

Terms and conditions for learners

Elklan courses are accredited externally by a quality assured and OFQUAL regulated national awarding organisation.

To gain accreditation

- I agree to attend at least 8 out of the 10 sessions or 80% of a course delivered by an Elklan tutor. This applies to face-to-face and e-learning courses. This is a criterion set by the Awarding Organisation.
- If I can't attend 80% of the sessions or live webinars, due to extenuating circumstances, I agree to discuss this with my tutor to decide how to meet this requirement. If it is not possible to arrange this with my course tutor, I understand that I can pay to attend catch-up webinars. Please see your Learner's Area on the website. (Note: Currently there are no catch-up webinars for the following courses so arrangements will need to be made with your tutor: Complex Needs, AAC and Unclear speech.)
- If I am attending a 'three-day intensive' course and I miss one day, I understand that I need to arrange a catch-up session with my tutor or purchase **at least one catch-up webinar** that I have missed so that I meet the Awarding Organisation's criteria.
- I will complete a Learning Log at either level 2, 3, or (for some courses only) 4.
- The Learning Log is divided into sections to match the sessions of the course. I agree to submit assignments from each session I attend before the following session unless I am completing a 3-day intensive course in which case I agree to follow the guidelines given by my tutor.
- I understand that for each Learning Log session this means I need to expect to spend:
 - 1 hour writing up my Learning Log answers
 - About 1 hour planning and carrying out practical tasks for my Learning Log, reading Language Builders and other background research, talking about the course with a colleague, or observing the communication skills of children with and without difficulties.
- **I have read the information about plagiarism** (see below) and I understand how important it is. I know that if I copy another learner's work or copy text from a book, the internet or another source without appropriate referencing, or if I write answers which are so similar to someone else's assignment that the authenticity of my work could be called into question. If this occurs, I will have to resubmit that work and I may jeopardise my opportunity to gain accreditation.
- I am aware that the tutor has a responsibility to deliver the required hours of teaching and to mark my Learning Log. They are not required to provide additional seminars, phone calls, or visits to support me to complete my work. Any Elklan tutor who provides this additional service is doing so out of his/her own choice. If I require significant additional support, then I am aware that the Elklan tutor has a right to charge me for this at a cost agreed between us.

- I agree to follow the amendment policy as stated below:
 - I agree to complete my Learning Log by the date indicated in my Learning Log submission agreement. If any extenuating circumstances prevent this, I will inform my tutor at the earliest opportunity. I am aware that my Elklan tutor will discuss how and when my Learning Log can be completed and submitted. I am aware that even with significant extenuating circumstances I will have to complete my Learning Log within 11 months of the start date of my course otherwise I will not receive accreditation. The final decision with regards to an extension lies with Elklan.
 - I understand that if I do not complete my learning log within the agreed timeframe, I may need to pay for the marking of any work submitted after the deadline.
- **E-Learning Logs:**
 - I am aware that my Learning Log will be viewed online by my Elklan tutor, an Elklan Internal Verifier, and possibly an External Verifier appointed by the Awarding Organisation.
- **Paper-based Learning Logs** (to be completed with your tutor's agreement only):
 - I agree to the Elklan tutor sending my paper Learning Log or part of my Learning Log to Elklan for verification.
 - Because my Learning Log might be sent in the post, I agree to keep a copy of my Learning Log just in case it is lost in the post. I agree to submit the original copy.
- I am aware that paying fees, attending the training, and completing the Learning Log does not guarantee accreditation as the Learning Log must achieve certain criteria determined by Elklan internal verifiers. The final decision lies with Elklan's internal and external verifiers and not with my tutor.
- I have read and accept the Data Handling and Data Protection Policy and Elklan's Privacy Policy.
- I am aware that once registered with the Awarding Organisation, my accreditation fee cannot be refunded regardless of whether I complete my course and/or the Learning Log.

