



Please find within this document all you need to get you enrolled on the Level 5 Diploma in Clinical Canine Massage Therapy, written and delivered by the Canine Massage Therapy Centre Ltd, the recognised and approved training centre for this ring fenced qualification (meaning only we can deliver it and its exclusive to us) and Regulated by Gatehouse Awards an Ofqual-recognised Awarding Organisation.

This course starts on the 1st January 2026.

There are now two options to how you enrol upon the Level 5 Diploma in Clinical Canine Massage Therapy

1. To Enrol for the two-year Diploma with payment on enrolment or 12 instalments
2. To Enrol for Year One of the Diploma (the Home Study/Module element) and enrol again for the Year Two (Practical study) subject to successfully completing year 1, enabling a split of the fees over 2 years. The second year must be taken in the consecutive year, with no break in period.

We recommend you pay close attention to Pages 5 to 12, which gives a brief outline of the contract(s) and pages 13 to 22 with shortened versions of our policies and procedures that you sign up to and to be aware of the Policies and Practises that we adhere to in delivering the Course.

You have 28 days from receipt of this contract to complete enrolment. If for any reason you have decided to not enrol on the course, we ask you to simply drop us an email to: admin@k9-massage.co.uk stating that you no longer require your place as soon as you can.

When you have completed enrolment and your payment has been received, you will receive your first module as well as an invite to the Online Companion School and Community page dedicated to your year group. You will be allocated your tutor and receive a course Expectations and Guidelines booklet.

Your reading list is over page.

I am very excited about getting you started on the path to your new career!

Best Wishes

Natalie Lenton Director

Canine Massage Therapy Centre Ltd.

Tel: 07877 540728

email: info@k9-massage.co.uk

website: www.K9-Massage.co.uk

OR the Office

Jenny@k9-massage.co.uk

[0789 986 9357](tel:07899869357)

POLICIES AND PROCEDURES

We want you to enjoy your time completing the Diploma in Clinical Canine Massage Therapy.

As an approved training centre for an OFQUAL regulated Diploma through Gatehouse Awards, we are required to have a Quality Assurance in place with regards to training to ensure that we meet the required standards. This means that you can be assured that the course you are about to undertake meets the standards you would expect and that your interests are protected, and that the delivery of the course is transparent and robust.

To do this we must ensure that we always observe, and comply with, all the current regulations relating to Equality, Health & Safety, Data Protection, Complaints, Animal Welfare and Misconduct, Malpractice and Maladministration. Where policies and procedures are breached, there is a complaints and appeals procedure in place to ensure fairness in all cases.

Our priority is to guide, provide advice and support you to ensure that you can study and progress through the course. These Terms and Conditions contain all the policies and procedure that you need to be aware of.

Sometimes issues may arise which are more serious, and a further formal procedure is required. These procedures are attached for your information, but we hope you never need to put them into practice.

Rest assured that we also have a plan for business continuity should we hit complications during your studies.

PLEASE ENSURE THAT YOU HAVE READ AND UNDERSTOOD YOUR LEGAL OBLIGATIONS FOR THE BENEFIT OF YOURSELF AND THOSE AROUND YOU BEFORE YOU COMMIT TO THE COURSE

Your reading list for the course is below, guidance on which are referenced in your modules and throughout the course, are noted below.

INTRODUCTION TO VETERINARY ANATOMY AND PHYSIOLOGY TEXTBOOK [PAPERBACK]

Victoria Aspinall (editor), Melanie Cappello (editor)
 Publisher: Butterworth-Heinemann; Second edition Paperback (28 April 2009)
 ISBN-10: 0702029386
Use in modules 1,2,3,5,6 & 7

- **GUIDE TO THE DISSECTION OF THE DOG**
 Hardcover – 13 May 2016 by Howard E. Evans PhD (Author), Alexander de Lahunta DVM PhD (Author) Publisher: Saunders; 8 edition (31 Mar. 2016) ISBN-10: 0323391656 (we do not recommend going below the 7th edition)
Use in modules 1 & 2 and bring to practical sessions
- **DOGS IN MOTION**
 Hardcover – 24 Feb 2016 by Fischer (Author)
 The Pet Book Publishing Company Ltd
 ISBN-10: 3981433904
Use in modules 1,2 & 8
- **ANATOMY & PHYSIOLOGY THERAPY BASICS**
 (3rd edition onwards), Helen McGuinness
 Publisher: Hodder Education; 4 edition (28 May 2010)
 ISBN-10: 9781444109238
Use in modules 3, 4, 5 & 7 (note: this is a human book, and we ask you not to use it in modules 1 and 2 as the gross anatomy differs from human to canine, however for other modules it is invaluable as apart from the skin, the functions at this level of learning are the same. Can be used in conjunction with Aspinall & Capello)
- **CANINE MASSAGE – A COMPLETE REFERENCE MANUAL**
 Paperback – 1 Aug 2005 by Jean-Pierre Hourdebaigt
 ISBN-10: 1929242085
Use in modules 1,2,3,4,6 & 8
- **DOG STEPS; A NEW LOOK**
 Rachel Page Elliot (Author)
 Publisher: Companion House Books; Reissue edition (4 Dec. 2014)
 ISBN-10: 1621871010
Use in module 8
- **COLOUR ATLAS OF VETERINARY ANATOMY volume 3 The Dog and Cat**
 Goody et al: Stanley H. Done (Author), Peter C. Goody (Author), Susan A. Evans (Author), Neil C. Stickland (Author), Elizabeth A Baines
 Publisher: Mosby; Second edition (28 April 2009)
 (we recommend Volume 3; it's more comprehensive)
 ISBN-10: 0723434158

A pictorial dissection book, absolutely essential for bringing gross anatomy to life. Expensive but worth it, you will need to bring this to practical sessions and have it ready for online classes. Please note that we only recommend getting Volume 3 as the earlier editions are not as

comprehensive and do not have page numbers which can lead to confusion (!) Can be useful in Module 1 and 2 especially if you are a visual learner but is not needed for them.

Colouring books – select 1 (more if you like but you only need 1!)

- **Dog Anatomy: A Coloring Atlas Spiral-bound – 26 Sept. 2002**

by Robert Kainer (Author), Thomas O. McCracken (Author)

Use in modules 1 and 2. Also suitable for other modules and bring to practical sessions.

Kainer and Mckracken is my personal favourite, it is clear and we use some of the diagrams in class. It used to be the only one on the reading list however sometimes it goes out of print so you may wish to consider one of the options below by Goody or Gardiner if this is the case. (note: it should cost approx. £38 we do not recommend spending £100 on this if it is out of print as you will sometimes see on Amazon!! It is spiral bound and as good as it is, it is not worth £100)

Other options:

- **DOG ANATOMY; A PICTORIAL APPROACH TO CANINE STRUCTURE**
Paperback – 16 Sep 1999 onwards by Peter C. Goody (Author)
ISBN-10: 0851316360
- **THE DOG ANATOMY WORKBOOK; A Guide to the Canine Body**
by Andrew Gardiner (Editor), Maggie Raynor (Illustrator)
Publisher: J. A. Allen Paperback – Illustrated, 28 Feb 2014
ISBN-10: 978-0851319834

FAQ's

- **Can I use other books?**
Yes
- **Can I use internet references?**
Yes, please reference the website accordingly.
- **Can I use papers written by friends and family?**
No, as these cannot be reference checked unless they are published online.
- **Can I reference other coursework that I have done?**
No, as this cannot be reference checked however you may still use the same references in line with Harvard referencing



IMPORTANT BEFORE YOU ENROL
PLEASE READ THIS PAGE & THE FOLLOWING POLICIES AND PROCEDURES IN FULL
OVERVIEW OF TERMS AND CONDITIONS FOR LEVEL 5 DIPLOMA IN CLINICAL
CANINE MASSAGE THERAPY
(610/6519/5)

It is important to us that you understand the commitments involved in undertaking our Clinical Canine Massage Therapy Diploma which is intended for Learners wanting a career change to enable them to work professionally with dogs. Our standard terms and conditions which shall apply to your enrolment on the Clinical Canine Massage Therapy Diploma are contained within this enrolment pack and on our website as indicated in the links, and you should carefully consider these ahead of signing the enrolment form.

The course is designed for dedicated people wanting a career change working with dogs or to add to their skill set as a Canine Professional. Remember, nothing worth having comes easy so you can expect the course to challenge you; that's a good thing! As the course is Professional Level 5 Training, we expect you to have a level of competence and commitment that prepares you for your practical blocks which this document makes clear. You are enrolling for the specific period referred to at the start of the document.

We put our hearts and souls into training you to be exceptional, but we can't do it by ourselves. Your level of commitment, practice, and dedication is paramount to your success and completion of the course. As an adult learner, we ask that you take your commitment to the course seriously.

A full breakdown of involvements and expectations of the course in the Expectations and Guidelines which is issued with your first module.

You will be required to co-operate with us and comply with our Terms and conditions in all aspects of the delivery of the course.

1. PRE-ENROLMENT

- a. Before you have reached this point, you will have undertaken a pre-Interview questionnaire, an interview qualifier and telephone interview to assess whether the course is for you. Whilst observing the regulations listed below, we ask that you are honest with us and yourself in your expectations of the course and understand the physical nature of the work and how that may impact on any health issues you may have and should have declared to us, where appropriate, to enable Canine Massage Therapy Centre guide you in deciding if this course is for you. Please refer to our equality policy and the back page of the enrolment for reasonable Adjustments and Special Considerations which may apply and contact us in confidence.
- b. You must also understand the levels of information you will be required to learn by Home Study over the 9 modules in the first year of study, as Session 1 of your Practical Sessions in the 2nd year of study will launch into Anatomy and Physiology using Veterinary Anatomy Terminology and the Latin names of individual muscles, bones and advanced bony landmarks. The safety of patients, public, colleagues and you must always take priority, and we will not compromise on the levels of competence needed at each stage.
- c. You need to be of a certain level of physical fitness as you will be working with prolonged periods of sitting on the floor and/or stood at a table. You will also be lifting. You must bring a wobble cushion with you to each session and a massage couch. (We like www.massagewarehouse.co.uk).

