



# Rethink Mental Illness Training Terms & Conditions

## Closed and Open Courses delivered within the London Borough of Camden

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

Rethink Mental Illness is registered in England Number 1227970. Registered Charity Number 271028 at 28 Albert Embankment, London, SE1 7GR. You can contact us by emailing [training@rethink.org](mailto:training@rethink.org) or by calling 0333 222 587.

Camden Council has commissioned Rethink Mental Illness to deliver **free** mental health training to people who live, work, study or volunteer within the borough.

## 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 is delivered as 'Closed' or 'Open' courses.

Delivery Type	Description
Closed	Delivered within your organisation virtually e.g. over Zoom or at a venue you have sourced. 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 onto a course which is running on a particular day and time as an individual either remotely or in-person at a venue provided.

- 1.3. Camden Council has commissioned us to deliver 6 different courses:

Course Name	Course Description
Mental Health Awareness	Written by Rethink Mental Illness. It is 3.5 hours online or 4 hours in person. Max attendees: 20
Mental Health for Managers	Written by Rethink Mental Illness. It is 3.5 hours online or 4 hours in person. Max attendees: 20
Mental Health First Aid	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.
Youth Mental Health First Aid	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.
Suicide Awareness	Written by Rethink Mental Illness. It is 4 hours in person and online. Max attendees: 20
Bite-size sessions	Written by Rethink Mental Illness. Max. 4 hours long and delivered remotely. Group sizes vary and are agreed with the commissioners, case by case.



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1.5 Our training is delivered 'inhouse' or 'remotely'.

Delivery Type	Description
Inhouse	Our training is delivered within your organisation or at a venue you source. Rethink Mental Illness is not responsible for sourcing, paying for, providing lunch or refreshments at, or the health & safety requirements of, the venue.
Remote	Our 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 your delegates have access to a computer with audio and camera enabled, internet access and are able to utilise video conferencing software.

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

- We will deliver your chosen training course:
  - within your organisation on a Closed course **or**
  - to you and others on an Open course
- Your training will either be delivered:
  - face-to-face at your organisation
  - in a named venue sourced by Rethink Mental Illness (if Open and face-to-face) **or**
  - remotely via video conferencing software
- Your training will be delivered on the date and time agreed in the booking form or as listed on the Eventbrite page you registered via.
- We will deliver your chosen training course within your organisation remotely or in-person on the date and time agreed in the booking form.
- We will ensure our trainers deliver the training using reasonable skill and care.
- We may change the trainer delivering your course without notice.
- If you have requested any amendments to our standard training content, these will be written and delivered as per the scope of works detailed in the booking form.
- We reserve the right to change the course content of any of our training courses at any time and without prior notice. Reasons for changes may include a need 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.



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- For our 'Standard' courses, 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 and there have been sufficient responses.
- 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 ensure you attend the training course you have booked – each place on the course costs Camden Council money which is paid even if you do not turn up.
- For remote courses (delivered online) 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.
  - Everyone on the training will contribute to a supportive and positive environment. 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 delegate/s if the trainer believes they 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) delegates from the online course. (Remote sessions).
  - During in-person courses, the trainer reserves the right to ask delegate/s to leave.
  - If delegate conduct is severely impacting the experience of other learners, particularly in relation to other delegates' health, safety and wellbeing, and the delegate/s refuse to leave the trainer reserves the right to discontinue delivery and cease the course. In this instance, we cannot guarantee the course will be rearranged.
  - If applicable, Rethink Mental Illness will inform the Key and/or Emergency Contact at your Organisation named earlier of any issues regarding delegate conduct as soon as possible including delegate names where relevant and necessary.
  - Rethink Mental Illness might share general themes discussed on the course with the commissioners if appropriate/necessary but will not breach confidentiality (ie we will not give names or identifiable features of people who shared anything) unless it was needed in order to safeguard someone from harm.

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

- You will check the information contained in the booking form is complete and accurate.
- You will provide us with all the information, such as venue and access details for "inhouse" courses.



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- You will provide a suitable training venue/room within which we will deliver any "inhouse" training and ensure our trainers and anyone else involved in delivering or quality assuring our training 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, screen and any connectivity needs (inhouse courses).
- You will prepare the training venue before the training takes place, ensuring it complies with all relevant legislation, including Health & Safety requirements.
- You will inform us within 10 working days of the training if any delegates have any needs such as a learning disability or mental health problem which may impact their ability to access and enjoy the course to enable us to consider possible support/accessibility (see section 9).
- You will keep any materials (documents, equipment and otherwise e.g., workbooks) we have supplied prior to the training session safely, 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 remote training.
- **You will share these terms and conditions with everyone who is going to attend the training and bring their attention to the following points:**
  - Everyone on the training will contribute to a supportive and positive environment. 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 delegate/s if the trainer believes they 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) delegates from the online course. (Remote sessions).
  - During in-person courses, the trainer reserves the right to ask delegate/s to leave.
  - If delegate conduct is severely impacting the experience of other learners, particularly in relation to other delegates' health, safety and wellbeing, and the delegate/s refuse to leave, the trainer reserves the right to discontinue delivery and cease the course. In this instance, we cannot guarantee the course will be rearranged.
  - Rethink Mental Illness will inform the Key and/or Emergency Contact at your organisation named earlier of any issues regarding delegate conduct as soon as possible including delegate names where relevant and necessary.
  - Rethink Mental Illness might share other information such as delegates' names/personal data/attendance/performance on the course if necessary, possible and/or requested by you, our client. Further details in section 8.
  - Rethink Mental Illness might share general themes discussed on the course with the client organisation if appropriate/necessary but will not breach confidentiality (ie we will not give names or identifiable features of people who shared anything) unless it was needed in order to safeguard someone from harm.
- You will be responsible for all delegates' health, safety and wellbeing during the course.
- You will recruit a minimum of 15 delegates. Please contact us if you are struggling to recruit delegates.
- You understand that if low numbers of delegates attend a course, we reserve the right to end the training early once we have covered all course material, as training with smaller groups can take less time.



