



TERMS AND CONDITIONS OF BOOKING A TRAINING COURSE

GENERAL CONSIDERATIONS

1. All prices quoted are net of VAT at current rate.
2. All bookings must be paid for at the time of booking. Certifications will not be issued until payment has been received.
3. Late payments will result in an overdue invoice interest rate claim of 8%+ BoE base rate, per day overdue.
4. All of our facilities are non-smoking.
5. We have a delegate code of conduct which we respectfully ask all delegates to adhere to. Just Training reserve the right to ask unruly, aggressive and disruptive learners to leave the course. The consequences of which we will not be responsible for.
6. We will provide a reasonable level of learners additional support if we are made aware in advance of learner needs.
7. For courses held on clients own premises, these must be fit for training and meet our basic Health and Safety check. Facilities found not to be fit for purpose on arrival, will result in the trainer stopping the course, and fees will not be refunded.

CANCELLATION CHARGES

8. All cancellations shall be made in writing via email to sales@just-training.co.uk
9. Cancellations, for whatever reason, made 7 days or less before the start date of the course will not be refunded and must be paid for in full.
10. Cancellations, for whatever reasons, made 8-13 days prior to course start date will be partially refunded at 50% of the course cost.
11. Cancellations made 14 days in advance will be refunded in full.
12. No refunds will be provided for any delegate who fails to attend the training, or leaves early and does not complete the required course hours.

DELEGATE REQUIREMENTS

13. All delegates attending training, must have sufficient command of English that they can follow through the course and complete any necessary assessments in English.
14. Delegates who do not achieve success with any aspect of mandatory required assessments will not be awarded certification. Depending on the circumstances and the course requirements, we will refer learners to a further course for additional training and development. Additional fees may apply.
15. All delegates will be required to attend for the minimum amount of required mandatory hours. Anyone delegate who fails to attend the full required contact hours, will not receive certification or award.
16. For all first aid courses, delegates must be sufficiently mobile and able bodied to demonstrate competence of practical skills in a floor based position.

17. Where requalification courses are being attended, evidence of prior certification will be required in accordance with awarding organisation requirements. Learners must bring with them their current First Aid Certificate.

QUALITY ASSURANCE

18. Just Training holds approved centre status with a number of awarding organisations and operates a rigorous Internal Quality Assurance process. This ensures that all training staff deliver courses in line with AO procedures and that all staff are deemed suitably qualified and experienced to deliver the training outcomes.

GENERAL DATA PROTECTION REGULATION

19. Just Training operates an appropriate policy to ensure that learner details are maintained in a safe and secure environment and that only the relevant data required for registration and/or certificate requirements are obtained and kept. Learners will have access to our Fair Processing Notice and may request details of personal data we have on file for them, at any time.

INSUFFICIENT LEARNERS

20. Just Training reserve the right to postpone any courses that have insufficient delegates to run the course.