Applicable to bookings placed on or after: 4/11/2026

Summary of cancellation and deferral terms

See sections 4, 5 and 6 below for full details.

1. Online bookings may be cancelled and fully refunded within 14 days of booking (cooling off period).
2. Otherwise, the following cancellation charges apply:
    - Cancellations made up to 14 days prior to the course start date incur a 15% administration fee (max £150).
    - Cancellations made within 14 days of the start date of the course, including non-attendance, are not refundable.
3. Learners have the option, on one occasion, to defer their place to a later cohort of the course, or to transfer to an alternative programme. A minimum of 14 days' notice must be given. Failure to take up the deferred place will forfeit the course fee.
4. Instalment payment plans are not available for short courses, events and conferences.

Terms and Conditions

(Digital and Short CPD Courses, Events and Conferences)

If you choose to enrol on a short course, the following terms and conditions will represent a binding agreement. They explain who we are, how we will provide the course to you, how we may amend or end this contract, information regarding payment of fees and other important information.

Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

1. INTRODUCTION

1.1. This document represents the terms and conditions on which we, Tavistock Education and Training, North London NHS Foundation Trust (also referred to as The Trust), provide services to you, the learner, in the form of short course programmes of study delivered in person and digitally, events and conferences, hereafter referred to as courses.

1.2. You must read these terms carefully before you pay for a place on a course at the North London NHS Foundation Trust. These terms tell you who we are, how we will provide the course to you, how we amend or end this contract, information regarding payment of fees and other important information.

1.3. Enrolment on a course at the Trust constitutes a binding agreement to comply with these terms and conditions.

1.4. A copy of these terms and conditions, and other useful information can be found on our website https://tavistockeducation.ac.uk/about-us/terms-and-conditions/.

1.5. Clause 1.6 of these terms only apply to consumers (that is, learners purchasing a Course as an individual for their own personal and private use) as defined in clause 3.8. Otherwise, paragraph 1.7 of these terms applies.

1.6. If you are a consumer, you may only purchase a Course from our Website:

1.6.1. if you are at least 18 years old; and

1.6.2. for your own personal use, the course and its contents should not be exploited for commercial gain.

1.7. If you are not a consumer, you confirm that:

1.7.1. you have authority to bind any business on whose behalf you use our website to purchase the Course; and

1.7.2. each Course you purchase will be for use by one individual only. You will not permit multiple individuals to access a Course using the same details, or to present the course to a group of individuals. Should the personal license granted under clause 20.3 be breached then the learner is liable for losses incurred by the North London NHS Foundation Trust and this act constitutes copyright infringement. A separate license for additional users must be requested for distribution beyond your own personal use.

1.8. Learners who are consumers agree not to use the Course for any commercial gain; for example either business or re-sale purposes, and we, the Trust, have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

1.9. For learners who are not consumers we only supply the Course for internal use for your business and/or professional development, and you agree not to use the Course for any re-sale purposes.

2. INFORMATION ABOUT US AND OUR CONTACT INFORMATION

2.1. We are Tavistock Education and Training, part of the North London NHS Foundation Trust ("the Trust"). You can contact us by emailing cpdevents@tavi-port.ac.uk.

2.2. We will contact you by telephone, email or in writing at the addresses you have provided to us. We may also contact you through the MyTAP system or via Moodle.

2.3. 'In writing' includes email and contact made through MyTAP or Moodle. Any communication sent to you by the Trust using the email address you have provided will be regarded as properly sent and received by you.

2.4. Some of our courses have professional body accreditation. Where this is the case, the accrediting body will be identified in our online and printed publicity as well as course handbooks and specifications. Where professional bodies have specific requirements for registration or certification, these will be outlined in the relevant course promotional materials and handbooks.

3. DEFINITIONS

3.1. **TET:** Is Tavistock Education and Training, within the Trust.

3.2. **Short Course Team**: within Tavistock Education and Training, is responsible for the management and delivery of training activities including CPD and short courses, events and conferences, including in person and digital CPD and short courses, events and conferences.

3.3. **MyTAP:** Is the Trust's online learner portal and application system.

3.4. **Moodle:** Is the Trust's Virtual Learning environment (VLE), an online platform for providing specific course information and, where relevant, course forums and submission of assignments.

