Terms & Conditions

EF Coach Training Programmes and Workshops – as at April 2026

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1. Definitions

In these Conditions the following expressions shall have the following meanings:

- *"Connections in Mind CIC" or "The company"* means Connections in Mind CIC
- *"The Client" or "The Delegate"* means the person, company or other legal entity identified as providing a request to Connections in Mind CIC
- *"Services"* means the goods or services to be provided by Connections in Mind CIC to the Client under the terms of the contract and "*Services*" shall be construed accordingly.
- "Certification" means IEFCC's coach Certification level 1 or above
- "Accreditation" means Connections in Mind Accreditation EFCT (Executive Function Coach Training) level 1
- *"Confirmation Date"* means the date when all the following apply:
    - A request to supply Services has been received from the Client by Connections in Mind CIC
    - Connections in Mind CIC has confirmed to the Client that the workshop, Delegate Course or development day, or other Services requested, are available.
    - Payment has been received or an alternative payment method agreed.
- *"Contract"* means the contract between Connections in Mind CIC and the Client under which the Services are to be supplied by Connections in

Mind CIC to the Client.

- *"Day"* means every day of the week including Saturday, Sunday and statutory holidays. *"Month"* means a calendar month. *"Week"* means seven consecutive days.
- *"Intellectual Property"* includes all training materials including handbooks, videos, notebooks, inventions, patent applications, granted patents, registered and unregistered designs, copyright works, trademarks and confidential information.

2. Prices

The price payable for the Services shall be the price quoted on the website, in the Training Proposal, Letter of Agreement, or invoice prepared by Connections in Mind CIC at the Confirmation Date, unless otherwise stated.

For in-person workshops, coach training programmes, or development days, the price quoted does not include travel, accommodation, meals or other related expenses, unless otherwise stated.

For in-person workshops, coach training programmes, or development days, accommodation and meals will be provided by the Client the night prior to the training and on the day of the training, unless alternative provision has been agreed.

All prices are exclusive of Value Added Tax and this will be charged at the appropriate rate.

3. Terms of Payment

Where the Services relate to a Delegate Course, payment will be taken at the time of the booking. A payment plan is available at the discretion of Connections in Mind CIC. If a payment plan is offered by Connections in Mind and accepted by the client, the course completion and certificates will not be issued until any outstanding balance for the course and/or training has been fully paid.

Where the Services relate to the provision of a workshop, coach training programme, or development days written for the Client, payment must be made by the due date on the invoice.

Where bespoke training programmes are arranged, the training must be paid for **in advance** prior to commencement of the course.

4.Workshops and Development Days

Connections in Mind CIC may from time to time provide training in conjunction with other Training Providers or Associates. To the best knowledge of Connections in Mind CIC, these Training Providers and Associates are suitably qualified and accredited to deliver the training courses offered.

The contents of course schedules are intended for general guidance only and do not form any part of a contract. Connections in Mind CIC reserves the right to make any reasonable variations to workshops, Delegate Courses, or development days, including

the content and location of the courses, without notice.

Connections in Mind CIC will perform the Services with reasonable skill and care. Any other conditions or warranties, whether expressed or implied as to the quality of the Services, are hereby expressly excluded.

5. Delegate Courses

5.1. General Information

The Delegate Courses are designed to provide an executive functioning understanding, lens, and support to clients to aid their executive function skills development. Executive Function Coaching can be delivered as a bespoke intervention or integrated into existing supportive practice. This course is not a replacement for a Life Coaching Course. It is required that delegates have some experience working 1:1 or with groups of clients/scholars/colleagues in a learning or support capacity - evidence of which may be requested.

Unless otherwise indicated, all courses are delivered solely in English and all delegates must be sufficiently proficient in the English language before attending a course.

5.2. Availability and location of training

The indication of availability and location shown on the Connections in Mind CIC website is for general guidance and does not form any part of a contract. For in-person training, please contact Connections in Mind CIC before making any travel or

accommodation arrangements as Connections in Mind CIC will not be liable for any action that you may take in reliance on the information.

Connections in Mind CIC reserves the right, at its sole discretion, to refuse or withdraw access to any course (whether in-person or online) for individuals deemed unsuitable. This includes the right to deny participation before or after a course has started, as well as to restrict progression to further training programmes.

5.3. Certification Prerequisites

The Client is responsible for ensuring that delegates meet all course prerequisites and that the course is suitable for their needs.

Upon successful completion of the course and required assessment, delegates may be awarded either:

Core Certification (permitting work with adults aged 18+) or

Enhanced Certification (permitting work with both adults and individuals under 18).

