



UK Therapy Guild Academy of Integrative Counselling & Hypnotherapy Training Student Training Contract Policy

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Status and purpose of this document. This policy publishes the terms of the Student Training Contract, being the agreement entered into between UK Therapy Guild and each student upon acceptance of an offer of a place. It is published so that applicants and students may examine those terms in full, and at any time, before and after committing to them.

This policy is not itself a contract and creates no rights or obligations between any person and UK Therapy Guild. The contractual relationship arises solely under the Student Training Contract as executed by the student and by UK Therapy Guild, and it is that executed document, and not this policy, which governs.

The terms are reproduced as drafted, subject to two departures. First, fee amounts are described rather than stated, as they vary between programmes, cohorts and payment arrangements; an illustrative example is given at **Appendix B**. Secondly, the signature blocks and the per-student payment schedule are omitted, this version not being the executed instrument.

Upon acceptance of an offer of a place, a student is issued with their own copy of the Student Training Contract for signature, together with **Appendix B** completed with the amounts and payment dates applicable to that student.

Director: Nichola Doyle. Email: nicholadoyle@uktherapyguild.org. Telephone: 0151 272 1092. Web: <https://uktherapyguild.co.uk>

This document sets out in detail your relationship with UK Therapy Guild Integrative Counselling & Hypnotherapy Training (referred to within this document as 'UK Therapy Guild' or 'the Academy'). This contract has been drafted with the assistance of Mr Thomas Sutherland, Head of Employment and Commercial, at Canter Levin & Berg Solicitors.

1. Introduction

1.1 UK Therapy Guild may change this document from time to time to comply with any legal or regulatory requirements. If UK Therapy Guild is required to make significant changes to this document, you will be notified of this as soon as possible.

1.2 UK Therapy Guild has agreed to provide your programme under the authority and approval of the awarding accreditation bodies: the National Council of Integrative Psychotherapists (NCIP) and the General Hypnotherapy Standards Council (GHSC). Under that arrangement, UK Therapy Guild has agreed to ensure that students on the programme have substantial rights, and are bound by the same obligations, as other students of these awarding bodies, including a duty of care.

1.3 You are (or will be) enrolled with UK Therapy Guild as a student on your programme. UK Therapy Guild will provide the programme with reasonable skill and care. UK Therapy Guild has primary responsibility for complying with your rights as a consumer under relevant consumer protection legislation.

2. Your Contract with UK Therapy Guild

2.1 Before you accept an offer of a place, you should check that the details in the offer are complete and accurate. If you have any queries, you should contact UK Therapy Guild by email at admin@uktherapyguild.org or by telephone at (+44)151 272 1092 / 07368 363 946.

2.2 When you accept an offer of a place, your contract with UK Therapy Guild takes effect, and you agree to be bound by the terms of this document and the regulations contained within the UK Therapy Guild's Student Handbook. Accordingly, you should read these documents carefully.

2.3 For students who receive their offer directly from UK Therapy Guild, your contract takes effect when you accept the offer of admission.

2.4 Your enrolment is fully confirmed once you have: a) formally accepted your offer of a place; b) paid the required non-refundable booking fee and any subsequent instalments due before or on the dates specified in your agreed payment schedule; c) completed and returned all required enrolment documentation, including this signed contract; and d) met any conditions outlined in your offer letter.

3. Immigration Requirements

UK Therapy Guild is under a legal obligation to ensure that all students comply with relevant visa or immigration requirements and may report any non-compliance to the Home Office or UK Visas and Immigration. UK Therapy Guild may request information and documents from you to ensure compliance. You must comply with such requests within a reasonable time. Failure to do so may lead to the termination of your contract and withdrawal from your course.

4. Changes to your Programme or this Document

4.1 UK Therapy Guild is continuously developing and improving its programmes. This may lead to changes in the terms, content, or delivery of programmes from those set out in the prospectus or on the website (<http://uktherapyguild.co.uk>).

4.2 If UK Therapy Guild decides to make a significant change to your programme of study, it will consult you in advance, except where the change is required for regulatory or legal reasons, or due to events beyond its control. In such cases, UK Therapy Guild will notify you as soon as possible and try to minimise any adverse impact.

