

BOOKING TRAINING: TERMS AND CONDITIONS

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Welcome to **Community Education Skills 4 Life** in association with Response Event Medics Ltd ("we", "us", "our"). By booking a training course or using our website, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before making a booking.

1. Bookings and Payments

- **Payment Terms:** Full payment is required at the time of booking to secure a place on any training course, unless an approved corporate invoicing agreement is in place.
- **Confirmation:** A booking is only confirmed once you receive an official confirmation email from us.

2. Cancellations, Rescheduling, and Refunds

- **Client Cancellations:** Cancellations made **more** than 14 days before the course start date will receive a full refund. Cancellations made **within** this window are non-refundable.
- **Rescheduling:** Requests to reschedule a course must be made in writing at least 14 days prior to the course date. Fees may apply.
- **Provider Cancellation:** We reserve the right to cancel or reschedule a course due to low enrolment, trainer illness, or unforeseen circumstances. In such cases, up to three alternative dates will be offered.

3. Course Attendance and Conduct

- **Punctuality:** Candidates must arrive on time. Late arrivals may be refused entry to the training session, and no refund will be issued.
- **Prerequisites:** It is the booker's responsibility to ensure candidates meet all specified course prerequisites before attending.

4. Intellectual Property

- **Course Materials:** All training materials, manuals, presentations, and digital content provided during the course remain our exclusive intellectual property.
- **Restrictions:** Copying, distributing, or recording course content without prior written consent is strictly prohibited.

4.1. SK4L Training Commitment

As an approved training centre, we operate in strict compliance with the awarding body charter. Every candidate attending a regulated or unregulated qualification course is entitled to the following core rights:

- **High-Quality Training:** Candidates can expect the highest standards of quality training delivered by suitably qualified and occupationally competent Quasafe-approved Trainers and Assessors.
- **Dignity and Respect:** Candidates will be treated with absolute courtesy, respect, and consideration for their dignity, religious beliefs, and philosophical views by all training staff.
- **Right to an Explanation:** If a candidate is dissatisfied with any aspect of the training or assessment service received, they have the right to raise this with the Trainer and receive a reasonable explanation.
- **Transparent Complaints & Appeals:** If an issue cannot be resolved informally with the Trainer, candidates have the right to access our formal internal complaints and appeals procedure.

Escalation Pathway for Candidates:

In accordance with awarding body pathway guidelines, if a dispute or complaint cannot be resolved directly with our training centre, learners hold the right to escalate the matter directly to the awarding organisation:

1. **Step 1:** Speak privately with the Trainer/Assessor on the day.
2. **Step 2:** Submit a formal complaint directly to our Centre Management team.
3. **Step 3:** Escalate to the awarding body via email or phone **only** after our internal centre procedures have been fully exhausted.

Section 4.2. Learner Agreement

By registering for or enrolling a candidate onto a SK4L regulated or unregulated training course, the booker and the candidate explicitly agree to abide by the standard **Qualsafe Learner Agreement** terms:

- **Registration Data:** Candidates must provide accurate, complete, and legally valid personal information necessary to fulfil pre-course registration and certification paperwork.
- **Prerequisites & Identity Verification:** Candidates are required to bring and present a valid form of photographic identification on the day of training. They must also provide physical evidence of meeting any mandatory course entry prerequisites where applicable.
- **Punctuality & Full Attendance:** In accordance with strict Guided Learning Hours (GLH) regulations, learners must arrive on time and attend all required training modules and assessment units. Late arrivals or partial attendance will result in immediate disqualification from a regulated course with no refund. Candidates might at the discretion of the trainer and centre approval receive a certificate of attendance.
- **Professional Conduct:** Candidates must maintain a high standard of professional and courteous behaviour toward the training instructors, assessors, staff, and other course delegates always.
- **Physical & Medical Disclosures:** Candidates hold a strict duty to privately declare any existing medical conditions, injuries, illnesses, or learning needs (e.g., severe back pain, dyslexia, pregnancy) to the training staff prior to the course starting. This allows the centre to implement necessary Reasonable Adjustments safely.
- **Assessment Integrity:** Cheating, collusion, plagiarism, or any form of dishonesty during practical or theoretical examinations will lead to immediate removal from the course, cancellation of exam papers, and a formal report submitted to the awarding body.
- **Data Processing Consent:** In alignment with the SK4L policy, candidates acknowledge that refusing or withdrawing consent for the training provider to share registration and assessment data with the awarding body prevents the verification, processing, and final issuance of any qualification or certificate.

5. Certificate Issuance, Delivery, and Renewal

- **Processing and Timeline:** Following the successful completion of a training course, we endeavour to process and publish certificates within seven (7) **business** days. However, due to external verification and administrative processing, issuance can take up to twenty-one (21) **business** days.
- **Standard Delivery:** Certificates are issued free of charge in digital format (e-format) and delivered via email to the address provided during registration.

- **Hard Copies:** Should a candidate require a printed physical certificate upon initial completion, an additional charge of £25 applies. This covers administration, printing, and postage.
- **Replacements and Reprints:**
 - *Time Eligibility:* Replacement certificates (both digital and physical) are only available for request within three (3) years of the original course completion date. After this period, candidates must re-take the training course to obtain a valid certificate.
 - *Digital Replacements:* Resending a lost or misplaced digital (e-format) certificate within the eligible timeframe incurs an administration fee of £5 per certificate.
 - *Physical Reprints:* Replacing a lost or damaged hard-copy certificate within the eligible timeframe incurs a fee of £25 per certificate to cover duplication, administration, and postage.
- **Candidate and Booker Responsibility:** It is the sole responsibility of the candidate, or the individual/organisation booking the course, to manage certificate expiration timelines. Training must be booked and completed at least thirty (30) days prior to the expiry date of any current certificates.

6. Limitation of Liability

- **Service Scope:** Our total liability for any claim arising from a booking or course attendance shall not exceed the total price paid for the specific course.
- **Certificate Delays:** The training provider accepts no liability for any financial loss, employment disruptions, loss of earnings, or operational non-compliance resulting from a candidate's certificate expiring before a replacement or new certificate is issued.

7. Data Protection (GDPR)

- **Data Collection:** We collect and process personal data in accordance with our Privacy Policy.
- **Third Parties:** Candidate data may be shared with external awarding or awarding bodies solely for the purpose of certificate verification and registration.

8. Governing Law

- These terms and conditions are governed by and construed in accordance with the laws of England and Wales / Scotland, and any disputes will be subject to the exclusive jurisdiction of its courts.