



Training Terms & Conditions

Last Update: 14/02/2022

1. Application

These Terms & Conditions shall apply to the provision of Training by Fibreplus to the Customer

2. Terms

- a) **Fibreplus, Us, We, Our, Ours**
Fibreplus Telecommunications College Ltd, UK reg. GB810622373
Caithness House,
Western Way,
Melksham,
England,
SN12 8DZ
- b) **Customer**
A person or organisation enquiring about, booking, or receiving the training.
- c) **Training/Course**
A training to be provided by Fibreplus as described in the enquiry and/or booking.
- d) **Enquiry**
An official, documented, and confirmed act of customer's interest in training offered by Fibreplus. An enquiry does not constitute a confirmation of enrolment, nor secures the place for selected dates.
- e) **Booking**
An official confirmation of reserving the place for training for selected dates. A booking is only valid upon the payment of the deposit.
- f) **Deposit**
A non-refundable payment equivalent to 20% of the total course fee payable per person per course, expressing customer's commitment and securing the place for the selected dates.
- g) **Awarding Body**
An awarding body designs, develops, delivers, certifies, and awards the recognition of learning outcomes of an individual, following an assessment and quality assurance processes.
- h) **Trainer**
A person qualified to provide the training
- i) **Start Date**
For our online courses, the start date is the online portal activation date.
For our in-house courses, the start date is the first date of practical.
- j) **Owner of the Booking**
A person or organisation responsible for and owning the booking. This can be, but not necessarily is, the person/organisation attending/receiving the Training.
- k) **Online Training/Virtual Learning**
Training/course taking place fully or partially through Fibreplus Online Learning Portal.

3. All Training

- a) The content of the training depends on and is approved by the awarding bodies. Therefore, any changes to the content of the official-qualification training must be approved by the relevant awarding body prior to their implementation.
- b) Fibreplus reserves the right to change the content of any provided training without prior notice.
- c) Fibreplus will always advise on all requirements of the training, however, Fibreplus shall not take responsibility for the customer's choice of training and consequences of the customer's inability to meet the prerequisites.
- d) The content of training, training materials and course manuals are an intellectual property of Fibreplus. Fibreplus reserve all the rights to change, amend, publish, provide, and sell them.
- e) Training usually takes place in groups. Fibreplus reserve the right to change the size of the group without prior notice, taking into consideration the best quality of delivery and comfort of both the customers and the trainer.
- f) Fibreplus reserve the right to refuse admission to our premises and/or training, should the customer be considered unsuitable for admission onto the training at any point before and during the Training.
- g) Training duration can be changed/amended by Fibreplus at any time without prior notice.
- h) Fibreplus shall not be responsible for any changes to qualifications, their validity, and rules applicable to them, resulting from changes made by awarding bodies or other third parties.
- i) Training can be organised and provided in a location different than one of Fibreplus training centres. Should the customer express such requirement, the conditions of the provision of the training are to be discussed and agreed at full discretion of Fibreplus.
- j) You should ensure that any personal information you provide to us (including without limitation your name, date of birth and address) is complete, accurate and current and that you notify us immediately of any changes in the details with which you are registered to gain access or purchase course(s).

4. Online Training

- a) Fibreplus will endeavour to allow uninterrupted access to our online training portal, however access to the portal maybe suspended, restricted, or terminated at any time without notice. Fibreplus reserve the right to alter, change or remove online content at any time without notice.
- b) The copyright of the material contained in the courses, together with the design, text and graphics and all software compilation belong to Fibreplus. All rights are reserved. None of this material may be reproduced or redistributed without Fibreplus' expressed and written permission. Fibreplus will allow you to download a single copy of selected essential course materials for your own no-commercial viewing; such materials will be clearly marked as downloadable on course/lesson level.
- c) Upon activation and first access to the online training portal, the course may not be transferred to other students.

d) Transitioning

Should you wish to transition from your virtual learning to in-house training, you must firstly inform Fibreplus of your intentions in writing.

d.1) Online to in-house

Subject to availability, and payment of the difference in course prices.

d.2) In-house to online

No charge to transition to online training.

e) Any incentive or promotion claimed during the initial booking may not apply upon transfer of your course. The decision to transfer any discounts/promotions should remain at full discretion of Fibreplus.

f) Access to the virtual training will be terminated inside of 2 years post completion of your training.

5. Online Training Payment, Rescheduling and Cancellations

a) Training fees are expressed in British Pound (GBP), and relevant tax rates should apply.

b) Fibreplus reserve the right to cancel or reschedule the training at any time. In such event, Fibreplus will provide alternative dates or issue a 100% refund of paid fees.

c) Our courses deposits are 20% of the full course fee including VAT.

d) The deposit must be paid within 5 working days of the date it was first sent to the customer/raised. Failure to do so will result in your chosen dates being offered to other students and will result in having to choose new dates for your practical session.

e) The deposit once placed is non-refundable and valid for 6 months from the payment date.

f) The booking becomes valid and binding upon the successful payment of the deposit.

g) A remaining balance (full payment) for training must be made before the invoice date. Failure to do so will result in cancellation, deposit will be lost.

h) Failure to settle any remaining balance by the date on the invoice will result in the customer's place on the training being withdrawn and booking cancelled. This will result in 100% loss of your deposit.

i) Fibreplus reserve the right to complete a credit check, using various financial services which do not influence the customer's credit score.

j) RESCHEDULING FEE –

Should the customer wish to reschedule from their chosen dates that they secured with their deposit, a rescheduling fee of £125 + VAT will apply.

j.1) Rescheduled dates need to be chosen before an invoice can be sent.

j.1) Payment is needed for your rescheduling fee within 5 working days. Failure to pay will result in cancellation of your course and now cancellation fees apply.

