



# trainercourses.com

Your Leading National Healthcare Train the  
Trainer Provider... delivering excellence



**Terms &  
Conditions,  
Policies &  
Procedures**

# Terms & Conditions, Policies & Procedures Index

Trainer Courses Ltd has produced clear and transparent Terms & Conditions, Policies & Procedures.

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# Course Enrolment Terms & Conditions

## Course Booking

Once a completed course enrolment form has been received by Trainer Courses Ltd, payment is required to secure and guarantee a place on a course using any major credit or debit card. Course booking confirmation will be sent via email confirming the course booking, paid VAT receipt and course venue details. This is to ensure that attendees receive their trainer certificates within 2 weeks from the course completion date. Course times along with course venue details need to be passed onto the delegates attending the course. Any individual(s) enrolling or enrolled onto a course are required to be in a suitable physical condition to enable them to participate safely in the practical session(s). This excludes those individual(s) who require a personal assistant and have informed us prior to the enrolment.

Trainer Courses Ltd reserves the right to cancel the course at any time due to either under-subscription or any unforeseen circumstances. If a course is cancelled the full course fees paid will be refunded or the delegate will be offered a transfer to another course that has availability. We accept no responsibility for any loss resulting from a course cancellation, such as loss of work, travel, accommodation, etc.

## Payment

Payment is accepted using a payment processing company. Telephone payment is required using any major credit or debit card. Payment and card details are never stored.

## Cancellations

Any advised cancellations made by a person / organisation must be confirmed in writing to Trainer Courses Ltd and emailed to [info@trainercourses.com](mailto:info@trainercourses.com). All advised cancellations are acknowledged by Trainer Courses Ltd in writing by email from [info@trainercourses.com](mailto:info@trainercourses.com) and sent to the person / organisation who advised of the cancellation.

All advised cancellations made by a person / organisation require an email acknowledgment along with an attached letter signed by the Head of Centre from Trainer Courses Ltd in writing by email from [info@trainercourses.com](mailto:info@trainercourses.com) to the person / organisation who advised of the cancellation in order for the cancellation to be completed. Where a person / organisation who advised of a cancellation does not receive an acknowledgement along with an attached letter signed by the Head of Centre from Trainer Courses Ltd in writing by email from [info@trainercourses.com](mailto:info@trainercourses.com) then the cancellation will not be completed and therefore no refund will be issued.

When an advised cancellation is made over the telephone, a staff member of Trainer Courses Ltd will advise that any advised cancellations must be made in writing and sent to Trainer Courses Ltd and emailed to [info@trainercourses.com](mailto:info@trainercourses.com). Trainer Courses Ltd does not accept any advised cancellations when a person / organisation leaves a voice message recording by telephone.

## Course Cancellation

Any cancellation must be 30 days prior to the course start date. In the event that cancellation is made less than 30 days prior to the course start date no refund will be issued. When a course booking is made within 30 days of the course start date our 30 day cancellation period will still apply.

## In-house Course Cancellation

Any cancellation must be 30 days prior to the course start date. In the event that cancellation is made less than 30 days prior to the course start date no refund will be issued. Any incurred costs will also be charged that were made prior to the cancellation such as accommodation fees or any cancellation fees involved. When a course booking is made within 30 days of the course start date our 30 day cancellation period will still apply.

## Replacing, Substituting, Name Changing

Replacing, substituting, name changing a delegate with another may be made at any stage at no extra cost. We do require this in writing via email [info@trainercourses.com](mailto:info@trainercourses.com) prior to the course start date. Once we receive written confirmation of any changes made this will become effective immediately.

On some occasions, due to unforeseen circumstances beyond our control, changes to course delivery such as times, trainer and course content need to be made and we reserve the right to make any changes required.

## Code of Conduct

Trainer Courses Ltd has strict rules regarding code of conduct on our courses. It is expected that all attendees on our courses behave in a manner that is acceptable to both Trainer Courses Ltd course trainer / assessor and to all other course attendees. Unacceptable behaviour, disruption to course delivery and discrimination towards others of any kind is not tolerated and will result in the delegates immediate removal from the course and the person or persons being prohibited from any future services / products provided by Trainer Courses Ltd.