3.5. **Academic Year:** Refers to the period of the year during which a learner attends an event or programme of study. This is usually reckoned from the beginning of the autumn term (usually September) to the end of the summer term (usually June or July).

3.6. **Course Administrator:** Is the person responsible for the administration of your course and your point of contact for its duration.

3.7. **Learner:** is the general term for anyone participating in a CPD course, event or conference at the Trust.

3.8. **Consumer:** a person who purchases goods and services for personal use, not as continued professional development. Furthermore an individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession.

3.9. **Trust:** The North London NHS Foundation Trust.

4. YOUR STATUTORY CANCELLATION RIGHTS

4.1. If you are a consumer and are not entering into the Contract for purposes connected with a business then under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your contract with the Trust for up to 14 days after receiving confirmation from us (the "Cancellation Period").

4.2. All cancellations must be made in writing by emailing CPDEvents@tavi-port.ac.uk .

4.3. If you cancel this contract as set out above, the Trust will reimburse to you all payments received from you. The Trust will make the reimbursement without undue delay, and not later than 14 days after the day on which it is informed about your decision to cancel this contract.

4.4. If the course starts before the end of this cancellation period and you participate in the course within the cancellation period, you agree that the Trust are supplying services to you with your agreement before the end of the cancellation period. If you subsequently decide to cancel the contract within the cancellation period, you may be liable to pay a proportion of course fees to cover the period from the commencement of the Trust's service to you to the date of cancellation.

5. REFUNDS AND CHARGES

5.1. The cancellation rights in this clause 5.1 apply to consumers only. Learners have the right under Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, to cancel this contract with the Trust for up to 14 days after receiving confirmation from us (the "Cancellation Period").

5.2. Unless made within the statutory cancellation period (as above), all cancellations are subject to an administration charge of 15% of the course fee, up to a maximum of £150.

5.3. If the learner expressly requests that the Trust start providing the Services within the Cancellation Period, for example by attending the Course, then the Trust will be entitled to charge a reasonable sum for the Services provided based on the proportion of the Course the learner has undertaken. As a result, the Trust can deduct this sum from any refund payable.

5.4. All cancellations must be confirmed in writing to CPDevents@tavi-port.ac.uk.

5.5. Refunds will be calculated and paid in Sterling (GBP). Where the receiving bank account is operated in another currency the Trust is not responsible for paying any currency conversion or bank charges

that may be incurred, nor will the refund amount be adjusted to compensate for any variation of the exchange rate since the booking was originally placed.

5.6. Cancellation charges:

- **Cancellations made up to 14 days prior to the course start date will incur a 15% administration fee up to a maximum of £150.**
- **Cancellations made within 14 days of the start date of the course will be charged at 100%**
- **Non-attendance charge: 100%**
- **In respect of online self-study courses beginning with course code DAA where the learner has digitally accessed the course materials then the learner will be deemed to have waived their statutory right to cancel under clause 5.1 and no refund will be offered.**

5.7. If a learner is unable to participate, there is no charge to replace the original participant with a substitute. Please inform the short course administration team, no later than 7 days prior to the start of the course, of any changes to the original booking in writing by emailing CPDevents@tavi-port.ac.uk.

5.8. REFUND METHODS

5.8.1. Payment by credit or debit card and cancelled within 180 days of the original payment: refund will be made to the credit or debit card from which original payment was made.

5.8.2. Payment by credit card and cancelled after 180 days of the original payment: Refund will be made by BACS.

5.8.3. Payment by BACS: Refund will be made by BACS.

6. DEFERRING A PLACE

6.1. Any learner wishing to defer their place on a course to a later date, or transfer fees paid to a different programme **must do so at least 14 days prior to the start of the original course booked otherwise cancellation charges as above will apply.**

6.1.1. Learners should contact their Course Administrator via CPDevents@tavi-port.ac.uk to discuss options.

6.1.2. If a learner is transferring fees paid to an alternative course of greater value they must pay the balance before taking up their place on the new course.

6.1.3. If a learner is transferring fees paid to an alternative course of lesser value the Trust will refund the difference in fee.

