

TITLE: Terms, Conditions & Cancellation Policy

Authorised by:
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Chief Executive

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Contents

Introduction - Please read our terms and conditions carefully as it governs your use of our online and other services and limits our liability to you. Please sign and return the course application page back to us. In the event that you omit to sign and return a copy of this to us, you will be deemed to have accepted our terms and conditions contained within this document.

These terms and conditions set out your entitlements and obligations as a student/client of SETA Training & Advisory Services Ltd (SETA), and constitute the terms and conditions of your enrolment and continuing study with us.

Termination by SETA – We reserve the right to terminate a students/clients learning programme for non-payment of fees or misconduct. In the event of termination by SETA there will be no refund of any fees paid.

Syllabus Changes – We cannot accept responsibility for changes to the availability or syllabus content of the accredited courses as set by the awarding body. Should your syllabus be phased out, at any time during your study or assessment period, we can only extend this to the last available date for which your course is valid. Students wishing to transfer to a new syllabus will incur a charge for this as deemed appropriate by us. In the event of changes to the syllabus and assessment criteria, we reserve the right to alter the content or structure of a course without prior notice being given to you.

Eligibility – If English is not your first language please ensure that your proficiency in both written and oral English is of a sufficient standard to enable you to meet the demands of both your studies and the examination. Our support staff are available to assist you in this matter. We operate an equal opportunities policy.

Students NOT Normally Resident in the UK - We welcome overseas students on to our programmes. In some circumstances, those funding the programme must agree, in writing, to pre-pay any expenses for onsite assessments as required outside the

UK including travel and accommodation at least two weeks in advance of an assessor's departure from the UK. To find out if this is applicable to you, please telephone or email us.

Programme Fees -The full fee, the minimum deposit or an official company purchase order, must accompany your purchase or application for the programme. Where a purchase order is received, the invoiced fees are payable within 30 days. Any company sponsoring an applicant is fully responsible for the payment of fees in all circumstances. Please note that SETA Training & Advisory Services Ltd can not be held responsible for non delivery of certificates once they have been dispatched.

Course Registration - NVQ Enrolment Fee – We will register you for your NVQ qualification. Our assessors will assess your evidence; our Internal Verifier will ensure that your portfolio is prepared for the External Verifier. On completion of your portfolio we will apply for your certificate of qualification.

NEBOSH, IOSH & Other Awarding Bodies- SETA will register you with these awarding bodies were applicable. Candidates wishing to sit their examinations at a test centre other than SETA Training & Advisory Services Ltd must register themselves with the appropriate awarding body. These are explained at the time of purchase.

NEBOSH Examinations – The student must ensure that they are registered for the appropriate examination and for a suitable examination date. SETA Training & Advisory Services Ltd cannot be held responsible for none or late registrations.

Special Examination Arrangements – In the case were we are required by you to set an examination outside our planned examination sittings, you will be liable for any costs incurred. This includes examination sittings in embassies or other awarding body approved centres. Please discuss this with our staff at the time of purchase.

Course Materials - The materials supplied to you at the start of your programme are written to meet the requirements of the published syllabus at that time. These materials, when used in conjunction with any supplementary materials provided during your period of study and the tutorial support, provide all the information required for successful completion of your programme.

Price – the price quoted to you or stated within our brochures and or website(s) is correct at the time of publication and is subject to change at any time.

Length of agreement- The length of agreement and the duration of a course shall not exceed 24 months from the date of purchase.

Web Maintenance- From time to time we are required to maintain our websites and e-portfolio platforms. This could interrupt your study time, however we will keep this to a

minimum.

Cancellations - We are confident that you will be happy with our learning materials and support; however there are no full or part refunds for non completion or early completion of any course offered. NVQ courses may not be transferred to another delegate. Nonetheless, any units complete will be accredited and certificated. You have a right to cancel within 7-days of the purchase date. Your cancellation must be in writing and must be received by us within the 7-day period.

Examination and Appeals -Please note that the appropriate awarding body has strict examination rules in all events. It is for you the student to appeal directly to the awarding body against any ruling made against you.

Memberships – The memberships which are advertised as being available upon completion of SETA Training & Advisory Services Ltd courses are not guaranteed and are subject to the individual applying and being accepted by the membership body. Applying for memberships with awarding bodies may incur additional fees which are for the Candidates own account.