5. Your Programme of Study

5.1 UK Therapy Guild will provide you with the education services considered appropriate for your programme.

5.2 You must participate fully in your programme, including attending at least 80% of in-class sessions, to progress and attain the appropriate award.

5.3 While on placement, you must comply with the attendance policies of the relevant placement provider.

5.4 Provided that you successfully fulfil the requirements of your programme, pay your fees, and meet your obligations as a student, UK Therapy Guild will grant you the appropriate award or qualification.

5.5 If your engagement is unsatisfactory, you may be invited to a meeting to discuss this. Failure to attend without good reason may result in your withdrawal from the course.

6. Further Undertakings

6.1 UK Therapy Guild shall assume overarching responsibility for the quality of your programme and student experience and use reasonable endeavours to enable you to complete your programme.

6.2 You are entitled to access UK Therapy Guild's current e-learning materials, subject to any third-party licence limits and your acceptance of the terms of use.

6.3 When using UK Therapy Guild's premises or facilities, you shall comply with its rules of conduct. This includes rules communicated to you verbally on site.

7. Placements

If your course involves a placement, you will be provided with information about placement providers. UK Therapy Guild is not responsible for any acts or omissions of a third-party placement provider.

8. Your Personal Information

8.1 You agree that UK Therapy Guild will hold and process your personal data in accordance with the Data Protection Act 1998, Data Protection Act 2018 and General Data Protection Regulation 2018 and as detailed in the Student Handbook. This data is used for administrative, academic, and support functions.

8.2 UK Therapy Guild may disclose your personal data to third parties, including regulatory bodies, law enforcement, debt collection agents, and prospective employers, where necessary or required by law.

8.3 UK Therapy Guild may record lectures and other educational events, seeking your consent where appropriate. It may also use photographs for promotional purposes after providing an opportunity for you to be excluded.

9. IT and Information Security

9.1 You must comply with UK Therapy Guild's rules regarding the use of IT. The network must not be used for illegal activities or to transmit offensive or infringing material. UK Therapy Guild may monitor network use to ensure compliance.

9.2 Use of the UK Therapy Guild network is at your own risk. UK Therapy Guild is not liable for any damage caused to your own devices.

9.3 You acknowledge that all course content (including but not limited to written and digital information, course notes, images, audio information and/or audio recordings, video information and/or video recordings, written feedback and all other data relating to the course being delivered) is the Intellectual Property of UK Therapy Guild. Under the Student Training Contract, students expressly agree that they will not disclose the Intellectual Property of UK Therapy Guild to other individuals or third parties without the prior written consent of UK Therapy Guild.

9.4 Under the Student Training Contract, students expressly agree that they are liable to UK Therapy Guild for all lost fees, and all income earned by yourself, during the period of 24 months following the conclusion of

the course in relation to the following activities: (a) starting a business in competition with UK Therapy Guild and utilising their Intellectual Property; (b) distributing the Intellectual Property of UK Therapy Guild to others for financial gain; or (c) distributing the Intellectual Property of UK Therapy Guild to others to help them avoid course fees.

10. Social Media and Digital Communication

10.1 This policy applies to all forms of digital communication related to your studies with the Academy, including but not limited to the student website forum, official WhatsApp groups, and any other social media platforms created for student interaction.

10.2 You are expected to communicate respectfully and professionally at all times. All interactions must align with the Academy's commitment to providing a safe and supportive learning environment for all.

10.3 In line with the Academy's equal opportunities principles, any communication that is discriminatory, harassing, bullying, defamatory, or offensive in nature is strictly prohibited. This includes content related to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

10.4 You must not share confidential information about the Academy, its staff, or other students without prior consent.

10.5 Breaches of this policy will be considered a breach of the Student Code of Conduct and may result in disciplinary action, up to and including termination of your contract.

11. Health and Safety

11.1 UK Therapy Guild will act in accordance with all health and safety legislation to provide a safe working environment at its premises.

