

Terms & Conditions

1 Courses

- 1.1 Prices, content and specifications of training and services are correct at the time of publication and subject to change without notification.
- 1.2 It is the learners and/or employers responsibility to ensure that the course is suitable for their requirements. All learners should have read and understood the course outline and have met the necessary pre-requisites.
- 1.3 For non-accounts terms, bookings are held provisionally until full payment is received. On receipt of payment, course confirmation will be issued. Provisional bookings will be held for 30 days, or up to 30 days before the course start date (whichever expires sooner); if payment is not received by this deadline, Moor Training reserves the right to allocate the place to another learner.
- 1.4 Course confirmation and Moor Trainings terms and conditions will be sent by email.
- 1.5 All learners must provide their National Insurance Number and proof of identification at the start of the course.
- 1.6 If the course is a reassessment or learners have a recognition of prior learning, the relevant certification/expiring certificate must be sent to Moor Training prior to attending the course. With the original presented at the start of the course. Failure to produce will result in being unable to carry out assessments.
- 1.7 Successful completion of such courses requires the learner to demonstrate a required knowledge and understanding of the underlying principles and competence in the selection, where applicable, administration and feedback of the instrument(s) concerned. Whilst Moor Training will make every reasonable effort to ensure a high standard of training and impartiality in such awards, no guarantee is given that every learner attending will receive such qualification (achieve the course).
- 1.8 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by events outside our reasonable control.
- 1.9 Delegates are required to satisfactorily complete the full course to qualification standard. If the course is not completed within the set course period no refund will be given. Further course dates may be offered and will be charged at cost.
- 1.10 Any resources/training material provided by Moor Training must be kept in good condition and returned at the end of the course. Failure to do so or damaged material will result in additional costs being incurred.

2 Rescheduling of Courses

- 2.1 For requests to reschedule a booking received more than 25 calendar days in advance of the course start date, a £30.00 + vat administration fee will incur.
- 2.2 For requests to reschedule a booking received between 15 and 24 calendar days prior to the course start date a £65.00 + vat administration fee will incur.
- 2.3 Within 14 calendar days prior to the course start date, there will be no refund of any prepayments for non-account terms. For those with account terms the full balance will remain due for the original booking. For both account and non-account terms the rescheduled course will also be charged in full.

3 Resits

- 3.1 Please note that if the required level of competency is not achieved in either practical or theory assessments, it may be necessary for learners to re-sit the sections which they have been unsuccessful in or recommence the course. A re-sit must be completed within 90 calendar days of initial assessment and within 30 calendar days of re-assessment. A re-sit fee will be incurred if this situation arises. The re-sit fee is dependent on the course. If additional training is required, this will be charged at a rate dependant on the nature and amount of training involved and assessments outstanding.

4 Cancellation Policy

- 4.1 All cancellations must be notified in writing.
- 4.2 Moor Training reserves the right to cancel or reschedule courses at any time without penalty or liability if there are bookings, which it deems to be insufficient, or for reason outside its control. Moor Training will endeavour to notify the learner/employer as soon as reasonably possible if a course has to be cancelled. The learner/employer will be offered an alternative course date or at our discretion a credit or full refund. However, we cannot be held liable for any costs incurred by learner/employer as a result of cancellation or rescheduling (including the costs of prepaid travel or accommodation).
- 4.3 For cancellations by the learner/employer there will be no refund of any prepayment.
- 4.4 For notification of cancellation received within 26 calendar days notice of the course start date given by the learner/employer, we reserve the right to charge up to 50% of the course fee including any prepayments already received.
- 4.5 For notifications received less than 25 calendar days before the course start date, there will be no refund of any prepayments and the full balance will remain due.
- 4.6 In the event of non-attendance, there will be no refund of any prepayment and the full balance will remain due.
- 4.7 Moor Training can suspend learners or terminate this agreement, such suspension to be for such period and upon such conditions as we reasonably deem fit.

5 Terms of Payment

- 5.1 For non-account terms, a 50% deposit is required to confirm the booking and the balance will be payable 30 days prior to the course start date.
- 5.2 Failure to pay the full balance within 30 days of the course start date may result in the learner losing their place on the course booked.
- 5.3 Immediate payment is required for courses booked less than 30 days before the course start date. Learners will not be able to start a course until full payment has been received.
- 5.4 VAT at the UK rate is chargeable on all fees.
- 5.5 Payments can be made credit/debit card, bank transfer or cheque.
- 5.6 If any information that you have given to us proves to be incorrect, which has resulted in Moor Training not charging you the correct fee for the courses that you are buying, we reserve the right to adjust the fee (upwards or downwards) so that it is the correct fee for your circumstances.
- 5.7 Learners who do not achieve certification will not receive a refund of the fees which they have paid for the course.
- 5.8 If no payment is received Moor Training will assume cancellation of booking and contract terminated.

6 General Details

- 6.1 Moor Training has a zero tolerance approach to unacceptable verbal and physical behaviour directed towards staff and learners. Behaviour that is regarded as unacceptable includes but is not limited to: excessive shouting, swearing, harassment, bullying, discrimination and threats. Any unacceptable behaviour will be taken very seriously and may result in being immediately removed from the centre and the permanent exclusion of offenders.
- 6.2 Moor Training reserve the right to amend the Terms and Conditions as laid out in this document, without prior notice.
- 6.3 The learner/employer cannot disclose know-how, assessment information, and any other confidential information in projects, only to those persons necessary for the purposes of the relevant training course and only to the extent necessary for the proper performance of their duties.
- 6.4 Moor Training may use learner/employer personal data for administrative purposes and may keep this information for a reasonable period and by booking a course, you give your consent to Moor Training to do so. Moor Training may contact you by email, post, SMS or telephone to let you know about any courses or promotions, which might be of interest to you. If you do not wish to receive such communications, please email us to state that you wish to opt-out from such communications.