

## Booking - Terms & Conditions

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**Established since 1996:** RT Training offers high quality Health and Safety and other workplace training programmes, principally throughout the Midlands and East Anglia.

**RT Training:** is provided by Cambridge Educational Services Ltd. [Reg. England No. 5060275]. Registered Office: Lakin Rose, Pioneer House Vision Park Histon Cambridge CB24 9NL

**Correspondence address:** RT Training - CES, 74 Hertford Street, Cambridge CB4 3AQ.

**VAT registration number:** 924 1181 49.

**Customer care point of contact:** if you need clarification and/or have any questions relating to our courses and/or the Terms and Conditions as set out below; then you should contact our:

Director of Training: Simon Pollock on: 03333 44 2176 or email. [info@rttraining.co.uk](mailto:info@rttraining.co.uk)

**Certification:** The initial issue of a certificate is included within the course fee.

To receive a certificate of completion, each delegate will by the end of the course, need to have fulfilled the following criteria:

- Have attended and fully engaged with \*100% of the course delivery modules.
- Have demonstrated that they have achieved the necessary skill level, knowledge and understanding required to meet the pass criteria.
- Have behaved at all times during the course in a reasonable and professional manner, as would reasonably be expected of a delegate attending a workplace professional development course [see Delegates Behaviour below].

N.B. \*In the case of a very limited absence, caused by unavoidable circumstances, some adjustments to the above rule may be made at the discretion of the Course Director; subject to the delegate being able to demonstrate that they have achieved the necessary skill level, knowledge and understanding required to meet the pass criteria.

**Where our course has a 100% pass rate guarantee;** the following terms and conditions will apply.

If a delegate has not met the required pass threshold our tutor/s will arrange to provide additional support to ensure they can achieve the necessary pass standards; however this guarantee is subject to the following conditions being completely met i.e. provided:

- The delegate has attended and has been engaged for the full duration of the course.
- The delegate is willing to put in the necessary additional study time and/or skills practice, necessary to get them up to the level needed to pass the course assessment criteria.
- The delegate is willing to undertake repeat assessments as may be required in order for our instructor to be confident that the delegate has got the necessary competency to meet the pass criteria.
- The delegate's behaviour must have been proper throughout the duration of the course i.e. as would reasonably be expected of a delegate attending a workplace professional development course [see Delegates Behaviour below].

**Delegates' fitness to participate:** delegates placed on our courses must be free from ailments, or conditions, or past injuries that will adversely affect their ability to competently participate during the practical aspects of the course.

Some parts of this course will involve a reasonable amount of physical effort and all participants will need to be capable of safely manoeuvring casualties at floor level [using the standard techniques, as guided by the course instructor].

If participants have any medical or health concerns that may affect their ability to take part in the course, they are advised to consult their doctor in advance to ensure they are fit enough to undertake this training [if in any doubt they must first discuss the matter with the instructor before commencement of the course].

**Special needs:** we are always keen, where and when we can, to make reasonable adjustments to accommodate any particular Special Needs an individual may have. To enable us to properly provide reasonable adjustments to accommodate Special Needs, we will need 48 hours notification prior to the course commencing.

Should any participant, or group of participants, require significant additional support then arrangements [subject to charge] can be made to provide more instructors/support staff [although this requirement will need to be made known to us at the time of booking].

**Employers' legal responsibility:** it is the client's legal responsibility as 'the employer' to ensure that the first aid course they place their staff on is the correct course for their particular work place environment. We issue indicative guidance as part of the course detail information [but this must not be relied upon by the employer, rather they have a legal duty to check the suitability of the course, by way of reference to the Health and Safety Executive guidance, which can be found on their website at: <http://www.hse.gov.uk/firstaid/>

If you are in doubt as to if this is a suitable course for your employees, we are always pleased to provide further guidance [free of charge] on how to carry out a first aid needs assessment.

**Course timings and attendance:** delegates must adhere to timings as stipulated on the course joining instructions [or as per agreed amendments]. Failure to attend any part of the course will result in the delegate's removal from the final examination and/or certification (subject to the discretion of the Course Director).

**Refreshments:** unless expressly agreed in writing as part of the contract you have with us, refreshments are NOT included in our training packages.

**Failure to show:** Any delegate failing to attend a course will still reflect a bona-fide booking, the fees for which will be subject to our standard terms and conditions.

**Refresher training:** delegates placed on refresher courses must be in possession of [and able to show] an in-date valid approved certificate for the same course type.

**Delegates behaviour:** delegates attending our courses must at all times behave in a reasonable and professional fashion e.g. they may not say or conduct themselves in a manner which is judged to cause offence to others and likely to be contra to our Equalities Policy.