- d. It is understood you will need to bring a full set of Muzzles with you to every practical weekend; muzzling is your responsibility but will be overseen by Natalie Lenton to ensure you are working within professional animal handling Health and Safety guidelines to comply with National Occupational Standards as outlined in the Policies and Procedures
- e. Applicants will not be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation **provided that it is reasonably practicable for CMTC to deliver and appropriate to the Learner without compromise to the integrity of the Course.** You may be responsible for the cost of any additional resource to enable you to complete the course (e.g. cost of interpreter, specialist software for your IT). However, we will do our utmost to help with reasonable adjustments where these are appropriate to meet your needs.
- f. In a small number of cases, where problems affecting a Learners' ability to practise may emerge or worsen and it cannot be resolved, it may be necessary to withdraw the contract or for the learner to continue for personal use only. The learner will not receive a Pass which entitles them to gain professional and personal indemnity insurance required to practice, nor be eligible for a refund of fees.
- g. Learners are strongly advised to have attended at least one workshop (Beginners/Agility & Sport) prior to starting the course to understand the nature of the content of the course and to receive massage treatments themselves to empathise the level of treatments they will be taught during the course which is standard as a human bodyworker.
- h. If we feel that the course is not for a learner, we will discuss this with you during your initial telephone interview. This may be because we feel you have under-estimated the amount of work involved and the physical nature of the course and the job on a longer-term basis. If you do not agree with the assessment, you have the right to appeal the issues raised and provide verbal evidence as to how you feel you can meet the criteria. We will always observe our policies on Equality but cannot compromise on the work required from the Learner to gain progression to year 2 or for a pass. If you believe that you may have with-held information during the Interview Selection and that this may later compromise your position on the Course, we welcome further discussion before you enrol. It may result in us being able to better meet your needs.
- i. The Learners Previous Learning and Experience will be taken into account in assessing whether this course is for you in Accordance with our Policy for RPL (Recognition of Prior Learning (RPL.2026)) but Learners are advised that all Learners will be required to complete ALL elements regardless of previous experience because Canine Massage Therapy Centre is the Sole provider delivering "The Lenton Method™" and therefore no Learner will have prior experience of this Method of Canine Massage.

2. PAYMENTS

There are two options for enrolment on the Clinical Canine Massage Therapy Diploma.

Option 1 – Enrol for the entire two year Course

Payment in full on enrolment, attracting a discount of 10%, OR by instalments spread over the first 12 months of the course

Option 2 – Payments spread over 2 contracts, one per year of the course duration.

Enrol for a Year of the Course at a time (Home Study/Practicals). Payment in full for each year OR by instalment spread over 12 months.

Year Two of the course (Practicals) requires successful completion of year one to be eligible. Payment for year two is subject to an offer of a new contract. Payment period options as in year 1 (in full or by instalment over 12 months but no discount available for payment in full)

In either option, instalments shall be due on the first Business Day of each month, with the first of such instalments commencing on the month following the month in which the initial deposit is paid. Final payments shall be paid prior to issue of any certificate of completion of each year.

- a. Should you enrol upon the course and on seeing the first module decide that the course is not for you, you have a **14-day cooling off period in which you may cancel your enrolment and terminate the contract**, and we will give you a full refund. The information you will have received at that point remains the Intellectual property of Canine Massage Therapy Centre and must not be reproduced, sold, or given to any other person and all materials should immediately be returned to the Canine Massage Therapy Centre.
- b. If you wish to cancel the contract after the cooling off period has finished, OR if you leave the course due to breach in the contract or at your own request, you shall not be entitled to a refund and shall be required to pay us for the course fee balance and any other charges outstanding, in full, **within 28 days**. Should you, or Canine Massage Therapy Centre, decide that there is no merit in continuing with the course after the first year, **where the option to split the contract in two has been selected**, there shall be no requirement to enrol in the second year of study and no further payments shall be due.
- c. Where a learner arranges for an employer to pay their course fees, the learner remains entirely responsible to ensure that their fees are paid and will remain responsible for unpaid amounts. Should that learner subsequently leave that employment and the employer require fees to be repaid, Canine Massage Therapy Centre shall not be responsible to refund the fees to the employer, and the Learner will be required to undertake responsibility to resolve the situation.
- d. Learners are responsible for the cost of all textbooks and equipment required during the Course.
- e. You will be required to pay a rebooking/re-sit/admin fee for any practical assessment which you fail at the conclusion of the second year.
- f. ALL learners are required to find their own student insurance during their externship at their own cost. We suggest Balens insurance, but you may find your own. Proof of insurance shall be required before Case Studies may commence.
- g. We may withhold the delivery of the course, the course materials and certification of your completion of the course until we have been **paid in full**.
- h. You will be required to pay interest on any amounts which you fail to pay when they are due.
- i. Course fees are for the stated period only and cannot be extended. Places are non-transferable to another year. Should you be unable to complete the course in the allotted time frame, additional fees will become payable should you wish to continue the course.

3. WHAT TO EXPECT

We are the only provider to teach the scientifically proven Lenton Method® of canine massage therapy as published in the Vet Record by the British Veterinary Journal. We do not endorse the content of any other

course available from other providers and the content of the Diploma in Clinical Canine Massage Therapy is delivered EXCLUSIVELY by Canine Massage Therapy Limited.

We want to ensure that it is as clear as possible that you must have completed a level of written theory before you enter the classroom to ensure you have the correct level of recognition of prior learning that is necessary before you get hands on. As you will be working with live dogs' right from the first morning of your practical's we need to ensure that you have a level of competency before you enter the classroom.

Each year we lose learners off the course who have not completed their written modules in time for the practical sessions as discussed in the pre-interview video.

We make no guarantee that you will successfully complete the course, and you appreciate that you will be required to commit enough time and effort to pass written modules, the practical exam and the theory exam.

1st year competence

- a. You understand you need to keep up with regular submission of written modules. If you have not completed, submitted and have been passed all 9 modules to an acceptable standard by your first practical weekend of the second year of study, this shall result in you will not be allowed entrance to the practical year due to malpractice procedure; and you will therefore forfeit your place on the course with all monies still owed to Canine Massage Therapy Centre Ltd, payable immediately.

This is primarily for your own safety and the safety of the dogs you will be working with on the course as well as other students, tutors and visiting owners. If you choose not to regularly submit modules you will struggle significantly, and we have seen in past years Learners drop out of the course because they cannot keep up with the workload; please don't let this happen to you.

A further 2 Modules and the Cross Bridge Theory will be completed during the second year of study. 2 Portfolios of Evidence must be provided on completion of the Practical year.

- b. You are required to use the Harvard Referencing System during your modules. Accurate referencing shows your ability to research and acknowledge sources, books, papers, and authors.
- c. Each module is sent to an instructor for assessment. If the module does not meet assessment criteria, the questions found to fall short will be referred to the Learner for further work with pertinent feedback. The number of referrals will affect the final assessment for progression to the second year if sufficient progress towards competence has not been met. We acknowledge that not only are the first two modules lengthy, but it is also your first step on the road and therefore we will allow 3 referrals before the final assessment is penalised. However, the subsequent 7 modules will allow only 2 referrals.
- d. **ONLINE COMPANION SCHOOL**

Whilst you are studying your modules, our online companion school has been developed to help bring the Home Study element of the course to life for you and includes:

1. An online video library of some preparation techniques to assist you to establish a strong foundation ready for the in-person practicals where we continue building on this to develop your skills with advanced massage, the Lenton Method and myofascial release
 - Exercises
 - Quiz's
 - Resources
 - Gross Anatomy videos with Natalie

- Specially recorded videos to keep you motivated and share some of the magic at home before moving into the classroom!
2. Regular support sessions in Year 1 – every 4-6 weeks we have Zoom sessions with our students to check in with your progress, answer your questions and work with the tutor team to improve your success and understanding of the module content
 3. Online physiology lectures with Natalie & the tutor team
 4. Regular online tutorials via zoom throughout the 2nd year practicals in-between the all-important in-person practical sessions in the classroom
 5. Separate community area to build group coherence away from the usual social media platforms!

All of this plus all the in-person practical days, real clinic days with visiting clients, hands on coaching to make you the best therapist possible and achieve results in 1-3 sessions.

- e. Should you require additional support to enable you to complete the Home Study element of the course, for example, a scribe or additional IT to enable you to complete the work due to a disability, all work submitted must be your own work and all costs are to be met by the learner. Additional time or additional referrals to enable the learner to not be disadvantaged are at the discretion of the centre based on the information relayed to the director at the time of your enrolment and shall not affect the integrity of the course content or outcomes.

HOME STUDY MODULES

The modules need to be taken in order, and the recommendation is to assume an average 50 hours each for the written modules. Most modules will need around 2000/3000 words (more for Modules 1 & 2 which come in at around 8000-10000 words).

