

Terms and Conditions

for participants attending Makaton Workshops

The Makaton workshops are delivered by qualified Makaton tutors who deliver training in accordance with the guidelines set out by the Makaton charity. The following terms and conditions provide information about the structure of the workshops and what to expect when booking a course through Elklan training Limited.

General information:

- Each Makaton workshop is comprised of two modules. These modules are usually delivered individually, one per week.
- Participants must attend both modules to complete the workshop. If, due to unforeseen circumstances, you are suddenly unable to attend one of the modules, Elklan training will endeavour to make alternative arrangements so that you can access or catch up on the missed session. Additional charges may apply.
- There are four different levels of Makaton workshop from Levels 1 to 4. Workshops need to be completed in order as each one builds upon the skills and knowledge from the previous module/s. There is no requirement to complete a set number of workshops. For example, participants may choose to complete Level 1 or may wish to complete all four levels.
- If a workshop is not available through Elklan, participants can find training on the Makaton website at www.makaton.org where tutors regularly advertise upcoming workshops and events.
- Makaton workshops are not accredited like some other Elklan training courses. However, each participant will receive a certificate at the end of the course provided that they have attended both modules of the corresponding workshop.
- Each participant will be provided with a copy of the relevant manual when they book on a workshop. These manuals are an integral part of the workshop, and it is important that the participants refer to these during the modules.

Online Makaton workshops:

I understand that:

- Once booked on the workshop, I will have access to a learner's area where I can log in and join the session with the tutor. The link to join the online tutor session isn't activated until just before the session begins but will show up green when the session is starting.
- I agree to switching on my webcam when attending the online Makaton workshop. This is to enable the Makaton tutor to monitor the signs that are being taught and to provide feedback as appropriate.
- I agree to logging in to each online session from an individual device, in the case where there is more than one person attending from a setting. This enables the Makaton tutor and the participant get the most out of the signing sessions.
- I will endeavour to use a quiet distraction free area when attending the online sessions. I may be asked to mute my microphone in cases where there is excess background noise.

- I have read and accept the Data Handling and Data Protection policy and Elklan's Privacy Policy.

Data Protection and Data Handling

- Elklan Training Limited collects the information you provide in the booking or registration form to allow us and your licenced Course Tutor(s) and their administrators to deliver your training course.
- If you applied for a course being delivered directly by Elklan and you choose to pay by credit and debit card, your details will be passed to Opayo for payment processing.
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- Your email address is used to create a unique user account to log in to our online services, the Learners' Area and any Learning Log you complete as part of your course, and to allow you to reset your password if required.
- The additional information collected on registration on this website is for administrative purposes, allowing us to support you and your tutor with any queries regarding course administration and to verify your training in connection with our Communication Friendly Schools scheme and other programmes. It may also be used to alert you and your colleagues to other opportunities available through Elklan.
- We may contact you directly where necessary by email or telephone in connection with the delivery of your course.
- If your course is being delivered directly by Elklan, we will also collect and process the payment or invoicing information you supply on application insofar as necessary to perform the contract.
- Either during your course and/or at the end you may be asked to provide feedback. This provides valuable information to help Elklan to keep their portfolio of courses and opportunities fit for purpose. Feedback from participants is collated into feedback or evaluation reports. All comments in the reports are anonymised. Your Elklan tutor will have access to the course evaluation report and the feedback reports may be shared with staff at Elklan, Elklan's Internal Verifiers, Course Commissioners or Contractors, other organisations asked to evaluate Elklan's activity or other interested parties. All feedback comments will be anonymised unless specific permission to include personal data such as your name is sought and given by you.
- Feedback comments may be used on social media, publicity materials or the Elklan website. All feedback comments will be anonymised unless specific permission to include personal data such as your name is sought and given by you.
- You may choose to subscribe to receive 'Elklan alerts' by email with news, updates and special offers from Elklan.
- Please see our privacy policy for full information – available at elklan.co.uk/privacy
- If you have any queries, please contact Henrietta, henrietta@elklan.co.uk.
- Elklan is registered with ICO (Information Commissioner's Office). The ICO enforce the Data Protection Act 2018 and General Data Protection Regulation. Our registration number is Z81520.