Online Courses Terms & Conditions

Choice Wellbeing Service CIC

Website: www.choicewellbeingservice.org
Last Updated: November 2026
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Status: Approved

1. Introduction

Welcome to Choice Wellbeing Service CIC's online learning platform.

Our courses have been developed to provide accessible, practical and supportive learning opportunities for parent carers, practitioners and others involved in supporting children, young people and families.

We believe that learning should be empowering, respectful and grounded in both lived experience and informed practice.

These Terms & Conditions explain what you can expect when accessing our online courses, how enrollment works and your responsibilities as a learner.

By enrolling in or accessing a Choice online course, you agree to these terms, subject to your statutory rights.

Built around you, empowered by choice.

2. Who Our Courses Are For

Choice Wellbeing Service CIC provides online learning opportunities for adults aged 18 and over.

Our courses are designed for:

- Parent carers and family members.
- Practitioners working with children, young people and families.
- Volunteers, students and individuals developing their knowledge or skills.
- Other adults who meet the eligibility requirements of a particular course.

Some courses are specifically developed for parent carers, while others provide practitioner learning and continuing professional development (CPD).

Each course clearly identifies its intended audience.

All learners must be aged 18 or over and meet any additional eligibility requirements stated for the course.

Choice reserves the right to decline enrolment where these requirements are not met.

3. Course Enrolment and Approval

Our online courses are delivered through the Wix Online Programs platform.

Learners may be required to create a website member account and request enrolment before accessing a course.

Enrolment is subject to approval by Choice Wellbeing Service CIC.

We may request additional information to establish eligibility or ensure that an individual is accessing the appropriate learning programme.

Choice reserves the right to decline an enrolment request where there are reasonable grounds to believe that:

- The individual does not meet the course eligibility requirements.
- Information provided during registration is false or misleading.

- The request appears to be fraudulent, automated or associated with spam.
- There are reasonable concerns about misuse or unauthorised reproduction of course materials.
- Access would create a safeguarding, security or other significant organisational risk.

Decisions will be made fairly, consistently and without unlawful discrimination.

Where appropriate, individuals may contact Choice to request clarification or discuss alternative learning opportunities.

4. Accessing Your Course

Once enrolment has been approved and any applicable payment requirements have been met, learners can access their course through their Choice website member account.

Courses may include written learning materials, illustrations, interactive activities, reflection exercises, quizzes, downloadable resources and completion certificates.

Learners are responsible for keeping their login details secure. Accounts are intended for individual use and must not be shared without permission.

Course access arrangements, including any applicable time limits, will be communicated through the relevant course information.

Choice is currently reviewing its course access arrangements. Any future changes affecting existing learners will be communicated appropriately and will respect their contractual and statutory rights.

5. Learning at Your Own Pace

We recognise that parent carers and practitioners often balance learning alongside significant personal and professional responsibilities.

Where a course is described as self-paced, learners can work through the content at a pace that suits them, within any stated access period.

There is no expectation that learners must complete activities in one sitting unless a particular course clearly states otherwise.

Some courses may contain reflective activities that encourage learners to consider their own experiences.

Participation in personal reflection is encouraged but should always be approached in a way that feels appropriate and manageable for the individual.

6. Educational Purpose and Limitations

Choice's online courses are intended to provide information, education, reflection and practical learning.

They do not replace:

- Individual counselling or psychological therapy.
- Medical assessment, diagnosis or treatment.
- Legal advice or representation.
- Individual safeguarding assessments or interventions.
- Statutory assessments or decisions made by relevant authorities.
- Role-specific supervision, professional regulation or mandatory organisational training.

Although our learning materials draw on relevant knowledge, research and lived experience, individual circumstances differ.

Learners should use appropriate judgement and seek further advice or support where necessary.

Completion of a course does not provide a professional qualification or authorise an individual to undertake activities outside their existing competence, role or responsibilities.

7. Practitioner Learning and CPD

Some Choice courses are designed to support continuing professional development (CPD) and reflective practice.

These courses may help practitioners develop their knowledge, communication skills and understanding of SEND-related experiences.

Unless explicitly stated, completion does not constitute an accredited qualification or professional certification.

Practitioners remain responsible for ensuring that learning is applied appropriately within their own roles, organisational policies and professional responsibilities.

Where a course offers CPD learning hours, these will be identified in the relevant course information.

8. Certificates of Completion

Some courses provide a certificate when the required learning activities have been completed.

Certificates may be generated automatically through our online learning platform.

A certificate confirms completion of the relevant Choice learning programme and any stated completion requirements.

It does not automatically represent an externally accredited qualification or evidence of professional competence.

Learners are responsible for ensuring that their account information is accurate, as this may be used when generating certificates.

If a certificate contains an error, learners should contact Choice for assistance.

9. Respectful Participation and Confidentiality

Choice is committed to providing a respectful and inclusive learning environment.

Learners must not use course activities, discussion opportunities or communication with Choice to harass, intimidate or discriminate against others.

Some courses may include scenarios involving children, families, practitioners or sensitive personal experiences.