Module 1	The Skeletal System
Module 2	The Muscular System
Module 3	The Lymphatic System
Module 4	Massage Theory & The Law
Module 5	The Skin
Module 6	The Nervous System
Module 7	The Blood Vascular System
Module 8	Gait Analysis
Module 9	Understanding Clinical Conditions & Pathologies

Module 10 (year 2)	Clinician Skills and Health & Safety
Module 11 (year 2)	Business Planning
Module 12 (Year 2)	Cross Bridge Theory

***Use of AI in completion of your modules and any other written work**

You are expected to include a disclosure statement at the end of your module describing which AI tool you used and how you used it. For example, "ChatGPT was used to draft about 50 percent of this paper and to provide revision assistance. AI-produced content was edited for accuracy and style."

You must then continue to provide the relevant referencing in accordance with our suggested reading list and/or other material used in reaching your answer.

2nd Year competence

- f. Your practical work is assessed as you progress throughout the course, and you will be trained in a variety of techniques over 4 Disciplines of massage and the Lenton Method®. A level of manual dexterity and physical fitness is required during training and for the actual job as well as verbal and written skills. Your competency levels are continually assessed for safety and proficiency.

On practical weekends you will be learning Live Applied Anatomy on Live Dogs, reiterating theory, learning 4 disciplines of Massage, Advanced Palpation Skills and the Lenton Method® and working on visiting dogs who are real clients of your instructors. The practical weekends are very physical, and you will be expected to lift dogs safely as will be demonstrated. If you are unable to lift then please inform an instructor, your safety is paramount to us.

- g. **You must attend all practical sessions.** If you are ill (or in extenuating circumstances) and cannot attend, you will be asked to attend the same session of another group’s practical dates where applicable, or an alternative arrangement must be found at the discretion of Canine Massage Therapy Centre.
- h. Occasionally a learner may start the course but be unable to competently perform the technique correctly. If by day 6 your competency levels are not up to the required standard, you will be unable to begin your Externship (case studies) and may only then complete the course for self-interest purposes only. These measures are in place to respect the Animal Welfare Act 2006 and National Occupational Standards and are a condition of our insurance.

The Externship

- i. You may begin your Externship when the tutor has signed off your competence level, on which you will also receive lots of further help and guidance as we discuss this on practical weekends as part of the Externship Tutorial to help you prepare.
- j. The Externship part of the Training Course will consist of the Completion of 12 Case Studies, with 3 treatments on each dog in a mini portfolio

4. PRACTICAL GROUPS & DATES

Practical Dates & Groups will be released at the end of April of your first year via email and the student community pages.

You will receive 10 hands on practical days in the classroom with tutor supervision.

You will also receive approximately 10 days teaching online as well as extra contact hours with tutors with support sessions via Zoom.

You will also have access to on demand library of videos of physiology lectures and techniques as part of the comprehensive online companion school. The online school and student support sessions are an invaluable tool both in your comprehension and progress which allows us to spend more time on analysis, evaluation, and hands on treatment of the dog as well as palpatory literacy in the classroom.

Canine Massage Therapy Centre reserves the right to alter dates or the Teaching programme to reflect changes in policy or circumstances outside its control. Everything is done to minimise the impact on rare occasions when this might be required.

The full qualification specification is available on the website www.k9-massage.co.uk and on Gatehouse Awards or by demand to admin@k9-massage.co.uk

5. OUR INSTRUCTORS

You will be tutored by Natalie Lenton our director. Modules will be assessed by Natalie and the Course instructors as appointed by us. All our tutors are selected from Therapists who have previously graduated with us and have an appropriate level of competence to deliver training to you.

Feedback will be returned from them to you via email. You may request the next module, by email, while awaiting feedback to allow you to continue study.

You will be advised how to (and who from) request your modules and where to send completed modules when you enrol. Your first module and your Expectations and Guidelines will be forwarded by email once your contract and payment (in full or deposit) have been received.

Throughout your practical dates, you will be assisted by a minimum of two Instructors to ensure that you are understanding and practising correctly.

The Director and Instructors are continually assessed to ensure that they meet the required standard to deliver the course by both the Centre and the Awarding body Gatehouse Awards.

In the event of there being any conflict of interest between an employee, Instructor and a learner, Canine Massage Therapy Centre has a duty of care towards all parties and as such, you should make yourself aware of the subsequent policy regarding this matter and raise the matter with the Director as soon as the conflict has been identified.

6. WHAT HAPPENS IF I DO NOT MEET THE CRITERIA AT TH?

Attending the Course does not guarantee an Automatic Pass.

To successfully complete the Course, you **MUST**:-

- Successfully complete 9 modules to obtain competence to commence the second Practical Year and a further 3 modules and ongoing record of achievement in day one competencies to a satisfactory level
- attend all the Practical sessions in the 2nd year.
- complete all your Externship to a competent level.
- complete the Final Assessments to a competent level

- complete the Final exam successfully.
- Submission of 2 portfolios of evidence
- Confirm your identity

You cannot roll onto a subsequent Study group if you have been unable to complete any of the stages. Your enrolment is for the current period ONLY.

Should you fail to meet the required standards following completion of the final assessment, the re-sit must be retaken within 3 months of your final Practical date and only one re-sit may be taken, a re-sit (administration) fee will be charged.

Coaching Sessions may be offered to help you obtain sufficient merit to complete the course to the required levels to obtain competence where appropriate.

If the second resit does not result in a pass, you may not re-sit again. The learner will not receive a Pass which entitles them to gain professional and personal indemnity insurance required to practice, nor be eligible for a refund of fees.

You will be responsible for the additional administrative costs of retaking the final assessment. This may require additional coaching sessions as well as attending the centre for an additional session to complete the elements required.

Academic misconduct and cheating undermine the standards of Canine Massage Therapy Centre and the course, as well as those Learners who have attempted to complete the course fairly and honestly and are taken very seriously by Canine Massage Therapy Centre and the Awarding body Gatehouse Awards.

You are not allowed to copy, distribute, or use our course materials for any purposes other than to undertake and complete the course. Distribution and copying of Canine Massage Therapy Centre learner material will result in legal action and dismissal from the Course.

You have the right to Appeal decisions.

7. TERMINATION

We may terminate the contract if, in our opinion, you are unable to successfully complete the course or have otherwise decided not to complete the course without telling us (e.g. you have failed to respond to reminders when modules have not been submitted). We may also terminate the contract if you commit serious or repeated breaches of the contract. In such circumstances you shall not be entitled to a refund and shall be required to pay us for the remaining course fee and our other charges in full.

You may also Terminate the contract at any time if you feel that you are unable to meet the expectations or should your circumstances change. We ask that you contact us as soon as you are able if you feel additional help is required or if you wish to end your contract.

However, after the initial cooling off period, **all fees are non-refundable.**

Where Termination occurs in your second year of study, your Techniques Manual and any student clothing shall be returned to Canine Massage Therapy centre at the students cost.

Our liability to you is limited to the amounts which you pay us **under** the contract.

1. QUALITY ASSURANCE (QA.2026)

1.1. Purpose

The purpose of this strategy is to ensure that all assessment decisions made by Canine Massage Therapy centre are:

- Fair, valid, reliable, and consistent.
- In line with awarding body regulations and centre policies.
- Inclusive and free from bias, upholding equality, diversity, and accessibility principles.

This strategy outlines the processes for internal scrutiny, quality assurance, equality monitoring, dealing with misconduct, and handling whistleblowing and appeals.

1.2. Scope

This strategy applies to:

- All learners undertaking assessments at the Canine Massage Therapy Centre (CMTC).
- All staff involved in assessment, internal quality assurance (IQA), and administration.
- All external partners, contractors, and awarding body representatives who engage with Centre assessment activity.

1.3. Principles

- **Fairness** – all learners are assessed consistently against the same standards.
- **Validity** – assessment decisions are based on clear evidence of learning.
- **Reliability** – assessment judgements are standardised across assessors and cohorts.
- **Transparency** – processes are clearly documented and communicated.
- **Continuous Improvement** – findings inform professional development and curriculum enhancement.

1.4. Internal Verification

- **Sampling:** Assessors' work will be sampled regularly
- **Consistency Checks:** Decisions will be regularly cross-checked against course criteria to ensure reliability.
- **Feedback and Support:** Constructive feedback will be provided to assessors to maintain and improve practice.
- **Standardisation:** Regular meetings will be held to discuss borderline decisions, grading patterns, and apply standardisation activities

1.5. Review of Assessment Materials

- Assessment methods and criteria and alignment with unit outcomes will be reviewed annually
- Review of marking schemes and rubrics to ensure fairness and transparency.

1.6 Record Keeping

- Assessment and verification records will be retained for the period required by awarding bodies and regulators.

- Actions identified during scrutiny will be tracked and signed off once completed.

2. Equality, Diversity and Accessibility Policy (E&D.2026)

- The Centre is committed to ensuring equal opportunities for all learners regardless of age, disability, gender, race, religion or belief, sexual orientation, or socio-economic background.
- Reasonable adjustments and special considerations will be applied in line with awarding body guidance*.
- Equality monitoring will be carried out as part of the assessment scrutiny process to ensure no group is disadvantaged.
- Staff will receive equality, diversity, and inclusion (EDI) training as part of their CPD.

*See our full Quality and Accessibility Policy for more information and please complete the Reasonable Adjustments form to submit with your application if you feel this is applicable to your application.

Overseas Applicants (and applicants where English is not their first language)

We can accept overseas Learners if you are able to communicate in English (any requirements for a translator will be at the applicant's costs) and you must be able to attend the practical sessions in the UK during the second year on the dates which will be supplied to you.

Overseas Learners must ensure that they are insured in their domicile when completing their externship. Advice will be given at the appropriate stage of their training.

We regret that we are unable to extend credit (paying by instalment) to our non-UK Learners.

