



Training Terms & Conditions

Last Updated: 13/06/2025

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 Ltd,
Caithness House,
Western Way,
Melksham,
Wiltshire,
SN12 8DZ*

b) **Student**

A person receiving the training.

c) **Customer**

A person or organisation booking the training and/or a person receiving the training.

d) **Training/Course**

Training to be provided by Fibreplus as described in the enquiry and/or booking.

e) **Enquiry**

An official, documented 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.

f) **Course Registration**

A customer's submission of accurate student, organisation and course details to Fibreplus, required for confirmation of booking.

g) **Booking**

An official confirmation of the student's course details and reserved training dates. A booking is only valid upon the payment of the deposit.

h) **Deposit**

A non-refundable 20% payment per course delegate, expressing customer's commitment and securing the selected dates.

i) **Awarding Body**

An Awarding Body designs, develops, certifies and awards the recognition of learning outcomes of an individual, following assessments and quality assurance processes.

j) **Trainer/Instructor**

A person qualified to provide the training.

k) **Online Course**

Training provided by Fibreplus which includes access to an online learning portal.

l) **In-House Course**

Training provided by Fibreplus which does not include access to an online learning portal.

- m) **Start Date**
The first date students are booked to attend or access the training as confirmed on the booking. For online training courses this is the online/portal activation date.
- n) **Attendance Date/s**
The date or range of dates in which students are booked to attend the training centre in-person.
- o) **Online Activation / Portal Activation**
An action to be taken by Fibreplus that grants an individual access to our online portal.
- p) **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.

3. All Training

- a) The content of all training is reviewed and approved by the relevant Awarding Body. Fibreplus reserve the right to update the content of any course without prior notice to ensure compliance with the latest guidelines and requirements set by the Awarding Bodies.
- b) Fibreplus shall not be responsible for any changes to qualifications, their validity and rules applicable to them, resulting from changes made by the Awarding Body or other third parties.
- c) Customers acknowledge that Awarding Bodies may impose renewal fees on the delegate to keep their certification valid and that fee amounts, and payment terms are determined by the Awarding Body.
- d) All training materials and course manuals are intellectual property of Fibreplus. Fibreplus reserve all rights to change, amend, publish, provide and sell them.
- e) Customers are responsible for ensuring that any personal information provided to Fibreplus is accurate and current and that Fibreplus are promptly notified of any changes to the details provided upon course registration.
- f) Fibreplus will advise on course content and requirements to assist customers in making informed decisions, however, Fibreplus shall not be responsible for any consequences arising from a customer's choice of training or the student's inability to meet the course or qualification requirements.
- g) Fibreplus will endeavour to provide reasonable adjustments to support students with special needs and requirements. Fibreplus must be clearly informed of the student's specific requirements upon course registration. Adjustments will be made in accordance with the policies and procedures of the relevant Awarding Body and Fibreplus reserve the right to request further documentation from the students to support the necessary processes.
- h) Fibreplus reserve the right to refuse admission to our premises and/or training, should the customer/student be considered unsuitable for admission at any point before and during the training.
- i) Fibreplus shall not be liable for any errors, damages or consequences that may occur because of any individual's failure to properly comprehend, communicate or apply the concepts and techniques that have been taught or advised to them by Fibreplus, its representatives, or employees.
- j) Fibreplus reserve the right to require payment of a Resit Fee before any resit exams can be scheduled.
- k) Fibreplus reserve the right to cancel the training at any time. In such event, Fibreplus will provide alternative dates or issue a 100% refund of paid fees.

4. Online Training

- a) The copyright of the online course material, 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 our expressed and written permission. Fibreplus will allow students to download a copy of selected essential course materials for their personal non-commercial viewing; such materials will be clearly marked as downloadable.
- b) Upon activation and first access to the online training portal the courses purchased cannot be transferred to other individuals.
- c) Fibreplus will endeavour to provide uninterrupted access to our online training portal, however access to the portal may be suspended, restricted or terminated at any time without prior notice. Fibreplus reserve the right to alter, change or remove online content without notice at any time.
- d) Fibreplus reserves the right to deny in-house admission to any student who fails to complete the required online theory activities by the stated cut-off time. In such event, the customer may reschedule the student's in-house course dates subject to payment of a rescheduling fee.
- e) Fibreplus, its employees and representatives may advise on the amount of learning hours students should allocate for the online portal to aid the planning of their training. Fibreplus does not guarantee that students will complete the portal work within any timeframes suggested.
- f) Fibreplus will assist students with the online portal learning where help is requested, however it is solely the student's responsibility to ensure the work is completed by the specified deadline. Fibreplus shall not accept responsibility for a student's inability to meet admission requirements by the admission deadline.

