

# ACQP Training Centre – Terms & Conditions

## 1. AGREEMENT

1.1 These Terms and Conditions override any marketing materials or verbal statements made by the ACQP Training Centre

1.2 An agreement is formed on the date shown in our booking acknowledgement letter, sent after you complete your booking (by form, phone, or online) and make full payment.

1.3 Please check this letter carefully and notify us of any errors within **5 days**; otherwise, we will assume all details are correct.

1.4 ACQP TRAINING reserves the right to refuse any booking.

1.5 ACQP TRAINING reserves the right to amend, modify or update these terms at any time at our sole discretion without prior notice. Updated versions will be posted on this page with a revised effective date.

## 2. PAYMENT

2.1 Full payment is required at the time of booking.

2.2 No booking is confirmed until payment has been received in full.

2.3 Payment may be made by debit or credit card via our online or telephone service.

2.4 If a payment is not honoured, an administration fee will apply.

2.5 ACQP TRAINING reserves the right to amend course fees without notice.

2.6 If you attend but do not achieve certification, tuition fees remain payable in full and are non-refundable.

2.7 By making payment, you agree that we may begin the course or process your booking, this affects your right to cancel.

## 3. ACQP TRAINING'S OBLIGATIONS

3.1 ACQP TRAINING will provide the course you have booked, including tuition, supervision, and appropriate coursework books or safety equipment (if required).

3.2 Where a course includes an accredited assessment or examination, ACQP TRAINING will arrange this (subject to availability).

3.3 The number of sittings included may vary depending on the course; **additional attempts may incur extra charges.**

## 4. DELEGATE OBLIGATIONS

- 4.1 Delegates must attend the course during the hours stated in their joining instructions (normally **09:30 – 16:00**, Monday to Friday, unless otherwise advised).
- 4.2 Delegates must conduct themselves professionally and appropriately at all times.
- 4.3 Any malpractice, disruptive, threatening, or abusive behaviour may result in immediate removal from the course with no refund.
- 4.4 Delegates must be able to demonstrate or provide evidence that they meet the minimum prerequisites for the booked course.

## 5. RESCHEDULING POLICY

Notice Period (before course start)	Fee / Action
More than 28 calendar days	<input checked="" type="checkbox"/> No charge
14 – 28 calendar days	<input checked="" type="checkbox"/> No charge
Fewer than 14 calendar days	<input type="checkbox"/> ⚠ £150
Within 5 calendar days	<input type="checkbox"/> ✗ Not permitted

- 5.1 Only **one reschedule** is permitted per booking.
- 5.2 Any further changes will be treated as a cancellation.
- 5.3 **Please be aware that rescheduling does not alter the terms and conditions tied to the original course date.**

## 6. CANCELLATIONS & REFUNDS

More than 28 calendar days	<input checked="" type="checkbox"/> Full refund
22 – 28 calendar days	<input type="checkbox"/> ⚠ 20% charge
14 – 21 calendar days	<input type="checkbox"/> ⚠ 50% charge
Fewer than 14 calendar days	<input type="checkbox"/> ✗ No refund
Failure to attend (“no show”)	<input type="checkbox"/> ✗ No refund
Course cancelled by ACQP TRAINING	<input checked="" type="checkbox"/> Full refund

- 6.1 All cancellations must be made **in writing**.
- 6.2 ACQP TRAINING reserves the right to **decline any refund or course reschedule** if, after ACQP TRAINING has cancelled a course, a period of **six (6) months** has passed

without written confirmation from the delegate regarding their chosen option.

## 7. RE-SITS AND ADDITIONAL TRAINING

7.1 If a delegate does not pass the required theory or practical assessment, additional training or re-sit sessions may be required.

7.2 These will be charged separately.

7.3 The current re-sit registration fee is **£150** (subject to change).

## 8. RECOGNITION OF PRIOR LEARNING (RPL)

8.1 Fees paid for any Recognition of Prior Learning (RPL) application are **non-refundable** if the RPL is not successful.

8.2 Successful completion of an RPL is **not guaranteed**, as it is subject to the assessment and approval of a qualified ACQP TRAINING assessor.

## 9. COURSE CHANGES AND AMENDMENTS

9.1 ACQP TRAINING may cancel, reschedule, or modify a course or assessment as necessary.

9.2 We will provide as much notice as possible.

9.3 ACQP TRAINING may vary course content to comply with accrediting-body requirements or new regulations.

9.4 Any increases in certification or registration fees from awarding bodies after booking may be passed on to the delegate.

9.5 ACQP TRAINING may change the awarding body for a course, provided the replacement qualification is of equivalent standard.

## 10. INTELLECTUAL PROPERTY

10.1 All course materials, including manuals, handouts, and digital resources, are owned or licensed by ACQP TRAINING.

10.2 Delegates must not copy, reproduce, or distribute these materials without prior written consent.

## 11. OTHER IMPORTANT TERMS

11.1 Delegates must have sufficient English reading and writing skills.

11.2 Personal data will be used for course administration and communication purposes. ACQP TRAINING does **not** sell personal information to third parties.

11.3 ACQP TRAINING collects personal information to process bookings, manage delegate accounts, and share limited details with approved third-party partners for purposes such as course registration and improving the quality of our training services.

11.4 Data may occasionally be shared with trusted partners, for administrative purposes; however, ACQP TRAINING applies strict controls and confidentiality

agreements to ensure that all shared information is used appropriately and securely.

11.5 Completing a course does not guarantee competence or employment in the relevant field.

11.6 Age restrictions apply depending on the course booked, and these may vary.

11.7 Any complaints must be raised immediately so that ACQP TRAINING can address them through its complaints procedure.

11.8 ACQP TRAINING will not be liable for any failure or delay caused by events beyond its reasonable control (force majeure).

11.8 All course fees are quoted **as final** unless stated otherwise.

11.9 Limited personal data may be shared with awarding bodies or training partners under strict data protection controls.

11.9 Photography or recording of any part of a course or facility is strictly prohibited and may result in removal without refund.

12.0 ACQP TRAINING may request permission to take photographs, record video footage, or collect testimonials for promotional and training purposes; participation in such activities is entirely voluntary and will only take place with the person's consent.

## **COMPANY DETAILS**

### **ACQP TRAINING**

Head Office: 3a Mercantile House, Sir Issac Walk, Colchester, Essex. CO1 1JJ

Email: colchester@acqp.co.uk Tel: 01206 688 058

Dated: 20th November 2025