

GENERAL TERMS

The following terms and conditions cover NPQ provision offered by Thomas Estley Learning Alliance (TELA)

1:1 CANCELLATION

TELA is committed to offering high quality provision that meets the needs of candidates and will always aim to plan viable events. Occasionally, circumstances will arise which result in the need to cancel provision. When this is the case, TELA will take proactive steps to inform you as soon as possible. TELA reserves the right to modify or cancel any provision if unforeseen circumstances arise, but we will do our utmost to avoid doing so.

Should TELA cancel an event that you have paid to attend, TELA will:

Reschedule the event or

Offer an alternative session running in a different area,

1:2 PARTICIPANT LIABILITY

Participants registering/applying for any programme confirm that all information submitted is accurate and true and agree to adhere to the TELAs terms and conditions. Any false or misleading information may result in forfeit of fees paid and withdrawal from the qualification.

It is the responsibility of the participant to inform TELA of any changes or amendments to personal circumstances and/or contact details.

Participants agree not to share, duplicate or infringe on copyright of TELA content without the express permission of TELA.

Participants agree to attend all face-to-face sessions unless extenuating circumstances prevent them from doing so. In the case of being unable to attend a session due to extenuating circumstances, an alternative session will be offered where possible.

Participants are responsible for managing their attendance of events. For information on cancelled events, please refer to 'Cancellation'.

Participants are responsible for tracking their own progression and completing their assessment in the allotted time frame.

Participants may not transfer their place on a TELA NPQ to another person.

1:3 PAYMENT

Unless otherwise stated, all prices quoted are exclusive of VAT and are correct at the time of publishing on our website or in printed literature.

PAYMENT LIABILITY

If a participant leaves their current employment and the employer had agreed to fully pay course/qualification costs, then liability for paying/arranging payment of unpaid monies remains with the school. Course/qualification fees will be invoiced at the start of the course/qualification and will need to be paid within 30 days.

1:4 COMPLAINTS PROCEDURE

In the first instance, please talk to us with any concerns or issues. You can however find our full complaints below.

1:5 DEFERRING FROM AN NPQ QUALIFICATION

Candidates may apply for a deferral in exceptional circumstances for example; sickness, bereavement, maternity/paternity leave, or another exceptional reason. Candidates must contact the NPQ administrator citing the full reason for the deferral.

Requests to defer from a course/qualification that has already commenced need to be received immediately. Deferrals are considered on a case-by-case basis.

If the reason for deferral is not considered to be exceptional, we would aim to provide additional support to help you complete your NPQ.

Should you choose to withdraw from the programme please see the withdrawal terms below.

A deferral can be granted for a maximum of 12 months. Candidates who decide not to re-engage with their qualification will be subject to the ALL withdrawal terms below.

Candidates who defer and wish to repeat course content (including face-to-face events) may be required to pay additional charges. Extenuating circumstances will be considered on a case-by-case basis.

Deferrals will not be granted for COVID related reasons or work load related reasons due to COVID. DfE have granted a 6 month extension to all courses starting prior to November 2020.

1:6 WITHDRAWING FROM AN NPQ QUALIFICATION

Candidates wishing to withdraw from a qualification must provide reason(s) in writing and will be subject to charges and withdrawal fees. Charges for withdrawal will be invoiced to the applicant's school in line with the framework below:

Withdrawal timescale:	Charge:
Prior to programme	£150 administration fee
After first delivered session (launch event)	100% of fee retained

1:7 PARTICIPANTS ON NPQ SCHOLARSHIPS from DofE

Deferrals for participants on a scholarship will be considered on a case by case basis. Candidates must contact the NPQ administrator citing the full reason for the deferral.

1:8 SCHOLARSHIP PARTICIPANTS WITHDRAWING FROM AN NPQ QUALIFICATION

Those successful in claiming scholarship funding will be liable to repay funding if withdrawal takes place. Participants must put in writing to ALL the reasons for withdrawal by completing a Deferral / Extension / Withdrawal Form. We will consider those with extenuating and exceptional circumstances (for example; long term sickness, bereavement, maternity/paternity leave) on a case-by-case basis.

Should we agree with the withdrawal or deferral in exceptional cases – the reasons given will be submitted to the DoFE who will consider these fairly and consistently.

Withdrawal timescale	Charge
After full registration and prior to programme	50% of fee retained
After first delivered session (Launch Event)	100% of fee retained
Subsequent withdrawal at any time	100% of fee retained

*Applicants should be mindful that a withdrawal may preclude them from applying for funding on a NPQ programme in the future.

1:9 Unsuccessful application for NPQ Scholarship

It is the applicant's responsibility for ensuring they understand the eligibility criteria for scholarship funding as detailed on our website.

TELA will not take any responsibility for incorrect information provided by the participant in terms of the criteria set to access this funding.

If an applicant is unsuccessful in claiming scholarship funding due to not meeting the criteria the applicant's school will become liable to pay the full cost of the qualification.

Investigating your complaint

1. We will email you acknowledging receipt of your complaint within three days of receiving it, attaching a copy of this procedure.
2. We will then investigate your complaint. This will normally involve our Programme Manager reviewing your complaint and contacting relevant members of staff to gather information. S/he may ask you for further information or detail pertaining to your complaint where this is necessary to the investigation.
3. We will communicate the outcomes of our investigation and our proposed resolution to your complaint initially by email and will continue to engage with you until you are satisfied with the proposed resolution.

Stage 1: The TELA Programme Manager will contact you within 14 days of sending you the acknowledgement email to provide a detailed written reply to your complaint, including his/her suggestions for resolving the matter.

Stage 2: If you are not completely satisfied by the suggested resolution, we will arrange for a meeting (ideally face to face or, if this is not possible, by telephone) to take place between you and the Programme Manager to further discuss your complaint and possible solutions.

Stage 3: If you remain unsatisfied with the proposed resolution then we will arrange for your complaint to be reviewed by the Chair of the TELA strategic Heads group, who will then write to you with a response and suggested resolution.

4. At each stage of the investigation we will provide a written summary of the proposed resolution and we ask that you reply to our communications within 14 days stating whether you are satisfied with the proposed resolution or whether you wish the investigation to move to the next stage.

5. If you remain unsatisfied following the involvement of the TELA strategic group, and your complaint relates to a National Professional Qualification, then you can contact the NPQ Reform Team at the Department for Education via email NPQ.REFORM@education.gov.uk

Improving our provision

TELA records details of all complaints received in a Complaints Log, identifying the issue forming the basis of the complaint.

The Complaints Log is reviewed by the TELA Management Team every time a new complaint is received. The team is responsible for ensuring that any necessary improvements to the programmes and the participant experience are implemented to prevent future complaints of a similar nature.