Safeguarding (SP.2026)

This policy describes how Canine Massage Therapy Centre ensures that Safeguarding is implemented and complies with the law.

This policy is designed to help protect children and young people aged under 18 and vulnerable adults from any form of unacceptable behaviour including sexual misbehaviour, physical acts, inappropriate remarks, suggestive gestures, pictures, other materials, or other forms of abuse such as physical violence or bullying.

A vulnerable adult is a person "Who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of or be unable to protect him or herself against significant harm or exploitation". This definition of an Adult covers all people aged 18 years or over.

3. Health and Safety (H&S.2026)

Canine Massage Therapy Centre is committed to providing a safe and healthy learning and working environments for all learners, staff, visitors, and contractors. We recognise our responsibilities under the Health and Safety at Work Act 1974 and all relevant UK legislation.

Our Commitments

- To identify and manage health and safety risks within our learning centres and activities.

- To provide safe premises, equipment, and resources.
- To ensure staff receive appropriate health and safety training and guidance.
- To promote safe working and learning practices at all times.
- To consult with staff and learners on health and safety matters where appropriate.
- To report, investigate, and record accidents and incidents in line with statutory requirements.

Responsibilities

- **Management** will ensure effective health and safety arrangements are in place and regularly reviewed.
- **Staff** are responsible for following safe working practices, reporting hazards, and supporting learners in maintaining safety.
- **Learners** are expected to take reasonable care for their own health and safety and that of others, and to follow safety instructions provided.

Monitoring and Review

This policy will be reviewed annually and updated as required to reflect changes in legislation or practice.

SPECIFIC HEALTH AND SAFETY REQUIREMENT FOR LEARNERS

From a Health and safety perspective, you have been given a dress code to observe during the practical sessions. This should also be observed during your externship.

You are asked to observe the following

- No long nails, nails should be below the fingertips
- No Nail varnishes
- No jewellery (apart from wedding band/watch)
- Long hair should be tied back from the face
- No Jeans
- No heavy perfume/aftershave
- Student t-shirt to be worn in the classroom and on Externship appointments

You are responsible to ensure that your work area is kept clean and tidy

You are required to take reasonable care of your own well-being and that of your fellow Learners. You should make yourself aware of any safety notices relevant to the environment you are in

You may be required to muzzle a dog for the protection of yourself and those around you. It is your responsibility to make sure you have a full set of muzzles available to you from practical weekend two onwards. This is to comply with LANANC61, LANANC62, LANACTB1 & LANACTB2

Veterinary consent must be obtained on any dog you may use during your externship. You will be guided through this process as part of the course.

During the course UK Learners are covered by the Canine Massage Therapy Centres Insurance policy which covers you for all dogs you work with at the practical weekend and 12 case studies with 3 treatments on each case study and no more. Additional Learner insurance may be acquired from Balens Insurance at the Learners own cost.

Overseas Learners may require insurance issued by the Domicile country to allow them to work on dogs in their own country during this externship period.

Please note that although some dogs are suitable for massage table work, most dogs are treated on the floor. You will be taught how to risk assess for this and appropriate your treatment area accordingly in line with the dog's individual needs.

Any accidents or injuries should be reported in your observation book and Learner diary and reported immediately to your instructor.

4. Animal Welfare (AW.2026)

4.1. Scope

This policy is designed to ensure that Canine Massage Therapy Centre complies with its obligations under relevant legislation, including The Animal Welfare Act 2006, Animal Health and Welfare (Scotland) Act 2006, Welfare of Animal Act (Northern Ireland) 2011 and Republic of Ireland Animal Health and Welfare Act 2013.

We adhere to the Veterinary Act 1966, the Exemptions Order 2015 and the Animal Welfare Act 2006.

As part of National Occupational Standards (NOS) we ensure that we adhere to LANANC61, LANANC62, LANACTB1 & LANACTB2.

4.2. Responsibilities

All Employees, Instructors, Assessors and Associates are responsible for promoting awareness of this policy and for monitoring its effectiveness and to ensure everyone including Learners understand their responsibilities and will familiarise themselves with the Animal Welfare Code of practice.

4.3. Objectives

We adopt and support the Five Freedoms, The Five Freedoms outline five aspects of animal welfare under human control.

The five freedoms as currently expressed are:

- Freedom from hunger or thirst by ready access to fresh water and a diet to maintain full health and vigour
- Freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area
- Freedom from pain, injury or disease by prevention or rapid diagnosis and treatment
- Freedom to express (most) normal behaviour by providing sufficient space, proper facilities and company of the animal's own kind
- Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering

4.4. Commitment

Canine Massage Therapy Centre is committed to ensuring that when any training or assessment is taking place, or subsequent or post this activity, the health and welfare of animals has been always considered. All animals must be handled humanely and appropriately to suit the requirements of the individual to minimise fear, stress, pain and distress in line with the Animal Welfare Act 2006

Where training and or assessment activity involves or is likely to foresee that learners will encounter live animals or sites where any animals have been or can often be found and where activity may take place,

that all precautions have been taken to reduce any negligence that may impact animal welfare or the environment and any time.

Animal training (if applicable) must be based on the principles of positive reinforcement (i.e. reward desired behaviour and ignore unwanted behaviour). Animals must not be physically forced to perform or punished if they do not perform.

All owners/handlers or other person in charge of a dog attending Canine Massage Therapy Centre, and including its environs, must always ensure that the dog is kept under proper control.

No dog suffering from any infectious or contagious disease or having been exposed to such disease during the period of 21 days prior to attendance or suffering from any visible condition which adversely affects its health, or welfare may attend any Canine Massage Therapy Centre activity.

4.5. Misconduct

Anyone found contravening policies, procedures and legislation relating to Animal welfare, whether that be in the classroom or during their externship, and considering the legislation in their country of domicile, shall be subject to action for misconduct and may be removed from the course.

4.6. Reporting

Canine Massage Therapy Centre will review the effectiveness of this policy by ensuring a risk assessment is carried out pre and post any training or assessment activity to ensure learners, staff or associates formally report any instances that may impact animal health and welfare or the environment.

5. Conflict of interest (COI.2026)

Conflicts of interest arise when there is an influence or appear to be influence by personal and professional interests. A conflict of interest occurs when an individual or organisation is involved in multiple interests, one of which could possibly corrupt the motivation for an act in the other.

Canine Massage Therapy Centre employees, as well as a “sub-contractor” acting on behalf of Canine Massage Therapy Centre have an obligation to:

- To act in the best interests of Canine Massage Therapy Centre
- Declare any personal or business interests which may conflict with their responsibilities.
- To ensure a conflict of interest will be recorded and reported outlining the, nature and extent of the conflict and actions taken to manage the conflict.
- Not misuse official positions or information acquired in official duties to further private interests or those of others if they are responsible for money or financial matters, directly or indirectly, or in handling contract
- Perform duties fairly and impartially and that decisions are not affected by self-interest and/or personal gain
- Take personal responsibility for actions
- Never hide or ignore a conflict of interest or gain personally from an opportunity encountered
- Report all conflicts of interests that cannot be avoided and for persons to participate in their resolution or management

Having a conflict of interest is sometimes unavoidable and persons or companies will not be adversely treated just for having a conflict of interest, unless conduct in dealing with it is corrupt, criminal or otherwise demonstrates lack of integrity.

6. Whistleblowing (W.2026)

- The Centre encourages staff, learners, and stakeholders to report concerns about wrongdoing, malpractice, or unethical behaviour.
- Reports can be made confidentially to the Director or a designated Tutor
- All disclosures will be investigated promptly and fairly, and whistleblowers will be protected from victimisation or discrimination.

7. Misconduct, Malpractice and Maladministration (MMM.2026)

7.1. Scope

This policy describes how suspected or alleged incidents of misconduct, malpractice and/or maladministration are dealt with by Canine Massage Therapy Centre where there are reasonable grounds for suspicion or allegation.

This policy is designed to ensure that any such incidents are prevented where possible and thoroughly investigated with appropriate action taken where malpractice/maladministration is suspected or alleged.

This policy applies to all those who work for or contracted to undertake work, paid or unpaid, on behalf of Canine Massage Therapy Centre. This can include instructors, invigilators or assessors, associates, partners or sub-contractors. It also applies to all Learners.

This policy also applies to harassment (student/staff/partners etc)

7.2 Learner Misconduct

- **Examples:** plagiarism, collusion, falsification of evidence, disruptive behaviour.
- **Procedure:**
 1. Misconduct is reported to the Tutor/ CMTC Director
 2. Investigation carried out, including evidence gathering.
 3. Learner is informed in writing and given the right to respond.
 4. Sanctions may include resubmission, withdrawal from the course, and/or reporting to the awarding body.

7.3 Staff Misconduct

- Any breach of professional standards, assessment malpractice, or non-compliance with awarding body rules will be investigated under CMTC disciplinary procedures and reported to relevant external authorities if required.

7.4 Malpractice

Malpractice covers any deliberate actions, neglect, wrongdoing, misconduct or other practice that compromises, or could compromise the integrity of the training and/or assessment and validity of results. For example, the failure to maintain appropriate records or systems to the deliberate falsification of records to claim certificates.

7.5 Maladministration

Maladministration is any activity, neglect, default or other practice that results in the inefficient, dishonest or just bad administration or management which may or may not be deliberate. For example, breach of security or confidentiality of assessment materials including loss or theft, persistent mistakes and inaccurate learner records.

8. Appeals Procedures (AP.2026)

8.1. Scope

This policy outlines how Canine Massage Therapy Centre deals with appeals. An appeal is defined as an application for a decision taken by Canine Massage Therapy Centre in relation to a learner to be overturned.