11.2 You must inform UK Therapy Guild if you have any mobility issues or other reasons that may affect your ability to follow health and safety procedures.

11.3 You must take reasonable care for the health and safety of yourself and other persons, and cooperate with the Academy's instructions regarding health and safety, when on site.

12. Student Pregnancy and Maternity Policy

12.1 The UK Therapy Guild is committed to providing a supportive and inclusive learning environment for all students. We recognise that pregnancy and maternity status is a protected characteristic under the Equality Act 2010 and are dedicated to making proportionate adjustments to support students through this time.

12.2 Notification and Support: Students who become pregnant are encouraged to inform the Academy at the earliest opportunity, so that we can discuss a support plan and make any necessary arrangements. All information will be treated with the utmost confidentiality.

12.3 Course Continuation and Reasonable Adjustments: We will work with the student to create a flexible learning plan to enable them to continue their studies where possible. This may include, for a short proportion of the course, providing the option to switch from in-person to online learning to accommodate medical appointments and postnatal recovery.

12.4 Financial Obligations: It is important to note that a student's financial obligation, as outlined in their student study contract, remains in place. This includes the commitment to complete all payments in full,

regardless of whether a student completes the course, as a space has been reserved for them. While we offer a flexible learning option to help you manage your studies, this does not alter the payment terms of the contract you have signed. For our Continuing Professional Development (CPD) courses, payments are accepted via direct bank transfer (BACS) and remain subject to our standard terms.

13. Student Disability Policy

13.1 The Academy is committed to providing a supportive and inclusive learning environment for students with mental and physical conditions which constitute disabilities under the Equality Act 2010. We are decided to making reasonable adjustments to support students with disabilities.

13.2 Students are encouraged to inform the Academy of any mental or physical disabilities, so we can agree a learning plan and discuss any potential reasonable adjustments and accommodations. Each adjustment will be on a case-by-case basis and may, for instance, include discussion of the proportion of online learning and/or the method by which the course is delivered. Any accommodations will seek to remove unreasonable disadvantage and achieve equality of opportunity.

14. Fees and Payment

14.1 Course Fees: The standard full course fee for the Level 5 Diploma in Integrative Counselling & Level 5 Diploma in Clinical Hypnotherapy is stated in your offer documentation and in [Appendix B](#) (Schedule of Fees).

14.2 What Fees Include: Course fees include all scheduled tuition, core course materials, internal assessment, and access to the student portal.

14.3 What Fees Exclude: Fees exclude personal therapy, clinical supervision, DBS checks, professional body membership fees, supplementary textbooks, travel, accommodation, and professional indemnity insurance.

14.4 Payment Options & Booking Fee:

a) Booking Fee: A non-refundable booking fee (as specified in [Appendix B](#)) is required upon accepting an offer to secure your place. This booking fee is offset against the total course fee.

b) Remaining Balance: The remaining non-refundable balance (as outlined in your agreed Payment Schedule) may be paid either in full no later than 1 week prior to course commencement, or via an agreed Monthly Instalment Plan as set out in [Appendix B](#) (Payment Schedule & Terms).

c) Course Fee Policy: When students accept a place on the course, the full course fees are processed and become payable, regardless of whether they complete the course or not. Under the Student Training Contract, students expressly agree that the full course fee is payable in full regardless of whether you complete the course.

14.5 Late Payment or Non-Payment: If fees are not paid by the relevant due date (including monthly instalment dates set out in [Appendix B](#)), the Academy reserves the right to charge a late payment fee per overdue instalment, suspend access to tuition and resources, withhold awards, and potentially terminate your enrolment. If you are experiencing genuine financial difficulties, you must contact the Director at the earliest opportunity to discuss the situation in confidence.

14.6 Method of Payment: Fees can be paid by Standing Order, Direct Debit, Paypal, Bank Transfer (BACS) or Cheque payable to 'UK Therapy Guild Academy'. Bank details will be provided on your invoice/payment

schedule.

15. The Liability of UK Therapy Guild to You

15.1 UK Therapy Guild is not responsible for any loss or damage that is not foreseeable.

15.2 Nothing in this contract limits or excludes the Academy's liability for death or personal injury caused by its negligence, fraud, or any other liability that cannot be limited by law.

