



## Go Wild/AIM Awards Certificate in Forest School Leadership Award Level 3

Please read these terms and conditions thoroughly. Once a booking has been accepted by written confirmation from Go Wild all the persons named (“the client(s)”) in the booking will have entered into a binding contract on the basis of the following Terms and Conditions. Please direct any questions or queries regarding the said Terms and Conditions please to [hello@gowildeducation.co.uk](mailto:hello@gowildeducation.co.uk) . ‘Go Wild’ means Go Wild Education Ltd., Quay House, Quayside, Brockweir, NP16 7NQ.

### 1. Agreement

The agreement based on the terms outlined in Terms and Conditions arises upon fulfilment of the following:

Receipt by Go Wild of a booking request accompanied by the deposit specified; clearance of the deposit into Go Wild ’s bank account; acceptance by Go Wild in writing.

The agreement is between Go Wild and the client(s) and is the sole agreement between those parties. No variation of these Terms & Conditions shall be applicable unless agreed in writing by Go Wild before the relevant course.

The person arranging the booking shall be deemed to be acting as the agent for all other persons attending the course on the same booking.

The agreement is governed by English law.

By booking on the training, client(s) agree:

- 1) To attend all of the course training days.
- 2) To commit the time needed to complete the coursework elements of the training.
- 3) To be responsible for their own learning and submit coursework according to agreed deadlines.
- 4) To ensure all coursework is fully self-referenced according to assessment criteria, named, dated and meets word limit requirements.
- 5) There are no medical reasons why they should not participate in any of these activities: Use of tools, shelter building, woodland conservation tasks, green woodwork, fire lighting and camp fire cooking.
- 6) To ensure that they have the necessary insurance cover, DBS disclosure and First Aid Certification (please ask for up to date information on appropriate qualification) are in place before running a Forest School Programme.
- 7) To refrain from delivering Forest School (excluding their in-training Forest School Programme) until they are fully qualified.

## **2. Payment**

The payment of the deposit is required on booking. Client(s) will receive written confirmation after the deposit has been paid. This deposit is non-refundable. Their place on the course will not be guaranteed until the deposit is received.

The payment of the full course fee is required before the start of the course.

## **3. Cancellation by client(s)**

If the booking is cancelled by the client(s) for any reason, the following cancellation charges will apply: the client(s) acknowledge that it is reasonable for such penalties to arise, given the substantial preparation by Go Wild prior to any course and the limited space on such courses.

Cancellation more than six weeks before the course, £150 deposit forfeited.

Cancellation one to six weeks before the course 50% of payment forfeited

Cancellation one week or less before the course 100% of payment is forfeited.

Fees may be transferrable in exceptional circumstances and at the discretion of Go Wild.

## **5. Variations of a course by Go Wild**

By the very nature of a Go Wild course we are exposed to the variability of nature, including the weather. Whilst every effort is made to adjust and indeed learn from such contingencies there may arise occasions where Go Wild, through no fault of its own, may alter (in the best interests of its client(s)) the course content to suit environmental conditions. The client(s) acknowledges that all information provided by Go Wild is given in the best of faith and that due to the natural unpredictability of the woodland setting it may be reasonable to modify or alter a course itinerary to suit and take advantage of the prevailing conditions. In such an event Go Wild cannot reasonably be held liable for any losses as a result and that our liability is limited accordingly.

## **6. Course Conduct**

Go Wild's clients are expected to behave in a reasonable manner at all times and to comply with all reasonable instructions and leadership of Go Wild's staff and instructors. The client acknowledges that persons attending a Go Wild course are entitled to expect a high standard of conduct and regard to personal wellbeing on the part of all clients, staff and instructors. For this reason the client accepts that Go Wild may, in its absolute discretion and without the need to give reason, arrange for a person who is deemed to be behaving unacceptably to be removed from the course, if necessary against his/her will. Circumstances that may warrant exclusion from a course include (without limitation):

- Intoxication
- Use of non-prescription drugs

- Abusive behaviour
- Inability to meet the rigours of the course
- Lack of appropriate clothing or footwear

For the removal of any party under such circumstance, Go Wild shall not be liable for any losses as a result, and any costs incurred by Go Wild arising from the removal of said client(s) will be payable by the client upon demand.

## **7. Insurance**

Go Wild is covered to a level of £5,000,000 public liability and is insured for outdoor activities.

## **8. Liability**

Go Wild's activities take place in a traditional woodland and by their very nature are not completely hazard free. Go Wild takes all reasonable precautions to maintain the safety of its clients and minimise any risk. Go Wild instructs clients in the safe negotiation of any risks that are inherent in attending the course. The client accepts that accidents including serious injury can occur without Go Wild being at fault and accepts that to this extent he/she is taking part in a Go Wild course at his/her own risk. The client also recognises that Go Wild is not responsible for any loss, damage or expense incurred to the personal property of the client including vehicles, money, clothing and/or equipment. The client also agrees that Go Wild will not be held liable for any losses arising on the cancellation of a booking and the expenses of delay and harm caused other than that which can be proved to be due to the negligence of Go Wild. Howsoever this may arise it is not the responsibility of Go Wild and that Go Wild's liability is hereby limited.