We are committed to providing a fair and transparent appeals service.

8.1 Learner Appeals

- Learners have the right to appeal assessment decisions they believe are unfair.
- **Procedure:**
 1. **Stage 1 – Informal Resolution:** Learner discusses concern with the tutor/assessor.
 2. **Stage 2 – Formal Appeal:** If unresolved, appeal submitted in writing to the Internal Quality Assurer.
 3. **Stage 3 – Centre Appeal Panel:** Course Director, Natalie Lenton, reviews the decision.
 4. **Stage 4 – External Appeal:** If still dissatisfied, learner may appeal to the awarding body (Gatehouse) in line with their procedures.

8.2 Timeframes

- Appeals must be raised within 14 days of receiving assessment feedback.
- The Centre will acknowledge appeals within 5 working days and aim to resolve them within 20 working days.

8.3. Monitoring and Review

- This strategy will be reviewed annually by CMTC Management Team.
- Findings from assessment scrutiny, equality monitoring, appeals, and misconduct cases will inform improvements.
- Updates will be communicated to staff and learners to ensure ongoing compliance and transparency.
- The Awarding Body will be kept informed of any changes made because of a review.

8. Comments, Compliments and Complaints (COM.2026)

8.1. Purpose

Canine Massage Therapy Centre Ltd is committed to providing high-quality training and assessment experiences in line with Ofqual-regulated standards.

We are committed to providing the highest standard of care for our canine clients and exceptional service for their owners. You, as students will be expected to adhere to these same principles as you progress through your training and beyond.

We value all feedback — whether it's a compliment, comment, or complaint — as it helps us to celebrate what we do well and identify opportunities to improve our services.

We value all feedback from learners, employers, assessors, and other stakeholders as it helps us to:

- Continuously improve our provision and learner experience.
- Maintain compliance with Ofqual and awarding organisation requirements.
- Resolve any concerns quickly, fairly, and transparently.

8.2. Scope

This policy applies to:

- Learners enrolled on Ofqual-regulated qualifications and courses.
- Trainers, assessors, internal quality assurers (IQAs), and administrative staff;
- External stakeholders

8.3. Our Commitment

We will:

- Treat all feedback seriously, fairly, and confidentially.
- Respond promptly and courteously.
- Use feedback to improve the quality of our services
- Ensure no one is treated unfairly or disadvantaged for providing feedback or making a complaint.
- We are unable to investigate a complaint if it's an anonymous complaint or if it's a legal obligation that we must fulfil although the complaint will be noted.

8.4. Types of Feedback

- **Compliments**
We welcome compliments and positive feedback. These help us recognise and reward excellent service and inspire our team to continue providing good practice
- **Comments**
Constructive suggestions or general comments about how we can improve our services, facilities, or communication are always appreciated.
- **Complaints**
We take all complaints seriously. A complaint is any expression of dissatisfaction where a client feels our service, conduct, or standards have fallen short of expectations.

8.5. Principles

Canine Massage Therapy Centre Ltd will:

- Encourage open and constructive communication.
- Handle all feedback promptly, courteously, and without prejudice.
- Ensure confidentiality and compliance with data protection legislation (GDPR);

- Treat all complainants fairly and without discrimination;
- Ensure that no learner or staff member is disadvantaged for raising a concern;
- Maintain accurate records for quality assurance and Ofqual compliance.

8.6. How to Provide Comments or Compliments

Learners and stakeholders may submit comments or compliments at any time by:

- Completing a Learner Feedback Form;
- Emailing admin@k9-massage.co.uk
- Providing feedback verbally to tutors or our Director, Natalie Lenton
- Completing end-of-course evaluation surveys or in your reflection diaries

All feedback is reviewed by the Natalie Lenton and recorded for continuous improvement.

8.7. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please follow these steps:

Stage 1 – Informal Resolution

- Raise the issue informally with your tutor, or Natalie Lenton within **10 working days** of the issue arising.
- Most concerns can be resolved quickly and informally at this stage.

Stage 2 – Formal Complaint

If you are not satisfied with the outcome:

1. Submit a Formal Complaint Form (available from jenny@k9-massage.co.uk) to Natalie Lenton within 20 working days of the original issue.
2. The complaint will be acknowledged within 5 working days.
3. A full investigation will be conducted, and a written response will be provided within 20 working days.
4. The decision will outline any corrective or preventive actions to be taken.

Stage 3 – Appeal or Escalation

If you remain dissatisfied after Stage 2:

- If the issue remains unresolved after internal processes, you may escalate the complaint to the relevant Awarding Organisation, Gatehouse Awards
- As an Ofqual-regulated provider, learners may ultimately contact **Ofqual** if they believe that the awarding organisation has not followed due process.

8.8. Monitoring and Continuous Improvement

- All feedback and complaints are logged and reviewed quarterly by the management team
- The Centre will identify trends, take corrective actions, and include findings in the Annual review
- Actions and improvements are shared with staff and learners to promote transparency.

8.9. Record Keeping

- All records of feedback, complaints, investigations, and outcomes are retained securely for a minimum of three years.
- Records are used for internal and external quality assurance purposes in line with awarding organisation and Ofqual requirements.

8.10. Policy Review

This policy will be reviewed annually or sooner if:

- Required by changes in Ofqual regulations or awarding organisation guidance;
- Feedback indicates that amendments are necessary; or
- There are significant changes in Centre operations.

8.11. REPORTING

All complaints and appeals will be reported to the Awarding body – GATEHOUSE AWARDS, with outcome.

9. Data Protection (DPP.2026)

Canine Massage Therapy Centre needs to gather and use certain information from customers, suppliers, businesses, employers, instructors, and other people the company has a relationship with or may need to contact. Everyone who works for or with Canine Massage Therapy Centre has responsibility for ensuring data is collected, stored, and handled appropriately.

CMTC shall ensure that information is protected and stored safely and responsibly.

DATA PROTECTION CONTACT

If you require any further information regarding to your personal information that CMTC may hold in relation to your business with the company, please contact

Jenny Oliver
Canine Massage Therapy Centre LTD
2 Chaucer Crescent
Kidderminster
Worcs
DY10 3XF
0844 809 4495
jenny@k9-massage.co.uk

Our Information Commissioners number (ICO) is **ZA371015**

This policy is reviewed regularly and updated annually or as and when required.

**CANINE MASSAGE THERAPY CENTRE LTD
TERMS AND CONDITIONS FOR
LEVEL 5 DIPLOMA IN CLINICAL CANINE MASSAGE THERAPY**

BACKGROUND

- (A) These Conditions apply to the Contract to the exclusion of any other terms that the Learner seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
- (B) By signing the Enrolment Form, the Learner is deemed to have read and accepted these Conditions in accordance to the option selected, ie a one or a two year contract.
- (C) Canine Massage Therapy Centre is an Approved Centre number 2025/GA/378
- (D) Gatehouse Awards Level 5 Diploma in Clinical Canine Massage Therapy (610/6519/5)

AGREED TERMS**1. DEFINITIONS AND INTERPRETATION**

- 1.1 The following definitions apply in these Conditions:

Awarding Body Fee: the fee (exclusive of VAT) payable by the Learner in accordance with clause 4.4, in respect of GATEHOUSE AWARD'S* regulation of the Course, as set out in the Enrolment Form. (Payable in year 1) (*CMTC reserves the right to change Awarding body should it see fit)

Business Day: a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

CMTC: Canine Massage Therapy Centre Ltd registered in England and Wales with company number 05905754.

CMTC'S IPR: patents, rights to inventions, copyright and related rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world including all intellectual property rights arising out of or in connection with the Course, the Course Materials and all clinical procedures and methods devised, developed or created by CMTC.

Conditions: these terms and conditions (as varied from time to time in accordance with clause 16).

Contract: the contract between CMTC and the Learner on and subject to the terms of these Conditions, including the Enrolment Form, for the delivery of the Course.

Course: the GA Level 5 Diploma in Clinical Canine Massage Therapy, including all parts and modules of the same (as varied from time to time by CMTC in accordance with clause 3.5).

Course Fee: the fee (exclusive of VAT) payable by the Learner in accordance with clause 4.1, for the delivery of the Course, as set out in the Enrolment Form.

Course Materials: the educational and study materials provided to the Learner in order to undertake and complete the Course in any format or medium whatsoever.

Enrolment Form: the enrolment form to which these Conditions are attached.

GATEHOUSE AWARDS: GATEHOUSE AWARDS registered in England and Wales with company number 07298045 (or such other external awarding body as notified to the Learner by CMTC from time to time).

Rebooking Fee: has the meaning given in clause 3.3.

Learner: the person specified in the Enrolment Form who is to undertake the Course.

1.2 The following rules of interpretation apply in these Conditions:

1.2.1 Any phrase introduced by the terms **including**, **include** or any similar expression, shall be construed as illustrative and shall not limit the sense of the words preceding those terms.

1.2.2 A reference to a **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1.2.3 Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.

1.2.4 Any obligation on a party not to do something includes an obligation not to allow that thing to be done.

1.2.5 The Contract shall be binding on, and ensure to the benefit of, the parties and their respective personal representatives, successors and permitted assigns, and references to any party shall include that party's personal representatives, successors and permitted assigns.

1.2.6 A reference to **writing** or **written** includes email.

2. FORMATION OF THE CONTRACT

The Contract will be formed on the date on which the Learner signs and dates the Enrolment Form and shall continue until it is terminated or expires in accordance with these Conditions.

