In-person Training Policy

Policy Created: October 2023

Last Reviewed: March 2026

Next Review: March 2027 (or sooner if significant changes in legislation, guidance, or organisational activities occur)

Reviewed by: Laurence Clark

Responsible Officer: CEO

Approved by: CEO

Main Contact for Queries: info@pathwaysassociates.co.uk

1. Introduction and Commitment

Pathways Associates CIC is a disabled-led Community Interest Company dedicated to enabling people with learning disabilities, autistic people, and their families to live the lives they choose as equals in their local communities. The organisation is committed to delivering high-quality, inclusive in-person training that fosters learning, collaboration, and respect while ensuring participant safety, wellbeing, and accessibility. This includes creating safe spaces, promoting positive etiquette, accommodating reasonable adjustments, maintaining zero tolerance for abuse or harassment, managing bookings, payments, cancellations, and evaluations fairly, and protecting intellectual property to optimise resources and value.

In-person training remains a core part of our hybrid model, offering rich interaction and co-production opportunities. As of March 2026, this policy aligns with current best practice, including HSE guidance on workplace safety for training venues (updated 2025), EHRC recommendations on physical accessibility and reasonable adjustments, CQC/Ofsted standards for inclusive environments, UK GDPR/Data Protection Act 2018 for data handling, and the Equality Act 2010. It emphasises trauma-informed approaches, neurodiversity inclusion, mental health support, and transparent contractual terms in in-person settings. This policy supports our Equality and Diversity Policy (inclusive access), Safeguarding Adults and Children Policy (safe spaces), Co-production Policy (participant involvement), Staff Training Policy (delivery competence), Health and Safety Policy (risk management), Infection Control Policy (hygiene), Meeting Room and First Aid Policy (venue safety), Information Governance and Data Protection Policy (secure data), and standard terms and conditions for services and training courses (payments, cancellations, IP).

It reflects our values of being led by lived experience (Experts by Experience co-designing training etiquette and evaluations), partnership (collaborating with participants for positive experiences), inclusion and respect (zero tolerance for harm), innovation (flexible venue setups), and integrity (transparent cancellation and data processes). We commit to safe, empowering in-person training that values all voices, ensures equitable participation, and complies with contractual obligations. By booking or participating, you agree to these terms.

2. Scope

This policy applies to all in-person training sessions, workshops, CTRs, events, and face-to-face activities hosted or facilitated by Pathways Associates CIC, whether free, funded, or paid. It covers etiquette expectations, safe space creation, reasonable adjustments, responses to abuse/harassment, bookings, payments, cancellations, evaluations, data protection, intellectual property, venue safety, and infection control. The policy applies to trainers, facilitators, participants, Experts by Experience, associates, volunteers, and visitors at venues including the Waterside office or hired locations.

3. Key Objectives

The organisation aims to create respectful, inclusive in-person environments that maximise learning and engagement while protecting data, health, and wellbeing. It seeks to accommodate diverse needs through reasonable adjustments, maintain zero tolerance for abuse or harassment with swift responses, manage bookings, payments, and cancellations efficiently to respect resources and planning, evaluate sessions for continuous improvement, comply with equality, data protection, health & safety, and contractual laws, and learn from feedback to enhance in-person delivery.

4. Core Principles

In-person training is conducted in safe, welcoming spaces free from discrimination, with mutual respect and active participation encouraged. Reasonable adjustments are proactive and personalised to ensure accessibility. Abuse/harassment is not tolerated, with protective measures prioritised. Bookings, payments, and cancellations follow clear, fair terms to maintain sustainability. Data is handled securely and transparently per UK GDPR. Intellectual property is protected while allowing fair use. Evaluations are used to measure impact and improve. Accessibility ensures all can participate fully (e.g., ramps, interpreters, quiet spaces). Transparency involves clear expectations, consent, and feedback loops.

5. Roles and Responsibilities

The Board oversees policy compliance and reviews annual feedback on in-person sessions.

The CEO holds accountability for implementation, venue safety, and contractual adherence.

Training/Event Leads facilitate sessions, enforce etiquette, arrange adjustments, process bookings/payments/cancellations, and manage evaluations.