15.3 UK Therapy Guild's total liability to you in connection with this contract shall be limited to the value of the tuition fees paid by you or on your behalf, or the amount received from its insurers, whichever is greater.

15.4 You will not be liable for any failure or delay in performing your obligations due to any cause beyond your reasonable control, and similarly, the Academy will not be held liable for any failure or delay due to causes beyond its reasonable control.

16. Cancellation, Withdrawal, and Refunds

16.1 Statutory Cooling-Off Period: You have a statutory right to cancel this contract within 14 days from the date you accept the offer (the 'cooling-off period'). Notification must be in writing. If you cancel within this period, you will be refunded in full. If the course starts within this period at your request, the Academy may charge a reasonable sum for services already provided.

16.2 Cancellation by Student Before Course Commencement (after cooling-off period): a) More than 8 weeks before start date: All fees refunded, minus the non-refundable booking fee; b) Between 4 and 8 weeks before start date: 50% of the total course fee is payable; and c) Less than 4 weeks before start date: No refund will be issued, and the full course fee remains payable.

16.3 Withdrawal by Student After Course Commencement: If you withdraw from the course after its official start date, you remain liable for the full course fee, and any outstanding instalments must be paid. Non-attendance does not constitute withdrawal. Notification must be in writing to the Director.

16.4 Deferrals: Requests to defer a place will be considered on a case-by-case basis at the discretion of the Director. An administration fee and any increase in cohort fees may apply.

16.5 Exceptional Circumstances: Partial refunds or alternative arrangements may be considered in genuinely exceptional mitigating circumstances (e.g., serious illness), supported by appropriate written evidence (which, for instance, may include a request for medical documents). Any such decision is at the sole discretion of the Academy.

17. Programme Changes in Circumstances outside the Control of UK Therapy Guild

17.1 It may be necessary for UK Therapy Guild to revise or suspend programmes in circumstances outside its control (e.g., lack of key personnel, industrial action, or severe weather).

17.2 If such an event occurs, UK Therapy Guild will give you as much notice as possible and take steps to mitigate the effects, which may include offering an alternative programme. If a programme is cancelled before it starts, any advance payments will be refunded.

18. Termination of the Contract

18.1 UK Therapy Guild may terminate this contract with immediate effect if you fail to pay tuition fees, do not enrol, are withdrawn for any reason, are convicted of a criminal offence, or commit a material breach of

this contract.

18.2 Your continued registration is subject to meeting the requirements set out in your offer, paying fees on time, and satisfying any health, welfare, or criminal record checks.

18.3 Any offer may be withdrawn if your application is found to contain false or misleading information.

18.4 The Academy reserves the right to terminate your enrolment due to gross misconduct, a serious breach of the Student Code of Conduct, or failure to meet Fitness to Practice requirements.

18.5 Where the termination of contract by the Academy is due to any of the reasons set out in clauses 18.1, 18.3 or 18.4, no refund will be issued.

18.6 The Academy also reserves the right to terminate your enrolment due to insufficient student numbers for a course. If the relevant course is cancelled due to low numbers, a full refund (including the booking fee) will be provided.

19. Contact with UK Therapy Guild

19.1 You can contact UK Therapy Guild by email at nicholadoyle@uktherapyguild.org or by post to 1 Plex Moss Lane, Halsall, L39 8SS.

19.2 UK Therapy Guild will contact you via the most recent contact details you have provided. You must inform the Academy promptly of any changes and check your email account regularly.

20. Complaints and Appeals Procedure

20.1 UK Therapy Guild aims to provide high-quality services. However, if an issue arises, you have the right to raise a concern or make a formal complaint. You will not be disadvantaged for raising a legitimate issue.

20.2 The Academy has a formal Complaints and Appeals Procedure which governs how such matters are handled. This procedure ensures that all issues are dealt with promptly, fairly, and with due regard to confidentiality and impartiality.