## Trainer Packs Terms & Conditions

Our Trainer Packs are non-refundable as once purchased they are sent electronically to the email address supplied. Before purchasing a Trainer Pack(s) you are agreeing that the order is suitable for your requirements and that you or a person you are purchasing the Trainer Pack(s) for does have the required trainer skills evidence requirements to complete the trainer question paper(s).

If you or a person you are purchasing the Trainer Pack(s) for does not have the required trainer skills evidence then a refund is not entitled. Please contact a member of our centre support team to assist with the trainer skills evidence requirements. Once payment has been made we accept no liability if you discover the order is not suitable for your requirements and then a refund is not entitled.

## Trainer Packs

Trainer packs and training materials are produced by highly experienced healthcare trainers for trainers. Our trainer packs are fully copyrighted and copies made and used without our permission is an infringement of our copyright and is strictly prohibited and not authorised by Trainer Courses Ltd.

'The trainer packs are designed to meet healthcare requirements / legislation in England. If you are intending to use the training packs in Scotland, Wales, Northern Ireland, the Republic of Ireland, etc. you need to be aware that you will need to adapt the materials to meet the terminology / legislation of that country'.

## Certification

When purchasing our trainer packs with the purposes of being certificated to deliver training you are agreeing that you have had your trainer / presentation skills assessed by either an accredited body or lead industry body. You are also agreeing to provide Trainer Courses Ltd with sufficient evidence of your trainer / presentation skills in the form of a scanned certificate or written evidence.

Trainer certificates are sent by email to all the email addresses supplied when completing the course enrolment form, paying for the course and completed trainer question paper. It is the responsibility of the person who pays for the course to notify Trainer Courses Ltd if they require trainer certificates to be emailed to a designated email address(s).

## Notification of Payment Received

Where a person or organisation has purchased a trainer pack(s) via our online payment method notification of payment is emailed directly to Trainer Courses Ltd.

Once we receive notification of payment for the trainer pack(s) a confirmation email with a paid VAT receipt will be sent along with the secure link(s) to access the knowledge based question paper(s) and training materials within 48 working hours.

## Trainer Pack Order Form

Where a person or organisation is unable to use our online payment method they can order our trainer packs by requesting a Trainer Pack Order Form direct from Trainer Courses Ltd where a confirmation email be sent. Trainer packs and certificates will only be issued after full payment has been received.

Once we receive the completed Trainer Pack Order Form and receive payment for the trainer pack(s) a confirmation email with a paid VAT receipt will be sent along with the secure link(s) to access the knowledge based question paper(s) and training materials within 48 working hours.

## Online Shopping Terms & Conditions

### Delivery Information (Prior to 1 May 2017)

Trainer certificates are delivered to the UK & Ireland by Recorded Delivery. This includes the Channel Islands, Northern Ireland, The Isle of Man and the Scottish Highlands & Islands (due to distance and transport please allow extra time for delivery to these areas).

Please ensure that the delivery address provided is correct, if the delivery address is different from the address provided when the order was placed, we require an immediate email sent to [info@trainercourses.com](mailto:info@trainercourses.com) with the purchase number and the address you require the order to go to. We accept no responsibility for an item lost in post if the delivery address provided is incorrect.

### Delivery (Prior to 1 May 2017)

Trainer certificates are dispatched by Recorded Delivery within 2 weeks of the course finish date providing payment has been made in full. Accredited certificates and authorisation certificates will be dispatched by Recorded Delivery to the address provided on the course enrolment form.

## Copyright

All our trainer packs and training materials are fully copyrighted and copies made and used without our permission is an infringement of our copyright and is strictly prohibited.

## Payment

Payment is accepted using a payment processing company. Telephone and online payment is required using any major credit or debit card. Payment and card details are never stored. If a refund is required the money will be transferred back to the original card used to pay.

