**NCCH TERMS AND CONDITIONS**

1. **INDIVIDUAL THERAPY/COACHING NEEDS**

Courses are primarily for training. Therefore, participants are strongly encouraged to attend to any coaching and/or therapy requirements they may identify, outside of the course. NCCH may offer discounted rates for personal therapy/coaching to course participants and graduates, subject to availability. If not, NCCH will recommend suitably qualified and experienced practitioners.

1. **STUDENT ASSESMENT PROCESS**

Students will be continuously monitored and assessed during the course. Students are encouraged to keep a journal documenting their own research and personal development. A learning log spreadsheet is available to be used as a template in the Module 2 resources section. Students are required to undertake 400 hours of personal study between modules and to provide evidence of such. Hypnotherapy involves both science and art; therefore, you are encouraged to develop your own unique style whilst adhering to core methods, principles and ethics. The expectation is that if students who successfully complete all required elements of a program will pass the course evaluation. The NCCH (and any course assistants/tutors/supervisors) are there to support you through the course and monitor your improvement. Students will be provided with appropriate feedback that highlights areas for potential improvement in order to ensure success.

1. **TUTORS**

It is company policy to do our best to ensure that the tutors attending the foundation weekend will remain with that particular group for the duration of the course. However, due to unforeseen circumstances it may be necessary to deploy different tutors in order to maintain course continuity. This will not affect the course content or the quality of training.

1. **ATTENDANCE**

You are expected to attend all weekend modules. In the event that a student is not able to attend a particular module or session, they will be given the opportunity to catch up by seeing one of our tutors privately, or joining another training weekend. There will however be a cost of £75.00 for this service.

Students who need to catch up can attend any of our other training weekends, subject to space and availability, THE REGULAR WEEKEND cost of £230.00 will be charged PLUS £75.

Students are only permitted one private session catchup, due to accreditation hours, or they must attend the missed module at another time before they can graduate.

Students who habitually arrive late, or leave early, may have this time deducted from their attendance record and therefore may not satisfy the criteria to pass the course and obtain a certificate when the course ends.

1. **COURSE FEES**

Our Foundation course is just £130 and is none refundable as we choose to keep class sizes very small and once you have secured your place, we guarantee your place on the course.

We chose to break the total cost of the course of £2200 down into monthly payments to help students financially. Students are expected to pay the agreed £230 monthly fees on either the 1st, 15th or the 28th of each Month.

Failure to do so may result in a delay to your graduation or temporary suspension from the class. Students who are not able to attend a particular weekend but require a catchup are still required to pay their monthly fee. Acceptable payment methods are a standing order, debit card, credit card, bank transfer or PayPal payment.

If a student leaves the course or is expelled from the course, no further payments will be required provided all previous modules attended have been paid in full.

Please contact Emma or Amanda to set up your preferred payment arrangement. Once fees have been paid, per module, the resources on our website will be opened. Students may choose to pay for the full course or part of the course in advance. On receipt of payment, for each of the modules, you’ll be given full access to the resources, and no refund can then be given.

Access to the resources gives you all our video training, audios, written documents and the accompanying slides.

Once the training resources have been opened for you, and full access to each module has been given, refunds will no longer be available to students attending in person, live online or hybrid, as it will be assumed that you have commenced your Hybrid learning experience.

1. **BEHAVIOUR & CONDUCT**

NCCH reserves the right to exclude any participant from the training program if their behaviour or conduct is regarded as unacceptable and/or negatively impacts on the learning experience of other students. We reserve the right to refuse entry onto the course. We may dismiss anyone from the course at any time for reasons including, but not limited to, being under the influence of alcohol or drugs (illegal or non-prescribed), inappropriate behaviour, repeated non-participation of home study or classroom activities, or non-payment of fees. There will be no refund for any modules attended and no exceptions. We have a zero-tolerance policy regarding harassment, bullying, discrimination, stalking and general misbehaviour.

**OUR COMMITMENT**

**WE WILL:**

* Support and encourage you during your training with us.
* Abide by the code of ethics laid out by our accrediting bodies.
* Treat you with respect at all times.
* Maintain your confidentiality.
* Be approachable and open to constructive feedback.
* Be open and honest about what we expect from you.
* Provide you with monthly supervision and support if needed.

**YOU WILL:**

* Behave professionally at all times both inside and outside of the training room.
* Be ambassadors of the hypnotherapy profession and NCCH
* Maintain confidentiality at all times.
* Be willing to work with all members of the group, not just those you know.
* Respect all others on the course and be aware of how your own behaviour may impact on others.
* Participate as fully as possible and engage with the opportunities offered on the course.
* Be honest about any difficulties or issues you may be experiencing on the course (content, other participants, tutors or learning) as soon as possible. We genuinely want you to enjoy the course.
* Complete all assignments on time, ensuring they are all your own work. Checks will be undertaken to establish this where any doubt exists.
* Take and give constructive feedback with grace and respect.
* Pay fees in full and on time.

1. **COMPLAINTS PROCEDURE**

If you have a complaint, we suggest that initially it is brought to the course tutors, then if this does not resolve the issue students can submit a formal complaint to the DIRECTOR – Amanda Joy Harrison. If the complaint is still not resolved, then a complaint may be made via the formal procedure as laid out by our accrediting body.

1. **EQUALITY OF OPPORTUNITY**

NCCH is committed to promoting equality of opportunity and has due regard for those groups of people with identifiable characteristics that might lead to visible and invisible barriers. These barriers may include age, colour, creed, culture, disability, education, ethnicity, gender, sexual orientation, social class and status.

1. **ANTI-DISCRIMINATORY PRACTICE**

All students must consider and address their own prejudices and stereotyping behaviour, thereby ensuring that an anti-discriminatory approach is an integral part of their learning process. Any student who displays any form of prejudice or discrimination, in or outside of the training settings, will be immediately suspended until a full investigation is carried out.

1. **STUDENTS WHO CHOOSE TO WITHDRAW FROM THE COURSE**

Sometimes for numerous reasons students may need to withdraw from the course either permanently or temporarily and defer to a later training course date. Of course, we will support you in this to the best of our ability and will continue to give you unlimited access to the resource modules that you have paid for. For example, if you have paid for up to module 4 and require a deferral, we will leave open the resources for you and discuss your planed return date. If a permanent exit from the course is made, resources for the completed and paid for modules will be left open at your request.

**I AGREE TO ABIDE BY THE ABOVE TERMS AND CONDITIONS.**

**TYPE NAME:**

**(TYPE NAME) SIGN:**

**DATE:**