

Training Terms & Conditions

Last Update: 04/12/2020

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
Moorfield
Hoopers Pool,
Southwick, Trowbridge
BA14 9NG
Wiltshire*

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 of £149 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**

The first date of selected dates of Training documented on the Booking confirmation; or the date of activation of Online Training.

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 Learning Portal; online.

3. 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. Payments, Fees and Deposit

- a) Training fees are expressed in British Pound (GBP), and relevant tax rates should apply.
- b) The Deposit must be paid at least 1 month before the Start Date.
- c) The Deposit can only be paid for a Booking with a specific Start Date.
- d) The Deposit once placed is non-refundable and valid for 6 months from the payment date, should rescheduling be required. Rescheduling fees apply.
- e) The Booking becomes valid and binding upon the successful payment of the Deposit.

- f) A remaining balance (full payment) for Training must be made at least 2 weeks before the Start Date. Failure to do so, will result in an automatic cancellation and relevant cancellation fees will apply.
- g) Fibreplus reserve the right to complete a Credit Check, using various financial services which do not influence the Customer's credit score.
- h) Failure to settle any remaining balance may result in:
 - i. The Customer's place on the Training being withdrawn; and/or
 - ii. Fibreplus ceasing to provide the Training; and/or
 - iii. Fibreplus withholding any certification due to the Customer resulting from the Training
- i) 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.
- j) All decisions and invoicing can only be made and received by the Owner of the Booking.

5. Cancellations and Rescheduling

- a) 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.
- b) Should the Customer wish to reschedule the Training 14 or more days before the Start Date, a rescheduling fee of £125 + VAT will apply. Should the rescheduling occur within 14 days, the cancellation terms and conditions will apply.
- c) Failure to settle the Training balance (full payment) results in an automatic cancellation. The relevant cancellation case (point d) will apply.
- d) Should the Customer wish to reschedule, cancel, or fail to meet admission criteria, the below charges will apply

Case 1 14 or more days before Start Date	Loss of Deposit
Case 2 Between 13 and 4 days before Start Date	50% of Booking fees
Case 3 3 days or less before attendance Start Date	100% of Booking fees

- e) All resits are priced at £40 + VAT (Excluding Design & Planning). Please be aware that the resit 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.

6. International Students

- a) Training is available to Customers from anywhere in the world but takes place in one of the training centres in the 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.

7. Absence & Late Arrival

- a) The Start Date and times are provided and confirmed on the Booking. 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 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:
 - i. The Customer may continue the Training. Fibreplus shall not be responsible for the content of Training missed due to the absence or lateness.
 - ii. The Training may be rescheduled, and rescheduling fees will apply.
 - iii. 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.

8. 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 at any time. Fibreplus reserve the right to alter, change or remove online content at any time without notice at any time.
- 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's 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 courses purchased cannot be cancelled and may not be changed to other individuals.
- 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; and no such transfer can take place upon completion of 10% of the online training, the transition should not be possible.

Virtual to In-house	In-house to virtual
Transitioning fee applies: £100 + VAT, admin fee. Subject to availability and full payment of course at time of transfer.	No charge to transition to virtual 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 1 month post completion of your training.