## Privacy

Your details are safe with us. We are a Data Protection Registered Company with the Information Commissioner's Office (ICO). Information is collected lawfully and in accordance with the Data Protection Act 1998. The type of personal information we collect are company details, such as address, email and telephone number. We do not share, sell or distribute information to third parties and we will never do so.

## Trainer certificates not received (Prior to 1 May 2017)

Trainer certificates are dispatched by Recorded Delivery within 2 weeks of the course finish date providing payment has been made in full. Accredited certificates and authorisation certificates will be dispatched by Recorded Delivery to the address provided on the course enrolment form.

In the unlikely event of any delay in receiving an order please contact us within 15 days of placing the order to allow us to track and investigate the delay.

If you do not receive your goods within the time scale above, please contact us at [info@trainercourses.com](mailto:info@trainercourses.com) Please do check a neighbour's home or your local mail sorting office first. Compensation is limited to the cost of the products ordered, so a replacement or a refund will be granted.

Lost orders that need to be replaced or refunded, please allow 15 working days from the date the delivery was due for the courier and us to investigate, process the claim and declare the order as lost.

## Conditions of Use

Before purchasing a Trainer Pack(s) you are agreeing that the order is suitable for your requirements and that you or a person you are purchasing the Trainer Pack(s) for does have the required trainer skills evidence requirements to complete the trainer question paper(s).

If you or a person you are purchasing the Trainer Pack(s) for does not have the required trainer skills evidence then a refund is not entitled. Please contact a member of our centre support team to assist with the trainer skills evidence requirements.

Once payment has been made we accept no liability if you discover the order is not suitable for your requirements and then a refund is not entitled.



## Complaints Procedure

Trainer Courses Ltd recognises the importance of dealing with complaints in a professional manner.

- Where a complaint is made, the complainant can expect the following from Trainer Courses Ltd.
- We will ensure that your complaint is dealt with seriously.
- We will ensure that your complaint is dealt with as soon as possible.
- We will investigate the complaint and respond within one week.
- We will ensure the complaint is kept on record.

## Dealing with any complaints

As soon as a complaint is received we will record it in our 'Complaints Procedure Record' and we will create a unique reference number. This number will be used as a reference for that complaint in all future correspondence.

We will acknowledge any complaint within one working day and give a reference number for further correspondence. The Trainer Courses Ltd Head of Centre will deal with the complaint within one week of the acknowledgment of the complaint. Where longer time is required to undertake further investigation the client will be advised of the timescale.

## Customer Service Procedure

Trainer Courses Ltd aims to provide a first class service to our clients and will answer promptly any questions about the services and products we provide. Where the person leaves voicemail messages we aim to respond within one working day. Where the person sends an email we aim to respond within 48 working hours.

Employees must monitor the phone and email system to ensure that these customer service aims are met in full.

## Equality & Diversity Policy

Trainer Courses Ltd is committed to developing, maintaining and supporting a comprehensive policy which provides equality of opportunity and freedom from discrimination on the grounds of race, colour, sexual orientation, age, disability or special needs.

The aim is to promote fair and equal treatment for all trainees, employees, irrespective of race, colour, sexual orientation, nationality, ethnic origin, religion, political belief, disability, age, gender or marital status. It is our aim to make sure that no potential employee, exiting employee or trainees will be discriminated against.

All employees and trainees are expected to familiarise themselves with the policy and abide by the principles of the Equal Opportunities Commission and The Commission for Race Equality Not tolerate discrimination on the grounds of race, colour, sexual orientation, nationality, ethnic origin, religion, political belief, disability, age, gender or marital status or membership / non membership of a trade union.

- Expect all employees and candidates to abide by the general principle.
- Promote, employ and treat candidates fairly and on their ability and suitability.
- Challenge any form of discrimination encountered.
- Encourage trainees to raise any concerns with their trainer.
- Will deal with any breach of this policy through normal disciplinary procedures.

Any employee or trainee who believes that they are subject to discrimination by either the organisation or a colleague has the right to have their claims investigated.

## Certification Procedure

### Accredited Certificates

Accredited certificates are registered with the accreditation body within 7 working days of the course finish date. Accredited certificates are processed and internally quality checked before sending by email. The spelling of the name submitted is what will appear on the certificate.