**Copy certificates:** requests for copy certificates must be made in writing and maybe subject to an administration charge of £15.00.

**Training room facilities:** The client has agreed to provide an appropriate training room suitable for all courses booked. Crucially the facility provided must meet all the obligatory Health & Safety requirements. Should guidance on this matter be required, please do contact our Director of Training Simon Pollock tel. 03333 44 2176.

If the training room facilities provided for this course prove to be inadequate then [in discussion with our Director of Training] the course Instructor may have no choice but to postpone the course, until such time as any specification shortfalls can be address and/or a more suitable facility can be found by the client.

In these circumstances the client will be in breach of the terms of our implied contract, and as such will be required to meet the full cost of the booked course/s and any replacement course/s.

**Malpractice and maladministration:** during all examination and assessment activity, our customers and clients will agreed to adhere to our Malpractice and Maladministration Policy, and the regulations and guidance as set out by the relevant awarding body.

**Instructor parking:** unless expressly agreed 48 hours in advance of the course start time, it is agreed that the client will provide our instructor with parking on site, or will make other arrangements for them to park close by.

**Bookings and cancellations:** all bookings and/or cancellations are to be made in writing by email or post, or verbally confirmed with a staff member of RT Training.

**Cancellation fees:** in the event of a course being cancelled by the client we reserve the right to enforce cancellation fees. The level of cancellation fee charged will be dependent on the amount of notice given:

**Cancellation fees - continued:**

**None to 3 days Notification** - Full Course Fee will be charged.

**4 - 10 days Notification** - 50% Course Fee may be charged.

**11 - 28 days** of course start date 30% of Course Fee may be charged.

**Over 29 days' notice of cancellation** - No Fees will be charged.

**Force majeure:** RT Training reserves the right to cancel/curtail your booking due to circumstances amounting to Force Majeure – these include, but are not limited to, weather conditions, fire, war, riot, terrorism, government action, strike action, and all similar events outside our control which prevent or affect our contractual obligation. Where such circumstances occur we will not be liable to pay you refunds or compensation.

We cannot be held responsible for any incident or occurrence outside our control that affects the provision of any given course date, course forecast, course content or course timing, and/or including cancellation, amendment or re-scheduling.

Where a course content or course timing has to be amended/cancelled/re-scheduled for whatever reason, we will make every reasonable effort to make alternative arrangements.

**Complaints** [please see CES-Complaints Procedure]: our aim is to afford a high level of service to all our clients and to provide every delegate with a high quality learning experience. However, if the client or a delegate has any form of complaint, it is important that this is raised with us as early as possible.

We therefore ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your Tutor/Instructor in the first instance and they will do their utmost to resolve the issue.

If your complaint cannot be resolved immediately, or should you feel we have failed to provide you with a satisfactory resolution [or you feel it is inappropriate to address your complaint to your Tutor/Instructor then please notify us in writing within 48 hours.

In the first instance you should email our Head of Education and Learning [jane.earley@rttraining.co.uk](mailto:jane.earley@rttraining.co.uk), or write to Jane Earley, CES-RTT 74 Hertford Street Cambridge CB4 3AQ, or call Jane on: 01223 750023.

We cannot accept liability for causes of dissatisfaction which are not notified to us, in writing within 5 days of completion of the course, or from when you first become aware of your concern.

**Course bookings/reservations:** all bookings/reservations are subject to the above standard terms and conditions. If a course is cancelled and rescheduled the above terms and conditions still apply.

**Course fees quoted:** are current at the time of the booking, but maybe subject to revision for future bookings. The course fees will include student learning support materials [unless stated otherwise in the booking confirmation].

If in any doubt as to the fees quoted for your course, this should be verified [prior to the course] with Simon Pollock, our Director of Training.

**Payment:** Unless agreed otherwise, full payment should be made, as stated on the invoice, i.e. within 15 days by BACS transfer; our account details are as follows:

Account name: Cambridge Educational Services Ltd. Bank: Santander - Sort code: **09-0666** - Account number: **41079449** - Please notify us of payment by emailing: [simon.pollock@rttraining.co.uk](mailto:simon.pollock@rttraining.co.uk)

**Alternatively:** please make a cheque payable to: **Cambridge Educational Services Ltd.** and send to **RT Training [CES], 74 Hertford Street, Cambridge CB4 3AQ.**

If we do not receive payment within 30 days we reserve the right to charge interest at 6% above the base lending rate of our bank Santander Plc.

**N.B.** Your employees certification only becomes effective once a valid certificate has been issued. We issue certificates once payment is made, so any delayed payment may result in your organisation not having the correct number of qualified employees; and it is for this reason that we strongly advise prompt settlement of our invoice.



4 Workforce upskilling

**Simon Pollock - Director of Training**



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