



Our Terms and Conditions.

General Terms

1. We agree to abide, where applicable, by the Society's Code of Ethics, complaints process and relevant training standards for the time being in force. We accept the provisions of the Society's Articles of Association and Constitution insofar as they pertain to any recognition offered us by the Society as an Advanced Specialist training provider.
2. We confirm that we (a) own outright or (b) have the written permission of the author to use any course content we provide.
3. We confirm that a named person of responsibility for this course is a current registrant of the Society, and that all course tutors are appropriately qualified and experienced to teach this course.
4. We confirm that we are clear and transparent with our students (a) with all matters relating to course costs (b) that an Advanced Specialist Training Course is not in and of itself a route to the Society's Accredited Register nor does it guarantee a change in registrant grade for registrant members, nor does it guarantee a higher entry level of registrant grade on application to the Society. We will make this clear on our website and/or in our advertising.
5. We agree that Advanced Specialist training course recognition is automatically renewed annually by the Society, and that should we wish to terminate this status we must give the Society notice in writing no less than one month before the specified renewal date, which falls annually one year from the start date of this recognition.
6. We confirm that Advanced Specialist training status does not imply any liability by the Society for the quality or delivery of our course, nor require the Society to take responsibility for our failure to deliver the course or if we become insolvent.
7. We will encourage **all** students and graduates on NCS recognised courses to join the Society.
8. We will provide **all** students and graduates on the NCS recognised courses with details about the Society's application process and share information from the Society with them.
9. We acknowledge that all fees are non-refundable.

Dealing With Complaints

10. We confirm that we have in place a written complaints process to deal with any complaints regarding student satisfaction on any Advanced Specialist Training Course recognised by the Society, and that this process includes an appeals or independent review step where any such complaint is assessed by a person or persons unconnected to the first steps in the complaints process.
11. We confirm that any complainant will be provided with a copy of our process including their rights of appeal, and that the Society will be provided with this information on request. We acknowledge that, where the Society receives evidence we are not following our process, that the Society will send us a "Process Notice" requiring us to do so, and that failure to do so could lead to suspension or removal of our Advanced Specialist status.
12. We confirm that the Society may hear a complaint about an Advanced Specialist training course where (a) the complainant has followed our process and is still not satisfied or (b) the Society has received evidence that we



have not followed our complaints process. The Society's role in hearing a complaint shall be confined to determination of whether there is evidence that the Society's Advanced Specialist training standards were not met, and then either (a) requiring us to provide evidence that we meet the standards or (b) suspending or terminating our Advanced Specialist training status as appropriate. The Society cannot overturn our complaints decisions and cannot intervene in contractual or financial aspects of any complaint.

Our Obligations to Inform the Society of Changes

13. We confirm that we will inform the Society in a timely manner of any substantive changes to course content, course delivery, course size (including for example the number tutor contact hours), tutor qualifications and experience, and any other changes which may reasonably be deemed to be relevant to the continuation of the Society's Advanced Specialist training recognition. Minor changes to the course such as editing or updating information are exempted from this requirement.
14. We acknowledge that failure to inform the Society of said changes in a timely manner can lead to suspension or removal of Advanced Specialist training status without notice.
15. Please note, course recognition may be subject to audit at any time
16. We acknowledge that the Society has the right to terminate Advanced Specialist training status at its sole discretion by giving us one month's notice in writing.
17. We acknowledge that (a) we must take all reasonable and legal steps to establish that students/trainees are fit to train and practise, including asking for any legal and permitted disclosures of past issues or behaviour, such as disciplinary proceedings by a relevant statutory or voluntary professional body (b) we must ensure that claims we make about course eligibility for registration and/or membership with the Society are referred to in our Terms and Conditions in a way that we acknowledge the Society may not grant registration and/or membership to students/trainees who have met the Society's course requirements for registration, but who do not meet other of the Society's conditions of registration, (for example, certain kinds of criminal record.)

Our Obligations to use the Society Logo and Advertise Advanced Specialist Status Correctly.

18. We acknowledge that we are required to turn the logo, when used online, into a hyperlink which links to the Society's home page.
19. We acknowledge that our use of the logo must incorporate the following accompanying words to be displayed by us in a reasonable manner:

"(course) has been given Advanced Specialist training recognition by the National Counselling Society (NCS). This course alone is not in and of itself a route to the Society's Accredited Register nor does it guarantee a change in registrant grade for registrant members, nor does it guarantee a higher entry level of registrant grade on application to the Society.

20. We understand that we cannot use the logo or Advanced Specialist training status in any way which gives the impression that (a) it is our company or organisation generally, rather than the specific course which is Advanced Specialist or (b) that any other non NCS recognised course is Advanced Specialist, with the exception of the display of this logo in the footer of our website or marketing materials. If the logo is displayed in the



footer, for example, alongside other recognition logos, then the footer should also contain the words “applies only to specifically indicated courses” unless all our courses are recognised as Advanced Specialist training. We acknowledge that Advanced Specialist training status applies to individual courses and not to ourselves as a training provider in general.

- 21. We agree only to use the logo that is provided by the National Counselling Society and must not alter it in any way, shape or form, and agree to update the logo where requested by the Society within 14 days of said request.
- 22. We understand that the National Counselling Society will monitor the logo for proper use and reserve the right to query or withdraw the use of the logo by any training provider.
- 23. We agree to remove the logo and any reference to Advanced Specialist training status, from our website and all marketing materials, whether online or offline, within 14 days when (a) our status is suspended by the Society, terminated by the Society, or cancelled by ourselves (b) where otherwise required to do so by the Society.
- 24. We agree not to advertise our course as Advanced Specialist or to use the logo before receiving explicit written permission to do so by the Society, and that doing this, or advertising or communicating that this status is “pending” without the permission of the Society will result in the termination of our application.
- 25. We acknowledge the Society’s rights to withdraw Advanced Specialist training status, and/or our rights to use its logo or refer to it in advertising, should we violate any of the above terms and conditions, and at its sole discretion.

Acknowledgement of Name Change

We acknowledge that the Society will be changing its name to the National Counselling & Psychotherapy Society (NCPS) in the near future, and will assist the Society by changing our logo, hyperlink and references to the Society in a timely manner when asked to do so but will continue to refer to the Society as the National Counselling Society unless asked to make this change.

I hereby acknowledge and agree to abide by the National Counselling Society’s Terms and Conditions I also confirm that I am authorised to sign behalf of the training provider to whom this status is awarded.

Training Provider Name.....

Email address (the logo will be sent to this address).....

Name of Signatory.....

Position held

Signed..... Date.....