

## Advanced Communication Skills Training (ACST)

### Conditions of Registration

- Course fees are payable in advance.
- Payment is required 14 days from invoice or before the training start date, whichever is earliest.
- If payment is not received within 14 days or before the training start date your place on the course could be at risk and you will still be liable for full payment of the course.
- If there are insufficient bookings for a course Compton reserves the right to cancel. Where possible this decision will be taken no later than 1 week before the course date and all potential participants will be informed as soon as possible and either booked on the next available course or offered a full refund.

### Cancellations

- Should you wish to cancel your booking please do so by email [learning@comptoncare.org.uk](mailto:learning@comptoncare.org.uk) within 5 working days prior to the course date.
- A change of delegate's name will be accepted at any time with no cost incurred.

### Cancellation Fees

Cancellation fees are charged as below:

| Days prior to course      | % Returned |
|---------------------------|------------|
| More than 11 Working Days | 100%       |
| 10 - 6 Working Days       | 50%        |
| 5 - 0 Working Days        | 0%         |

- A cancellation fee of 100% of the course fee will apply if the applicant cancels within 5 working days prior to the course date or does not attend.

### Refunds

- Where a delegate does not attend a course without cancelling in advance, the charges are non-refundable.
- Refunds cannot be offered for cancellation within 5 working days of the course start date, or for non-attendance.

### Data Protection

- Compton Care maintains databases for course management and marketing. Contact details are held and may be used as a basis for a mailing list to promote future courses (this information is not made available to other organisations).

- This is a full 2-day course which requires attendance on both days and as such certificates can only be issued if this requirement is fully met.
- Due to the experiential nature of the course, **strong personal emotions can occasionally be triggered. In view of this we suggest that participants consider any recent significant or stressful life events prior to attendance.** We are aware that sometimes personal circumstances arise after booking a course, which might make attendance difficult or inappropriate. Please contact us if you wish to speak to a facilitator to discuss this further in confidence.
- It is important that you can fully participate in all scheduled sessions by making alternative arrangements for any other commitments. **Please ensure that you are not working night shifts around the dates of the course and that you are not working before or after the training as this course can be emotionally draining, requiring significant respite afterwards.** This is to ensure that you are **fully engaged** and are not disturbed during the facilitated sessions and will require you to have your mobile phone / bleep switched off during this time. The aim is to also create a respectful environment for the group.
- It is the applicant's responsibility to arrange for study leave / fees from their place of work where necessary.
- It is the responsibility of the applicant to ensure that we are informed of any access or specific dietary requirements prior to arrival.