Please note that by purchasing the ‘Assessing parental capacity and neglect in complex families’ Masterclass using the ‘Rosie 2’ simulation (the ‘product’) you (the ‘User’) agree to abide by the Terms and Conditions and the additional specific conditions relating to the licence of the Product as set out below. Together these constitute the Agreement which was agreed when purchasing the Product.

Terms and Conditions (http://store.kent.ac.uk/help/?HelpID=2)

Additional specific conditions relating to the licence of the Product:

Grant

1) The Product can only be delivered to your students by University of Kent staff.

2) Unless formally agreed by the University of Kent, the Product may not be delivered to generate income, and licence holders are not permitted to share enrolment details with others.

3) The Licensee shall ensure that the University of Kent’s official logo is displayed on the Product and on any accompanying supporting resources when advertising the training to students. The Licensee has no other right to use the name, arms, trademark, logo or other designation of the University of Kent.

4) Should additional access be agreed after the session with the University of Kent, the Licensee shall supervise the use of the Product and any accompanying supporting resources. The Licensee remains fully responsible at all times for all acts and omissions of anyone it allows to use the Product and supporting resources and for ensuring such person understands and observes this Licence. The training pack included in the Product must be used as a basis for the training delivered and the Licensee shall ensure that the trainer is fully proficient in utilising the package.

5) The Product has been developed to form part of a balanced professional training portfolio and should not be used or relied upon as a sole form of professional training.

6) Any advertisements through television broadcast and internet media throughout the world now or hereafter is subject to advance written approval from the Centre for Child Protection at the University of Kent.

Warranties and Liabilities

7) The Product is an online service and is dependent on IT systems, in order to use the Product the User shall comply with the following requirements:
   a) Check for service interruptions as set out in clause 5 below before reporting any issue as set out in clause 6 below.
   b) Report Moodle technical problems and issues as set out in clause 6 below.
   c) Use recommended hardware for VSS game content is:
      - Mac OS 10.6+ Dual core 2.33 GHz with 2 GB RAM
      - Windows PC dual core processor and 2GB RAM
   - This Product is not compatible with iPad unless used with Puffin browser.
   d) Use recommended software:
      - Minimum specification Adobe Flash Player version 10, version 11 downloadable from

e) Seek the appropriate level of training necessary to accomplish required tasks and functions within the system.

f) Consult online documentation and resources for answers to functionality or usability questions before reporting any query or issue as set out in clause 6 below.

g) Keep informed about Kent’s Moodle environment through the following channels:
   i) IT service alerts and/or Site News for critical, time sensitive announcements: scheduled downtime, request deadlines, changes, fixes or improvements to the system.
   ii) E-Learning Web Site for FAQ’s, tips and solutions, best practices.

8) The Product is an online service and is dependent on IT systems, the University of Kent will use its reasonable endeavours to ensure that the Product can be accessed at all times, however this is dependent on the Moodle system on which the Product is based and the following should be noted:

a) Scheduled maintenance takes place on a regular basis as follows:
   i) Term-time Tuesday 08:00-10:00 and Thursday 07:00-09:00.
   ii) Out of term-time (all other weeks) any weekday 08:00-10:00. See term dates.

b) The current availability of services and services that may be unavailable due to scheduled maintenance is detailed on the University of Kent IT Service Alert website. Whenever possible scheduled maintenance is announced on the University of Kent IT Service Alert website with at least 3 working days’ notice. Unplanned changes to correct problems will be communicated through this website as soon as possible after knowing change is required.

c) Any changes to the user interface of Moodle are announced via a Site News item within the relevant instance.

10) Any issues encountered with the Product should be reported to CCP@kent.ac.uk in the first instance, the University of Kent will use its reasonable endeavour to respond within 2 working days of the report during Business Period, Business Period is defined as Monday to Friday, 9am to 5pm excluding Bank Holidays and the University's Christmas closure details of which can be found online.

11) The University accepts no responsibility for any use which may be made of the Product, nor for any reliance which may be placed on that work, nor for advice or information given in connection with the Product.

12) The liability of the University of Kent arising in any other way out of the use of the Product, will not extend to any incidental or consequential damages or losses or any loss of profits, loss of data, loss of contracts or opportunity, even if the University of Kent was advised of the possibility of those losses or if they were within its contemplation.

13) Nothing in these conditions limits or excludes either party’s liability for
   a) death or personal injury; or
   b) any fraud or for any sort of liability that, by law, cannot be limited or excluded.

14) The Licensee shall indemnify the Licensor against all third party claims relating to the use by the Licensee of the Product. Any complaints received by the Licensee relating to the Product and related training must be handled in a satisfactory manner and details of those complaints and responses must be forwarded to the Centre for Child Protection (cpp@kent.ac.uk) without undue delay. The “Rosie 2” Evaluation Form should be completed by all attendees prior to
leaving any training session and the Training Organisation should forward anonymised scanned copies to ccp@kent.ac.uk.

Termination

15) The Licensor may terminate the Licence by written notice if the Licensee fails to comply with any provision of this Licence.
16) Upon termination the Licensee shall immediately stop using the Product and shall certify to the Licensor within 5 days that it has removed all copies and associated University documentation from its systems. The termination of the Licence is without prejudice to any other rights or remedies of either party under the Licence or at law and does not affect any right or obligations which have arisen or accrued up to and including the date of termination.

General

17) The additional clauses set out here together with the Terms and Conditions set out in http://store.kent.ac.uk/help/?HelpID=2 form part of the Entire Agreement for the Product.

Revised November 2017