20.3 The full procedure, which outlines the steps for both general complaints and academic appeals, is detailed in [Appendix A](#) of this contract. To raise a concern, you must follow the steps outlined in that procedure, which includes using the official forms provided.

21. Other Important Terms

21.1 If there is any conflict between this document and others forming your contract, the order of priority will be: the Student Training Contract you sign when you enrol, your offer letter, and then the Student Handbook.

21.2 This contract is between you and UK Therapy Guild. No other person shall have any rights to enforce its terms.

21.3 Each provision of this contract operates separately. If any court finds a provision unlawful, the remaining provisions will remain in full force.

21.4 This document is governed by the laws of England and Wales. Under the Student Training Contract, the student and UK Therapy Guild agree to submit to the non-exclusive jurisdiction of the courts of England and Wales.

Contract Agreement: On signing the Student Training Contract, students confirm that they have read, understood, and agree to be bound by all the terms and conditions contained within it, including [Appendix A](#) and [Appendix B](#).

The signed copy of this contract is issued to you when you accept your offer of a place. It is signed by the Director on behalf of UK Therapy Guild and by you, and records your name, address and the date of signature. An electronic signature is acceptable and binding.

APPENDIX A: Complaints and Appeals Procedure

1. Our Commitment

The UK Therapy Guild Ltd is dedicated to providing the highest quality training and a safe, supportive learning environment for all students. We recognise that on occasion, issues can arise. We take all feedback, concerns, and complaints seriously and see them as valuable opportunities to improve our services. This procedure ensures that any student who wishes to raise a complaint or appeal an assessment decision can do so in a clear, fair, and timely manner.

2. Scope of the Policy

This policy applies to all current and former students of the UK Therapy Guild Ltd. It covers two distinct areas:

- **General Complaints:** Concerns regarding any aspect of the training experience, including the quality of teaching, resources, facilities, administration, or the conduct of staff or other students (see Part A); and
- **Assessment Appeals:** Disagreement with a formal assessment decision or grade based on specific, permissible grounds (see Part B).

3. Guiding Principles

- **Confidentiality:** All complaints and appeals will be handled with the utmost confidentiality;
- **Impartiality:** Each case will be investigated fairly and objectively;
- **Timeliness:** We aim to resolve all matters as quickly as possible; and
- **Support:** You may be accompanied and supported by a friend or representative at any formal meeting.

Part A: General Complaints Procedure

Stage 1: Informal Resolution - Most concerns can be resolved quickly by speaking directly with your tutor or the relevant staff member. We aim to resolve the issue at this stage within 10 working days.

Stage 2: Formal Complaint - If informal resolution is not successful, you should submit a formal complaint using the General Complaints Form to the Director. You will receive an acknowledgement within 5 working days and a full written response detailing the outcome of the investigation within 20 working days.

Stage 3: Formal Review - If you are not satisfied with the outcome of Stage 2, you may request a final review on specific grounds (e.g., procedural error, new evidence). The review will be conducted by an impartial party, and their decision is final.

Part B: Assessment Appeals Procedure

Grounds for Appeal: An appeal may only be submitted on grounds of: Procedural Irregularity; Extenuating Circumstances; or Bias/Prejudice. Disappointment with a grade is not grounds for an appeal.

Step 1: Informal Feedback - You are required to seek feedback from your tutor or assessor within 5 working days of receiving your grade to understand how it was awarded.

Step 2: Formal Assessment Appeal - If you still wish to proceed, you must submit a formal Assessment Appeals Form to the Director within 10 working days of receiving feedback. The appeal will be investigated, and you will receive a written outcome within 15 working days.

Step 3: Appeal Panel Review - If you are not satisfied, you may request a final review by an Appeal Panel. The Panel's decision is final and will be communicated within 20 working days.

Assessment Appeals Form

Purpose: To formally appeal an assessment decision on valid grounds. Submission: Submit to the Director within 10 working days of receiving assessment feedback.