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- You understand that if fewer than 2 turn up or are in the training at any time (i.e. if people leave early), the trainer will end the training for health and safety reasons, and we cannot guarantee to rearrange the course.
- You will recruit a maximum of 16 delegates for Mental Health First Aid (Youth or Adult).
- You will provide an emergency contact on the booking form who will be contactable by phone throughout the training session/s and immediately afterwards.
- You will not share any of Rethink Mental Illness's resources with anyone other than those named at the time Rethink Mental Illness shares it/them with you.
- You will not share any Mental Health First Aid England resources you are given with anyone other than those named at the time Rethink Mental Illness shares it/them with you.
- You will provide tech/IT support to the delegates for remote courses.
- You will provide tech/IT support to the trainer if needed for in-person courses e.g. when connecting their laptop to the screen you have provided.
- You will be responsible for any refreshments and food you wish to provide or make delegates aware that they are responsible.
- You will make all delegates aware of these Terms and Conditions. In particular, bringing their attention to sections 4 (delegate conduct) and 8 (confidentiality and data protection).
- If you are booking this training with one or more other organisation, each organisation agrees to these Terms and Conditions and will thus provide a Key Contact and all other requirements set out in these Terms and Conditions and the booking form.

## 5. Booking our training - Closed Courses

- You can book the available courses for a group of people from within your organisation by emailing [training@rethink.org](mailto:training@rethink.org) or by calling 0333 222 587 and telling us:
  - The nature of your organisation (industry/sector and private, public or third sector)
  - The date & time you would like the training
  - 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 face-to-face training to be delivered at
  - You must be able to confirm that your organisation operates within the London Borough of Camden.
- 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.
- 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

- All of our Camden Open Courses dates are advertised on our website;  
<https://www.rethink.org/aboutus/what-we-do/mental-health-training/mental-health-training-camden/>



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- 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

- If you, our customer, needs to cancel the agreed training courses(s) or your individual attendance you should do so in writing, by emailing [training@rethink.org](mailto:training@rethink.org)
- As the courses are provided to you free of charge, there is no charge should you cancel. However, please be aware that the council and/or Rethink Mental Illness may have already incurred costs.
- 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 may 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. Intellectual Property Rights

- We retain all Intellectual Property Rights for our Mental Health Awareness, Mental Health for Managers, Suicide Awareness and Bite-size 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).
- Unless you have our express written permission to do so, you are not allowed to:
  - 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
- Mental Health First Aid England retain all Intellectual Property rights for their Mental Health First Aid and Youth Mental Health First Aid training courses.

## 9. Confidentiality & Data Protection

- 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 0333 222 587.





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- Request/gather feedback on our training immediately after the session and in future (e.g. a 6-month follow-up survey) from the date of the session for evaluation and quality purposes.
- Your personal information will be processed as per our Privacy Notice which can be accessed via our [website](#) or provided on request.
- 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 the following applies:
  - When you have booked Mental Health First Aid or Youth Mental Health First Aid, delegates are required to register with Mental Health First Aid England and provide personal data. You can view how they handle delegates' data within their privacy notice [here, on their website](#). Mental Health First Aid England require delegates' personal data so they can:
    - Send delegates the Mental Health First Aid Manual and Workbook.
    - Assess the work that delegates submit (for some online courses).
    - Contact delegates regarding their manual and workbook delivery, submitted work (online only) and delegates' certificates.
  - Provide delegates with their certificates.
- Rethink Mental Illness may provide you, our customer, with information about individual delegates which is required to quality-assure and monitor the training. This information includes and is limited to:
  - Names of delegates who have registered to attend a course (if applicable, e.g., in the case of Mental Health First Aid)
  - Names of delegates who attended a course
  - Names of delegates who completed a course (and, in the case of Mental Health First Aid, have passed the course)
  - Names of delegates who attended part of a course (i.e., delegates who started late, finished early, or missed sessions)
  - Any information that delegates have used to register for a Mental Health First Aid course i.e., Name, e-mail address, home address, phone number etc. E.g. in order to help locate missing materials.
  - Any issues relating to delegate conduct as earlier described.
  - A copy of delegates' MHFA certificates if requested.
- Information disclosed to our trainers during the training session will not be shared outside of the session, unless anonymously as described in 4.
- Our trainers will breach the confidentiality of you or 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.



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## 10. Specific Needs

- Rethink Mental Illness aims to ensure that its events are accessible to all.
- Open courses - 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 when asked at sign-up, or at the earliest possible time by emailing [training@rethink.org](mailto:training@rethink.org). 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.
- Closed courses - If delegates have any specific needs, such as a learning disability or mental health problem which may impact their ability to access and enjoy the course, please advise us on our booking form when asked, or at the earliest possible time by emailing [training@rethink.org](mailto:training@rethink.org). We will contact you to discuss the requirements. It is the responsibility of you, the client, to inform Rethink Mental Illness about any specific needs or requirements delegates may have.

## 11. 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.

## 12. Modifications

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

## 13. Force Majeure

- 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.
- If a party is affected by any circumstance or event of the type described in clause 13.1, 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.

## 14. Complaints

- 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).