



Centaur Training Services (North West) Ltd — Booking and Cancellation Policy

Orders and acceptance

The attached order constitutes an agreement between Centaur Training Services (North West) Ltd and the customer for the delivery of the services specified within the order.

If any details are incorrect or you wish to amend the booking, please contact us as soon as possible to rectify the booking.

Cancellation Policy

Centaur Training Services (North West) Ltd reserves the right to charge a cancellation fee on the following terms:

- a) Cancellation more than 2 weeks prior to commencement of course – No fee required.
- b) Cancellation between 7-13 days prior to commencement of course – 50% of fee required.
- c) Cancellation within 6 days of commencement of course – 100% of fee required.

Where a fee has been paid in advance a pro rata refund will be made.

Course Requirements

It is a requirement of our awarding body that candidates sitting qualifications must provide photographic identification. Therefore, can you please ensure that all candidates bring with them one of the following forms of ID:

- Driving Licence
- Passport
- Company ID Card
- National/Student ID Card
- Bus Pass
- Any other form of photographic ID

In the absence of one of the above forms of ID the trainers can accept either a bank, debit, or credit card as identification so long as the signature on the reverse

of the card matches that of the candidates' signature on the exam paper and student declaration.

Please arrive 15 - 30 minutes before course commencement to allow time for registration

Reasonable Adjustments

A reasonable adjustment is any action that helps reduce the effect of a disability or difficulty that places a candidate or delegate at a substantial disadvantage in a teaching or assessment situation. Reasonable adjustment should be approved and in place before training takes place. Therefore, we ask that we are made aware of any situations prior to training where reasonable adjustments must be made.

For more information regarding this, please request a copy of our Reasonable Adjustment's Policy from our admin team.

Some examples of reasonable adjustments might include:

- Modifying assessment materials (providing materials in Braille or a larger font)
- Allowing a candidate extra time to complete a time limited assessment activity
- Providing access for facilitators such as a sign language interpreter, reader, or scribe
- Use of a word processor or mobile electronic device

Terms and Conditions

- All candidates attending this course must attend all sessions to meet the requirements of the awarding body and gain a certificate. All candidates attending this course must be released from all normal work commitments.
- Good time keeping throughout the course is essential. Please be advised that late arrival on the course may result in candidates being turned away. The full cost of the course will be charged for candidates who arrive late or are absent from all or any part of the course, even when they are refused admittance due to lateness. In the case of illness, we can transfer delegates on to another course provided adequate notice is given.
- At Centaur Training Services (North West) Ltd we pride ourselves on giving quality and interesting courses, therefore any candidate who jeopardises our course by displaying aggressive, unruly, or disruptive behaviour will be ejected from the course, under these circumstances no refund will be given for the cost of the course.

- If the course involves some practical work (i.e., First Aid courses, Fire courses); students are advised to wear comfortable clothing and shoes that are suitable for bending down to perform CPR. It is also recommended that women wear trousers to save embarrassment when undertaking training in the recovery position techniques. For Forest School First Aid there is an element of outdoor training, delegates will need to provide appropriate waterproof clothing and outdoor boots/shoes with adequate ankle protection.
- During the practical parts of the course, the candidate **MUST** be physically able to get on the floor to demonstrate their ability to perform CPR/Recovery position (as stipulated by all our awarding bodies). Anyone who attends the course but is unable to perform these practical elements will receive an 'attendance' certificate only.

First Aid Courses

Unless otherwise stated, all first aid qualifications will be issued as meeting the FAIB (First Aid Industry Body) standards as laid out by HSE. If you require a nationally recognised qualification i.e., recognised under the RQF framework or recognised by OFQUAL, please get in touch ASAP so we can organise the appropriate examinations for the course. Please note, the nationally recognised qualification certificates are issued by Quasafe Awards and regulated by OFQUAL and as such will incur an additional fee of £20 + VAT.

E-learning courses

E-learning element of the course to be completed prior to attending the face-to-face training, please bring certification as proof of completion.

Please note, upon allocation and successful completion of the business e-learning account, full payment is due within 14 days. Allocated courses are non-refundable.