

## **The British Training Board (TBTB)**

### **Standard Terms and Conditions**

This document outlines the terms and conditions for anyone who agrees to use TBTB services. TBTB 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. 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 Registered.
3. Customers are responsible for sending their documents to TBTB to enable them to receive their Skills Translation Report (STR).
4. TBTB will email the Customer monthly to remind us to send documents.
5. One Skills Translation Report 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](mailto: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 are to be adhered to by the Member.
17. All Members will be referred back to TBTB on 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, First Aid and Facilities Management. A personal contribution will be required in the Security and First Aid. This is non-refundable.
22. TBTB Reserves the right to authorise the funding upon correct ID and acceptance of Standard Terms and Conditions, payment of personal contribution if required. Failure to meet these Terms the financing will not be authorised.
23. TBTB will claim the cost of the course back from the learner for any funded courses that are not completed.
24. The Deadline set by the Tutor must 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.

### **Further Information**

The British Training Board offer a Skills Translator for personnel to 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

Review Date: 22nd December 2019

Amended: 7<sup>th</sup> January 2019

Amended: 1<sup>st</sup> July 2019

Amended: 29<sup>th</sup> August 2022

Review Date: 29<sup>th</sup> August 2023 (no amendments made)

Next Review Date: 30<sup>th</sup> August 2024

Authorised By:

Adrian Rabey CEO

BRITISH TRAINING BOARD