



# Rethink Mental Illness Training Terms & Conditions

## Closed and Open Courses delivered within the London Boroughs of Camden & Islington

Thank you for your interest in booking a training course with Rethink Mental Illness. This document tells you the terms and conditions on which we provide our training courses.

Rethink Mental Illness is registered in England Number 1227970. Registered Charity Number 271028 at 89 Albert Embankment, London, SE1 7TP. You can contact us by emailing [training@rethink.org](mailto:training@rethink.org) or by calling 0207 840 3069.

Camden Council and Islington Council have commissioned Rethink Mental Illness to deliver Mental Health Awareness Training to people who live, work, study or volunteer within the two boroughs. The training is **free** for anyone who lives, works, studies or volunteers within the two boroughs.

### 1. Our Training Courses

- 1.1. Our training courses are designed to provide knowledge and skills related to mental health, aimed at ultimately improving the lives of people severely affected by mental illness.
- 1.2. Our training in Camden & Islington is delivered as 'closed' or 'open' courses.

Delivery Type	Description
Closed	Our training is delivered within your organisation. Rethink Mental Illness is not responsible for sourcing, paying for, providing lunch or refreshments at, or the health & safety requirements of the venue.
Open	You can book on to a course which is running on a particular day and time as an individual

- 1.3. Our training can be delivered face to face or remotely. Our remote training is delivered via the internet, utilising video conferencing software, with a trainer facilitating the session in a live environment (not pre-recorded). You are responsible for ensuring you or your delegates have access to a computer with audio and camera enabled, internet access and are able to utilise video conferencing software

- 1.4. Camden & Islington Council's have commissioned us to deliver 3 different courses:

Course Name	Course Description
Mental Health Awareness	This course is written by Rethink Mental Illness. See our website for a full description of the course content. When delivered face to face this is a 1-day course. When delivered remotely it is a 1/2-day course.
Mental Health for Managers in the Workplace	This course is written by Rethink Mental Illness. See our website for a full description of the course content. When delivered face to face this is a 1-day course. When delivered remotely it is a 1/2-day course.
Mental Health First Aid	This course is written by Mental Health First Aid (England).



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	When delivered face to face it is a 2-day course. When delivered remotely, it is run over 4 sessions. The maximum number of attendees for this course is 16.
Youth Mental Health First Aid	This course is written by Mental Health First Aid (England). When delivered face to face it is a 2-day course. When delivered remotely, it is run over 4 sessions. The maximum number of attendees for this course is 16.

### 2. What we, Rethink Mental Illness, will do

- We will deliver your chosen training course on the date and time agreed.
- We will send you joining instructions, by email, for our Open courses before the training session.
- We will ensure our trainers deliver the training using reasonable skill and care.
- We may change the trainer delivering your course without notice.
- We have the right to change any of our training content in order to comply with changes in legislation, policy or guidance.
- We try our best to make sure any information contained within our training sessions is accurate and current, but we do not accept any liability for the accuracy of the information or any consequences for you, our customer, if you rely on its accuracy, unless we have fraudulently misrepresented information.
- We will provide training materials, such as e-packs, for each delegate, via e-mail.
- We will conduct pre and post training evaluation and request feedback from delegates on the training. A consolidated and anonymous report will be made available to you should you request it after the training session has taken place.
- We may conduct further follow up and evaluation with your delegates around 6 months after the training session, where we have received consent to do so.

### 3. What you, our customer, will do- Open Courses

- You will make every effort to attend the training course you have booked- each place on the course costs Camden & Islington Council around £100 and this has to be paid even if you do not turn up.
- For remote courses (delivered on-line) you will ensure you have suitable internet connection and can access the video conferencing software used.
- You will contribute to a supportive and positive environment conducive to learning as a group. This is particularly important due to the sensitive nature of the topics we discuss. This means generally behaving in a peaceful, supportive and constructive way throughout the course. Rethink Mental Illness staff reserve the right to cease interaction with you if the trainer believes you are behaving in an inappropriate way that could negatively impact on the wellbeing of others. In this situation, the trainer reserves the right to remove (expel) you from the online course. (remote sessions only).



