

Online & Face to Face Training Terms & Conditions

Booking Information:

Training bookings are made via the SCPS/SCCH Consulting training shop accessed from scpsconsulting.com & schconsulting.com. This will automatically transfer the person booking to the PayPal web page in order to securely process the training event payment. Online payments can be made by Individuals and by Organisations for staff members. All services are provided by SCPS Consulting LTD.

14-day cooling off Period: For all PayPal payments, the delegate has a statutory cooling off period. Bookings exempt from cooling period: those made 2 months or less prior to a face-to-face event, or if online training is requested within this time period (due to costs associated with the training being incurred). Cancellations within this period will be refunded, less an administration fee of £25.

Online training: After booking, SCPS Consulting contact trainee's within 48 working hours to request completion of the pre-training self-assessment and, once completed, the trainee is sent the log in passwords for the handouts and training materials.

Face-to-face training: After booking, trainee's receive a confirmation email. 1-week prior to the training date information is sent out via email.

- 1. Workplace Invoices:** Please email info@scpsconsulting.com to request a workplace invoice, which serves as a contract for the training place.
 - 1a.** The purchase order number, or the details of the person confirming Organisational allocation of the full training cost, must be included within the registration/ booking form. The deadline for a workplace invoice is 28 days prior to a face-to-face event unless otherwise approved by SCPS. Payment should be made within 28 days or immediately if the training is within this number of days. Training is provided following receipt of funds.
 - 2.** In the case of group bookings, the submitting organisation is liable for the full cost of the bookings submitted.

General terms and conditions:

- 3.** Face to face events: SCPS reserves the right to alter venue, dates, content, tutors & format of training. Applicants are notified of changes at least 30 days prior to the training date. If it's not possible to re-arrange a training date, then fees are refunded (less booking fee e.g. PayPal).
- 4.** Substitution policy: The delegate can change the name on the booking until one week prior to the event by emailing info@scpsconsulting.com.
- 5.** Training Packages (e.g. multi-buy offers) are for one delegate only.
- 6.** Force majeure: SCPS will not be liable for any failure to provide or delay in provision, as a result of events or matters outside its control.
- 7.** Face-to-face events: To fulfil obligations to tutors, venues and other trainees, no refund is given if the applicant wishes to cancel their training place.
- 8.** By providing the personal information on the application form you are agreeing to the SCPS processing and holding it only for the purposes stated in the Data Protection Act/ GDPR.
- 9.** SCPS may communicate matters relating to the event registration and future training events run by them to the trainee via their email address.
- 10.** Face-to-face events: E-mail addresses are shared with all attendee's of the training event booked for the purposes of facilitating networking.
- 11.** All event fees include pre-post competency assessments, handouts, task sheets and certificates of attendance. Face to face events include tea, coffee, water and biscuits on the training day (unless otherwise stated) (excluding online provision).
- 12.** Presentation materials provided by SCPS are copywritten and are only for personal use, sharing, copying or distributing are strictly prohibited.
- 13.** Face-to-face (location and online) training days will usually be from 9.15am-5.00pm unless otherwise stated (inclusive of break times).

