



### **Terms and Conditions:**

#### **Refund or Transfer policy:**

For students who wish to cancel the course:

Students will have 10 days from the date of booking to cancel the course and request a full refund free of charge.

After this period of time, if students wish to cancel their place they will need to contact the admin support team 20 days prior to the course date in order to receive 50% refund or pay 25% admin charges to transfer onto the same course for a future date.

If less than 20 days (prior to course date) is given, no refund or transfer to future date will be available unless if you had a medical issue, proof will need to be provided.

#### **Replacement certificates:**

If a student requires a replacement certificate please contact the admin support team who will be able to issue a new one for a £15 administration fee.

#### **Name Correction on Certificates:**

The name provided on the register will be the exact name (as spelt on register) printed on your certificate. If the name needs to be changed because the spelling was wrong then there will be an admin fee of £10.00 per certificate.

#### **Cheating:**

Any students caught cheating during the writing assessment will automatically fail the course. You will be allowed to retake the course at a later date.

Exam Retake fee - £30.00

#### **Failed results:**

Any student who fails the course will be allowed to retake any parts which they have failed.

Retake Fee: £50.00

#### **Disruptions in class:**

Any disruptions in class will be handled by the trainer. The Trainer has the right to ask the student to exit the class and the student will be marked as a fail.

#### **Arriving Late:**

Students must be on time when attending a course, A Confirmation email is sent couple of days prior to the course. The trainer will give 10 minutes grace period and will then start the course. The trainer has a right to refuse entry once the course has started and the student will need to rebook the course at full price.