

Guidance for delegates attending Clarkson Evans electrical and renewable technology training courses.

We want your training experience to be as straight forward and enjoyable as possible. This guide answers the questions we are most commonly asked by delegates before, during and after their course.

BEFORE YOUR COURSE

▶ Can I request reasonable adjustments or additional support?

Yes. If you require reasonable adjustments or additional learning support, please let us know as early as possible before your course so that appropriate arrangements can be considered.

▶ What happens if I am unable to attend my course?

Please contact us as soon as possible. Depending on the circumstances and notice provided, we may be able to offer an alternative course date. Please refer to our Terms & Conditions for full details.

▶ What if I am ill on the day of my course?

Please notify us as soon as possible. We will review each situation individually and advise on the options available.

▶ Can I transfer my booking to another delegate?

Delegate substitutions can usually be accommodated before a course begins, provided the replacement delegate meets the course entry requirements. Where the original delegate has already been registered with the awarding body, additional registration, administration or certification fees may apply.

ATTENDING YOUR COURSE

▶ What happens if I arrive late?

Late arrival may affect your ability to participate in training or sit an assessment. If you expect to be delayed, please contact us as soon as possible.

▶ What standards of behaviour are expected during training?

We are committed to providing a safe, professional and respectful learning environment for all delegates. Disruptive, inappropriate or unsafe behaviour may result in a delegate being asked to leave the course.

ASSESSMENTS & RESULTS

▶ When will I receive my results?

Results are issued as soon as they have been processed by the awarding body. Timescales vary depending on the qualification and assessment type.

► What happens if I do not pass my assessment?

If you are unsuccessful in an assessment, don't worry. In most cases, a resit can be arranged. Your Lecturer will explain the resit options available and provide guidance on any areas for improvement. The Training Administration Team will then advise you of any applicable fees and how to book your resit.

► Is there a fee for resits?

Yes. Resit fees apply and vary depending on the qualification and assessment type. A current list of resit fees is available from the Training Administration Team. Resit fees are not included within the original course fee unless otherwise stated.

► How soon can I take a resit?

Resit availability depends on the qualification, awarding body requirements and assessment availability. Some awarding bodies apply minimum waiting periods between assessment attempts. The Training Administration Team will advise you of the earliest available resit date following notification of your result. For EAL online assessments, a minimum three-day waiting period applies between attempts.

CERTIFICATION

► When will I receive my certificate?

Once certification has been processed by the awarding body, delegates will receive an electronic copy of their certificate. A hard copy certificate will also be issued. Certification timescales vary depending on the awarding body and qualification.

► How do I obtain a replacement certificate?

Replacement certificates are normally available through the relevant awarding body. Administration and awarding body fees may apply.

APPEALS & COMPLAINTS

What if I wish to appeal an assessment result or make a complaint?

Clarkson Evans operates formal Appeals and Complaints procedures. Details can be found within the Statements & Policies section of the Clarkson Evans website: <https://www.clarksonevans.co.uk/about>. If you require further guidance, please contact the Training Administration Team.

Contact Us

Email: trainingadmin@clarksonevans.co.uk

Telephone: 07471 037624

This Delegate Information & FAQ Guide should be read alongside the Clarkson Evans Training Terms & Conditions. Course-specific information, including entry requirements, course content, assessment methods and joining instructions, can be found on the relevant course webpage or within your booking confirmation.