In order to be eligible to receive the Enhanced Certification, the following documents must be received by Connections in Mind CIC prior to commencing with the training programme:

- Written evidence of working with young people under the age of eighteen years, for three or more years. Please make a copy of THIS letter template to be filled out by a school head teacher/direct manager/HR manager, or clients vouching for the required evidence of practice. Please note that the letter

should contain a letterhead, the start and end date (if applicable) of the delegate's employment, as well as the position held by the delegate. If there is not three years consecutive experience working with people under eighteen years of age, one can submit several evidence documents (using the letter template link above) to demonstrate the required work experience. If unsure, please contact us at training@connectionsinmind.co.uk to check if this evidence is sufficient.

- A recent Safeguarding certificate to verify recent Safeguarding training of Level 2 or higher (not older than three years).
- A DBS certificate or police clearance equivalent.

Please note that if a Client signs up for the Enhanced Certification, but does not submit the above documentation before the end of the course, the delegate will only receive the Core Certification.

Please direct any inquiries regarding the requirements of the course to our training division at training@connectionsinmind.co.uk. It is the Client's responsibility to ensure that the correct documents are submitted to Connections in Mind CIC via email.

5.4. Certification Data Sharing

If you enrol in IEFCC certification, you agree that we may share relevant personal information with the appropriate certification body for the purpose of processing and administering your certification. This may include your name, postal address, email address, and any other information reasonably required to complete the certification process.

Your data will be shared solely for this purpose and will be handled in accordance with applicable data protection laws. We will take appropriate steps to ensure that any third parties receiving your data process it securely and only as necessary to fulfil certification requirements.

5.4. Attendance

In order to complete the Delegate Course to receive Certification, ALL Pre-Learning tasks must be completed, and you must not miss more than 1 live session. The live sessions are not recorded. Should you foresee a clash with one of the live group training days, please contact Connections in Mind CIC BEFORE starting a Delegate Course.

Should you miss a live group training session, you may be asked to attend the missed session of the following Delegate Course programme and to write that assessment, which means you will receive your Certification only after the next Delegate Course is complete. This decision is at the sole discretion of Connections in Mind CIC.

The Delegate Course officially begins with the release of the Pre-Learning self-study material one week before the start of the course. There is a mandatory 'Welcome & Orientation' session, where we will check our microphones, cameras and internet connectivity, do a walk-through of how to access the material, and a quick orientation training of the programmes we use in the training.

Delegates must complete an online, open-book assessment after finishing all pre-learning and live training sessions, within the specified timeframe provided (this will depend on the course).

If the assessment is submitted after the stated deadline, Connections in Mind CIC reserves the right to mark it within a later marking period, which may delay certification and feedback.

5.5. Accreditation or Certification

Accreditation with Connections in Mind CiC

Delegates who have completed a sole Connections in Mind training programme need to receive a mark of at least 65% in the assessment in order to pass and to qualify to receive their Accreditation. If the delegate scores below this mark, Connections in Min CIC will contact the delegate with feedback and instructions for a rewrite of the assessment. A new deadline for the re-written assessment will be communicated to the delegate, and the assessment will be marked in the following Delegate Course marking period. The delegate will receive their Certification certificate following the completion of the following Delegate Course marking period.

Certification with the IEFCC

Delegates who have completed an IEFCC certification training will be assessed in accordance with the IEFCC's framework. For more information visit: https://www.iefcc.org/

6. Coach IEFCC Certification - Level 2 and above

In order to commence with Level 2, delegates must have received their Level 1 Certification.

The delegate has up to 12 months to complete the Certification. If the client is unable to complete the Certification during this time, they must contact Connections in Mind CIC and ask for an extension. Extensions cannot be guaranteed and are available at the company's discretion.

A delegate will be deemed to have successfully completed Certification at Level 2 or above, and will receive their certificate, once all of the following criteria have been met:

- Full payment for the course and certification has been received; and
- All requirements for the course and relevant level of certification have been successfully completed (details of which will be provided prior to registration).

7. Supervision sessions (Course and ongoing certification)

Group supervision sessions will be pre defined and dates given to the delegate. If you miss a group supervision session you may be allocated to another group to make up your supervision session or you may have to pay an additional cost for an individual session.

For individual supervision, the delegate is responsible for arranging supervision sessions

with their supervisor.

The following cancellation policy applies for Individual supervision only : It is the delegate's responsibility to notify their supervisor within 24 hours if the delegate cannot make a supervision session. Failing this, this session will be forfeited to cover the cost of the supervisor, and the delegate will need to purchase an additional supervision session from Connections in Mind CIC so as to meet the minimum requirement of supervision sessions for the level of certification.

