THE REALME THERAPY

Level 3 Certificate in Nervous System-Informed Coaching

Course Policies

1. Complaints & Appeals Policy

The RealMe Therapy is committed to providing a high standard of training and assessment. This policy sets out how learners can raise a complaint about any aspect of the course, and how they can appeal an assessment decision.

Informal Resolution

In the first instance, learners are encouraged to raise any concern informally with the course administrator. Most concerns can be resolved quickly and directly at this stage.

Formal Complaints

- A formal complaint should be submitted in writing (by email) setting out the nature of the concern and any relevant dates or evidence.
- Complaints will be acknowledged within 5 working days.
- A full response will be provided within 20 working days of the complaint being received, or an explanation given if more time is needed.
- Complaints will be handled confidentially and without any negative impact on the learner's ongoing access to the course.

Appeals Against Assessment Decisions

A learner who disagrees with the outcome of their reflective task marking or their live practical assessment may request a review.

- Appeals must be submitted in writing within 10 working days of receiving the assessment result.
- Appeals are reviewed by the course director. Where the original assessor was the course director, the appeal is forwarded to an independent reviewer for a second opinion.
- The outcome of an appeal will be communicated in writing within 15 working days.

Escalation

If a learner remains dissatisfied following the formal complaints or appeals process, they may escalate the matter to ACCPH.

Complaints and appeals should be sent in writing to gary@therealmetherapy.com.

2. Learner Needs Policy

The RealMe Therapy is committed to identifying and meeting the individual needs of learners, so that everyone has a fair and equal opportunity to complete the course successfully.

Identifying Needs

Learners are invited to disclose, confidentially and voluntarily, any additional needs at enrolment or at any point during the course – including learning differences, disabilities, mental health conditions, or other circumstances that may affect their study or assessment.

Reasonable Adjustments

Where a need is disclosed, reasonable adjustments will be considered and offered wherever possible, which may include:

- Extended time to complete written reflective tasks
- Alternative formats for course materials
- Adjustments to how the live practical assessment is delivered (for example, additional preparation time, or a smaller assessment group)
- Extended access to course content where a delay is needed for health or personal reasons

Confidentiality

Any disclosure of additional needs will be kept confidential and used only to inform reasonable adjustments, in line with the Confidentiality Policy and GDPR Policy.

Legal Context

This policy operates in line with the Equality Act 2010, which places a duty on providers to make reasonable adjustments for disabled learners.

Requests for reasonable adjustments are reviewed and approved by the course director.

3. Equal Opportunities Policy

The RealMe Therapy is committed to promoting equality of opportunity for all learners, trainers, and staff, and to preventing discrimination in any form.

Our Commitment

No learner will be treated less favourably on the grounds of any protected characteristic under the Equality Act 2010, including:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Application

This commitment applies to all aspects of the course, including marketing and enrolment, course delivery, group facilitation, assessment, and certification. Course content, examples, and case studies are reviewed to avoid reinforcing stereotypes or excluding any group of learners.

Reporting Concerns

Any learner who believes they have experienced discrimination, or witnessed it, should raise this using the Complaints & Appeals Policy. All reports will be taken seriously and investigated promptly and confidentially.

4. Confidentiality Policy

This course involves personal reflection, case study discussion, and – particularly in live group sessions – the sharing of personal experience. This policy sets out how confidentiality is protected, and its limits.

What This Covers

- Personal and contact information provided at enrolment
- Content of written reflective tasks and case study submissions
- Anything shared by a learner during live classroom or Zoom sessions, including group discussion

Confidentiality in Group Settings

As explained in Module 6 of the course itself, confidentiality cannot be guaranteed in a group setting the same way it can one-to-one. Learners attending live group assessment sessions will be clearly informed of this before the session begins, and asked to agree to keep what is shared by others in the room confidential, though this cannot be formally enforced beyond that agreement.

Limits of Confidentiality

Confidentiality will be broken where there is a safeguarding concern – a disclosure suggesting a learner or another named person may be at risk of harm – in line with the Safeguarding Policy, or where required by law.

Staff Access

Personal and assessment information is accessible only to those directly involved in delivering or administering the course.

Access to learner submissions, including the content of reflective tasks and case studies, is limited to the course director and the course administrator.

5. Quality Assurance Policy

The RealMe Therapy is committed to maintaining and continuously improving the quality of this course.

