Annual Programme Delivery Agreement

For organisations delivering Irene Education live groups

The permission this agreement creates

An annual subscription gives the Customer limited permission for named approved practitioners to deliver the selected Irene Education programme(s), at the authorised service location(s), during the subscription term. Training completion alone is not delivery permission.

Customer legal name _____

Subscription start date _____

Subscription end date (12 months) _____

Selected programme(s): TDoA / BPP / both _____

Authorised service location _____

Named approved practitioner 1 _____

Named approved practitioner 2 _____

Annual fee _____

Quotation reference _____

1. Licence and limits

- The licence is non-exclusive, non-transferable, revocable and limited to the Customer, selected programme(s), named practitioners and authorised location shown above.
- One-programme subscription: £995 per year, one location and up to 2 named approved practitioners. Dual-programme subscription: £1,495 per year, one location and up to 2 named approved practitioners, unless the quotation expressly varies this.
- Additional locations, practitioners, programmes or delivery models require written approval and may attract an additional fee.
- The Customer must not franchise, sublicense, sell, copy, adapt, rebrand, publish, digitise or train others in the programme.

2. Conditions before delivery

- Each facilitator must have successfully completed the relevant Irene Education practitioner training and accepted the Practitioner Standards and Commitment.
- The annual subscription must be active and all due fees paid.
- The Customer must have appropriate safeguarding, risk escalation, complaints, data protection, lone-working, supervision and referral arrangements in place.
- The Customer must use the current approved materials and delivery guidance.

3. Delivery standards

- Deliver with fidelity to the programme purpose, sequence, language, boundaries and current resources. Do not omit, combine or materially alter content without written approval.

- Use trauma-aware, non-discriminatory practice. Do not pressure disclosure, investigate allegations, diagnose, provide therapy, direct confrontation/contact, or promise confidentiality that cannot be maintained.
- TDoA groups should not exceed 15 participants unless Irene Education gives written approval. BPP is a closed, sequential programme and participants should join only through the agreed entry process.
- Maintain at least two suitable staff for live delivery where the quotation, risk assessment or organisational policy requires it.

Annual Programme Delivery Agreement — continued

4. Organisational responsibilities

- Select participants appropriately and explain the educational nature, boundaries, confidentiality limits and support routes before participation.
- Complete local risk and suitability decisions; provide competent safeguarding leadership, escalation routes, supervision, venues/technology, staffing and insurance.
- Keep proportionate attendance, consent, incident and safeguarding records. Irene Education does not become the controller of local participant case records merely by licensing the programme.
- Ensure facilitators act within their role and competence and follow all applicable law, organisational policy and professional duties.
- Promptly tell Irene Education about serious incidents connected with delivery, material complaints, suspected misuse of materials, practitioner changes or circumstances that could affect safe and faithful delivery.

5. Materials, support and updates

- Approved materials are controlled resources. The Customer will restrict access to named staff, store them securely and use only the current version.
- Reasonable implementation support is included at a level appropriate to the organisation. It is not unlimited consultancy, case management, clinical supervision or emergency support. Additional work may be quoted.
- The Customer will implement safety-critical or material programme updates within the timescale given and stop using withdrawn versions.

6. Quality assurance

- Irene Education may reasonably request delivery plans, anonymised attendance/completion information, facilitator reflections, participant feedback or an observation to check fidelity and quality.
- Quality assurance will be proportionate, agreed in advance where practicable and handled confidentially. Personal case information should be anonymised unless lawful sharing is necessary for safeguarding.
- Where improvement is required, the parties will agree reasonable corrective action. Irene Education may suspend delivery permission immediately where there is serious safeguarding risk, material misuse or substantial departure from programme standards.

7. Branding and public statements

- The Customer may accurately state that it is authorised to deliver the named Irene Education programme during an active subscription.
- The Customer must not imply ownership, accreditation beyond that expressly confirmed, partnership, endorsement of its wider service, or permission after expiry. Logos require written approval and must follow supplied guidance.

8. Term, renewal and ending

- The term is 12 months from the stated start date. Renewal is not automatic unless the quotation says so; Irene Education will normally contact the Customer before expiry.
- Either party may end for material breach if the breach is not corrected within 14 days of written notice, where correction is possible. Irene Education may suspend or end immediately for serious safeguarding risk, unlawful conduct, unauthorised copying/sharing, reputational misrepresentation or non-payment.

- On expiry or termination, delivery must stop and controlled materials must be returned, deleted or securely archived as Irene Education directs. Accrued payment and confidentiality/IP obligations continue.

Annual Programme Delivery Agreement — continued

9. Practitioner changes

- Approval is personal to the named practitioner and organisation. The Customer must notify Irene Education before substituting or adding a practitioner.
- A practitioner who changes employer or role has no continuing delivery permission unless separately approved under an active subscription.
- Refresher, update or reassessment activity may be required after a significant break, material programme change or quality concern.

10. Fees, liability and law

- Subscription fees are payable under the quotation and Booking Terms. Suspension or termination for Customer breach does not create a refund.
- Responsibility and liability are allocated as set out in the Booking Terms. The Customer will maintain suitable public liability, professional indemnity and employer's liability insurance where applicable.
- Scots law applies and the Scottish courts have exclusive jurisdiction.

Acceptance

Organisation declaration

The Customer accepts this agreement through the Wix acceptance record or the fallback signature below. The accepting person confirms authority to bind the organisation and confirms that the named practitioners, governance and authorised location details are accurate.

Authorised name _____

Role _____

Work email _____

Acceptance date _____

Signature (offline fallback only) _____