Section 1: Appellant's Details

Full Name:

Email Address:

Contact Telephone Number:

Section 2: Assessment Details

Course/Programme Title:

Name of the Assessor:

Date You Received the Assessment Result/Feedback:

Section 3: Grounds for Appeal

☐ Procedural Irregularity ☐ Extenuating Circumstances ☐ Bias or Prejudice

Section 4: Statement of Appeal

Please provide a detailed statement explaining your reasons for the appeal and how this has affected your outcome.

Section 5: Desired Outcome

Please state what you hope to achieve.

Section 6: Supporting Evidence

Please list all documents submitted as evidence.

Section 7: Declaration

Signed and dated by the student on submission. The blank fields are omitted here because this published version is not a form to be completed.

General Complaints Form

Purpose: To raise a formal complaint about any non-assessment related aspect of your experience.

Submission: Submit to the Director within 21 working days of the incident.

Section 1: Your Details

Full Name:

Are you a: ☐ Student ☐ Staff Member ☐ Visitor ☐ Other

Email Address:

Contact Telephone Number:

Section 2: Complaint Details

Date(s) of incident(s):

Location of incident(s):

Nature of your Complaint: (e.g., Conduct of staff/peer, Quality of teaching, Facilities, etc.)

Section 3: Detailed Description of Complaint

Please provide a clear and detailed account of your complaint.

Section 4: Desired Resolution

Please outline what action you would like the Academy to take.

Section 5: Supporting Evidence

Please list all documents or materials submitted as evidence.

Section 6: Declaration

Signed and dated by the student on submission. The blank fields are omitted here because this published version is not a form to be completed.

APPENDIX B: Schedule of Fees & Payment Plan Agreement

This Appendix forms an integral part of the Student Training Contract between UK Therapy Guild and the Student. It details the agreed fee structure, payment option, and instalment terms.

1. Summary of Course Fees

Your **Appendix B** states the Total Course Fee, the Non-Refundable Booking Fee due on signing to secure your place, and the Remaining Balance.

Example only — these figures are illustrative and are not the current fees. Fees vary by cohort and by the arrangement agreed with you. For current fees, please request a prospectus.

EXAMPLE ONLY — NOT THE CURRENT FEES	
Example Total Course Fee	£3,500.00
Example Non-Refundable Booking Fee (due on signing)	£300.00
Example Remaining Balance	£3,200.00
Example Option B: monthly instalments	20 payments of £160.00

The figures in the copy of **Appendix B** issued to you will differ from this example.

2. Selected Payment Option

Appendix B records which of two payment arrangements has been agreed for your enrolment. **Option A, Full Upfront Payment:** the remaining balance is paid in one single sum no later than 7 days prior to course commencement. **Option B, Agreed Monthly Instalment Plan:** the remaining balance is paid via monthly standing order or direct debit as detailed in the Payment Schedule.

3. Agreed Monthly Payment Schedule (Option B)

For early enrolments or extended schedules, payments begin 30 days after contract execution or booking fee receipt, or as specified in your own [Appendix B](#).

Where Option B applies, the Payment Schedule in your [Appendix B](#) records your full name, the date your first monthly instalment falls due, the number of monthly instalments, the monthly instalment amount, the regular payment day each month, and the payment method.

4. Terms & Acknowledgement of Payment Plan

- **4.1 Booking Fee:** The booking fee is non-refundable and covers administrative place reservation.
- **4.2 Total Fee Commitment:** Under the Student Training Contract, the Student acknowledges and confirms that the total course fee remains payable in full, regardless of course completion or withdrawal after the statutory 14-day cooling-off period (as per [Clauses 14.4](#) and [16.3](#) of the main contract).
- **4.3 Early Sign-Up & Flexible Term:** Where a payment plan commences early (e.g. prior to course start in September), extending the payment period beyond 23 months serves to lower the student's monthly outlay while maintaining the total agreed course fee.
- **4.4 Default / Late Payment:** Monthly instalments must be paid on or before the agreed payment day each month. Overdue payments are subject to a late administration fee in accordance with [Clause 14.5](#).

5. Signing [Appendix B](#)

[Appendix B](#) is signed by both parties when a place is confirmed. Signing it means accepting the fee schedule and payment terms it sets out for that student. The signature blocks are omitted here because this published version is not the copy that is signed.