

Intellect Mental Health First Aid™ (MHFA) Course Terms and Conditions

1. Course Booking Process:

- 1.1 Booking requests for all MHFA courses must be submitted via our booking platform
 - At least 4 weeks in advance for English language sessions.
 - At least 6 weeks in advance for sessions in localised languages.
- 1.2 Bookings will be confirmed only upon email confirmation from your Intellect Point of Contact (POC).

2. Booking Modifications or Rescheduling:

2.1 Rescheduling Policy

- 2.1.1 Clients may reschedule a course booking with a minimum of 5 working days' notice. Confirmation of the rescheduled date is subject to the trainer's availability.
- 2.1.2 Rescheduling with less than 5 working days' notice is considered a late cancellation and will result in a 100% fee charge. No refunds are issued for no-shows and late cancellations.

2.2 Cancellation Policy

- 2.2.1 Cancellation requests received by Intellect at least 10 full business days prior to the scheduled session will be eligible for a complete refund.
- 2.2.2 To receive a full refund, cancellation requests must be submitted in writing and acknowledged by Intellect no later than 10 full business days before the session.
- 2.2.3 Cancellations made fewer than 10 full business days of the scheduled session are non-refundable.

3. Participant Enrolment

3.1 Participant Enrolment

- 3.1.1 Each training session requires a minimum of 10 confirmed participants to proceed. To ensure a quality learning experience and effective group interaction, the maximum number of participants per session is capped at 15.
- 3.1.2 The Client must submit a finalised list of participants, including their names and email addresses, at least 3 weeks before the training commencement.
- 3.1.3 Course enrolment will be processed only upon receipt of the confirmed participant list, with no changes allowed thereafter.
- 3.1.4 Participants must complete all required components of the MHFA training to be recognised as Certified Mental Health First Aiders.

3.2 Participant Replacement

- 3.2.1 Participant replacements are generally not permitted. However, in exceptional or unforeseen circumstances, a replacement may be considered at the discretion of

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Intellect on a case-by-case basis.

- 3.2.2 If a replacement is approved, it may be allowed at no additional cost only if Part 1 of the training (e-learning component) has not been accessed or commenced. This typically begins 2 weeks prior to the scheduled live MHFA training session. No refunds or transfers will be issued for participants who fail to attend the course without prior notice and approval.

4. Attendance Requirements

4.1 Virtual Training

- 4.1.1 Participants are strongly encouraged to keep their cameras on throughout the course, particularly during discussions and role-play activities. Active visual presence is important for participation tracking. If a participant's camera remains off for a significant portion of the training (e.g., more than 30% of the total session time), the trainer reserves the right to mark the participant as not having fully attended the course, which may impact eligibility for certification.
- 4.1.1 Participants must be online and actively engaged for a minimum of 5 hours of the 6-hour training session.
- 4.1.3 Each participant is required to take part in at least one role-play activity during the training session.

4.2 In-Person Training

- 4.2.1 Active participation is essential for successful completion of the course. Participants are expected to be fully present and engaged throughout all sessions, including during group discussions and role-play activities. If a participant is absent for a significant portion of the training (e.g., more than 30% of total session time), or does not actively participate in required activities, the trainer reserves the right to mark them as not having completed the course, which may affect their eligibility for certification.
- 4.2.2 Participants must be online and actively engaged for a minimum of 5 hours of the 6-hour training session.
- 4.2.3 Each participant is required to take part in at least one role-play activity during the training session.

4.3 Training Certification and Participant Obligations

- 4.3.1 Participants must complete all required components of the MHFA training program to become Certified Mental Health First Aiders.
- 4.3.2 Certification as a Mental Health First Aider does not authorise participants to conduct formal mental health training, provide therapy, or diagnose any mental health conditions.

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5. Session Timings

- 5.1 The training session will commence promptly at the designated start time, as specified in the confirmation email. Clients and trainers are expected to be present at the venue for onsite sessions or log in virtually for online sessions 15 minutes prior to the start time to prepare and ensure a seamless beginning.
- 5.2 Please note that any delays caused by participants will not result in an extension of the session's allocated duration.

6. Incident Management and Resolution

- 6.1 In the event of unplanned disruptions during a session, Intellect will use commercially reasonable efforts to restore service within 15 minutes of the start of the disruption. If the issue cannot be resolved within this timeframe, the session will be rescheduled at the earliest mutually available date, no later than the following week, if possible.
- 6.2 If the assigned trainer is unable to deliver the session on the scheduled date due to unforeseen circumstances, the host reserves the right to substitute the trainer with another qualified trainer at its sole discretion. Alternatively, the client will be offered the option to reschedule the session to a mutually agreeable date.
- 6.3 In the event that a session is cancelled by Intellect more than 5 working days before the scheduled date due to unforeseen circumstances, the session will be rescheduled at the earliest available date, subject to mutual availability.
- 6.4 In the event that a session is cancelled by Intellect less than 5 days before the scheduled date due to unforeseen circumstances, the session will be offered as a complimentary session, and the rescheduled date will be offered at the earliest available date, subject to mutual availability.

7. Force Majeure Clause

- 7.1 In the event of unforeseen and unavoidable circumstances beyond the control of Intellect—such as medical emergencies, trainer illness, extreme weather, transport disruptions, or other force majeure events—Intellect reserves the right to cancel or reschedule the training session at short notice. The training session will be rescheduled at the earliest available date, subject to mutual availability.

8. Intellectual Property Rights

- 8.1 The Client acknowledges that all intellectual property rights related to the Mental Health First Aid (MHFA) training materials are exclusively owned by the provider, and agrees to respect and comply with all copyright provisions concerning the MHFA materials.