

# Client Service Agreement

## Your Trainer/Support Worker:

- Your Trainer/Support Worker Will meet you where you have arranged to meet: your trainer will not know about room changes unless you tell them
- Your Trainer/Support Worker Will always be punctual
- The Learning Support Centre monitor attendance and cancellations of support/training sessions. Any anomalies are investigated further by a member of the office team. Concerns are raised with the client and may have to be reported to the employer and funding body.
- Clients at the outset are advised how important it is to attend sessions and that if they have unexplained and or persistent absence this may mean that funding and therefore support will be withdrawn.
- The Learning Support Centre make a charge for any sessions that are cancelled with less than 48 hours' notice. Cancellations will be accepted by phone/text/email and someone can be contacted on our out of hour's phone 24 hours a day 7 days a week :  
Office (8:30am -5:30pm): 0116 254 8881  
Out of hours: 07964313546
- Your Trainer/Support Worker will wait for 15 minutes after the session scheduled start time before leaving and during that time will try and make contact with you to ascertain if you are on your way.
- The information you provide to Learning Support Centre (the supplier) is personal data and it shall be held by the Supplier in accordance with its obligations under the Data Protection Act 1998. Your personal data may be transferred to carefully selected third parties for audit purposes, which are for the legitimate business purposes of the Supplier.
- Your Trainer/Support Worker is not allowed to accept gifts from you. If you are happy with your support, a comment or email is always welcome.
- In order to facilitate your support it is useful if your Trainer/Support Worker has your contact details (email and phone number). Please let the office know if you prefer not to share your contact details.
- If we are providing your assistive technology software and hardware products there will be a delivery charge of £35. If you cancel or miss a delivery that has to be re-arranged there will be an additional charge of £35.
- Payment for your training is due 5 working days prior to commencement of training.

**In order to facilitate your support, we will pass on your mobile phone number to your Trainer/Support Worker.**

**By attending your support session, it is understood by The Learning Support Centre that you accept the terms outlined in the Client Service Agreement**