The Safeguarding Lead/Equality Champion advises on safe spaces, adjustments, and responses to harm.

The Data Protection Officer (DPO) ensures GDPR compliance in data handling.

Trainers/Facilitators brief participants, monitor behaviour, and collect evaluations.

All participants follow etiquette, provide feedback, and report concerns.

Experts by Experience contribute to reviews and co-production.

6. Procedures

6.1 Booking and Confirmation Bookings are made via email or online form. Confirmation is sent with details, venue information, and these terms. By booking, you agree to comply. Changes by us (e.g., venue or timing) are notified promptly; alternatives offered if possible. Minimum numbers may be required; cancellations if not met.

6.2 Safe Space Statement All sessions begin with a co-produced safe space statement: "This is a respectful, inclusive space where everyone's voice matters. We value diverse perspectives and commit to kindness, confidentiality, and support. If you feel uncomfortable, please speak up or contact the facilitator privately."

6.3 Etiquette Participants are expected to arrive on time, engage respectfully, respect confidentiality, avoid distractions, and contribute positively. Trainers ensure breaks, clear agendas, and inclusive interactions. Disruptive behaviour is addressed promptly.

6.4 Reasonable Adjustments Requests are welcomed pre-session (e.g., via booking form) for ramps, interpreters, quiet spaces, or alternative formats. Adjustments are provided per Equality Act and reviewed for effectiveness. Ongoing needs are accommodated in line with our Equality and Diversity Policy.

6.5 Abuse and Harassment Zero tolerance for bullying, discrimination, or harm. Incidents are addressed immediately (e.g., removal from session) and reported to the Safeguarding Lead. Investigations follow our

Safeguarding Policy, with support offered to affected individuals (e.g., debriefs, referrals). We reserve the right to terminate participation without refund.

6.6 Venue Safety and Infection Control Refer to Meeting Room and First Aid Policy and Infection Control Policy. Venues are risk-assessed; first aid kits and fire safety checked. Respiratory hygiene promoted (ventilation, sanitiser). Participants encouraged to stay home if unwell with respiratory symptoms.

6.7 Cancellations and Payments By booking, you agree to payment terms. Payments due within 30 days of invoice; overdue incur interest at 8% above Bank of England base rate per Late Payment of Commercial Debts Act 1998. Default may lead to legal action for recovery plus costs. Cancellations by participants: More than 28 days notice: Full refund/no charge; 14–28 days: 50% charge; Less than 14 days: 100% charge. No-shows charged in full. Organisation cancellations: Due to unforeseen circumstances (e.g., illness, venue issues); full refunds or alternatives provided with at least 24 hours notice where possible. We reserve the right to cancel if minimum numbers not met or for force majeure, with refunds/alternatives.

6.8 Evaluations and Data Protection Pathways values evaluations to measure impact and improve. Post-session forms are anonymous/optional; data is used for internal review and shared anonymised with funders. Longer-term evaluations may be conducted with consent. Data is processed per UK GDPR/Data Protection Act 2018 and our Information Governance Policy: collected lawfully (e.g., legitimate interest for evaluations), stored securely, retained as needed, and deleted on request. Personal data is not shared without consent unless required by law.

6.9 Intellectual Property Materials (slides, handouts) are owned by Pathways; fair use allowed for personal/learning purposes. No reproduction/sharing without permission. Recordings require participant consent.

7. Training, Awareness, and Support

Annual in-person facilitation training covers etiquette, adjustments, safe spaces, and GDPR (accessible). Induction briefs new facilitators. Awareness via pre-session guides and statements. Support includes debriefs, wellbeing resources, and signposting (e.g., for accessibility issues).

8. Monitoring, Review, and Continuous Improvement

Policy reviewed annually or post-incident. Monitoring via feedback, logs, and evaluations. Learning co-produced with Experts by Experience. Feedback welcomed; annual summaries in CIC report.

9. Conclusion

Pathways Associates CIC is dedicated to in-person training that is safe, inclusive, and empowering. By promoting respect, accessibility, and fair processes, we uphold our disabled-led values and enhance learning for all.