5. Online Training Courses - Payment, Rescheduling, and Cancellations

- a) Training fees are expressed in British Pound (GBP), and relevant tax rates should apply.
- b) A 20% deposit must be paid within 5 working days of the invoice date to secure the booking. If payment isn't received within this time frame new dates may need to be selected.
- c) The deposit once placed is non-refundable and valid for 6 months from the payment date.
- d) The booking becomes valid and binding upon the successful payment of the deposit.
- e) A remaining balance (full payment) must be made before the online activation date. Failure to do so will result in cancellation of the course and the deposit will be lost.
- f) In the event of non-payment Fibreplus reserves the right to withdraw, prevent or restrict access to any course materials or certification at any time.
- g) Fibreplus reserves the right to complete a credit check on customers, using various financial services which do not influence the customer's credit score.
- h) All decisions and invoicing can only be made and received by the owner of the booking.
- i) RESCHEDULING – Should a customer wish to change their booked course dates the below terms will apply.
 - i. Dates rescheduled within 14 days from the student's online activation date will incur a fee of £125 + VAT per person.
 - ii. Dates rescheduled after 14 days from the student's online activation date will incur a fee of £200 + VAT per person.
 - iii. Courses must be rescheduled within 12 months of the current booking dates. Failure to reschedule the course within this time frame may result in cancellation and loss of 100% of the booking fees.

- iv. Where a course is rescheduled for 3+ months from initial portal completion, students may be required to re-complete the online portal activities.
- v. New dates must be chosen before an invoice can be sent.
- vi. The Rescheduling Fee must be paid in full before new dates can be secured.
- vii. If a student wishes to cancel after 1-3 rescheduling fees, they will lose 100% of booking fees.
- viii. There will be a maximum of 3 Rescheduling Fees. Failure to attend the final rescheduling will result in cancellation of the course and loss of 100% of the booking fees.

j) CANCELLATION - Should the customer wish to cancel their training a cancellation charge will apply as below.

- i. Case 1: Cancellation before online activation – loss of deposit
- ii. Case 2: Cancellation between the student's online activation date and the first 3 weeks (21 days) of portal access – 50% of booking fees.
- iii. Case 3: Cancellation from 21 days since the student's portal activation date and the last day of attendance at our centre – 100% of booking fees.

6. In-House Training Courses - Payment, Rescheduling, and Cancellations

- a) Training fees are expressed in British Pound (GBP), and relevant tax rates should apply.
- b) A 20% deposit must be paid within 5 working days of the booking request to secure the booking. Failure to pay within this time frame may result in loss of the chosen course dates.
- c) The deposit once placed is non-refundable and valid for 6 months from the payment date.
- d) The booking becomes valid and binding upon the successful payment of the deposit.
- e) A remaining balance (full payment) must be made 14 days prior to the start date. Failure to do so will result in cancellation of the course and the deposit will be lost.
- f) In the event of non-payment Fibreplus reserves the right to withdraw, prevent or restrict access to any course materials or certification at any time.
- g) Fibreplus reserve the right to complete a credit check on the customer, using various financial services which do not influence the customer's credit score.
- h) All decisions and invoicing can only be made and received by the owner of the booking.
- i) RESCHEDULING - Should the customer wish to reschedule their booked course dates the below terms will apply.
 - i. Dates rescheduled between 8-14 days prior to the start date will incur a fee of £125 + VAT per person
 - ii. Dates rescheduled within 7 days prior to the start date will incur a fee of £200 + VAT per person
 - iii. Courses must be rescheduled within 12 months of the current booking dates. Failure to reschedule the course within this time frame may result in course cancellation and loss of 100% of the booking fees.
 - iv. New dates must be chosen before an invoice can be sent
 - v. The Rescheduling Fee must be paid in full before the new dates can be secured.
 - vi. There will be a maximum of 3 Rescheduling Fees. Failure to attend the final rescheduling will result in cancellation of the course and 100% of bookings fees will be lost.
- ii. CANCELLATION - Should the customer wish to cancel their training a cancellation charge will apply as below.
 - i. Case 1: Cancellation 14+ days prior to start date – loss of deposit
 - ii. Case 2: Cancellation 8-13 days prior to attendance – 50% of booking fees

- iii. Case 3: Cancellation 7 days or less prior to the start date or during attendance dates – 100% of booking fees.

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) Any documentation required for applications, such as a Letter of Invitation for Visa applications, can only be issued for courses that have been paid for in full and where dates have been selected.
- c) All training and training material is provided in English only. Fibreplus shall not be responsible for the student's language skills being insufficient to complete the training at any stage.

8. Absence & Late Arrival

- a) The start date and times are provided and confirmed upon booking. It is the customers responsibility to ensure students arrive at the correct time or inform Fibreplus of any lateness or absence.
- b) If the student is absent or late on the start date or at any point during the training, Fibreplus should have full discretion on deciding whether the student can continue to attend the training session or whether the course will need to be rescheduled or cancelled.
- c) Inability to commence or continue the Training at any point will be dealt with by Fibreplus, taking into the account the specific circumstances of each case. Fibreplus have full discretion in making such decisions.