Trainer certificates are sent by email to all the email addresses supplied when completing the course enrolment form, paying for the course and completed trainer question paper. It is the responsibility of the person who pays for the course to notify Trainer Courses Ltd if they require trainer certificates to be emailed to a designated email address(s).

### Internal Quality Assurance

Trainer certificates are internally quality checked by Trainer Courses Ltd internal quality compliance team before sending by email. Internal quality assurance on trainer certificates is sampled by our internal quality assurance team whose job it is to check the relevant assessment and evaluation forms.

### Our Speedy Certification Process

Trainer certificates are processed, registered and internally quality assured before sending by email. Trainer certificates are sent by email within 2 weeks of the course finish date providing payment has been made in full. Accredited certificates will be emailed to all the corresponding email addresses involved in the certification and ordering process.

### Returns and Resends (Prior to 1 May 2017)

Trainer certificates are sent by Recorded Delivery to the address provided on the course enrolment form to ensure that they are received by way of signature. In the event that we receive a returned trainer certificates that were not signed for, collected or the incorrect address was provided you will incur the full cost of resending the trainer certificates.

## Course Delivery Procedure

Trainer Courses Ltd intends that the courses delivered will be an excellent learning experience for all delegates. Trainers who deliver Trainer Courses Ltd courses will ensure that:

- They arrive at the course venue no later than 30 minutes before the registration time for the course.
- They check all equipment necessary for delivery of the course is working.
- Where necessary ensure the hoist equipment is put on charge.
- Training materials are prepared and available.
- They greet all delegates.
- The training course commences on time.
- The safety of delegates is the main priority at all times.
- They adhere to the Trainer Courses Ltd Equality and Diversity Policy.
- They ensure all delegates are aware of the Trainer Courses Ltd Complaints Procedure.
- They ensure all delegates are aware of the Trainer Courses Ltd Customer Service Procedure.
- The delivery of the subject matter is as laid out in the Trainer Courses Ltd trainer manuals and does not vary due to own personal preferences.
- The delivery of all practical elements of the training are as required in the Trainer Courses Ltd trainer manuals and only in the safe practices to which Trainer Courses Ltd adhere to.
- Break times as indicated in the training course programme are adhered to.
- All assessment forms are completed and retained.
- Course evaluation forms are completed and retained.

On completion of the course the trainer will either retain the assessment forms and course evaluation forms or hand them to their training coordinator.

## Appeals Procedure

Delegates can make an appeal against Trainer Courses Ltd if they feel a decision made against them was unfair. Delegates must submit the Trainer Courses Ltd Appeals Form to our Appeals Department (See Appeals Form at the end of this procedure)

Delegates can appeal against a decision made if they feel the course venue was inappropriate and made the assessment unfair or if they were not satisfied with the behaviour of the trainer / assessor that made the assessment unfair.

To submit an appeal about a decision made the Appeals Form must be completed in full and any additional documentation that delegates may feel is appropriate to the appeal can be attached to the Appeals Form. Trainer Courses Ltd reserves the right to refuse to hear the appeal if the information provided of appeal are insufficient.

The Appeals Form must be sent to Trainer Courses Ltd within 7 working days from course finish date. Trainer Courses Ltd will acknowledge receipt of a completed Appeals Form within 7 working days.

The result of the appeal by a delegate will be made within 14 working days of the acknowledgment of receiving the Appeals Form. Where longer time is required to undertake further investigation the delegate will be advised of the timescale.

Results of the appeal will be sent in writing to the delegate by Trainer Courses Ltd Head of Centre.

