

Linchpin Programme

Programme Terms & Conditions

1. Programme Overview

The Linchpin Programme is a structured professional development programme designed to enhance communication skills, patient experience, leadership, treatment acceptance and commercial performance.

The programme consists of online learning modules, live coaching sessions, live workshops and CPD events (where applicable), supporting resources, community learning and ongoing implementation support. The exact format may vary depending on whether the programme is delivered directly by The Confident Dentist Academy or in partnership with a corporate dental organisation.

2. Registration

Registration is confirmed once the participant has completed registration, payment has been received (where applicable), or the participant has been enrolled by their employer. Places are limited unless otherwise agreed.

3. Participant Commitment

Participants agree to complete the weekly learning modules, attend live coaching wherever possible, participate respectfully, apply the learning within practice and maintain confidentiality regarding discussions involving other participants.

4. Programme Access

Access is personal to the registered participant and may not be shared. Login details must not be provided to another individual.

5. Coaching Sessions

Live coaching sessions reinforce learning and support implementation. Sessions are recorded by The Confident Dentist Academy for registered participants who are unable to attend live. Participants must not make their own audio, video or screen recordings of coaching sessions, webinars or discussions, nor share programme recordings or materials with any third party.

6. Live Events

Live workshops and CPD events are delivered in person and are not recorded. If a participant is unable to attend, attendance at an alternative live event may be offered at the discretion of The Confident Dentist Academy, subject to availability.

7. CPD

Where applicable, participants will receive verifiable CPD for both the online learning programme and any live CPD events attended, subject to completing the required attendance and feedback requirements. Certificates are issued electronically.

8. Confidentiality

Participants must maintain the confidentiality of commercial, clinical and personal information shared during the programme. Patient confidentiality must always be maintained.

9. Intellectual Property

All programme materials remain the intellectual property of The Confident Dentist Academy Ltd and may not be copied, reproduced, distributed or used for commercial purposes without prior written permission.

10. Artificial Intelligence & Use of Materials

Participants must not upload, copy, reproduce or input any programme materials, videos, coaching recordings, workbooks, templates, presentations, transcripts or other proprietary resources into artificial intelligence platforms or large language models (including ChatGPT, Claude, Gemini, Copilot or similar services) without the prior written consent of The Confident Dentist Academy. Programme materials remain confidential and are provided solely for the registered participant's personal professional development.

11. Technology Requirements

Participants are responsible for suitable internet access, equipment and access to the learning platform.

12. Booking, Cancellation & Refund Policy

Individual participants may cancel their booking within 14 days of purchase, in accordance with applicable UK consumer legislation, provided they have not accessed any programme content, attended any live webinar, coaching session or event, downloaded any programme materials, or otherwise commenced the programme.

By accessing programme content or participating in any live element of the programme, the participant expressly requests that the programme begins immediately and acknowledges that their statutory right to cancel may be lost in accordance with applicable consumer legislation.

After the 14-day cancellation period, or once the programme has commenced (whichever occurs first), programme fees are non-refundable. Corporate programme cancellations are governed by the agreement between The Confident Dentist Academy and the corporate client.

13. Substitutions

Corporate substitutions may be permitted before programme commencement. Once learning has commenced, substitutions will not normally be possible.

14. Programme Changes

The Confident Dentist Academy reserves the right to make reasonable changes to dates, venues, speakers, platforms or programme sequence.

15. Performance Outcomes

Results depend upon attendance, engagement and implementation. No financial outcomes are guaranteed unless covered by a separate written Performance Guarantee.

16. Limitation of Liability

Participants remain responsible for their own clinical, business and regulatory decisions.

17. Data Protection

Personal information will be processed in accordance with UK GDPR.

18. Complaints

Complaints should be submitted in writing. We aim to acknowledge complaints within five working days.

19. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

20. Contact

The Confident Dentist Academy Ltd

Email: team@theconfidentdentist.com

Website: www.theconfidentdentist.com

Appendix A – Corporate Performance Guarantee

Where a corporate programme includes a Performance Guarantee, it will be governed by a separate document setting out eligibility criteria, baseline measurements, methodology, review periods, success measures and any applicable refund or future programme commitments.