3. DELIVERY OF THE COURSE

3.1 CMTC shall:

3.1.1 deliver the Course to the Learner with reasonable care and skill;

3.1.2 provide the Course Materials to the Learner in accordance with clause 5.1;

3.1.3 provide such equipment and apparatus as is necessary to operate in a safe environment during the delivery of the Course. The Learner acknowledges and accepts that it is its responsibility to muzzle any dogs which it is working with as and when is necessary.

3.1.4 use its reasonable endeavours to provide the Course at the locations and on the dates and at the times notified to the Learner from time to time, but any such dates and times shall be considered to be estimates only and time shall not be of the essence for the delivery of the Course; and

3.1.5 comply with all applicable legislation, regulations and working regulations.

3.2 The Learner shall:

3.2.1 co-operate with, and comply with the reasonable instructions of, CMTC in all matters relating to the delivery of the Course; and

3.2.2 notwithstanding the generality of clause 3.2.1:

(a) use its reasonable endeavours to successfully complete the Course.

(b) submit coursework when due throughout the term of the delivery of the Course; and

(c) successfully complete module one to module nine of the Course (inclusive) by such time as the Learner is required to undertake its practical examinations.

3.3 The Learner shall be required to retake any practical assessments which it fails before the Course can be completed. Unless otherwise agreed by the parties in writing, CMTC will charge the Learner reasonable amounts for organising any such reassessments (each charge for a reassessment being a **Rebooking Fee**). The Learner shall pay each Rebooking Fee in accordance clause 4.5. There is no option for the Learner to roll over the Course.

- 3.4 The Learner acknowledges and accepts that:
- 3.4.1 CMTC has made no assessment of the Learner's ability to successfully complete the Course and CMTC makes no warranty or assurance of the same; and
 - 3.4.2 a good standard of physical fitness is required to undertake the Course, as it involves prolonged periods of floor work and standing.
- 3.5 CMTC shall have the right to make any changes to the Course (including its contents and learning outcomes and objectives) which:
- 3.5.1 are necessary to comply with any applicable law or industry standards;
 - 3.5.2 are required by the Awarding Body (currently Gatehouse Awards); or
 - 3.5.3 do not otherwise materially affect the quality or nature of the Course.
- 3.6 CMTC is not obliged to enrol the Learner on the Course, or deliver any aspect of it, unless and until the Learner has paid the Course Fee, or the initial instalment of it, in accordance with clause 4.1 or clause 4.2 (as applicable).
- 3.7 The Learner hereby warrants and represents that, on the date this Contract is made, it wishes to undertake the Course for purposes wholly or mainly within its trade, business, craft or profession (whether current or contemplated) including, in particular, carrying on commercial activities for which the knowledge and skills it gains from the Course is a prerequisite.

4. FEES AND PAYMENT

- 4.1 Subject to clause 4.2, CMTC shall charge the Learner for the Course Fee in accordance with the payment option selected by the Learner in the Enrolment Form, and:
- 4.1.1 where the Learner has selected to pay the Course Fee by way of a single payment, such payment shall be due on or before the date of the commencement of the delivery of the Course; or
 - 4.1.2 where the Learner has selected to pay the Course Fee by way of an initial deposit and 11 instalments (in the amounts stated in the Enrolment Form):
 - (a) such initial deposit shall be due on or before the date of the commencement of the delivery of the Course; and
 - (b) such instalments shall be due on the first Business Day of each month, with the first of such instalments commencing on the month following the month in which the initial deposit is paid.
- 4.2 Notwithstanding the provisions clause 4.1, if the Learner is wholly or mainly resident outside of the United Kingdom it shall pay the Course Fee by way of a single payment,

and such payment shall be due on or before the date of the commencement of the delivery of the Course.

4.3 CMTC reserves the right to withhold:

- 4.3.1 certification, endorsement and approval of the Learner's successful completion of the Course until such time as the Course Fee and any other charges under these Conditions are paid in full and cleared funds; and
- 4.3.2 delivery of the Course and/or the provision of the Course Materials until such time as the Course Fee, any instalment of it or any other charges due under these Conditions are paid in full and cleared funds.

4.4 The Learner shall pay the Gatehouse Awards Fee to CMTC at the same time it makes payment of the Course Fee, or the initial instalment of it, in accordance with clause 4.1 or clause 4.2 (as applicable) and CMTC shall hold the same on the Learner's behalf. CMTC shall pay the Fee to the Awarding Body on the Learner's behalf once it has been invoiced for payment of the same.

4.5 CMTC shall invoice the Learner for each Rebooking Fee not less than 14 days prior to each relevant reassessment. The Learner shall pay each of CMTC's invoices for the Rebooking Fees on or before the date on which the relevant practical assessment takes place.

4.6 Time for payment of the Course Fee (or, where applicable, the instalments of the same), Gatehouse Awards Fee and CMTC's other charges under these Conditions shall be of the essence of the Contract.

4.7 The fees payable by the Learner to CMTC under the Contract are exclusive of amounts in respect of value added tax chargeable for the time being (**VAT**). Where the provision of the Course and/or any other goods and/or services under the Contract are taxable supplies for VAT purposes, the Learner shall, on receipt of a valid VAT invoice from CMTC, pay to CMTC such additional amounts in respect of VAT as are chargeable at the same time as payment is due for the delivery of the Course and/or other goods and/or services (as applicable). If the Learner fails to make payment of any amounts to CMTC by the due date for payment, then the Learner shall pay interest on the overdue amount at the rate of four percentage points per annum above Barclays Bank plc's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Learner shall pay the interest together with the overdue amount.

4.8 The Learner shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law).

- 4.9 Notwithstanding clause 11.1, the Learner shall keep CMTC indemnified against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by CMTC arising out of or in connection with CMTC's recovery of any amounts due to it under the Contract.
- 4.10 Save for where the Learner cancels and terminates the Contract in accordance with clause 6.1, upon termination of this Contract for any reason, no payments will be refunded by CMTC to the Learner and all other amounts to be paid under the Contract (including any part of the Course Fee) shall become due and payable in accordance with clause 8.1.1.

5. **COURSE MATERIALS AND CMTC'S IPR**

- 5.1 The Course Materials shall be provided by CMTC to the Learner:
- 5.1.1 by one or more of the methods for the service of notices as set out in clause 12; and
 - 5.1.2 at such stages of the Course as CMTC, in its absolute discretion, considers appropriate.
- 5.2 The risk in the Course Materials shall be with the Learner from such time as they are provided to it by CMTC. If any Course Materials are damaged or lost by the Learner, then replacements will be provided by CMTC (subject to stock and availability) and CMTC may charge the Learner a reasonable amount for any such replacement Course Materials.
- 5.3 The Learner shall:
- 5.3.1 only use the Course Materials for the purposes of undertaking and completing the Course;
 - 5.3.2 not distribute, communicate or otherwise make available the Course Materials to any third party without CMTC's prior written consent; and
 - 5.3.3 not copy, adapt or otherwise reproduce the Course Materials in any format or medium whatsoever.
- 5.4 The Learner acknowledges and accepts that:
- 5.4.1 the Course Materials are proprietary to CMTC;
 - 5.4.2 the provision of the Course Materials by CMTC to the Learner shall not confer on the Learner any intellectual property or other rights in relation to the Course Materials or any other part of CMTC's IPR;

5.4.3 it is prohibited from making use of the Course Materials or any other part of CMTC's IPR for any purposes other than undertaking and completing the Course both during and after termination of the Contract unless otherwise agreed by CMTC in writing; and

5.4.4 it is prohibited from delivering workshops following the completion of the Course unless it has subsequently successfully completed the Workshop Instructor Programme.

5.5 The Learner covenants with CMTC that it shall not at any time after the termination or expiry of this Contract, in any location, deliver any courses, workshops, classes, clinics, seminars or other training activities which are similar, analogous, comparable or equivalent to the Course, whether in whole or in part.

5.6 The Learner shall immediately notify CMTC in writing of any actual, threatened or suspected misuse or infringement of the Course Materials or CMTC's IPR.

5.7 This clause 5 shall survive termination of the Contract.

6. **LEARNER'S RIGHT OF CANCELLATION**

6.1 The Learner may cancel and terminate the Contract within 14 days of the date on which it is made by notifying CMTC of the same in writing or by using the model cancellation form set out in the Enrolment Form.

6.2 If the Learner terminates the Contract in accordance with clause 6.1, then CMTC shall refund the Learner any amounts paid by it within 14 days by the same method of payment used by the Learner.

7. **TERMINATION**

7.1 CMTC may terminate the Contract on written notice to the Learner if, in its reasonable opinion, the Learner is unlikely to successfully complete the Course or has likely decided not to continue with the Course but has not yet served a written notice of its intentions in accordance with clause 7.5. CMTC's opinion under this clause 7.1 may be based on such circumstances and/or facts that CMTC considers relevant to making its decision (including the Learner's non-attendance at practical sessions, non-submission of work set or noncompletion of modules within set deadlines).

7.2 CMTC may terminate the Contract on written notice to the Learner, if the Learner:

7.2.1 commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 10 Business Days of that the Learner being notified in writing to do so;

7.2.2 repeatedly breaches any of the terms of the Contract in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the

intention or ability to give effect to the terms of the Contract and to undertake and successfully complete the Course; or

7.2.3 suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.

7.3 For the purposes of clause 7.2.1, **material breach** means:

7.3.1 a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on CMTC's rights under the Contract or its ability to properly deliver the Course to the Learner; or

7.3.2 a breach of any of the provisions set out in:

(a) clause 3.2. (b)

clause 4;

and/or

(c) clause 5.

In deciding whether any breach is a "material breach" no regard shall be had to whether it occurs by some accident, mishap, mistake or misunderstanding.

