

THE BRITISH TRAINING BOARD CIC

Trading as The British Training Board

POLICY 1

Standard Terms and Conditions

Customers, learners, centres and purchasers of TBTB services

Policy owner	Chief Executive Officer
Approved by	Board of Directors
Effective date	6 August 2026
Next scheduled review	March 2029
Version	2026.1
Status	Approved controlled document

TBTB House
Technium 2, UWTSD
Kings Road
Swansea Waterfront
SA1 8PH
Registered in England and Wales: 08856620

Status of this revised edition

This edition replaces the earlier version of this Policy. The legal and regulatory framework below, together with the update statement, forms part of the operative Policy and takes priority over inconsistent wording retained from the earlier edition.

Current legal and regulatory framework

Consumer Rights Act 2015, including the requirements that services are performed with reasonable care and skill and that consumer terms are fair and transparent.

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 for distance and off-premises contracts, where applicable.

Digital Markets, Competition and Consumers Act 2024, including the unfair commercial practices regime, which comes into force on 6 April 2025.

Electronic Commerce (EC Directive) Regulations 2002 for online contracting and information requirements.

Data Protection Act 2018, UK GDPR as amended, and the Data (Use and Access) Act 2025.

Key 2026 update

Consumer rights cannot be excluded. Any cancellation, refund, rescheduling or liability term must be read subject to mandatory law. Material changes will not be applied retrospectively to an accepted booking unless the contract or law permits this and the Customer is given clear notice.

Policy review and change control

The next scheduled review is March 2029. An earlier review must be completed following a relevant legal or regulatory change, an awarding-organisation requirement, a serious incident, a material complaint or appeal, an audit finding, a change to TBTB's operating model, or evidence that this Policy is no longer effective.

Original policy procedure, updated and retained

The British Training Board (TBTB)

Standard Terms and Conditions

This document outlines the terms and conditions for anyone who agrees to use TBTB CIC services. TBTB CIC reserves the right to change and update the Terms and Conditions without prior notice. All Customers are deemed to have read the Terms and Conditions before requesting our services or products.

1. A registration fee of £30 is required to access the Skills Translation Service. *This is non-refundable.*
2. Registration for Skills Translation is via the website. No service will be provided to the Customer unless the Customer is registered.
3. Customers are responsible for sending their documents to TBTB so that they can receive their Skills Translation Report (STR).
4. TBTB will email the Customer monthly to remind us to send documents.
5. One Skills Translation Report is included in the Registration Fee.
6. TBTB pathways, highlighted in yellow on STR, are available to serving personnel only (must be serving at the time of purchase or referral)
7. The British Training Board owns the National Armed Forces Academy and collaborates with our other partners to benefit our Military community, serving and veterans. All referrals will be via TBTB
8. TBTB reserves the right to terminate or suspend Membership for the Customer if fees are not paid in full before the requested date.
9. The Member must contact Head Office for further payment information. All cases are looked at individually.
admin@britishtrainingboard.org.uk
10. TBTB will refer the Member to our Preferred ELCAS Providers. The Member must have their ELC login details before a referral is made. TBTB is NOT an ELCAS provider.
11. TBTB's preferred ELCAS Provider will invoice the Member directly.
12. TBTB will refer you to our Standard Learning Credit Provider if this is your preferred choice of payment.
13. TBTB will refer our Member to one of our Preferred Partners to gain the qualifications required.
14. All Members must complete their Training within the Agreed time frame of our Preferred Training Providers. Our Preferred Training Providers. Reserve the right to set time limits to enable the Customer to achieve this.
15. Our Preferred Providers seek feedback regularly to maintain our high standards and for TBTB Members to receive the best possible service.
16. TBTB's Preferred Providers have their Terms and Conditions, which the Member must adhere to.
17. All members will be referred back to TBTB upon completion of Training.

18. Guaranteed Interview Scheme will only be available to eligible members in the last six months of service.
19. TBTB will give CV feedback but not write CVs for members.
20. All complaints will be dealt with in line with the company's Policy; details upon written request.
21. TBTB has funding available in Wales for courses in the following sectors: Security and Facilities Management. A personal contribution from security will be required. This is non-refundable.
22. TBTB Reserves the right to authorise the funding upon correct ID, acceptance of Standard Terms and Conditions, and payment of a personal contribution if required. Failure to meet these Terms will not authorise the financing.
23. TBTB will claim the cost of the course back from the learner for any funded courses that have not been completed. The costs are: Level 3 in Facilities Management £900, Level 4 Diploma in Facilities Management £1650, Level 5 Certificate in Facilities Management Principles £1500
24. The deadline set by the tutor is to complete all blended learning-funded courses.
25. TBTB reserves the right to change course dates if the minimum number of learners is not met for courses. The learner will automatically be moved to the next available course.
26. Former employees or consultants of TBTB and Aartic Training Services Ltd (ATG) are not eligible for any company-funded training courses. This includes individuals who have previously provided services to the company in any capacity.

Further Information

The British Training Board offers a Skills Translator to help personnel transfer in-house qualifications into nationally and internationally recognised accredited certificates.

British Training Board Awards (BTBA) is an independent accreditation, certification and quality assurance body. A Specialist supplier to the industry in providing education to the Military and Public Sector. <https://www.btbawards.org/>

The British Training Board is a trading name of TBTB CIC (Community Interest Company),
A company registered in England and Wales: Number 08856620

Date: 23rd December 2018

Amended: 7th January 2019

Amended: 1st July 2019

Amended: 29th August 2022

Authorised By: Adrian Rabey, CEO

THE BRITISH TRAINING BOARD