Learning Log amendment policy

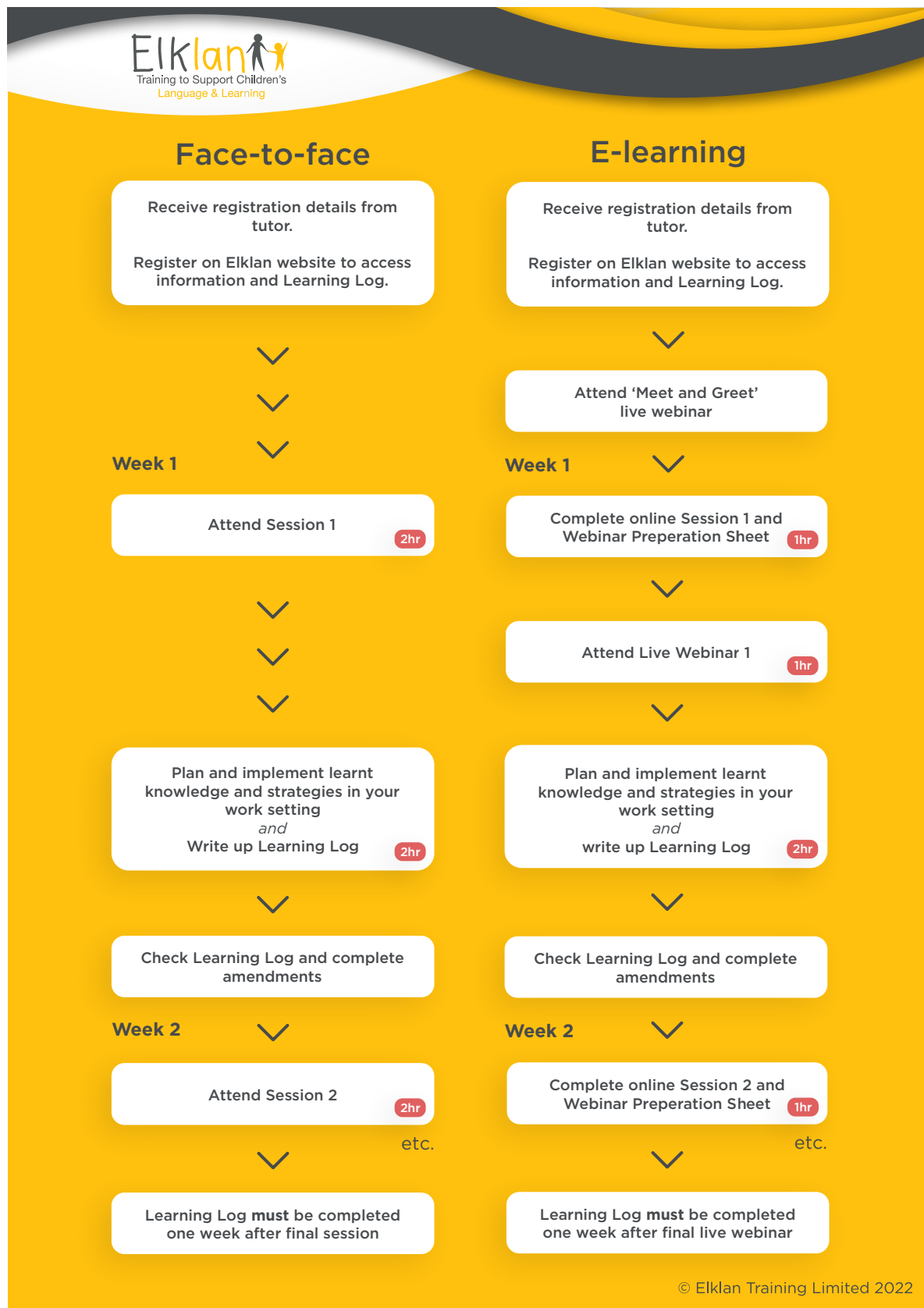
- To gain an award, 100% of tasks in your Learning Log must be completed and must meet the achievement criteria.
- You have three attempts at each task.
- If asked to amend a task in your Learning Log, each task can be amended twice.
- If the answer is still unsatisfactory after the initial submission and two amendments, the task will be marked as 'criteria not achieved'.
- **If one or more level 3 tasks is failed, you will drop down to a level 2 Learning Log.**
- **If one or more level 2 tasks is failed, it will not be possible to gain accreditation** through an Ofqual regulated Awarding Organisation, and instead an Elklan completion certificate will be issued by the course tutor.

