

## TERMS & CONDITIONS

### Relating to all Commercial Training (Scheduled and In-Company courses)

Our aim is to make it as easy as possible to learn and relate subjects with Training 4 Employment Ltd.

#### **1. BOOKINGS AND ENROLMENT:**

1.1. Bookings may be made via e-mail, T4E website, telephone, or in person.

1.2. Registration for a course is not guaranteed until we have received full course fee or deposit payment (if applicable) and required paperwork has been complete by a delegate. Placement in the course will be confirmed via E-mail by a member of T4E staff.

#### **2. DEPOSIT AND PAYMENT:**

2.1. Our courses are non-refundable 24 hours after booking. You can receive a full refund if you inform us within 24 hours of booking of your intention to cancel, and you will be refunded the amount paid for the course. Courses cancelled after 24 hours of booking will not be eligible for a refund.

#### **3. COURSE ATTENDANCE & RESCHEDULING:**

3.1. 100% attendance is a must. If you fail to attend without notice or arrive late for the course, the tutor will refuse your place on the course due to the amount of content missed, you will not be entitled to a refund.

3.2. Once a course has commenced, the delegate must attend all sessions necessary to complete the course the course cannot be completed later. You will not be entitled to any refund for any absence.

3.3. If you are absent from any session, we reserve the right to refuse to accept you for training and the full course fee remains payable.

3.4. Training4Employment will review each absence and any reasons given for that absence. If the delegate was unable to attend due to exceptional circumstances, then Training4Employment may offer a new course start date. Training4Employment will require you to provide supporting documents to prove the exceptional circumstances alleged.

3.5. If you do not reschedule your course 72 hours before it starts or fail to attend the course you have booked, regardless of the package you have purchased, you will be required to pay for a new booking if you wish to take the course in the future.

3.6. If you are unable to attend on the scheduled course date, you must notify us at least 72 hours before your course starts. If your course is starting within 72 hours, you will be charged the standard reschedule fee (**please see section 7**).

3.7. It is a legal requirement to always have ID on you during your training. If you do not bring the required IDs and any other required documents, you will need to be rescheduled onto another course and you will be charged a rescheduling fee (**please see section 7**).

3.8. If a course is cancelled by T4E, you will be advised at the earliest possible opportunity and arrangements will be made for your course to be rearranged or the course fee to be refunded. This may occur at very short notice, in particular if the minimum number of participants has not been reached.

#### **4. HOUSEKEEPING:**

4.1. Abuse towards staff and other trainees will not be tolerated, you will be taken off the course and no refund.

#### **5. CERTIFICATION:**

5.1. Due to COVID-19 pandemic, we are only able to supply delegates with e-certificates

5.2. You will receive your e-certificate to the email provided when booking

5.3. Your e-certificate will be emailed 3-5 working days after you have received your results.

5.4. Results take from 7 to 14 working days.

#### **6. EXAM RETAKES:**

##### **6.1. SIA Security Training Courses:**

6.1.1. For SIA Security Training Courses there are 2 free retakes applicable.

6.1.2. Retake exams will be held within 2 – 3 weeks of us receiving exam papers.

6.1.3. Video recordings of delegates will be taken in the duration of the course for the purposes of the delegates practical examinations.

##### **6.2. Construction Courses:**

6.2.1. For all construction courses there is 1 free retake applicable.

6.2.2. The examination can either be retaken on the same day or the delegate can attend another course within a 90-day period (the delegate is not obliged to re-sit the day's course).

6.2.3. Delegates must attend a full CITB course again before they are allowed to retake the examination if they score less than in the original exam:

6.2.3.1. 60% for CSCS HAS Course

6.2.3.2. 67% for SSSTS / SSSTS Course

6.2.3.3. 69% for SMSTS / SMSTS-R Courses

##### **6.3. Other Courses:**

6.3.1. No Pass No Resit Fee applicable to the following courses:

6.3.1.1. First Aid at Work

6.3.1.2. Emergency First Aid at Work

6.3.1.3. Traffic Marshal, Vehicle Banksman

#### **7. Rescheduling Fees:**

7.1. SIA Door Supervisor | SIA CCTV courses - £80

7.2. SIA Door Supervisor Top Up | SIA Security Guard Top Up courses - £60

7.3. Emergency First Aid at Work | Paediatric Emergency First Aid courses - £40

7.4. First Aid at Work | Paediatric First Aid Courses - £60

7.5. Health and Safety Awareness (HAS) course - £60

7.6. SSTS | SSTS-R | SMSTS | SMSTS-R courses - £80

7.7. Fire Safety courses - £60

7.8. Traffic Marshal, Vehicle Banksman Course - £20.

#### **8. I confirm that I am competent in English at level required to complete this course**