



TERMS AND CONDITIONS

We describe our products as:

- Instructor Lead Training

Delegates are required to attend a location where an instructor delivers the training

- eLearning [Online training]

Delegate can purchase a training activity online, access and complete the course online

- Distance Learning

Delegate can book the product online. With distance learning Social Care Academy will send learning materials to the delegate for completion on receipt of full payment

- Blended Learning

A course that is delivered using a combination of all learning delivery methods, i.e. ILT, online and distance

- Packaged Training Services

Any combination of the above services, in a series of training modules specifically created for your own requirements.

- Mandatory Training

Training that an organisation determines is essential for safe and efficient practice and in order to reduce organisational risks and comply with policies, government guidelines and current legislation.

Please note that we reserve the right to change the course content of any Training Course at any time and without notice

Please note that we refer Social Care Academy Ltd in it's full name, as Social Care Academy or simply as SCA.

PRIVACY

We may collect personal identification information from learners in a variety of ways, such as filling out a form and in connection with other activities, services, features or resources we make available on our site. Learners may be asked for, as appropriate, name, email address, mailing address, phone number etc.

We will collect personal identification information from Learners only if they voluntarily submit such information to us. Learners can always refuse to supply personally identification information, except that it may prevent them from purchasing training or gaining access to our training courses.

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information. Sensitive and private data is secure.

Prices

The price payable for the Services shall be the list price of SCA at the Confirmation Date unless otherwise stated.

The price does not include travel, accommodation, meals or other related expenses unless explicitly stated.



All prices are exclusive of Value Added Tax and this will be charged at the appropriate rate where applicable. Currently all our prices do not include VAT.

Terms of Payment

Where the Services relate to the provision of a training course, payment by cash or bank transfer is required before the course start date. Special arrangements may be separately agreed in the case of late bookings or dependent upon the duration of the training course for example, a candidate would wish to make instalments for a course with a duration of 12 months.

Where Services involve other services or goods, payment is required prior to delivery or as otherwise agreed in writing.

REFUND/CANCELLATION

We are unable to refund any monies once booking has been confirmed as we would have met additional expenses in reserving the booking date and booking our trainers for course delivery.

In the event that the delegate is unable to attend the course booked, SCA will endeavour to transfer the delegate to an alternative course date should this be available at no extra cost. This only applies if 7 working days are given before the booked course date.

LIABILITY

SCA's total liability for any loss or damage shall not exceed the price payable for the Services, except in cases of direct physical damage to the Client's property, personal injury or death.

SCA shall not be liable howsoever caused for indirect or consequential loss including but not limited to: loss of profits; loss of revenue; loss of goodwill; loss of data; failure to achieve savings.

FORCE MAJEURE

SCA shall not be in breach of this contract if there is any total or partial failure of performance by it of its duties and obligations under this contract occasioned by any act of God, fire, act of government or state, war, civil commotion, insurrection, embargo, prevention from or hindrance from obtaining any raw materials or energy, sickness or other cause beyond its reasonable control.

If SCA is unable to perform its duties and obligations under this contract as a direct result of one or more such causes SCA shall give written notice to the Client of such inability stating the cause in question.

GENERAL

The Terms and Conditions outlined within this document shall only become effective at the Confirmation Date.

Any typographical clerical or other error or omission in any sales literature, administrative documentation, course materials, invoice or other document or information issued by SCA shall be subject to correction without any liability on the part of SCA.

SCA may assign or sub-contract the whole or any part of the Training provision to any person, firm or company

END OF TERMS AND CONDITIONS.