6.2. A learner can only defer or transfer their place on one occasion and must take up their place within 12 months of the original course date. Payment will not be refunded if a learner does not take up their place on the deferred course. Please also see section 5.

6.2.1. **Self-study online course bookings cannot be transferred once the learner has been sent the course log-in details**.

7. COURSE FEES

7.1. The Trust will review and set fees each academic year and reserves the right to make amendments to them. Fees quoted are in pounds sterling and no VAT is charged.

7.2. SELF FUNDED LEARNERS

7.2.1. Learners must pay their fees in full at the point of making the booking (unless sponsored, please see Section 7.3 below)

7.2.2. Fees can be paid using all major credit and debit cards or BACS transfer (on request). The Trust is not able to accept cheque payments.

7.2.3. Instalment payment plans are not accepted on short courses, events and conferences

7.2.4. Should learners wish to withdraw from their course, any refund will only be made in accordance with either Statutory Cancellation Rights (Section 4) or Refunds and Charges (Section 5)

7.3. SPONSORED LEARNERS

7.3.1. If a learner is sponsored by their employer or another organisation, they must provide the details of who will be paying their fees during the booking process. Proof of funding, for example a purchase order or letter on organisation headed paper from the budget holder with details of who to invoice, must be provided as part of the booking process.

7.3.2. Should suitable proof of funding not be received two weeks prior to the course start date we reserve the right to deny access to the course.

7.3.3. An invoice will be sent directly to the sponsoring organisation and payment is due in full within 30 days of the invoice date.

7.3.4. Sponsoring organisations cannot make payments in instalments.

7.3.5. If a sponsor fails to settle the invoice, the learner will be liable for all outstanding fees.

7.3.6. Once the sponsor fee has been set up, any subsequent changes to the organisation of fee payments will need to be made directly between the learner and sponsor themselves.

7.4. By agreeing to these terms, learners or agents of an organisation where bookings are made on behalf of learners, are entering into a financial contract with the North London NHS Foundation Trust and are accepting responsibility for paying course fees.

8. RECOVERY OF UNPAID FEES

8.1. The Trust will take all steps to recover fees that are due and unpaid. They may:

- record debtors on Trust databases and on your MyTap portal;
- send regular debt chasing emails to the learner and sponsors;
- pass details and information regarding debts to a debt collection agency;
- withhold certificates;
- decline further course bookings with the Trust until the debt is settled.

9. APPLICATION

9.1. All enrolments should be made through the Trust's online portal and application system, MyTAP.

9.2. If a learner provides the Trust with incorrect or fraudulent information in their application the Trust reserves the right to cancel this contract and the learner's registration whenever we become aware of this. In such circumstances, the learner will be liable for tuition fees for their period of study, in accordance with section 5 (Refunds and Charges).

9.3. Any International learners attending an in-person course are responsible for ensuring that they obtain the relevant travel documents, including visas where necessary, to enter the UK.

10. LATE APPLICATIONS

10.1. In some circumstances a learner may be allowed to join a course after its official start date. This decision is fully at the Trust's discretion.

10.2. Learners will be required to pay the full fee in such circumstances.

11. LEARNER ATTENDANCE AND ABSENCE (Live taught sessions only)

11.1. The Trust will provide a suitable venue for the training for face-to-face courses or an appropriate digital platform for courses delivered remotely.

11.2. The Trust will ensure that as part of the pre-course joining instructions:

- the venue location information is clearly conveyed for face-to-face courses;
- relevant logins and technical support information are distributed for any digital platform(s) for remote courses.

11.3. Learners are responsible for ensuring that:

- they make suitable transport arrangements to arrive at the training venue in good time for face-to-face courses;
- they have received relevant logins and if not to alert CPDEvents@tavi-port.ac.uk no later than the working day before the course is due to start;
- they check that any device they plan to use to connect to remote training can connect to the relevant digital platform. If connection problems are encountered CPDEvents@tavi-port.ac.uk should be contacted immediately and in good time before the course starts. The Trust cannot accept any responsibility if you cannot access the course and have not contacted us in advance.

11.4. All absences should be reported by the learner to their Course Administrator and Course Lead as soon as the learner is able to do so.

11.5. Prolonged absenteeism due to ill health must be notified to the learner's Course Administrator as soon as reasonably possible.