## Appeals Form (See next page)

# Appeals Form

Trainer Courses Ltd takes all appeals on decisions made very seriously and complies with the Trainer Courses Ltd Appeals Procedure. So that an appeal can be submitted appropriately please complete the following information:

Delegates Name	
Delegates Address	
Delegates Email	
Delegates Telephone No.	
Training Course (Which course the delegate took)	
Trainer / Assessor Name (Who delivered the course)	
Course Date (When the course took place)	
Course Location (Where the course took place)	
Description of Appeal (Write an explanation and attach any additional documentation)	
Signed by Delegate	

To appeal against a decision please print and complete this Appeals Form and send to Trainer Courses Ltd either by email (a scanned copy) to [info@trainercourses.com](mailto:info@trainercourses.com) or send to Trainer Courses Ltd, 44 High Street, New Romney, Kent, TN28 8BZ

## Malpractice Procedure

Allegations of malpractice are taken very seriously and dealt with in a professional manner. Trainer Courses Ltd will make a comprehensive investigation of any alleged or suspected malpractice and will take appropriate actions to find a resolution.

Any cases of alleged or suspected malpractice must be reported in writing to Trainer Courses Ltd within 10 working days. Trainer Courses Ltd will record all information provided by the complainant so that any investigations, findings or actions can be taken.

We have created some clear examples below of actions that might be seen as malpractice.

- Fraudulent work being submitted.
- Use of unauthorised materials or devices on a course.
- Plagiarism, such as copying work of another delegate.
- Deliberate damage of another delegate's work.
- Collusion between two or more delegates.
- Unacceptable behaviour towards a trainer / assessor or other delegates.
- Being disruptive during a course.

If Trainer Courses Ltd receives information concerning an alleged incident of malpractice then immediate action will be taken and a full investigation will be carried out. Trainer Courses Ltd will contact the complainant and all other persons involved in the incident.

If Trainer Courses Ltd finds that the complainant has a reasonable case then they will be informed in writing. All other persons involved will be informed in writing regarding the offence and will be asked to provide a response in writing. All written responses need to be submitted within 10 working days.

After all responses have been received and considered by Trainer Courses Ltd and found that the complaint should be supported then Trainer Courses Ltd will advise the complainant in writing of the decision. Trainer Courses Ltd will inform all other persons involved and provide a response in writing.

If Trainer Courses Ltd decides not to support the complaint, then the complainant will be informed along with all other all other persons involved in writing.

If Trainer Courses Ltd believes that a reasonable case of malpractice has been made then Trainer Courses Ltd will inform the complainant involved in writing of the final decision made.





If Trainer Courses Ltd supports the allegation of malpractice then immediate action will be taken against the concerned delegate(s). Delegate's certificates will be made void in the event that a complaint of malpractice against a delegate is supported by Trainer Courses Ltd. If a delegate is affected by recorded malpractice then they might have to repeat the course in full.

The complainant can appeal against the decision made by contacting Trainer Courses Ltd in writing.

To appeal against the decision made the complainant can complete the Appeals Form on our Appeals Procedure which can be found at the bottom of Trainer Courses Ltd.'s website at [www.trainercourses.com](http://www.trainercourses.com).

## Website Agreement Policy

The Trainer Courses Ltd Web Site (the "Site") is an online information service provided by Trainer Courses Ltd ("www.trainercourses.com"), subject to your compliance with the terms and conditions set forth below. Please read this document carefully before accessing or using the site. By accessing or using the site, you agree to be bound by the terms and conditions set forth below. If you do not wish to be bound by these terms and conditions, you may not access or use the site. Trainer Courses Ltd may modify this agreement at any time, and such modifications shall be effective immediately upon posting of the modified agreement on the site. You agree to review the agreement periodically to be aware of such modifications and your continued access or use of the site shall be deemed your conclusive acceptance of the modified agreement.

## Copyright

The entire contents of the Site are protected by international copyright and trademark laws. The owner of the copyrights and trademarks are Trainer Courses Ltd. You may not modify, copy, reproduce, republish, upload, post, transmit, or distribute, in any manner, the material on the site, including text, graphics, code and/or software. You may print and download portions of material from the different areas of the Site solely for your own non-commercial use provided that you agree not to change or delete any copyright or proprietary notices from the materials.