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### 4. What you, our customer, will do- Closed Courses

- You will check the information contained in any request for training or any booking form is complete and accurate.
- You will provide us all of the information, such as venue and access details for face to face courses, and materials we need to be able to deliver the inhouse training course(s) and ensure that this information is accurate.
- You will provide a suitable training venue/room within which we will deliver any face to face training and ensure our trainers and anyone else involved in delivering or quality assuring our training courses has access to your premises, offices and other facilities as reasonably required.
- You will ensure we have access to a flip chart and pens and a projector
- You will prepare the training venue before the training takes place, ensuring it complies with all relevant legislation, including Health & Safety.
- You will ensure that all licences, permissions and consents which may be needed are in place and up to date when the training is to be delivered.
- You will inform us within 10 working days of the training if any delegates have additional needs our trainer needs to be aware of.
- You will keep any materials (documents, equipment and otherwise) we have supplied prior to the training session safely and confidentially and in good condition.
- You will ensure you and all training delegates have access to the required equipment and software to be able to access our remotely delivered training.
- You will contribute to a supportive and positive environment conducive to learning as a group. This is particularly important due to the sensitive nature of the topics we discuss. This means generally behaving in a peaceful, supportive and constructive way throughout the course. Rethink Mental Illness staff reserve the right to cease interaction with you if the trainer believes you are behaving in an inappropriate way that could negatively impact on the wellbeing of others. In this situation, the trainer reserves the right to remove (expel) you from the online course. (remote sessions only).

### 5. Booking our training- Closed Courses

- 5.1. You can book either our Mental Health Awareness, Mental Health for Managers in the Workplace, Mental Health First Aid or Youth Mental Health First Aid for a group of people within your organisation by emailing [training@rethink.org](mailto:training@rethink.org) or by calling 0207 840 3069 and tell us;
- The nature of your organisation (private, public or third sector)
  - The date & time you would like the training to take place
  - Which course(s) you are interested in
  - Whether you would like the course to be delivered face to face or remotely
  - The venue(s) you would like the training to be delivered at.
  - You must be able to confirm that your organisation operates within either the London Borough of Camden or the London Borough of Islington (or both).
- 5.2. Once we have agreed the course, date, time, delivery method and, where applicable, location we will send you a booking form which will confirm the details of the course(s) to be provided.



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- 5.3. By completing the booking form and returning it to us by email ([training@rethink.org](mailto:training@rethink.org)) you are deemed to have accepted these terms and conditions and the booking will be deemed to be confirmed on the date the email is received by us.

## 6. Booking our training- Open Courses

- 6.1. All of our Camden & Islington Open Courses dates are advertised on our website; [www.rethink.org/canditraining](http://www.rethink.org/canditraining)
- 6.2. Once you have found the course and course date that suits you, click the link on the webpage to sign up. Depending on the course you are booking, you will be directed to sign up either via Eventbrite or via Mental Health First Aid (England)'s booking portal.

## 7. Postponement and Cancellation

- 7.1. If you, our customer, needs to cancel the agreed training courses(s) you should do so in writing, by emailing [training@rethink.org](mailto:training@rethink.org)
- 7.2. As the courses are provided to you free of charge, there is no charge should you cancel.
- 7.3. Although only ever done so as a last resort, if we, Rethink Mental Illness, need to cancel or postpone a training course, we can do so any time. We will let you know in writing, and we will also attempt to contact you by telephone. We will not be liable to pay any costs incurred by you if we have to cancel or postpone a training course.

## 8. Charges and Payments

- 8.1. If you live, work, study or volunteer within the London Borough's of Camden & Islington, our training is provided free of charge.
- 8.2. Camden & Islington Councils pay Rethink Mental Illness for the training to be delivered.