Course Review

- Course content and assessment materials will be reviewed at least annually, or sooner if a significant issue is identified.
- Learner feedback, gathered through the course evaluation process, will be reviewed after each live assessment cohort and used to inform updates to course content and delivery.

Assessment Standardisation

- Multiple-choice quiz banks are fixed and applied consistently to every learner, with an 80% pass mark and randomised question selection to maintain fairness across attempts.
- Reflective tasks and case studies are marked against a documented set of marking criteria (see Assessment Marking Criteria) to ensure consistent standards.
- Live practical assessments follow a documented structure and pass criteria, applied consistently across all cohorts.

Trainer Development

The course director will maintain their own continuing professional development and supervision, consistent with the standards taught within the course itself.

Record-Keeping

Records of learner progress, assessment outcomes, complaints, and evaluation feedback will be retained in line with the GDPR Policy, and used to inform ongoing quality improvements.

6. Student Welfare Policy

This course explores personal and sometimes emotionally difficult material – including trauma, shame, attachment history, and addiction – as part of its teaching approach. This policy sets out the support available to learners and the boundaries of that support.

Nature of the Course

Learners will be advised, before starting the course, that the material may bring up personal reactions or memories, and that reflective tasks invite genuine personal engagement with the content.

Support Available

- Learners can raise any welfare concern confidentially with the course administrator.
- Where a learner indicates they are struggling with material covered in the course, they will be signposted to appropriate external support (for example, their GP, a qualified therapist, or a relevant helpline), consistent with the course's own teaching on scope of practice.

Boundaries of Support

This course is training, not therapy or counselling for its learners. The course director's role is to teach and assess competently and to signpost appropriately – not to provide therapeutic support to learners experiencing personal distress, in keeping with the scope-of-practice boundary taught throughout the course itself.

Emergency Situations

Any learner in crisis or at risk of harm should be directed immediately to emergency services (999 in the UK) or the Samaritans (116 123), and this will be made clear in course welcome materials.

7. Learner Code of Conduct

All learners enrolled on this course are expected to conduct themselves in a way that supports their own learning and the learning of others.

Expected Conduct

- Treat trainers, assessors, and fellow learners with respect and without judgement, particularly during live group sessions where personal material may be shared
- Maintain confidentiality regarding anything shared by other learners in group settings, as set out in the Confidentiality Policy
- Engage honestly with reflective tasks and case studies, in the learner's own words and drawing on their own understanding
- Attend live assessment sessions on time and prepared

Academic Integrity

Learners must complete quizzes, reflective tasks, and case studies as their own individual work. The use of AI tools to generate reflective task or case study responses without genuine personal engagement is not permitted, since these tasks are designed to assess the learner's own developing understanding and self-awareness.

Unacceptable Conduct

- Harassment, discrimination, or disrespect toward trainers or other learners
- Breaching the confidentiality of material shared by others in group sessions
- Dishonesty in assessment submissions

Consequences

Breaches of this code will be addressed proportionately, and may include a discussion with the course director, a requirement to resubmit assessed work, or in serious cases, removal from the course without refund.

8. Terms and Conditions

Enrolment and Payment

- Enrolment is confirmed on receipt of payment in full, or the agreed first instalment where a payment plan has been arranged.
- Payment plans, where offered, must be completed in full for certification to be issued.

Access to Course Materials

On enrolment, learners receive access to all seven course modules via the course platform.

Learners have access to the course materials for 12 months from the date of enrolment. Requests for longer access are considered by the course director on a case-by-case basis.

Cancellations and Refunds

Learners have 14 days from the date of enrolment to cancel and receive a full refund, provided they have not yet accessed the course content. This reflects the standard cooling-off period under UK distance selling regulations.

- Once a learner has started accessing course content (any module, video, or quiz), the 14-day cancellation right ends and no refund is available, even if still within the 14-day window. This is made clear to learners at the point of enrolment, with explicit confirmation required before checkout.
- After the 14-day cooling-off period (or earlier if content has been accessed), no refunds are offered, for any reason, including non-completion of the course.
- For learners on a payment plan who cancel within their valid cancellation window, no further instalments are taken and none already paid are withheld beyond this policy's terms. Once the cancellation window has closed, all remaining instalments remain payable regardless of whether the learner continues to engage with the course.
- If The RealMe Therapy cancels a scheduled live assessment date or is unable to deliver the course as advertised, affected learners will be offered a full refund or a place on the next available cohort, at their choice.

Certification

Certification is issued only once a learner has: passed all seven end-of-module quizzes at 80% or above; had all seven reflective tasks and case studies assessed as satisfactory; and passed the final live practical assessment.

