Terms & Conditions –

(General Training Provision Agreement)

1. Definitions

- **"Training Centre"** refers to the organisation delivering the course.
- **"Learner"** refers to any individual enrolled on a course.
- **"Course"** refers to any training, assessment, qualification, or workshop provided.
- **"Fees"** refers to all charges associated with the course.

2. Booking & Registration

- Course bookings are only confirmed once full payment or an approved purchase order has been received.
- The Training Centre reserves the right to refuse enrolment where eligibility criteria are not met.
- Learners must provide accurate personal information for certification and compliance purposes.

3. Payment Terms

- All course fees must be paid in advance unless otherwise agreed in writing.
- Invoices are payable within **14 days** of issue.
- The Training Centre may withhold certificates until all outstanding fees are settled.
- Late payments may incur administrative charges.

4. Cancellations, Transfers & Refunds

Learner-initiated cancellations

- **More than 7 days before the course:** Full refund or free transfer.
- **Within 7 days:** 50% refund or transfer subject to availability.
- **Within 48 hours:** No refund; transfers at the Training Centre's discretion.

Training Centre-initiated changes

- The Training Centre may reschedule or cancel courses due to low enrolment, trainer illness, or operational issues.
- Learners will be offered a free transfer or full refund.
- The Training Centre is not liable for any associated costs (travel, accommodation, loss of earnings).

5. Attendance & Conduct

- Learners must arrive on time and attend all required sessions to achieve certification.
- Late arrivals may be refused entry if safety or assessment standards are compromised.
- The Training Centre reserves the right to remove any learner whose behaviour is unsafe, disruptive, or inappropriate.
- No refund will be issued for removal due to misconduct.

6. Health, Safety & Welfare

- Learners must comply with all health and safety instructions issued by trainers or staff.
- PPE may be required for certain practical sessions; learners are responsible for bringing appropriate equipment unless otherwise stated.
- Any medical conditions that may affect participation must be disclosed prior to the course.

7. Certification & Assessment

- Certificates are issued only upon successful completion of all required assessments.
- The Training Centre follows awarding-body rules for pass/fail decisions; these are final.
- Replacement certificates may incur an administrative fee.
- Learners must provide correct personal details for certification; errors caused by incorrect information may incur reprint fees.

8. Use of Training Materials

- All course materials, handouts, and digital content remain the intellectual property of the Training Centre or its awarding bodies.
- Learners may not copy, distribute, or reproduce materials without written permission.

9. Liability

- The Training Centre is not liable for personal belongings brought onto the premises.
- Except where prohibited by law, the Training Centre's liability for any claim arising from training activities is limited to the amount of course fees paid.
- Learners participate in practical activities at their own risk and must follow all safety instructions.

10. Data Protection (GDPR)

- Personal data is collected solely for course administration, certification, and compliance.

- Data may be shared with awarding bodies, regulators, or auditors where required.
- Learners may request access to their data or ask for corrections at any time.
- The Training Centre complies with the UK GDPR and Data Protection Act 2018.

11. Complaints Procedure

- Complaints must be submitted in writing within **14 days** of the issue arising.
- The Training Centre will acknowledge complaints within **5 working days** and aim to resolve them within **20 working days**.
- If unresolved, learners may escalate complaints to the relevant awarding body.

12. Changes to Terms & Conditions

- The Training Centre reserves the right to update these Terms & Conditions at any time.
- The version in force at the time of booking will apply unless changes are required by law or awarding-body regulation.

13. Governing Law

- These Terms & Conditions are governed by the laws of **England and Wales**.
- Any disputes shall be subject to the exclusive jurisdiction of the English courts.