



IN-HOUSE TRAINING TERMS AND CONDITIONS

Fees

All training courses listed are subject to VAT at the current rate.

Course fees include:

- A trainer for the duration of the course
- Course overviews, key learning takeaways and any associated handouts (Course materials will be sent to the booking contact approximately 24 hrs prior to the course)
- Lunch and refreshments will be the responsibility of the venue provider, and should also be provided for the tutor.
- Where applicable, a short end-of-course assessment will be undertaken

A certificate will be generated on its successful completion. CQI IRCA courses have an exam which, if successfully completed will gain an CQI IRCA accredited certificate.

Important: Bookings will not be considered as confirmed until payment has been cleared, and cleared payment must be received at least 4 weeks prior to the arranged course start date. We reserve the right to pursue legal options in the case of default on payment and to recover reasonable administration costs.

Payment

Unless by prior agreement cleared payment must be made before the course commences.

Payment options available:

- **By invoice:** An invoice can be sent to the specified invoice contact and payment is required by return. NQA Certification bank details will be displayed on the invoice so that a BACS payment can be made. Please forward:
- **BACS** remittance advice by email to accountsuk@nqa.com
- **By credit/debit card:** Please contact the NQA Accounts department on 01582 211240.
- **By cheque:** Cheques should be made payable to 'NQA Certification Ltd'

Special requirements

Every effort will be made to accommodate special requirements that have been notified in advance at the time of booking. If you wish to discuss our requirements in more detail please call us at least 2 weeks prior to attendance.

Course delivery

The trainer has the right to refuse entry to any delegate who fails to arrive at the correct venue, or on the correct date or time, or who in their opinion is unfit to take the course, or whose conduct or behaviour is disruptive.

The decision of the trainer on the suitability of the delegate to complete the course shall be final and binding.

Please note it is important that the named booked delegates are present at the training as certain external certification bodies, such as IRCA, do not permit substitute delegates to sit a scheduled examination. It is possible, however, that we can arrange a future examination for an additional delegate which will incur additional charges, such as an examination fee.

What is expected of me?

The client is expected to arrange, at their expense, a suitable room for the training, screen and projector, organise lunch and refreshments for delegates and the trainer for the duration of the course.

It is the client's responsibility to ensure the training course is suitable for their purpose, and that delegates are advised of the venue, date and time.

Cancellations or amendments

We reserve the right to:

- Cancel the course if fees are not paid on time.
- Withhold all certificates in the event of late payment and pursue debt collection routes until full payment is made.
- Alter the course tutor in exceptional circumstances without prior notice
- Cancel a course at any time without liability - in these circumstances, you will be offered an alternative date or a full refund.

We will try to accommodate any changes in the training requested by the client. Should the client wish to cancel or postpone a course they must notify the NQA training team immediately via phoning **08000 0522424**. If notice of cancellation or postponement is made anytime up to 21 working days prior to the course, then no cancellation/postponement fee shall be charged.

If cancellation or postponement is made within 21 working days of the date, then the client will be charged a cancellation/postponement fee. This fee will consist of all costs associated with the course (tutor fee for all days and expenses) plus an administration fee of £150 +VAT. In the event of an individual named on the booking form cannot attend, we will accept substitution of another delegate.

However in certain circumstances:

- We reserve the right to charge for any developmental work and/or course administration that has already been undertaken.
- Cancellations should be made, firstly by telephone call, which will be followed up by written confirmation to the Training team by emailing training@nqa.com.

Liability

The liability of NQA Certification for any expense, loss, cost or damage of any kind whatsoever whether direct, indirect or consequential (apart from personal injury or death) arising out of any action of proceedings relating to any services or equipment provided in accordance with the course shall be limited to the total amount of fees charged in respect of the course. We are unable to offer refunds for cancellations arising from events outside of its control including adverse weather conditions, flooding or industrial action.



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