11.6. Learners should discuss any concerns regarding attendance with their Course Tutor and Course Administrator as soon as they are able to do so.

12. CHANGES TO OR CANCELLATION OF SCHEDULED PROGRAMMES

12.1. The Trust may need to cancel scheduled programmes of study if it is considered reasonable and necessary. Circumstances in which we may cancel a programme of study would include:

12.1.1. insufficient number of learners to run the course;

12.1.2. unforeseen unavailability of key teaching staff.

12.2. Decisions to cancel or fundamentally alter a course will be taken before the start of the course and all learners notified as soon as it is practically possible.

12.3. Where the Trust is required to cancel a scheduled programme of study or learning activity, it will use its best endeavours to offer alternative provision.

12.4. If a learner does not wish to accept this alternative provision or no suitable alternative can be provided the Trust will refund any course fees paid.

12.5. The Trust will use all reasonable endeavours to deliver the course in accordance with the description applied to it in the relevant promotional materials. However, the Trust will be entitled to make reasonable changes to the course where that will enable the Trust to deliver a better quality of educational experience to learners enrolled on the course, or where changes are required by the accrediting professional body. Such changes may be to:

12.5.1. the content and syllabus of programmes;

12.5.2. the timetable, location and number of classes;

12.5.3. the timing, content, or method of delivery of programmes of study.

12.5.4. the staffing of the programme of study, subject to availability.

12.6. In making any changes, the Trust will aim to keep the changes to the minimum necessary to achieve the required quality of experience, and will notify learners in advance about any changes that are required. If the Trust changes your course and you are not satisfied with the changes, you will be offered the opportunity to withdraw from the course or move to another course and will be refunded any unused course fees.

13. FORCE MAJEURE

13.1. The Trust will make every reasonable effort to deliver courses and training as described on its website and other course documentation. There may be occasions when we are unable to do so, for reasons beyond our control. Such circumstances may include, for example, industrial action at the Trust or at third parties, unavailability of key staff, lower or higher demand from learners, legal, regulatory or government policy changes, severe weather, fire, terrorist attack, epidemic or pandemic, failure of public transport, or failure or inoperability of video conference or virtual learning environment systems.

13.2. In such circumstances, the Trust will take all reasonable steps to minimise the resulting disruption to its services and to affected learners, by, for example, offering affected learners the chance to reschedule, move to an alternative course, or by delivering a modified version of the same course, but to the full extent that is possible under the general law the Trust will not be liable for any loss and/or damage arising from matters outside of the Trust's control which could not have been foreseen or prevented.

13.3. For courses delivered digitally the Trust will take all reasonable steps to provide the relevant guidance and support for using the associated systems. If learners have any concerns about the compatibility of their equipment with advertised Trust systems these should be raised before booking. The Trust will not be liable for any subsequent compatibility issues, loss of connectivity, or IT failures of learner's equipment where other learners are able to access the training successfully.

14. PERSONAL DATA AND DATA SHARING

14.1. All of the personal information obtained from you and others in connection with your studies at the Trust will be held in secure conditions and will be used by the Trust during your course and after you leave the Trust for a variety of purposes including the administration of all academic records, learner and welfare support services and the operation of the Trust's policies and procedures.

14.2. The Trust is under an obligation to provide learner data to various external organisations and such information will only be released under the terms of the Data Protection Act/GDPR.

14.3. For learners on NHS-funded or employer-sponsored programmes or learning activities, the Trust, where required, will provide information on attendance, progression and performance to professional or regulatory bodies as appropriate. This information will also be provided to other sponsors on request.

14.4. For learners completing a course of study that is accredited by or delivered in collaboration with, an external body such as the British Psychoanalytic Council (BPC), Association of Family Therapists (AFT), Association of Child Psychotherapists (ACP), Health and Care Professions Council (HCPC) or any other body specific to the course of study, the name and contact details of the qualifying learners will be shared with these organisations to enable the accreditation or registration of membership to be made by those external bodies.

14.5. Where concerns are raised or proven regarding issues around patient safety or professional suitability, we may share information with placement providers, employers or professional bodies in accordance with published Trust procedures.

