



Safeteam Training Group - Booking Terms and Conditions

1. Proforma customers booking through Safeteam Training Group Limited must make a full payment in order to secure a booking, without cleared funds no dates or vacancies will be secured.
2. Payment can be made via BACS or card payment; our account details are shown on your booking invoice.
3. It may be possible for us to offer you a credit account, which would be based on 30 day payment terms. You must have completed a credit application form and passed our credit checking process to be in a position to open an account.
4. Should you be successful in opening a credit account with us, Safeteam Training Group Limited will invoice you at point of booking, although the payment will not be due for the agreed 30 days.
5. If your company operates a purchase order system you must supply this at point of booking. Failing to do so may jeopardise your booking and additionally the proposed course dates.
6. In the instance of an invoice not being settled within the agreed credit terms, Safeteam Training Group Limited reserve the right to apply a 10% penalty charge at the point that the invoice falls 7 days overdue, and we reserve the right to reapply this penalty charge every 7 days thereafter should the debt remain unpaid. Penalty charges will be due at point of invoice and no terms will be given.
7. A discretionary administration fee may be enforced for any cancellation/date amendment made with more than 10 working days' notice of a course taking place.
8. Any cancellation made within 10–20 working days' notice of the course taking place will be charged at 50% of the original course cost to include any respective card/certification fees.
9. Any cancellation made with less than 10 working days' notice from the course delivery date will be charged at 100% of the original course cost to include any respective card/certification fees.

10. Any delegate non-attendance will be charged in full, re-bookings will be charged at 100% of the original course cost.
11. We reserve the right to charge additional administration fees where necessary.
12. Cards and certificates may not be issued until funds have been received when paying by account.
13. PPE is to be supplied by the individual or the booking company.
14. Safeteam Training Group Limited accepts no responsibility for any mislaid, lost or stolen goods. We advise that any valuables be left at home.
15. Any CITB grant rates quoted can't be guaranteed by Safeteam Training Group Limited and are subject to review by the CITB. These grants can be claimed upon completion and achievement of the booked training/assessment(s) – we will gladly assist in this process if required, please speak to a member of the team should you need any advice or clarification as to which CITB grants we can apply for on your behalf.
16. Rates for OSAT NVQ's are based on 1 face to face site visit, we'd aim to gather all of the required observational evidence on the arranged delivery date (but may be able to bridge any gaps remotely subject to the qualification being undertaken to reduce contact time) – should additional support/visits be required we reserve the right to charge as required for both assessor time and expenses. Should we attend site to find that learner(s) or equipment are unavailable, Safeteam Training Group Limited reserve the right to charge as appropriate for cancelled NVQ visits, up to the full amount of the NVQ.
17. If Safeteam Training Group Limited are unable to complete an NVQ for any reason (i.e. due to our assessor being unable to contact a candidate or gain access to site) we reserve the right to charge anything up to the full amount of the NVQ; this is subject to our outlay/number of visits carried out etc.
18. Once an NVQ has been booked we'll be unable to fulfil name changes, upon booking an NVQ we will start building portfolios, carrying out registrations, allocating assessors and scheduling site visits. Any cancelled NVQ will incur a 100% cancellation fee.
19. Prior to booking an NVQ, clients must ensure that any learners put forward are working in the relevant job role and are able to provide evidence to this effect. Any learners who are not working in the job role and/or aren't able to provide evidence that they're carrying out tasks in line with the relevant qualification units will be unable to complete the respective NVQ, and no refunds will be given.

20. Learners undertaking an NVQ with Safeteam Training Group Limited must be fully engaged and committed to completing the qualification, we kindly ask that all clients get approval from learners before putting them forward for a qualification as it is likely to involve work outside of their contracted hours. Our assessment team will make contact and will prompt for ID, evidence/job knowledge answers to be submitted, they'll also be prompted to complete professional discussions outlining their relevant experience and competence in the job role. We have strict SLAs in place with our assessment team and deadlines must be met to avoid additional fees being incurred. We reserve the right to withdraw and cancel any NVQ that has been ongoing for over 3 months if the learner is making little to no effort to engage and complete their qualification. In this circumstance, in order to commence with their NVQ in the future, learners will need to re-register and rebook at full cost.
21. Clients who provide plant and machinery must ensure it meets all safety standards and if appropriate CPCS or NPORS testing criteria – this criteria is available upon request. Failure to do so may result in a course being rearranged, at cost to the client.
22. Clients training/testing on site must ensure that the site is suitable as per any testing specifications, these can be made available upon request. Failure to do so may result in a course being rearranged, at cost to the client. Should clients have any queries in relation to training/testing specifications and pre-requirements i.e. RAMS, lifting accessories, LOLER certification, manuals for machines etc. it is their responsibility to contact a member of the team to ensure everything is in place.
23. Should Safeteam Training Group Limited be forced to cancel a course due to unforeseen circumstances, i.e. poor weather, the course will be rearranged at cost to the client; this is dependent on the circumstances however and will be reviewed on a case by case basis at the discretion of Safeteam Training Group Limited.
24. Late arrival of any candidate may result in the loss of the training/testing vacancy, in which case no refund can be made.
25. Failure of a CPCS theory test will prevent a candidate undertaking any scheduled CPCS practical test, in such a circumstance, no refund can be made.
26. By confirming your booking via email and/or allocation of a Purchase Order, or by means of proforma payment you are agreeing to Safeteam Training Group Limited's terms and conditions.
27. We reserve the right to alter these T&Cs without notice.