j.2) If a student wishes to cancel after 1-3 rescheduling fees, they will lose 100% of booking fees.

j.3) There will be a maximum of 3 rescheduling fees. Failure to attend the final rescheduling will result in 100% booking fees lost.

k) NONACCEPTANCE FEE –

Failure to meet the admission criteria of a 90% completion of the online portal will result in an automatic non acceptance fee of 20% of your course fees.

k.1) New dates need to be chosen before an invoice can be sent.

k.1) Payment is needed for your non acceptance fee within 5 working days. Failure to pay will result in cancellation of your course and 100% loss of your booking fees.

k.1) If a student wishes to cancel after 1-3 nonacceptance fees, they will lose 100% of booking fees.

k.2) There will be a maximum of 3 nonacceptance fees. Failure to attend the final reschedule will result in 100% booking fees lost.

l) CANCELLATION -

Should the customer wish to cancel their online training the below charges will apply.

l.1) Case 1 –

Cancellation before online activation – loss of deposit

l.2) Case 2 –

Cancellation between their online activation date and first 3 weeks (21 days) of portal access – 50% of booking fees

l.3) Case 3 –

Cancellation from 21 days since portal activation date and their last day of practical at our centre – 100% of booking fees.

m) During the training, additional fees, resulting from different events, such as an exam resit may be applied. Fibreplus will do its best and advise on minimising the chance of the customer incurring additional fees.

n) All re-sits are priced at £40 + VAT (Excluding Design & Planning). Please be aware that the re-sit will need to be completed within 3 months of the original exam, all resits outside of this timeframe will require a 1-day refresher course at a cost of £180 + VAT.

o) All decisions can only be made, and invoicing can only be received by the owner of the booking.

5. In-house Cancellations and Rescheduling

a) Training fees are expressed in British Pound (GBP), and relevant tax rates should apply.

b) Fibreplus reserve the right to cancel or reschedule the training at any time. In such event, Fibreplus will provide alternative dates or issue a 100% refund of paid fees.

c) Our courses deposits are 20% of the full course fee including VAT.

d) The deposit must be paid within 5 working days of the date it was first sent to the customer/raised. Failure to do so will result in your chosen dates being offered to other students and will result in having to choose new dates for your practical session.

e) The deposit once placed is non-refundable and valid for 6 months from the payment date.

f) The booking becomes valid and binding upon the successful payment of the deposit.

g) A remaining balance (full payment) for training must be made before the invoice date. The payment will be needed within 30 days. Failure to do so will result in cancellation, deposit will be lost.

- h) Failure to settle any remaining balance by the date on the invoice will result in the customer's place on the training being withdrawn and booking cancelled. This will result in 100% loss of your deposit.
- i) Fibreplus reserve the right to complete a credit check, using various financial services which do not influence the customer's credit score.
- j) **RESCHEDULING FEE –**
Should the customer wish to reschedule from their chosen dates that they secured with their deposit, a rescheduling fee of £125 + VAT will apply.
 - j.1) Rescheduled dates need to be chosen before an invoice can be sent.
 - j.2) Payment is needed for your rescheduling fee within 5 working days. Failure to pay will result in cancellation of your course and cancellation fees will apply.
 - j.3) If a student wishes to cancel after 1-3 rescheduling fees, they will lose 100% of booking fees.
 - j.4) There will be a maximum of 3 rescheduling fees. Failure to attend the final rescheduling will result in 100% booking fees lost.
- k) **CANCELLATION -**
Should the customer wish to cancel their in-house training the below charges will apply.
 - k.1) **Case 1**
Cancellation before 14 or more days before practical start date – loss of deposit
 - k.2) **Case 2**
Cancellation between 13 and 4 days before practical start date – 50% of booking fees
 - k.3) **Case 3**
Cancellation 3 days or less before practical start date – 100% of booking fees.
- l) During the training, additional fees, resulting from different events, such as an exam resit may be applied. Fibreplus will do its best and advise on minimising the chance of the customer incurring additional fees.
- m) All re-sits are priced at £40 + VAT (Excluding Design & Planning). Please be aware that the re-sit will need to be completed within 3 months of the original exam, all resits outside of this timeframe will require a 1-day refresher course at a cost of £180 + VAT.
- n) All decisions can only be made, and invoicing can only be received by the owner of the booking.

7. International Students

- a) Training is available to customers from anywhere in the world but takes place in Melksham, Wiltshire, United Kingdom, unless agreed otherwise.
- b) A letter of invitation or any other documentation required for official applications, such as visa application, can only be issued for Level 2 and higher courses and for bookings with cleared balance (fully paid). The payment is non-refundable.
- c) Should the cancellation be made after a letter of invitation was issued, the deposit and other course fees become non-refundable.

- d) Training is provided in English only, including the course materials and official exams. Fibreplus shall not be responsible for customer's language skills being insufficient to complete the training at any stage.

8. Absence & Late Arrival

- a) The practical start date and times are provided and confirmed via email and/or on the booking confirmation. It is the customer's responsibility to ensure arrival on time, or inform Fibreplus of any possible difficulties, lateness, or absence.
- b) If the customer is absent or late on the practical start date or at any point during the training, depending on the circumstances, the following may apply, however, Fibreplus should have full discretion on making decision:
 - b.1) The customer may continue the training. Fibreplus shall not be responsible for the content of training missed due to the absence or lateness.
 - b.2) The training may be rescheduled, and rescheduling fees will apply.
 - b.3) The training may be cancelled, and cancellation fees will apply.
- c) An inability to start or continue the training at any point will be dealt with by Fibreplus, considering any circumstances of the case. Fibreplus should have the full discretion on making decision