This policy is not intended to be harsh. The intention is that the policy is clear and has been introduced to protect the standard of Elklan qualifications.

Please note that over 90% of learners who complete the course and their Learning Log achieve the level of accreditation they set out to achieve!

Difference between face-to-face courses and e-learning

We hope the following diagram is helpful



Non-accredited learners

- I am not completing a Learning Log or working towards gaining an accredited award.
- I understand that to receive a course completion certificate I must:
 - Attend 80% of the sessions (face-to-face or live webinars).
 - Complete 80% of the Home Tasks. These are different from the Learning Log tasks and can be found in the learner area of the website. There are no achievement criteria, but they demonstrate a commitment to the course and illustrate the implementation of ideas/knowledge gained from the course.

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 a credit or debit card, your details will be passed to Opayo for payment processing.
- Your name, date of birth, and address allow us to register your details with an Ofqual regulated Awarding Organisation. The data you submitted when registering will be uploaded onto a secure, password-protected section of the Awarding Organisation's website so that we can provide you with an accredited course.
- Your email address is used to create a unique user account to log in to our online services, the Learners' Area and your Learning Log.
- 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 will 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 learners 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 reports may be shared with staff at Elklan, Elklan's Internal Verifiers, The Awarding Organisation, 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.
- Elklan is registered with ICO (Information Commissioner's Office). The ICO enforces the Data Protection Act 2018 and General Data Protection Regulation. Our registration number is Z815206.

Post course conditions

Elklan wants to preserve the integrity of the training and ensure that all participants have the best possible learning experience. We also want to ensure that the children and young people have maximum benefit from the strategies learned and so we only train speech & language therapists and specialist advisory teachers as Elklan tutors and co-tutors.

- Following the training it is acceptable for you to inform colleagues about the content of the training. This can be on a one-to-one basis or with a group of staff within your setting only.
- It is NOT permissible to cascade the training more formally to colleagues within or outside of the school or setting. If you or your school are interested in cascading information, please either contact henrietta@elklan.co.uk or visit the Elklan website and see the information about becoming a Communication Friendly Setting or a Let's Talk Tutor.
- It is not possible to call the training Elklan training or to use the Elklan logo or graphics or any of the intellectual property which belongs to Elklan.
- Photocopying pages from the book is not permitted other than to share information with parents and carers for a specific child or young person.

Plagiarism Policy

- Plagiarism is the copying of someone else's work or ideas and suggesting that they are your own. This might involve copying information from books, the internet, or another learner or writing answers which are so similar to someone else's assignment that the authenticity of the work could be called into question.
- It is acceptable for you to share ideas, talk about your work and even support the same child but the written Learning Log submissions MUST be different.
- **Plagiarism of any kind is strictly unacceptable. Plagiarism is a form of fraud.**
- Every e-Learning Log will be checked using plagiarism software but tutors will also be looking for assignments where the words may have been changed but the meaning is so similar to someone else's assignment that the authenticity of the work could be called into question.
- Any suspected instances of plagiarism found in any Learning Log will be reported to Elklan immediately.
- The tutor will suspend marking further assignments while the incident is investigated.
- If plagiarism is suspected, Elklan will look carefully at the assignments involved.
- If there is one minor incident, involving work submitted for a single Learning Log session, then this is likely to be managed internally.
- If the information has been copied from a book or the internet, you will be asked to resubmit your work but this time writing the information in your own words.
- If two learners submit identical or very similar work, then BOTH learners will have to complete the tasks again and re-submit unless one admits to copying another in which case, the person who copied the assignments only will be asked to re-submit.
- The tutor or Elklan central office will email a written warning to everyone involved.
- If a second incident is reported or work from more than one session is involved, then Elklan will inform the Awarding Organisation.
- Please note that if plagiarism is proven, **it is within the Awarding Organisation's right to disqualify you from receiving your award and no fees can be refunded.**
- **NOTE:** If you wish to copy text, the **text must be written inside quotation marks and the source must be given including any internet links used.** For example: 'The Blank model has important implications for the management of behaviour.' Language Builders by Henrietta McLachlan and Liz Elks, 2012.