

TERMS AND CONDITIONS THE MAZE GROUP CiC SEND PROGRAMME

1. Information about us

The MAZE Group is a Community Interest Company (CiC) aimed at parents of children who have (or have sought) a diagnosis for an additional need.

The MAZE SEND Programme is a 10-week online programme (via Zoom).

This course will help you learn how the SEND system works and the influences and pressures on all of its parts the law and your rights. Additionally, how to manage your emotions and understand how to master your own responses, so you can have difficult or seemingly impossible conversations, persevere until you get the outcome you want and then maintain this standard over time, through effective meetings and monitoring where to find sources of reliable information and independent support.

2. Accessing our Services

Applications to access The MAZE SEND Programme are through referrals and are considered on completion of a booking form.

On receipt of the completed booking form, The MAZE Group will make contact to acknowledge and advise the likely date of a place offer. Please note that completion of the booking form does not automatically guarantee you a place on the next Programme.

Under the terms of our funding, places will be prioritised to those parents residing in North-East Essex.

Any person unable to attend week one, should contact The MAZE Group as soon as they are able and confirm whether they require the place held open. If The MAZE Group are not informed, and there is non-attendance, we reserve the right to offer this place to the next person held on our waiting list.

Under the terms of our funding, we have to obtain NHS numbers and details of GP surgeries, including post codes. If this information is not provided, then unfortunately we are not able to offer you a place on the Programme.

You may request an opportunity to repeat the course, but we require a resubmitted form with this request marked on it. This will ensure parents are able to attend again, taking into account new referrals from people who are waiting for a place.

3. Completion of the Programme

On completion of the Programme, The MAZE Group would be grateful for an evaluation form to be completed. The facilitators will discuss this further with you during the course. Under the terms of our funding, we are required to obtain feedback from attendees of our Programme.

4. Recordings

Each session of our online Programmes are recorded and shared with those in the Group each week. Recordings will only be shared with those who attend the Programme on a regular basis and are not provided as a substitute to those who do not attend.

5. Data Protection and Client Confidentiality

The MAZE Group CiC takes data protection and confidentiality very seriously and complies with the Data Protection Act 1998. They are committed to ensuring that all personal data is stored securely and will not be passed on to third parties unless instructed to do so. Please refer to our [Privacy Policy](#) on the website for full details on the data we collect, store and process.