When a delegate submits their portfolio for marking, they have ONE revision included in the initial course cost. If a delegate would like another review an additional cost will be applicable per additional revision needed.

8.Cancellation, Transfers and Substitutions

Connections in Mind CIC reserves the right to cancel or arrange an alternative date for a course. In such circumstances, Connections in Mind CIC will endeavour to provide notice of cancellation or change to the Client. In the event of cancellation, the Client will be entitled to a full refund of the course fee, but Connections in Mind CIC shall not be liable for any other loss or expense arising.

The Client may cancel the course booking by notifying Connections in Mind CIC in writing by acknowledged email as soon as reasonably practicable. The Client shall also be deemed to have cancelled the course booking if the delegate does not attend the event. The Client shall be liable to pay a cancellation fee as follows:

Bespoke Workshops & Events (for example on Client's site):

Number of Days' Notice	Proportion of Course Fee Payable if Cancelled	Rebooking fee - if deferred to a later date
14 Days or less	100%	50%
15-30 Days	50%	25%
30+ Days	25%	N/A

Delegate Courses (for example Executive Function Coach Training):

Number of Days' Notice	Proportion of Course Fee Payable if Cancelled	Rebooking fee - if deferred to a later programme date
7 Days or less	100%	50%
8 - 14 Days	100%	30%
15 - 29 Days	50%	15%
30+ Days	25%	N/A

In the event that the delegate is unable to attend the training booked, Connections in Mind CIC will endeavour to defer the delegate to an alternative course according to the table above and as far as reasonably practicable.

- A cost-free deferment will be considered if the request is made within more than 30 days from the starting date (Welcome & Orientation Session) of the original training programme.

- Should the deferment request be made within 15 - 29 days of the starting date (Welcome & Orientation Session) of the original programme,

a deferment fee of 15% of the full price of the next selected programme is payable.

- Should the deferment request be made within 8 - 14 days from the starting date (Welcome & Orientation Session) of the original training programme, a deferment fee of 30% of the full price of the next selected programme is payable.
- Should the deferment request be made within 7 days or less from the starting date (Welcome & Orientation Session) of the original training programme, a deferment fee of 50% of the full price of the next selected programme is payable.
- Should the deferment request be made after the starting date (Welcome & Orientation Session) of the original training programme, a deferment fee of 100% of the full price of the next selected programme is payable.

In the event that the delegate is unable to attend the training/event booked, and would like to substitute their place to another delegate, this will be considered by Connections in Mind CIC if:

- the full price of the course/event has been paid by either party;
- the substitute delegate understands the Learning Outcomes of the training/event, and it is aligned with their professional learning requirements or capacity;
- the contact details of the substitute delegate are provided at least ONE WEEK prior to the Welcome & Orientation Session of a training programme or start of an online event;
- the substitute delegate meets the certification requirements; and

- the substitute delegate is able to complete all sessions of the selected training programme from the start (including the Welcome & Orientation Session).

9. Liability

Connections in Mind CIC's total liability for any loss or damage shall not exceed the price payable for the Services, except in cases of direct physical damage to the Client's property, personal injury or death.

Connections in Mind CIC shall not be liable, howsoever caused, for indirect or consequential loss including but not limited to: loss of profits; loss of revenue; loss of goodwill; loss of data; or failure to achieve savings.

10. Force Majeure

Connections in Mind CIC shall not be in breach of this contract if there is any total or partial failure of performance by it of its duties and obligations under this contract occasioned by any act of God, fire, act of government or state, war, civil commotion, insurrection, embargo, prevention from or hindrance from obtaining any raw materials or energy, sickness or other cause beyond its reasonable control.

If Connections in Mind CIC is unable to perform its duties and obligations under this contract as a direct result of one or more such causes, Connections in Mind CIC shall give written notice to the Client of such inability stating the cause in question.

11. General

The Contract shall only become effective at the Confirmation Date.

Any typographical clerical or other error or omission in any sales literature, administrative documentation, course materials, invoice or other document or information issued by Connections in Mind CIC or its Training Providers shall be subject to correction without any liability on the part of Connections in Mind CIC.

No variation to these Terms and Conditions shall be effective unless made in writing and signed by an authorised representative of Connections in Mind CIC.

The invalidity or unenforceability for any reason of any condition, sub-clause or paragraph of these Terms and Conditions shall not prejudice or affect the validity or enforceability of the remainder.

These Terms and Conditions shall be governed by and construed in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

Registered Company Address

Nightingale House 46-48

East Street

Epsom

Surrey

KT17 1HQ