

## **Any Training Group (ATG)**

### **Standard Terms and Conditions 2025**

The terms and conditions will form a contract between the "Customers" (defined as anyone who has paid, booked, or left a deposit for any training course/s offered by Any Training Group Ltd (ATG), known as the "Company").

1. All fees must be paid upon receipt of the company's invoice before the commencement of any training course/s unless other arrangements have previously been agreed with the Company. The non-refundable minimum deposit is 20% of the total invoice amount, to be paid in advance of the training course (s). We reserve the right to charge an administration fee of £35 on any overdue invoice, in line with current Government guidelines and regulations. Deposits are non-refundable. If a customer fails to attend and or does not comply with para 2.
2. Acknowledgement of attendance/payment or learner registration will be deemed a Contract/Agreement. Any cancellation by the Customer must be made in writing\* to the Company with at least 10 working days' clear notice before the start date\*\* of the training course/s. ((\*an email is acceptable) (\*\*The start date is the date of learner registration/payment for all online/blended learning courses/programs)).
3. Any cancellation made by the Customer in contradiction to para 2 will result in a detailed invoice being raised for all costs associated with the customer/learner up to and inclusive of the date of cancellation.
4. If a customer fails to attend or complete any part of their training course/s for whatever reason, including, but not limited to, certified sickness, then all training course/s and Exam fees will be forfeited. (In exceptional circumstances, an alternative date may be organised).
5. The Company reserves the right to cancel any training course/s booked by the Customer if the training course/s' fees are not paid in full before the agreed start date. Cheque payments are NOT ACCEPTED for administrative reasons.
6. Any variations to the joining instructions, training course/s date, time of attendance, etc. will be advised verbally and, where possible, in writing by the Company to the Customer. The company will make every effort to adhere to the original agreed training course/s confirmation. In the event of a cancellation imposed by the Company, the Customer will be offered the next available training course/s. This will vary depending on whether there is an alternative Service Level Agreement.
7. All Customers are informed of our Standard terms and conditions, which are readily available from our website [www.anytrainingcourse.co.uk](http://www.anytrainingcourse.co.uk) and head office. All Customers are deemed to have read and agreed to them before requesting our services or products. Customers are to have the correct Identification documents, where applicable, for any training course/s they undertake. This will be checked for accuracy and security marks using a UV light or any available technology.
8. In addition to Para 2, it is as follows: A replacement candidate can be allocated at the training course/s onset so as not to lose an examination allocation. All customers are required to give a MINIMUM of 10 Working days' notice of a change.
9. Customers who are considered to be under the influence of drink and/or drugs will have their training course/s terminated immediately and all fees forfeited.
10. All Customers undertaking any training course/s with the Company are required to adhere to any notices or instructions given to them by any member of the Company's staff. Any abuse of any kind directed towards a member of the ATG Staff will not be tolerated and will be treated most severely, and the Client/Learner will be asked to vacate the Premises or training course/s.
11. Where external examinations have been arranged for the Customer by the Company, the Company accepts no liability for the accuracy of Customer details should a dispute arise with the external examination body.

12. Every effort is made to ensure notes, presentations, and any relevant tuition material are correct at the time of print and or tuition. The Company accepts no responsibility for any errors or omissions.

13. The Company will not be held responsible for loss of any personal items left in any classrooms, vehicles, or on any of the company's premises.

14. Should a Customer wish to make a complaint about the Company, then this must be made in writing and sent via recorded delivery to the Company in accordance with our complaints procedure. The Company will fairly deal with all complaints after consultation with the Awarding body. Please refer to Para 2 onward of the Complaints and appeals policy number 5 in the Aartic main Office.

15 All Customers must comply with the Company's Safety Policy and their legal obligations under the Health and Safety at Work etc Act 1974.

16. Additional Safeguards have been put in place during the COVID-19 coronavirus pandemic. These adjustments are available upon request. Also, the Company has completed a thorough Risk assessment and published its findings and actions. The company will accept no liability for any person who is unaware of, or does not comply with, current or future regulations/restrictions, or Laws.

**17. Btec and other awarding body examination re-sits:**

As an accredited centre, we will permit one resit of an examination for an unsuccessful learner; An assessor will interview the learner to ensure they are suitably prepared for retaking the test and to identify any special requirements which may have led the learner to be unsuccessful in the first instance.

In addition to the authority to re-sit a test, the centre will ensure that the learner sits a different test paper on the re-sit.

Invigilators are to be made aware of resits to ensure learners have been given a different test paper.

(Ref: Btec Centre Management handbook 21-22 Page 53).

Date 08 April 2014

Reviewed April 2022

Reviewed April 2023

Latest Review: 6<sup>th</sup> March 2024

Review date: March 2026

Reviewed: November 2026

Next Review Date: March 2030

(Subject to review before date if law/legislation dictates)

Authorised By

Adrian Rabey

MD

| Name          | Position in Company |                    |
|---------------|---------------------|--------------------|
| Antony Rabey  | Director            | Retired 01/08/2022 |
| Vikki Hackett | Program Director    | August 2022        |
| Adrian Rabey  | Company Director    | July 2023          |

ATG