Where learners are invited to reflect or provide responses, they should avoid including identifiable personal information about other people unless it is necessary and appropriate to do so.

Practitioners must continue to follow their own confidentiality, safeguarding and information-sharing responsibilities.

Learners should respect the experiences and perspectives of others, recognising that individuals and families may have different circumstances, needs and opinions.

10. Copyright and Use of Learning Materials

All original course content developed by Choice Wellbeing Service CIC, including written materials, illustrations, activities, learning frameworks and downloadable resources, is protected by applicable intellectual property law.

Unless otherwise stated, these materials are provided for the learner's personal educational use.

Learners may:

- Access course materials for their own learning.
- Download or print resources where this is permitted.
- Apply relevant learning within their personal circumstances or professional practice.
- Share links to publicly available Choice courses and resources.

Learners must not, without prior written permission:

- Copy, reproduce or distribute substantial parts of a course.
- Upload course content to other websites or learning platforms.
- Sell, licence or commercially exploit Choice learning materials.
- Present Choice's original content as their own.
- Reproduce course activities or resources for delivery as another training programme.

Where materials are identified as suitable for sharing, the stated permissions must be followed.

Practitioners wishing to use Choice materials within their own organisations are welcome to contact us to discuss appropriate permissions.

11. Accessibility and Additional Support

Choice is committed to making learning as accessible and inclusive as reasonably possible.

We recognise that learners may have different communication, sensory, cognitive, physical or learning needs.

If someone experiences difficulty accessing a course, completing an activity or using a resource, we encourage them to contact us.

Alternative formats of learning materials can be requested.

We will work with learners to identify reasonable adjustments or suitable alternatives wherever practicable.

Further information is available in our Accessibility Statement.

12. Course Availability and Changes

Choice aims to keep online courses available, accurate and relevant.

However, we may occasionally need to:

- Update course information.
- Correct errors.
- Improve activities or resources.
- Temporarily restrict access for maintenance.
- Withdraw or replace outdated content.

Where changes significantly affect learners who are already enrolled, we will aim to provide appropriate information and support.

We will not remove paid access or materially reduce a purchased course entitlement without addressing any applicable contractual and consumer rights.

13. Course Fees, Cancellation and Refunds

Parent Carer Courses

Choice provides online courses for parent carers free of charge, supporting access to information, learning and practical resources without financial barriers.

Enrolment remains subject to the relevant eligibility requirements and approval process.

Practitioner Courses

Practitioner training courses are chargeable.

The applicable course fee will be clearly communicated before enrolment or purchase.

Where relevant, payment may be arranged through an invoice or another payment method agreed with Choice.

Access to paid courses may be dependent on payment arrangements being completed.

Cancellation and Refunds

Learners who wish to cancel their enrolment or request a refund should contact Choice Wellbeing Service CIC.

For paid courses purchased online or at a distance, applicable statutory cancellation rights will be respected.

Where a learner is entitled to a statutory cancellation period, Choice will provide the required information before purchase.

If immediate access to digital course content is offered during that period, Choice will obtain any express consent and acknowledgement required by law before relying on an exception to cancellation rights.

Any additional cancellation or refund conditions will be communicated clearly before purchase.

Nothing in these Terms & Conditions affects a learner's statutory consumer rights.

Contact: contact@choicewellbeingservice.org

14. Withdrawal or Suspension of Access

Choice may suspend or withdraw access where there is a reasonable and proportionate justification, including:

- Serious or repeated breaches of these terms.
- Fraudulent account activity.
- Unauthorised sharing or reproduction of protected materials.
- Harassment or threatening behaviour.
- Significant safeguarding or security concerns.

Where appropriate, Choice will consider the circumstances and provide an opportunity for the individual to respond before a decision is made.

Any action taken will be proportionate and consistent with applicable legal obligations.

Where paid access is affected, relevant contractual and consumer rights will be respected.

15. Privacy and Personal Information

Choice collects and processes personal information where necessary to manage course enrolment, learner accounts, participation, communication and certificates.

This may include:

- Name and contact details.
- Account registration information.
- Course enrolment and completion records.
- Quiz results or learning progress.
- Information voluntarily provided through relevant forms or activities.

Personal information will be handled in accordance with applicable data protection legislation and our Privacy Policy.

Learners should avoid sharing unnecessary sensitive personal information in course responses.

16. Feedback and Complaints

We welcome feedback about our online courses.

Learners may be invited to complete feedback activities or questionnaires to help us understand their experiences and improve future learning opportunities.

If a learner is unhappy with a course, its accessibility or how an issue has been handled, they can contact Choice.

Formal concerns and complaints will be managed in accordance with our Complaints Procedure.

We aim to respond fairly, respectfully and constructively.

17. Contacting Choice

If you have questions about enrolment, course access, certificates, accessibility or these Terms & Conditions, please contact us.

Choice Wellbeing Service CIC

Email: contact@choicewellbeingservice.org

Website: www.choicewellbeingservice.org

18. Review of These Terms

These Terms & Conditions will be reviewed annually or sooner where changes to our services, online learning platform or relevant legislation make this necessary.

Where significant changes affect existing learners, we will provide appropriate information.

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