



TERMS AND CONDITIONS

1. Contracting on Commencement

- a) Your Leadership Edge Associate will establish and agree with the Participant the structure, process and boundaries of the Sessions at the commencement of the programme. These agreements may need re-visiting during the partnership if a situation changes.
- b) Sessions will take place via Teams or Zoom. Face-to-face sessions may take place as agreed between the Associate and the Participant, if cost effective and agreeable to both parties. The Participant is responsible for any call related or travel charges.

2. Confidentiality of Content

- a) The content of Sessions is confidential, unless there is an overriding legal or moral obligation on the Associate to share it, In this instance, the Associate will stop the session and advise you of their obligation to break confidentiality, unless the Participant addresses the issue immediately themselves. Limitations of confidentiality occur when information is disclosed which demonstrates:
- A real or potential risk to the participant, another person or the organisation
 - A real or potential breach of British law
- b) Associates may discuss aspects of their work with qualified, experienced supervisor in an anonymised way, to improve their own practice.
- c) From time to time, when working as a group of Associates delivering Sessions for different Participants within for the same organisation, Associates may contribute to an anonymised sharing of general themes, to develop systemic awareness to serve the school in moving forwards.

3. Remit Boundaries

Sessions provided by Leadership Edge are not psychological counselling or any type of therapy, and should not be construed as such. The Associate will signpost to the Participant if further, separate support should be sought, for example counselling, medical advice or charitable support. Presentation of such cases will be dealt with according to the terms of Confidentiality detailed above. If appropriate, Sessions can continue, in the full understanding that is in addition to and distinct from specialised support.

4. Limits of Liability and Feedback

- a) The Participant has sole responsibility for any decisions they may make following Sessions. Leadership Edge accepts no liability for the actions of the Participant.
- b) Leadership Edge is continually striving to ensure the standard of service it provides to Participants remains outstanding. Feedback about the service is welcomed and can be given during a Session or by emailing info@leadershipedge.org.uk. Participants are encouraged to share their experiences with us.





5. Cancellations and Contingencies

- a) We request that Coaching, Supervision and Accreditation Session times are upheld and attended punctually. The Participant is responsible for scheduling a time and finding a place for their session which is conducive to the process (ie. they are unlikely to be disturbed or overheard). If necessary, they are responsible for ensuring a colleague can cover their responsibilities while they engage in their sessions to maximise the opportunity for deep reflection and impactful work. This also ensures we can value our Associates' time, who are paid on a per session basis and block their diaries to accommodate their Participants' session times.
- b) We courteously ask for at least 3 days' notice for any cancellation. If a session is cancelled within 24 hours of the scheduled time, or is not attended by the Participation without advance notice of at least 24 hours, there will be a charge of £80 to reschedule. We understand there can occasionally be an emergency need to cancel a session with late notice (ie. the safety of a child) and we will waive the cancellation fee on these occasions, unless it becomes a repeated situation or clear that the Participant is not meeting their responsibilities as explained in 5a.
- c) Accreditation portfolios should be forwarded to the Participant's Coach at least 5 days in advance of the scheduled Accreditation Session. If the Accrediting Associate does not receive the completed e-portfolio at least 24 hours in advance of the scheduled Session, a new date will be offered and a rescheduling fee of £80 will be incurred.
- d) If, for whatever reason, an allocated Associate is unable to complete their deployment, another Leadership Edge coach will be assigned to fulfil the contracted service.
- e) If, for whatever reason, a Participant chooses to withdraw from the programme, the company will not be liable for any refund.
- f) Our services are provided on a time-bound basis, explained at the time of booking and as follows:
Foundation – one school term
Practitioner – two school terms
Master – three school terms
1:1 2 sessions – one school term
1:1 6 sessions – three school terms
1:1 11 sessions – three school terms
- If a Participant is unable, for whatever reason, to complete the programme within these durations, they may request an extension of one term by speaking to the Associate or emailing info@leadershipedge.org.uk. Failing to complete the programme within the allocated time and without requesting an extension, may result in the participant being withdrawn from the programme with no refund.
- g) Leadership Edge will work proactively with any Participant to ensure the programme is suited to their needs. If the Participant wishes to swap to an alternative Leadership Edge Programme before completion of the one for which they are registered, we will seek to do this in a fair manner. A one-off Administration Fee of £25 will be applied.



6.Termination

a) If, at any time, the Client or Participant wishes to cease this agreement, the Company politely requests reasons to be put in writing. The Company will not be liable for any refund.

b) If, at any time, the Company wishes to cease this agreement, the Company will put reasons in writing and the Client will be refunded for any remaining sessions.

c) The Consumer Rights Act 2015:

i) The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations say that in most cases, you can cancel within 14 days. However, if you access our materials and service within this time, this right is forfeited.

ii) The Client can ask the Company to repeat its services if they are not carried out with reasonable care and skill.

7. Privacy Notice

a)Any session notes will remain anonymously, privately and securely stored for 24 months after the end of contract, at which time point all such data will be shredded/deleted.

b)Your data is being collected and stored for the express purposes of enabling Leadership Edge to deliver its services, including marketing services.

c)Your data will be held securely in line with GDPR regulations. A full copy of our Privacy Policy is available on request.

8. Updates or amendments to these terms and conditions

We reserve the right to periodically amend or revise these terms and conditions; material changes will be effective immediately upon the display of the revised document. Your continued use of the Services constitutes your acknowledgment and consent of such amendments and your agreement to be bound by the terms of such amendments.

Last modified 1.6.25