## 9. Intellectual Property Rights

- 9.1. We retain all Intellectual Property Rights for our Mental Health Awareness and Mental Health for Managers in the Workplace training courses. We also retain the Intellectual Property Rights for any materials created by us (or by a third party on our behalf) specifically for the agreed training course(s).
- 9.2. Unless you have our express written permission to do so, you are not allowed to;



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- Reproduce (e.g. Photocopy) our training course materials
- Share our training course materials with others outside of the organisation
- Deliver our training content to others, either within or outside of the organisation
- Sell our training content or materials
- Adapt our training content or materials
- Put our training course content and materials on the Internet
- Record our training courses

9.3. Mental Health First Aid (England) retain all Intellectual Property rights for their Mental Health First Aid and Youth Mental Health First Aid training courses.

## 10. Confidentiality & Data Protection

- 10.1. We will use any personal information you give us (both your own and any training delegates) to;
- Deliver the training to you
  - Give you information about any of the other training courses and consultancy we offer. You can stop receiving this extra information at any time by contacting [training@rethink.org](mailto:training@rethink.org) or by calling 0207 840 3069.
  - Requesting feedback in our training immediately after the session and over 6 months from the date of the session for evaluation and quality purposes.
- 10.2. Your personal information will be processed as per our Privacy Notice which can be accessed via our [website](#) or provided on request.
- 10.3. When you have booked a Mental Health First Aid or Youth Mental Health First Aid training course, we have to share your personal data with Mental Health First Aid (England). You can view how they handle your data within their privacy notice [on their website](#). We share your personal data with Mental Health First Aid England so they can;
- 10.3.1. Send you the Mental Health First Aid Manual
  - 10.3.2. Provide you with a Mental Health First Aid Training Certificate
- 10.4. When you sign up to one of our training courses you will sign up using Eventbrite. You can read how Eventbrite process your personal data [on their website](#).
- 10.5. We will only share your personal information with third parties when the law requires us to do so, unless you have booked Mental Health First Aid or Youth Mental Health First Aid training, in which case 9.3 applies.
- 10.6. Information disclosed to our trainers during the course of the training session will not be shared outside of the session.



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- 10.7. Our trainers will breach the confidentiality of you or one of your training delegates if they are concerned there is a risk to the health and safety of the individual or to others, in particular where they have a duty to safeguard Vulnerable Adults or Children.

### 11. Specific Needs

Rethink Mental Illness aims to ensure that its events are accessible to all. If you have any specific needs, such as a learning disability or mental health problem which may impact your ability to access and enjoy the Course, please advise us at the earliest possible time, by emailing [training@rethink.org](mailto:training@rethink.org), and we will contact you to discuss your requirements. It is the responsibility of delegates to inform Rethink Mental Illness about any specific needs or requirements they may have.

### 12. Entire Agreement

This Agreement (together with the completed Booking Form) constitutes the complete and exclusive agreement between the parties in respect of the subject matter to which it relates and supersedes all prior correspondence, agreements and understandings.

### 13. Modifications

Any modification of this agreement will only be binding if evidenced in writing, signed by both party

### 14. Force Majeure

- 14.1. Neither party shall have any liability for any failure to perform or delay in performing any of its obligations under this Agreement if and to the extent that such failure or delay is caused by reasons, circumstances or events beyond the reasonable control of that party.

- 14.2. If a party is affected by any circumstance or event of the type described in clause 11.1, that party shall notify the other party as soon as reasonably practicable and the parties shall each use all reasonable endeavours to minimise the impact on the obligations that are affected.

### 15. Complaints

- 15.1. At Rethink Mental Illness we are committed to providing a high standard of customer care and satisfaction. If you are not happy with any element of the service that you have received from us, please contact [training@rethink.org](mailto:training@rethink.org)