7.4 Without limiting its other rights or remedies, CMTC may terminate the Contract with immediate effect by giving written notice to the Learner if the Learner fails to pay any amount due under the Contract on the due date for payment and remains in default not less than 30 days after being notified in writing to make such payment.

7.5 If the Learner decides not to continue with the delivery of the Course, it shall notify CMTC of the same in writing as soon as practicable and when such notice is received by CMTC the Contract shall terminate.

7.6 The Contract will expire and terminate automatically without notice on such date as:

7.6.1 CMTC confirms that the Course has been successfully completed by the Learner; or

7.6.2 the Learner dies or becomes permanently incapable of undertaking or completing the Course.

8. **CONSEQUENCES OF TERMINATION**

8.1 On termination of the Contract for any reason:

8.1.1 the Learner shall immediately pay to CMTC all CMTC's outstanding unpaid invoices and interest and, in respect of any Course Fees but for which no invoice has

been submitted, CMTC shall submit an invoice, which shall be payable by the Learner immediately on receipt. This clause 8.1.1 shall not apply where the Learner has terminated the Contract pursuant to clause 6.1;

8.1.2 the accrued rights, remedies, obligations and liabilities of the parties as at expiry or termination shall be unaffected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry; and

8.1.3 clauses which expressly or by implication survive termination shall continue in full force and effect.

8.2 On termination of the Contract for any reason other than pursuant to clause 7.6.1, the Learner shall immediately return all of the Course Materials to CMTC.

8.3 On termination of the Contract pursuant to clause 7.6.1, the Learner may apply to become a member of the Canine Massage Guild Limited, being a private limited company registered in England and Wales with company number 08401885.

9. **FORCE MAJEURE**

9.1 Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control (a **Force Majeure Event**).

9.2 If the Learner is subject to a Force Majeure Event which prevents CMTC from delivering the Course to the Learner for more than 30 days, then CMTC shall, without limiting its other rights or remedies, have the right to terminate this Contract immediately by giving written notice to the Learner and clause 8.1 shall apply.

10. **LIMITATION OF LIABILITY**

10.1 Nothing in the Contract shall limit or exclude CMTC's liability for:

10.1.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors; or

10.1.2 fraud or fraudulent misrepresentation.

10.2 Subject to clause 10.1, CMTC shall not be liable to the Learner, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for:

10.2.1 loss of profits;

10.2.2 loss of sales or business;

10.2.3 loss of agreements or contracts;

- 10.2.4 loss of anticipated savings;
- 10.2.5 loss of damage to goodwill; and
- 10.2.6 any indirect or consequential loss.

10.3 Subject to clause 10.1, CMTC's total liability to the Learner, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract shall be limited to:

10.3.1 in the case of a failure to supply all or any part of the Course Materials, the provision of such Course Materials; and

10.3.2 in any other case, the aggregate amounts paid by the Learner under the Contract.

10.4 This clause 10 shall survive termination of the Contract.

11. LEARNER'S INDEMNITY

11.1 The Learner shall indemnify, and keep indemnified, CMTC against all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by CMTC arising out of or in connection with:

11.1.1 any breach of the Learner's obligations under clauses 5.3 and/or 5.4.3 and/or 5.5;

11.1.2 the enforcement of these Conditions;

11.1.3 any breach of the Learner's warranty contained in clause 3.7;

11.2 The Learner's indemnity set out in clause 11.1 shall not cover CMTC to the extent that a claim under it results from CMTC's own negligence or wilful misconduct.

11.3 This clause 11 shall survive termination of the Contract.

12. NOTICES

12.1 Any notice or other communication given to a party under or in connection with the Contract shall be in writing, addressed to that party at its address or email address as notified by it to the other party on or before the date of the Contract or such other address or email address as that party may have specified to the other party in writing in accordance with this clause, and shall be delivered personally, or sent by pre-paid first class post or other next working day delivery service, commercial courier, or email.

12.2 A notice or other communication shall be deemed to have been received:

12.2.1 if delivered personally, when left at the address referred to in clause 12.1;

12.2.2 if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting;

12.2.3 if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or

12.2.4 if sent by email, one Business Day after transmission.

12.3 If there is a change to a party's address or email address that party shall notify the other of the same as soon as reasonably practicable in accordance with this clause 12.

12.4 The provisions of this clause 12 shall not apply to the service of any proceedings or other documents in any legal action.

13. **ASSIGNMENT AND OTHER DEALINGS**

13.1 CMTC may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any third party or agent.

13.2 The Learner shall not, without the prior written consent of CMTC, assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Contract.

14. **CONFIDENTIALITY**

14.1 Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clauses 14.2 and 14.3.

14.2 CMTC may disclose the Learner's confidential information:

14.2.1 to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out its obligations under the Contract; and

14.2.2 as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

14.3 The Learner may disclose CMTC's confidential information as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

14.4 Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

15. ENTIRE AGREEMENT

15.1 These Conditions constitute the entire agreement between the parties and supersede and extinguish all previous agreements, promises, assurances, warranties, representations, and understandings between the parties, whether written or oral, relating to the Contract's subject matter.

15.2 Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these Conditions. Each party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in these Conditions.

16. VARIATION

Unless otherwise expressly stated in these Conditions, no variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

17. WAIVER

A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not waive that or any other right or remedy or prevent or restrict the further exercise of that or any other right or remedy.

18. SEVERANCE

If any provision or part-provision of these Conditions is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

19. THIRD PARTIES

No person, other than a party to the Contract, shall have any right to enforce any of its terms.

20. GOVERNING LAW AND JURISDICTION

20.1 The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by, and construed in accordance with the law of England and Wales.

20.2 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

ENROLMENT FORMS

Please complete, sign, and return to
jenny@k9-massage.co.uk



GA Level 5 Diploma in Clinical Canine Massage Therapy (610/6519/5)

Awarding body Gatehouse Awards regulated by OFQUAL

How to Fill in Your Application

1. **Print and fill in the enrolment form**, making sure you have read and agree to the Terms and Conditions.
2. **Check the box** for which payment option you would like – either:

OPTION 1 - PAYMENT FOR THE WHOLE DURATION OF THE TWO YEAR COURSE

- a. **One off Payment giving a 10% discount off the Course fee**

Course Fees (inc Gatehouse Awards £295) less 10%	£ 5301.00
VAT @ 20% (*subject to any changes)	<u>£ 1060.20</u>
TOTAL PAYABLE ON ENROLMENT	£ 6361.20

OR,

- b. **Deposit followed by 12 Monthly payments by Standing Order, commencing on enrolment with the last instalment being no later than 12 months from the first payment, payable on the first day of the month in accordance with condition 4 of the Terms and conditions attached.**

PLEASE NOTE THAT THIS OPTION IS NOT AVAILABLE TO LEARNERS FROM OUTSIDE THE UK MAINLAND

CMTC Course Fees	£ 5595.00
Gatehouse Awards Registration fee	£ 295.00
VAT @ 20% (*subject to any changes)	<u>£ 1178.00</u>
TOTAL PAYABLE	£ 7068.00

Payable by Deposit of £1000 on enrolment, followed by First payment of £502 on 1st February and 11 subsequent monthly instalments of £506

OPTION 2 - PAYMENT FOR DURATION OF YEAR ONE OF THE COURSE (HOME STUDY)

- c. **One off Payment for year one of study**

	YEAR 1	(YEAR 2 *)
CMTC Course Fees	£ 3077.00	(£2518.00)
Gatehouse Fee	£ 295.00	
VAT @ 20% (*subject to any changes)	<u>£ 674.40</u>	<u>(£ 503.60)</u>
TOTAL PAYABLE ON ENROLMENT	£ 4046.40	(£3021.60)

OR,

- d. **Deposit followed by 12 Monthly payments by Standing Order, commencing on enrolment with the last instalment being no later than 12 months from the first payment, payable on the first day of the month in accordance with condition 4 of the Terms and conditions attached.**

PLEASE NOTE THAT THIS OPTION IS NOT AVAILABLE TO LEARNERS FROM OUTSIDE THE UK MAINLAND

	YEAR 1	(YEAR 2*)
Course Fees (Inc fees £295)	£ 3372.00	(£2518.00)
VAT @ 20% (*subject to any changes)	£ 674.40	(£ 503.60)
TOTAL PAYABLE	£ 4046.40	(£3021.60)

Payable by Deposit of £1000 on enrolment, followed by First payment of £252.40 on 1st February and 11 subsequent monthly instalments of £254 (Year 2 commences on 1st January 2027, 12 instalments of £251.80.)

*** PAYMENT FOR DURATION OF YEAR TWO OF THE COURSE (PRACTICALS)**

A new contract will be issued for the SECOND YEAR of STUDY (Practicals) subject to the satisfactory completion of Year one. Students will be invited to complete the contract to continue their studies based on a fee payable above (in brackets) and may select to either pay in full or by instalments. Students should be aware that no certificates will be issued until full payment has been received and following completion of both years. Students cannot progress to the second year before the completion of the first year.

Payments should be made by one of the following methods:-

- Follow the link on the invoice to pay via the secure link to Sagepay (you will need to log into your account on our website using your email address supplied on your enrolment)
- Pay via BANK TRANSFER (Sort Code 20-82-70, Ac 03304450)
- Pay your Deposit then arrange your Standing Order via for the subsequent 11 payments

3. Send your completed enrolment forms to:

Canine Massage Therapy Centre
2 Chaucer Crescent
Kidderminster
DY10 3XF

Or email as an attachment to jenny@k9-massage.co.uk

4. When your enrolment forms have been received and the payment received (in full or deposit) you will be forwarded module 1 and full course details and expectations, your invitation to the Companion school and your allocated tutor details. Subsequent modules are sent by email, from your tutor on request and after completion of the prior module to monitor progress

External Accreditation Fees

Your External Accreditation & Administration Fee is included in payment at the commencement of the Contract. This payment is banked by Canine Massage Therapy Centre until invoiced by the Accreditation Company, to pay on your behalf.

