issues as per Section 5.

Confidentiality in sessions: Information shared by delegates during training is not disclosed outside the session except in anonymous form for learning themes, or where disclosure is required to protect health/safety (e.g., safeguarding concerns for children or vulnerable adults).

11) Accessibility & specific needs

We aim to make our training accessible.

Open courses (individuals): Tell us at sign-up or as early as possible if you have specific needs (e.g., learning disability, sensory/communication support, mental health needs) by emailing workplacementalhealth@rethink.org.

Closed courses (organisations): Tell us on the booking form or no later than 10 working days before delivery about delegates' specific needs so we can consider reasonable adjustments.

12) Changes, postponement & cancellation

If you need to cancel a booking (Closed) or your individual place (Open), please email workplacementalhealth@rethink.org. There is no charge to you, as courses are fully funded, but Wiltshire Council and/or Rethink may already have incurred non-recoverable costs. Please cancel as early as possible so we can re-allocate funded places.

As a last resort, we may postpone or cancel a course at any time. We will notify you by email (and may also call). We are not liable for costs you incur due to our postponement or cancellation.

13) Complaints

We are committed to high standards of customer care. If you are unhappy with any part of our service, please contact workplacementalhealth@rethink.org so we can respond and resolve.

14) General legal terms

Entire agreement: These Terms (together with a completed booking form, where applicable) form the entire agreement between us and supersede any prior understandings about the subject matter.

Modifications: Any change to these Terms must be in writing and signed by both parties.

Force majeure (an extraordinary event outside anyone's control): Neither party is liable for delay, or a failure to perform caused by events beyond their reasonable control. The affected party will notify the other as soon as reasonably practicable and both parties will take reasonable steps to minimise impact.

15) Summary of responsibilities (quick reference)

We (Rethink Mental Illness) will:

- deliver your chosen course on the agreed date/time, with reasonable skill and care;
- provide standard materials and evaluate training;

- adapt delivery where reasonable to meet accessibility needs.

You (Open course participant) will:

- attend your booked venue and be ready for remote access if online;
- contribute to a respectful learning environment.

You (Closed course organisation) will:

- provide an appropriate venue/tech (in-house) and support delegates' access to remote delivery;
- brief delegates on conduct and data/confidentiality;
- meet minimum numbers (15; MHFA 8 - 16) and provide an emergency contact;
- share necessary information with us on accessibility needs.