14.6. The Trust may record lectures and other teaching events, so that recordings can be made available to learners for teaching purposes. The recordings may include comments made by learners.

14.7. The Trust may contact alumni, once they have completed their studies, to share information which may be of interest, or for philanthropic support. Alumni will be given information on how to opt in or out of future communications.

15. CHANGES TO PERSONAL DETAILS

15.1. Learners must notify the Trust of any change(s) in their circumstances including (but not limited to) change in address, change in email address and contact number and, if sponsored, change in employer contact number and address; this should be completed by contacting CPDevents@tavi-port.ac.uk.

15.2. Changes to a name cannot be made without approval by Learner Registry and learners making such changes should contact us at CPDevents@tavi-port.ac.uk to make arrangements.

16. TRUST POLICIES AND PROCEDURES

16.1. Learners on all courses are required to comply with all Trust policies and procedures which can be found on the Trust website: https://tavistockeducation.ac.uk/about-us/policies-and-procedures/academic-freedom-and-freedom-of-speech/.

16.2. Key provisions of the policies and procedures of which learners should be aware include:

- the Trust's expectations as regards learner behaviour, attendance, academic diligence and the requirements of your course. Failure to meet these expectations may mean that you are not permitted to progress on your course or that you are not entitled to receive your award or certificate.
- the Trust's expectations regarding academic misconduct, including plagiarism, whilst undertaking a university accredited or professional qualifying course. Breach of these expectations may result in a disciplinary process and the imposition of academic penalties and/or expulsion.
- the Trust's policy on Academic Freedom and Freedom of Speech.

16.3. The Trust reserves the right to add to, delete or make reasonable changes to the policies and procedures and/or these terms and conditions where in its opinion this will assist in the proper delivery of education. Changes are usually made for one or more of the following reasons:

- to review and update the policies and procedures and/or terms and conditions to ensure they are fit for purpose.

- to reflect changes in the external environment, including legal or regulatory changes, changes to funding or financial arrangements or changes to government policy, requirements or guidance.
- to incorporate sector guidance or best practice.
- to incorporate feedback from learners.
- to aid clarity or consistency of approach.

16.4. The updated policies and procedures will be made available on the Trust's website and may be publicised by other means so that learners are made aware of any changes.

16.5. Learners may gain access to confidential information during their programme of study including, in particular, information relating to the diagnosis and treatment of patients. The Trust's policy on the confidentiality of patient information is a cornerstone of professional practice. Staff, trainees and learners are required to comply strictly with this policy and failure to do so may result in action under the Trust's learner disciplinary policy and/or the professional suitability policy. The maintenance of confidentiality is also a requirement of course work discussion groups, seminars, learner presentations and all learning activities. This includes work submitted for formal assessment which must ensure that references to individuals and institutions are fully anonymised.

16.6. Learners may not make recordings of any Trust lecture, seminar or other teaching event, except where expressly agreed in advance with the course team and other learners. If intending to make a recording, a learner should check first with the presenter and must not distribute the recording to others. Learners should read the Short Course Reasonable Adjustments Policy for more information on making recordings during teaching.

16.7. All Trust IT systems and services as well as the online virtual learning environments (VLEs) must be used appropriately at all times. Information created, distributed, or stored on Trust premises and cloud services is Trust property and should be used for authorised purposes only. Learner use of the Trust IT and online systems will be monitored, and all learners are expected to adhere to Trust policy.

16.8. The Trust is fully committed to equal opportunities in its practice and teaching. The Trust aims to promote a productive and harmonious learning environment where learners are valued, everybody is treated with respect and dignity and in which no form of intimidation or harassment will be tolerated.

16.9. The Trust operates a strict no-smoking policy in Trust buildings and grounds.

16.10. The Trust has an obligation under the Health and Safety at Work Act 1974 to provide a safe and healthy workplace for staff and learners. Learners are expected to co-operate with the Trust in discharging its duties and responsibilities under the Act. Learners are under an obligation to take reasonable care for their own health and safety and for taking good care of all their personal possessions whilst on Trust premises.