## **9. Subsequent instruction by client(s)**

Although all Go Wild courses are conducted by fully qualified and experienced instructors, it is not intended that any instruction provided to the client(s) while at the course will in any way qualify that/those client(s) to instruct any third party until such a time as a written portfolio of evidence has been submitted by the client(s) and marked as being of an acceptable standard by Go Wild and warranty is made to that effect. The client recognises that attendance on a Go Wild course in no way qualifies him/her to teach the course content until such a time as a written portfolio of evidence has been submitted by the client(s) and marked as being of an acceptable standard. Go Wild therefore accepts no liability for any mishap occurring to third parties taught by unqualified attendees of any Go Wild course.

## **10. Complaints**

In the unlikely event that a client has cause for complaint about a Go Wild course, the complaint should be made to a representative of Go Wild during the event, in order that corrective action can, if necessary, be taken. If the complaint is about a member of staff or volunteer then please contact

the Go Wild member of staff who will give information about the complaints procedure. The client accepts that it is unreasonable to take no action during a course but to complain later. However, should a complaint not be resolved at source a complaint should be made in writing within 28 days or this complaint will not be upheld.

## **11. Cancellations by Go Wild**

In the unlikely event that Go Wild cancels a course all monies received will be refunded in full, or if preferred, transferred as a deposit for another course. Go Wild reserves the right to cancel all bookings without reason or notice. Under these unlikely circumstances Go Wild agrees to repay in full all and any deposits or course fees to the client.

## **12. Refreshments**

Some refreshments are offered as part of the course. However, if client(s), or anyone attending the course, suffer from life threatening allergies from substances such as nuts etc. then we advise client(s) to provide refreshments for themselves. Go Wild cannot guarantee that food is nut free. Please notify Go Wild of any food allergies.

## **13. Digital Media**

Course materials will be provided online through Teachable and Dropbox. If client(s) require an alternative please discuss with the tutor. Where appropriate Go Wild Education may ask permission to share the content of some written work with other interested parties.

Go Wild Education encourages client(s) to take photographic evidence and videos of their own experiences but videos cannot be taken of the course tutors. **Go Wild may share photos from the course with other students and externally unless informed otherwise.**

## **14. Completion and Certification**

Client(s) will only be put forward for certification when the following have been completed:

- Client(s) have participated in all the taught elements of the training
- Client(s) have successfully completed all the practical skills assessments and the observation
- Client(s) have completed a coursework portfolio for all five units, to the required standard
- Client(s) have evidence of current DBS, relevant First Aid Qualification and personal identification
- All course fees have been paid in full

Client(s) will be given 12 months from the start date of the training course in which to submit their final portfolio. Extensions will only be granted in exceptional circumstances and will need to be formally requested in writing.

## 15. Appeals Procedure

In accordance with the guidelines set out by AIM Awards the following Appeals Procedure may be used by any student registered for a learning programme with Go Wild Education.

- A. In the first instance, client(s) should appeal in writing to the tutor/assessor, within 14 days of an assessment or upon notification of a decision regarding the coursework portfolio. This appeal should state the reasons for the appeal and include the item(s) of evidence in dispute.
- B. After fresh consideration of the evidence in dispute and after consultation with another qualified assessor and/or Internal Verifier, s/he will then reply in writing stating the reasons why the initial judgement is to stand or the reasons for any new judgement.
- C. If client(s) remain unhappy with this second judgement client(s) can appeal in writing, setting out the nature of the appeal and including any evidence in dispute to the Internal Verifier. This should be done within 14 days of the written second judgement by the assessor.
- D. The Internal Verifier will then make a judgement in writing to the client(s) within 14 days of receiving any appeal.
- E. If client(s) remain unhappy with the judgement of the Internal Verifier client(s) may appeal to the External Verifier under the same conditions as stated for an appeal to the Internal Verifier.
- F. At this stage the appeal passes out of the jurisdiction of Go Wild Education and becomes a matter for the External Verifier and the Awarding Body (AIM Awards).

At any stage of the appeal the Assessor and/or Internal Verifier may pass the appeal direct to the External Verifier for judgement.

## 16. Contact Details

### **Jackie Roby – Tutor/Internal Verifier**

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Go Wild Education, Quay House, Quayside, Brockweir, NP16 7NQ

### **Joss Smithson - Go Wild Office**

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### **Jan Kelly – Regional External Quality Assurance Manager - AIM Awards**

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