

## Course Terms and Conditions

After booking a place on an Education Advisory Service Continuing Professional Development (CPD) course, delegates should expect to receive the following:

- a booking confirmation summary that summarises all bookings placed during that week (Thursday to Thursday);
- a forthcoming courses checklist that summarises all courses due to take place 3 weeks in advance.

If delegates have not received either of the above summaries, they should contact their CPD Co-ordinator in school or the CPD Team immediately. This is important because in the event of these summaries not being received (for example, due to being lost in the post), the charging terms and conditions detailed below still apply.

**Please note that places are registered on a first-come, first-served basis. Wherever possible, please apply at least 6 weeks before the course is due to take place, since decisions on viability of running the course will be taken at this point.**

The course fee will include the following:

- a place on the training course;
- copies of resources and materials used on the course (on occasion a specific publication or piece of ICT software may be included in the course fee - this will be clearly advertised in the course outline);
- refreshments on arrival and during breaks in the course;
- lunch on full day courses.

The Education Advisory Service cannot guarantee to run a course if there are less than 6 delegates booked onto it. In the event that a course has to be cancelled due to low delegate numbers, the Education Advisory Service will endeavour to give a minimum of 10 working days notice of cancellation. This notice period will apply to all course cancellations.

Every attempt will be made to provide the courses in the form described in the course outline. In the event that there are significant changes (for example, date or venue) delegates will be notified in writing of the changes - such changes will also be included on the forthcoming courses checklist described above.

It is essential that the CPD Team is made aware of your intention to attend any course, including those offered free of charge. Failure to do so could result in any of the following:

- you will not receive pre-course information or details of alterations in content, timing or venue;
- insufficient lunches will be provided for full day courses;
- the training room may not be adequate for the number of delegates, which could have health and safety implications;
- insufficient training resources/materials will be available for all delegates.

The Education Advisory Service reserves the right to prevent delegate(s) from taking part in a course for which they have not booked place(s).

All cancellations of course bookings must be made in writing, this may be in the form of an e-mail, fax or letter; a phone call will not be accepted as a means of cancellation. All bookings will remain on our system until written confirmation is received.

A charge of 25% will be incurred if a delegate place is cancelled within 14 working days of the course date. The full course fee will be charged for any delegates not attending/who do not arrive for a course for which a place has been booked.

In the event that a course is oversubscribed, the Education Advisory Service will place delegates on a waiting list and wherever possible - provided delegate numbers are sufficient, the course leader is available and a training venue can be found - will endeavour to run a repeat course.

Repeat courses and new courses will be advertised during the year. Course flyers will be used to market such courses. This website will also be used to publicise additional courses.

Invoices will be raised monthly in arrears. The payment terms and options are detailed on the invoices.

In the event that a course is cancelled within 10 working days of the course date, the Education Advisory Service will be liable for any direct costs incurred (for example, supply cover). Any claims must be made in writing and must be accompanied by documentary evidence of the direct costs incurred. Equally, any complaints about a course or the quality of the service received should also be put in writing. A reply to such correspondence will be provided within 10 working days of receipt.