ADDITIONAL COSTS *

You are reminded that in addition to your enrolment fees you will be required to purchase books as referred to in your reading lists, Cushion, Massage Table, Muzzles and your Learner t-shirt when you attend your practical sessions in the second year.

You may also opt to stay locally during your practical sessions. We are unable to provide accommodation but will provide a list of local accommodation which has been used by our Learners in previous years.

IMPORTANT NOTICE **

Payment in full at enrolment results in a 10% discount on fees payable. You may wish to take this into account whilst deciding which option you wish to pursue as this goes a long way towards covering the costs of books required!

Failure to pay all fees due to Canine Massage Therapy Centre (CMTC), regardless of whether or not you complete the Canine Massage Practitioner Course, may lead to recovery action by CMTC to recover unpaid monies due. This may lead to a County Court Judgment which will be detrimental to your credit history and therefore your ability to gain credit in future. If you find you are unable to pay your fees at any time, please contact us immediately to discuss options which may be available to you. You will be unable to complete your studies whilst monies are due.

PLEASE FULLY COMPLETE THE FOLLOWING PAGES AND RETURN TO CANINE MASSAGE THERAPY CENTRE EITHER:

-As a scanned or clearly photographed digital attachment to jenny@k9-massage.co.uk

-Or printed & posted to Jenny Oliver

2 Chaucer Crescent

Kidderminster

DY10 3XF

England



GA Level 5 Diploma in Clinical Canine Massage Therapy (610/6519/5)

Forename:
Surname:
Date Of Birth:
Address:
Telephone:
Mobile Number:
Email Address:
Current Occupation:

PROOF OF IDENTITY WILL BE REQUIRED

I wish to pay by: (tick as applicable) SELECT ONE OPTION ONLY

PAYMENT FOR THE 2 YEAR DURATION OF COURSE		PAYMENT FOR THE DURATION OF YEAR ONE ONLY (HOME STUDY). <small>Subject to satisfactory completion of year 1, you will be invited to enrol for Year 2 (Practicals) 28 days prior to commencement</small>	
<u>a. PAYMENT IN FULL (WHOLE COURSE)</u> Payment of £6361.20 (inc VAT) (10% discount on monthly option) payable on enrolment	TICK OPTION A	<u>c. PAYMENT IN FULL (1 YEAR)</u> payment of £4046.40 (inc VAT) Payable on enrolment <i>(£302.60 billed in 2nd year, subject to contract. Total payable over 2 years £7068)</i>	TICK OPTION C
<u>b. PAYMENT BY INSTALMENT</u> (NOT AVAILABLE TO LEARNERS OUTSIDE THE UK) initial deposit £1000 followed by 1 st instalment on 1 st February £502 followed by 11 monthly Instalments of £506 on the 1 st of month by Standing Order (or on invoice) Total payable £7068 inc. VAT	TICK OPTION B	<u>d. PAYMENT BY INSTALMENTS (1 YEAR)</u> (NOT AVAILABLE TO LEARNERS OUTSIDE THE UK) YEAR ONE - initial deposit £1000 followed by 1 st instalment on 1 st February £252.40 followed by 11 monthly Instalments of £254 on the 1 st of month by Standing Order (or on invoice) First year Total £4046.40 YEAR 2 – (subject to Year 2 contract) 12 instalments of £251.80 commencing 1 st January – Total payable £3021.60 Total payable £7068 inc. VAT	TICK OPTION D

Equality, Diversity & Inclusion Data Collection Form

Purpose

We collect this information to understand and monitor diversity, identify potential barriers, and ensure fair and equal access to opportunities. All data will be kept confidential and reported only where it is appropriate to do so

Section 1 – Gender Identity

How do you currently describe your gender? *(Please select one)*

Woman		Non-binary	
Man		Prefer not to say	
Prefer to self-describe			

Section 2 – Age Group

Under 18		18–24	
25–34		35–44	
45–54		55–64	
65+		Prefer not to say	

Section 3 – Ethnic Group

White	British / English / Scottish / Welsh / Northern Irish	
	Irish	
	Other White background	
Mixed / Multiple ethnic groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Other Mixed background	
Asian / Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Other Asian background	
Black / African / Caribbean / Black British	African	
	Caribbean	
	Other Black background	
Other ethnic group	Arab	
	Any other ethnic background	
Prefer not to say		

Section 5 – Disability

Do you consider yourself to have a disability or long-term health condition? *(As defined by relevant equality legislation)*

Yes	
If yes, please describe any accessibility requirements	
No	
Prefer not to say	

Section 6 – Sexual Orientation

Heterosexual / Straight		Gay / Lesbian	
Bisexual		Asexual	
Prefer to self-describe			
Prefer not to say			

Section 7 – Religion or Belief

No religion		Christian	
Muslim		Hindu	
Buddhist		Sikh	
Jewish		Prefer not to say	
Other religion or belief:			

Section 8 – Caring Responsibilities

Do you have any caring responsibilities? *(e.g., for children, disabled family members, elderly relatives)*

Yes		No	
Prefer not to say			

Information gathered will not affect your application in any way.

If you believe that you require reasonable adjustments to facilitate your access to the course, please refer to page 41 Reasonable adjustments and complete the form with your application. This will enable CMTC to discuss how we may meet your requirements.

WHEN WE RECEIVE YOUR ENROLMENT FORM YOU WILL BE ISSUED WITH AN INVOICE IN ACCORDANCE WITH YOUR CHOSEN OPTION TO PAY FOR ONE YEAR OR TWO, PAYMENT IN FULL OR BY INSTALMENT *(instalments not available to students outside the UK)*

You may then

- **Follow the link on the invoice to pay via the secure link to Sagepay (you will need to log into your account using your email address supplied on your enrolment)**
 - **Pay via BANK TRANSFER (Sort Code 20-82-70, Ac 03304450)**
 - **Pay your Deposit then arrange your Standing Order via for the subsequent 11 payments**
- *I hereby enrol on the GA Level 5 Diploma in Clinical Canine Massage Therapy (610/6519/5) as provided by Canine Massage Therapy Centre Ltd. (Centre 2025/GA/378)*
 - *I have read the Terms and Conditions and agree to abide by the contents herein.*
 - *I understand that should I leave the course at any time for any reason the full amount is still payable to Canine Massage Therapy Centre Ltd within 28 days of terminating my contract. Please note condition 4.7 (Failure to pay all fees due to Canine Massage Therapy Centre (CMTC), regardless of whether or not you complete the Canine Massage Therapy Diploma may lead to recovery action by CMTC to recover unpaid monies due. This may lead to a County Court Judgment which will be detrimental to your credit history and therefore your ability to gain credit in future.)*
 - *I understand that this enrolment form is a binding and legal contract made between me and Canine Massage Therapy Centre Ltd subject to and based on the Terms and Conditions.*

NAME (BLOCK CAPITALS).....

SIGNED

DATED

PLEASE RETURN THIS FORM TO

jenny@k9-massage.co.uk

Further information will also be included with the Expectations and Guidelines which will be provided with your first Module. You have 14 days from receipt of the First Module and Expectations & Guidance to withdraw without penalty. The full course specification may be found on our website.

These procedures are intended to ensure that there is consistency and fairness across the Learners and that the Terms and Conditions are fair and transparent to all.

Reasonable Adjustments Form

This form should be used to request reasonable adjustments and for CMTc to notify the Accreditation Company of any reasonable adjustments which have been made.

Section 1: Learner Details

Full Name	
Date of Birth	
Address	
Postcode	
Contact Number	
Email Address	

Section 2: Course Information

- Course Title: **GA Level 5 Diploma in Clinical Canine Massage Therapy**
- Course Start Date: _____

Section 3: Disability, Health Condition or Learning Difference

(You only need to share information you are comfortable with. This helps us consider reasonable adjustments.)

- Do you consider yourself to have a disability, health condition or learning difference?
 - Yes
 - No
 - Prefer not to say

If yes, please give details (e.g., dyslexia, hearing impairment, long-term health condition, mental health condition, etc.):

Section 4: Impact on Learning

Please tell us how your disability/condition may affect your participation in learning (tick any that apply):

- | | |
|---|--|
| <input type="checkbox"/> Reading and understanding written text
<input type="checkbox"/> Writing or note-taking
<input type="checkbox"/> Concentration and memory | <input type="checkbox"/> Communication (speaking or listening)
<input type="checkbox"/> Mobility or physical access
<input type="checkbox"/> Using IT or digital resources |
|---|--|

Other (please describe): _____

Section 5: Support or Adjustments Requested

Please let us know what adjustments or support would help you succeed on your course.

Examples include:

- Extra time in assessments
- Use of assistive technology
- Materials in large print / alternative formats
- Accessible classroom location
- Support with note-taking
- Quiet space / rest breaks

Your request(s):

Section 6: Previous Support (Optional)

Have you received support or adjustments in previous education, training or employment?

Yes (please describe): _____

No

Section 7: Consent

I confirm that the information provided is accurate to the best of my knowledge. I understand it will be used only to arrange reasonable adjustments and support for my course.

Signature: _____ Date: _____

For Office Use Only

- Date form received: _____
 - Staff member reviewing: _____
 - Adjustment plan agreed (Y/N): _____
 - Notes / Next steps: _____
-
-
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