17. LEARNERS WITH DISABILITIES

17.1. The Trust is committed to providing an inclusive and accessible environment, and strives to make reasonable adjustments to accommodate individual needs. All courses are offered conditional upon the Trust being able to implement the specific adjustments reasonably needed for you to complete your course. The Trust is more likely to be able to implement such adjustments in a prompt and timely fashion if you notify us of any disability or specific needs when booking and you engage in any necessary discussions or health assessments as required by the Trust.

17.2. A copy of the Short Course Reasonable Adjustments Policy can be found on our website.

18. INTELLECTUAL PROPERTY

18.1. The ownership of Intellectual Property created during a learner's studies at the Trust will rest with the learner.

19. COPYRIGHT

19.1. Learners are required to use photocopying and other reproduction facilities within the law, including any copyright restrictions on learning materials.

19.2. Without prejudice to paragraph 19.3, you agree that you will not record, reproduce, download, modify, re-publish, sub-license, sell, share, broadcast, transmit, make available, disseminate or distribute in any way any of the content provided as a part of your Course or those created or uploaded by other learners as available on the VLE.

19.3. You may download and use course materials where available, for your own personal, non-commercial use only.

19.4. You acknowledge that due to the interactive nature of the courses, at times it may be appropriate for you and other learners to reproduce, download, modify, adapt and/or re-publish other learners' material uploaded onto the VLE in relation to the course and you agree that other learners may do this in relation to content that you upload.

19.5. When you upload material to the VLE as part of your course, you confirm that you are entitled to upload this material for this purpose and that this will not in any way infringe any other person's rights.

19.6. You will not upload or share with other learners or tutors any material which is unlawful or unsuitable according to societal norms in the United Kingdom or our policies. This includes uploading of material that is false, obscene, sexist, racist, homophobic, defamatory, illegal, abusive, threatening, extremist, destructive (like malware, viruses, bugs, etc.) or otherwise discriminatory, offensive, disruptive or objectionable to others.

19.7. You agree that the Trust shall be under no obligation to monitor, screen or censor any of the content that you or any third-party upload to the VLE. To the fullest extent permitted by law, the Trust accepts no responsibility for any such content.

19.8. The Trust reserves the right to suspend access to the VLE or remove any material you upload or share with other learners or tutors in breach of these Terms.

19.9. By uploading material to the VLE, you give the Trust the right to use the material in any part of our courses and to include your material in our own online and print material for promotional purposes. If you do not wish to give the Trust the right to use your uploaded material you must notify us in writing by emailing CPDEvents@tavi-port.ac.uk prior to the commencement of the course.

19.10. The VLE and course materials may contain links or embedded links to third party content and websites. These links are provided for your reference only and the Trust does not endorse the content or the operations associated with them. The Trust has no control over such content and cannot accept any liability for such third-party content. You should be aware that accessing such content will be subject to third party terms of use and privacy policies.

19.11. Online Short Courses regularly make use of third-party service providers like Google, Facebook, X, YouTube, Panopto etc., some of which might be blocked in some countries or when accessing through some institutional computer networks. You acknowledge that it is your sole responsibility to ensure you can access the content of courses including content on third-party

service providers. If you require further advice as to what service providers will be used on any course, please contact DigitalEducation@tavi-port.ac.uk.

19.12. The Trust is not responsible for the location, hardware and infrastructure you choose to access the VLE from and as such it is your responsibility to comply with any necessary health and safety regulations that apply.

20. COMPLAINTS

20.1. All learners are entitled to make a complaint if they are dissatisfied with their course, or any areas related to it.

20.2. Complaints will be managed in line with the Student Complaints Procedure which can be accessed here https://tavistockeducation.ac.uk/about-us/policies-and-procedures/student-complaints-procedure/

20.3. Formal complaints should be made on the Tavistock Education and Training Student Complaints Form which can be accessed here https://tavistockeducation.ac.uk/about-us/policies-procedures/submit-a-complaint/

21. BINDING CONTRACT

21.1. This contract is subject to English law, and the exclusive jurisdiction of the English courts. Any wording in any provision of the contract shall be severable and may be removed by the courts in the event it is unfair or unreasonable or otherwise is not permitted under English law, but the remaining wording and provisions shall remain in place in the contract.

21.2. The Trust's contract with its learners does not confer third party benefits for the purposes of the Contract (Rights of Third Parties) Act 1999.