Liability

The RealMe Therapy will deliver the course with reasonable care and skill, but does not guarantee specific outcomes such as employment, client numbers, or income following

certification. The course does not constitute therapy, counselling, or clinical supervision for learners.

Data Protection

The RealMe Therapy processes learner personal data in accordance with UK GDPR and the Data Protection Act 2018, as set out in full in the GDPR Policy. By enrolling, learners acknowledge that personal data, including any special category data voluntarily disclosed in reflective tasks or case studies, will be processed on that basis.

Governing Law

These terms are governed by the law of England and Wales.

9. Safeguarding Policy

Given the personal and sometimes sensitive nature of the material covered in this course, The RealMe Therapy takes safeguarding seriously, for both learners and any third parties who may be referenced in a learner's reflective work.

Designated Safeguarding Lead

The Designated Safeguarding Lead for The RealMe Therapy is Gary Lane (course director).

In the Designated Safeguarding Lead's absence, the deputy Designated Safeguarding Lead is Danielle Lane (course administrator).

Scope

This policy applies to:

- Any disclosure by a learner suggesting they themselves may be at risk of harm
- Any disclosure by a learner, in a reflective task, case study, or live session, suggesting a child or adult may be at risk of harm from a third party
- Concerning conduct observed during live sessions

Procedure

- Any safeguarding concern must be taken seriously and acted on promptly – it should not be left until a later point in the course.
- The Designated Safeguarding Lead should be informed as soon as possible.
- Where there is risk of immediate harm, emergency services (999) should be contacted without delay.
- Where the concern involves a child or vulnerable adult, referral to the relevant local authority safeguarding team, or to the NSPCC (0808 800 5000), should be considered.
- A written record of the concern and any action taken should be kept securely and confidentially, separate from general course records.

Confidentiality Override

Safeguarding concerns override the Confidentiality Policy. Learners will be informed of this clearly and in advance, so that confidentiality expectations in the course are accurate and not misleading.

Local Authority Safeguarding Contacts

The RealMe Therapy is based in Derby. For safeguarding concerns arising in connection with the organisation's own activities, the Designated Safeguarding Lead should use the following referral routes:

- Derby City Council Safeguarding Adults Team: 01332 642855 (out of hours / Careline: 01332 956606) – www.derbysab.org.uk
- Derby City Council Safeguarding Children (First Contact): 01332 641172 – www.ddscp.org.uk (‘Worried about a child?’)
- Emergency / immediate risk to life: 999

Practitioners trained through this course who go on to work with their own clients elsewhere in the UK should identify and record the safeguarding contact details for their own local authority area, since these vary by region.

10. GDPR Policy (UK)

This policy explains how The RealMe Therapy collects, uses, and protects personal data in connection with this course, in line with UK GDPR and the Data Protection Act 2018.

Data Controller

Data Controller: The RealMe Therapy (Gary Lane), 219 Burton Road, Derby, DE23 6AE, UK.

ICO Registration Number: ZB906704

What Data Is Collected

- Name, email address and postal address provided at enrolment
- Payment information (processed by the course platform / payment provider, not stored directly)
- Quiz results and assessment records
- Content of reflective tasks and case studies, which may include special category data (health, mental health, or other sensitive personal information the learner chooses to disclose)

Postal addresses are collected at enrolment for our enrolment records and for legal purposes, for example recovering unpaid instalments.

Lawful Basis for Processing

Personal data is processed on the basis of contract (to deliver the course the learner has enrolled on) and, in relation to any special category data disclosed voluntarily in reflective work, explicit consent, which learners will be asked to confirm at enrolment.

Data Retention

Certification records are retained indefinitely so that a certificate can be verified. The content of reflective tasks and case studies is securely deleted two years after course completion.

Third-Party Processors

Personal data is shared with the following third parties as necessary to deliver the course:

- Payhip (course hosting and payment processing)
- Zoom (live assessment sessions)
- GoHighLevel (CRM, email and WhatsApp messaging)
- Zapier (connecting course sales to our CRM)
- Outlook (email)
- Google Calendar (scheduling)
- Meta / WhatsApp (messaging)

Learner Rights

Learners have the right to request access to, correction of, or deletion of their personal data, and to withdraw consent for the processing of any special category data they have disclosed, subject to the course's legitimate need to retain certification and assessment records.

Data Security

Personal data is stored securely and access is limited to those directly involved in delivering or administering the course.

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