## Idea Submissions

You agree to grant to Trainer Courses Ltd a non-exclusive, royalty-free, worldwide, perpetual license, with the right to sub-license, to reproduce, distribute, transmit, create derivative works of, publicly display and publicly perform any materials and other information (including, without limitation, ideas contained therein for new or improved products and services) you submit to any public areas of the Site (such as bulletin boards, forums and newsgroups) or by e-mail to Trainer Courses Ltd by all means and in any media now known or hereafter developed. You also grant to Trainer Courses Ltd the right to use your name in connection with the submitted materials and other information as well as in connection with all advertising, marketing and promotional material related thereto. You agree that you shall have no recourse against Trainer Courses Ltd for any alleged or actual infringement or misappropriation of any proprietary right in your communications to Trainer Courses Ltd.

## Trademarks

Publications, products, content or services referenced herein or on the Site are the exclusive trademarks or servicemarks of Trainer Courses Ltd. Other product and company names mentioned in the Site may be the trademarks of their respective owners.

## Use of the Site

You understand that, except for information, products or services are clearly identified as being supplied by Trainer Courses Ltd. Trainer Courses Ltd does not operate, control or endorse any information, products or services through third parties on the Internet in any way. You also understand that Trainer Courses Ltd cannot and does not guarantee or warrant that files available for downloading through the Site will be free of infection or viruses, worms, Trojan horses or other code that manifest contaminating or destructive properties. You are responsible for implementing sufficient procedures and checkpoints to satisfy your particular requirements for accuracy of data input and output, and for maintaining a means external to the Site for the reconstruction of any lost data. You assume total responsibility and risk for your use of the site and the internet.

## Limitation of Liability

Trainer Courses Ltd makes no representations whatsoever about any other web site which you may access through this one or which may link to this Site. When you access a non Trainer Courses Ltd web site, please understand that it is independent from Trainer Courses Ltd, and that Trainer Courses Ltd has no control over the content on that web site. In addition, a link to a Trainer Courses Ltd web site does not mean that Trainer Courses Ltd endorses or accepts any responsibility for the content, or the use, of such web site.

## External Links

Trainer Courses Ltd has no responsibility for the content of external websites.

## Email Marketing Policy

Trainer Courses Ltd is a reputable company with an innovative range of Train the Trainer products and services. From time to time we seek out organisations and businesses that may be interested in our products and services through an email. These email campaigns are always targeted, purposeful and never random.

We adhere closely to the appropriate conditions of the Data Protection Act and only address email marketing campaigns to businesses and/or organisations that are listed as such in business directories and/or can be found through a Google search.

The regulations stipulate that we should state clearly who we are and give a clear and easy facility to unsubscribe. We stick rigidly to these regulations and any marketing mailing sent is specifically compared against a master unsubscribe list to ensure that none of our mailings ever reach an email address which has previously been unsubscribed. Unsubscribing from our mailing lists is made very easily by a single click on any mail-shot from us.

We have never bought or acquired a mailing list from any other source and only ever send marketing mails to our own database of existing customers, organisations and businesses whose contact details can be found on the internet.

We do not share, sell or distribute our databases to any other companies and we will never do so.

We are an ethical company who are always pleased to take on comments and feedback and improve our processes, standards and customer service wherever possible. Please do not hesitate to contact us if you are unhappy with our email marketing and/or would like to raise an issue with us. You can be assured that your email will receive personal attention and receive a personal reply.

If there are email addresses you specifically would like us to add to our unsubscribe list, independent of any mail campaign, please send your email address to [info@trainercourses.com](mailto:info@trainercourses.com) with the subject as UNSUBSCRIBE and we will remove your email address from our mailing list. The list will then be updated and your address will never receive an unsolicited email from us again.

If you would prefer to speak to an individual to address any concerns and/or have email addresses added to our exclusion list please do not hesitate to call us on 0800 644 68 45.

## Need Help?

If you have any further queries regarding your order please contact the Trainer Courses Ltd centre support team at [info@trainercourses.com](mailto:info@trainercourses.com) or call 0800 644 68 45. If we are unavailable to take the call please leave a message with your name, telephone number and short message and we will get back to you as soon as possible.

Please be aware that we do not operate on weekends and bank holidays. We will endeavour to answer any calls or emails as soon as possible.