



## **Terms & Conditions of Business**

**Bookings and Cancellations:** Bookings can be made online, by telephone, email or post. Once the course confirmation and joining instructions have been issued, your booking is firm and confirmed and subject to these terms and conditions. Cancellations must be received in writing by email to [training@ipssafetytraining.com](mailto:training@ipssafetytraining.com)

**Reservation of course dates:** IPS Safety Training can reserve dates for onsite courses for 24 hours only. After this time, these dates will be made available to other delegates. The reservation of course dates does not constitute a firm booking.

**Payment:** For companies or organisations booking delegates – full payment must be received 7 days prior to the start date of the course. Payment can be made over the phone by credit/debit card, via bank transfer (BACS) or online via [www.ipssafetytraining.com](http://www.ipssafetytraining.com) . Delegates booking themselves as individuals are required to make payment at the time of booking by debit/credit card.

**Certificates:** First Aid courses will be marked within 48 hours of course date and a certificate issued as a hard copy to the delegate within 10 days. For most qualifications, an electronic version of the certificate can be made available sooner.

The initial issue of a certificate is included in the course fee. Any claims for non-arrival of certificates must be made in writing within 2 weeks of the course date. Any claims made after this time will be subject to the same charges as for copy certificates detailed herein. Claims for errors on certificates must be made in writing within 28 days of the date of issue of the certificate. Requests for replacement certificates must be made in writing and are subject to an administration fee of £15.00 each.

Delegates on a Re-Qualification course must be in possession of a valid First Aid at work certificate. They must provide a copy of their current certificate at the time of their booking to provide proof that their last qualification did not expire outside the 30-day grace period.

IPS Safety Training reserve the right not to issue certificates where an invoice remains unpaid.

**Course Timings & Attendance:** Delegates must adhere to timings as stipulated on the course joining instructions. Failure to attend any part of the course will result in the delegate's removal from the final examination (where applicable). Failure to arrive within 15 minutes of the course start time will automatically result in course failure for the delegate. No refunds are available for late or non-arrival.



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IPS Safety Training reserve the right to change the timings of a course. They will make every effort to communicate this to the delegates booked to attend at least 48 hours before scheduled course time. The course end times given are indications only and are subject to change where the instructor has deemed it necessary to give additional time to teach certain elements of the course.

**Blended courses:** Blended courses require both the online Part 1 and the in-person Part 2 to be completed and passed before the certificate can be issued. The login details for Part 1 are valid for 4 weeks from date of issue and will be released once payment has been received in full. The Part 2 practical session needs to be attended within 4 weeks of completing Part 1. It is the delegates responsibility to book Part 2 of the course and IPS Safety Training will make every reasonable effort to offer a suitable date and time for this. However, a specific date and time cannot be guaranteed, especially at short notice or during busy periods.

**Proof of Identity:** Our awarding body requires that we check the identity of all learners. Learners will be required to show proof of identity to their instructor before their course and when requested. This may be in the form of a driving licence, passport, national ID card, bank card or other photo ID deemed suitable. Your course may be rescheduled if you forget or cannot provide identification.

**Fitness to Attend:** Delegates placed on any course must be free from any ailment, condition or injury that will affect their ability to participate during the practical aspects of the course and in the case of First Aid Courses, be fit and have the right attributes of a First Aider to give First Aid in an emergency. If a delegate has a physical impairment or any other reason why they are unable to take part in practical course elements, they are to communicate this to IPS Safety Training at the time of booking and discuss any special requirements they might have. IPS Safety Training will ask all delegates to fill in and return a "Health declaration" prior to attending an in-person course, with special reference to their Covid-19 status. All delegates must have a fluent enough level of spoken and written English in order to be able to understand the teaching and undertake written examination.

**Training Space Requirements (on-site and Part 2 of blended courses):** The room being used for the training must be large enough (40 square metres) to accommodate all delegates attending the course, typically 10 to 12 people, with sufficient room for groups of students to practice practical aspects that involve kneeling or lying on the floor. Space will also need to be available for learners to complete their written questionnaires. The training space must be clean, tidy, dry and safe and with adequate heating and lighting – we also ask for any pets to be kept away from the area. Please note: Trainers have the right to refuse to carry out training where the training space is either too small or not suitable. No refunds will be available where a trainer refuses to carry out the training as above.



**Transfers and Cancellations- Open classroom courses:** A course booking can be cancelled and a full refund is given if the cancellation is received in writing no later than 2 weeks prior to the course date. For cancellations within 7 days of the booked course date, a refund of 50% of the course fee can be granted. No refunds can be given for cancelled bookings after this or for delegates failing to attend a course without notification. A candidate may request a transfer their booking for a same-level classroom course of a different date and an administration fee of £25 will be incurred for the transfer. All requests for transfers and cancellations must be made by email to [training@ipssafetytraining.com](mailto:training@ipssafetytraining.com)

**Rescheduling and Cancellations – On-site courses:** An on-site course may be re-scheduled to a different date for which an admin fee of £25 will be incurred. For a cancellation within 2 months before course date, a full refund can be given. If an onsite course is cancelled within 2 weeks of the course date, a 50% refund will be granted. No refund can be given for a cancellation within 14 days of the scheduled course. All requests for rescheduling and cancellations must be made by email to [training@ipssafetytraining.com](mailto:training@ipssafetytraining.com)

**Transfers and Cancellations – Blended courses:** The login details for the online Part 1 of a blended course will be issued once payment has received. The login is valid for 2 months from date of issue. Once the online Part 1 has been started, IPS Safety Training can only refund 50% of the course fee should the delegate decide not to proceed with Part 2 of the course. A blended course booking can be transferred to a different learner for which an admin fee of £25 will be incurred.

Part 2 of a blended course can be re-scheduled if notification is given within 48 hours of the scheduled date and an admin fee of £25 will be incurred. Requests for re-scheduling received later than this will incur an admin fee of £50.

**Force Majeure:** IPS Safety Training cannot be held responsible for any incident or occurrence outside its 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 needs to be amended/ cancelled/ re-scheduled for whatever reason, IPS Safety Training will make every reasonable effort to make alternative arrangements.

**Course Dates:** All course dates and timings are provisional and subject to change.

**Failure to Show:** Any delegate failing to attend without notice will still reflect a bona-fide booking and the full fee will remain payable for the course not attended. A further course fee will be payable if a re-booking is made.

**Right of Admission:** IPS Safety Training reserves the right to refuse admission to any delegate exhibiting disruptive, abusive or anti-social behaviour towards either its staff or



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other delegates. Any such incident will result in the immediate removal of the offending party.

**Course Bookings/ Reservations:** All bookings/ reservations are subject to the above standard terms and conditions.

**Complaints procedure:** If you are dissatisfied or have concerns with any areas of the course, we would like to hear from you. To make your complaint, please email us at [training@ipssafetytraining.com](mailto:training@ipssafetytraining.com) or alternatively by post to the address at the bottom of your terms and conditions. Please allow 14 days for us to investigate any concerns you may have.

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