

Raeburn Training Limited

Terms and Conditions

BOOKING CONFIRMATION

Our customers shall receive a booking confirmation for each training enquiry they make based on agreed requirements along with a course enrolment form for each delegate. Booking confirmations must be signed and returned before places are allocated on the course.

On return of the booking confirmation, customers will then receive joining instructions pertaining to the course, including any identification requirements. It is important delegates familiarise themselves with the requirements of the course in order to make their training as successful as possible.

Information from the enrolment form will also be included in the joining instructions. If the information is incorrect the delegate must inform Raeburn Training immediately for changes to be made.

HEALTH & SAFETY

It is the responsibility of the delegate/customer to ensure that they are physically fit and sufficiently mentally equipped to take part in the course. The onus is with the delegate to ensure their fitness to undertake their chosen training and the Company does not accept any responsibility in this regard.

Delegates must always comply with the training centre or site health and safety policies during the training.

Unless previously agreed by Raeburn Training, the delegate / customer is responsible for providing their own personal safety equipment suitable to the course they are attending.

DRUGS & ALCOHOL

Any delegate attending a course under the influence of alcohol, illegal substances or prescribed drugs that may affect their capability on the training and/or be dangerous to others, will be instantly dismissed from the course without refund of payment.

CONDUCT

General

- The delegate may not bring anybody into the training with them unless permitted to do so by the instructor and in compliance with the relevant awarding body
- The training centre is not set up to accommodate or store large personal items including but not limited to luggage, work tools or bulky equipment.
- The training centre cannot securely store delegates' bicycles (or other modes of transportation). Facilities are available outside, a bicycle rack is located outside the Business Incubator premises and for courses held at New Volunteers House / Fife Voluntary Action bicycle storage is available nearby at the station. Storage in both locations at delegate's own risk.
- Delegates will be made aware of any testing / assessment requirements and restrictions during the course induction.
- Any misconduct by the delegate during the training/test will result in the course/test being stopped, the delegate's result being void and the delegate's course/test fee being forfeited.
- Delegates demonstrating serious misconduct, including cheating, may forfeit their right to undertake further training/testing.
- Raeburn Training reserves the right to revoke a test / assessment pass if it reasonably suspects that the delegate has been involved in or is linked to any misconduct, fraud or cheating.
- The training centre staff will explain how the delegate can attract their attention if the delegate should experience any technical difficulties during the test / assessment.

Test centre / IT Suite

- The IT suite has CCTV and all activity within the testing room are recorded for security and detection or investigation of fraud purposes. CCTV footage is retained securely by the test centre for a period of up to two years in line with GDPR and the requirements of the AO.
- Small items that are not permitted into the test centre (including personal items such as keys, phones, bags, watches and wallets) can be stored in a personal locker provided at the training centre.

PARKING

Raeburn Training deliver courses from multiple locations, the two key ones being the Business Incubator facility and New Volunteers House / Fife Voluntary Action.

Business Incubator – the training and test centre is within shared office facilities. There is ample parking for users of the Business Incubator. Issues regarding parking space availability is not anticipated due to the amount of spaces available, however, if on arrival the delegate cannot find a parking space, they should notify the training co-ordinator who will seek to assist.

Fife Voluntary Action – a larger training facility is utilised at Fife Voluntary Action in central Kirkcaldy. Again, these are shared office / meeting room facilities. There is no parking on site for visitors, but free parking is available at Kirkcaldy Train Station which is a 5 minute walk. Should this pose any issues for candidates due to accessibility, please contact Raeburn Training in advance of the course to discuss alternative arrangements.

PAYMENTS

Our standard payment terms involve payment in advance of course delivery. Booking confirmation is generated on course booking and invoices raised on the date of course delivery. Reservation of course spaces are not complete until payment in advance is received.

Raeburn Training use Worldpay system which allows card payments.

Large clients and those engaged in service provision including funding support and training plan management may be allowed 14 day terms by prior agreement.

Any queries regarding payment and invoicing should be directed to accounts@raeburntraining.co.uk

CANCELLATION / POSTPONEMENT POLICY

The Company reserves the right to charge a cancellation/postponement fee in respect of courses booked and subsequently cancelled or postponed. The following charges are deemed standard but application of the charges will be made based on an assessment of the impact on the business, Raeburn Training aim to minimise cancellation fees where possible.

The following applies to attendance at open public courses and closed client courses. Cancellation includes where the instructor attends and on arrival, are unable to comply with the requirements of the course booking.

Cancellations

The following charges apply to **cancellations of internal courses**:

Non attendance	100% of course cost
1-5 days	100% of course cost
6 – 10 days	50% of course cost

11 – 15 days	25% of course cost
More than 15 days	No charge

A cancellation charge of £25+vat will apply to all courses cancelled to cover administrative time involved.

Cancellations of courses provided by external third party providers will be subject to the cancellation policy of the third party provider, noted on their booking information.

Postponement

Postponements of internal courses shall be subject to cancellation fees should the company be unable to fill the training day.

Postponement of courses provided by external third party providers will be subject to the policy of the third party provider.

A rescheduling charge of £15+vat will apply to all courses both internal and external third party courses.

This charge will be applied to internal courses at the discretion of Raeburn Training depending on the impact of the postponement.

CITB Test Centre

CSCS/CPCS bookings once notified to CITB cannot be postponed, as the CITB system does not allow this. All test bookings need to be rebooked and paid again in full.

PRIVACY POLICY

Please refer to the Company Privacy Policy that is sent in conjunction with this document for full details on how we use and manage your data.