



**LONDON
TRAINING FOR
EXCELLENCE**
Ref: GACA I 18062015
Date: 08/12/2015

Subject: Training Contract Order
Dear Test Sally,

Account Number: GACA

Thank you for choosing London Training For Excellence as your training provider. Please see the requested course and participants below. In order to confirm the registration please sign and return this document to us along with payment. Payment must be made within 30 days of invoice or 1 week prior to the course start.

Participant	Course	Date	Venue	Fee
Test Sally	English for Health Science (ESP)	16.02.2016 - 18.02.2016	London	£ 7

Total Fees: £ 7 inclusive of training, training material, folders, breaks and certificates.

Our payment details can be found on your invoice

Please confirm the above details are correct then sign and return the Training Course Order Contract below.

Your Checklist

Confirm details ☐
Sign and return contract (below) ☐
Make payment (details can be found on your invoice) ☐

Yours Sincerely,

Anne Belinda
Training Coordinator

For Office Use ONLY.

CR:

PR:

CC:

Date:

Authorised By:

The CPD Standards Office
CPD PROVIDER: 21109
2015 - 2017
www.cpdstandards.com



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"We Understand Business"

info@londontfe.com
www.londontfe.com

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Training Course Order Contract

Terms and Conditions

GENERAL

The following terms and conditions will apply between London Training for Excellence and the client for the supply and delivery of training courses and training materials. London Training for Excellence will supply certification for all learners who pass assessment or who qualify for a certificate of attendance. In the case of accredited courses, learners will sit an examination, which is to be passed for a certificate to be issued.

TERMINOLOGY

London Training for Excellence - is the training company that supplies and delivers training courses and training materials.

Client - the client is the company, company representative, organization or organization representative with authority to make an agreement with London Training for Excellence to supply and deliver a training course and training materials. **Supply and Delivery** - is the agreement between London Training Excellence and the client to make available a training course and training materials at an agreed cost, location and time.

Training - is the service supplied by London Training for Excellence to the client that gives trainees the knowledge, skills and qualifications to undertake their duties competently, safely, and legally.

Training Materials - are handouts, workbooks and any other materials that are retained by the trainee to support the training and act as supporting evidence for future or ongoing qualifications.

Trainers - are the experts supplied by London Training for Excellence to deliver training to trainees. Trainers will be appropriately qualified and up to date in the courses they deliver.

Certification - the cost of certificates produced and supplied by London Training for Excellence are included in the course cost. Replacement certificates may be subject to additional cost. The cost of certification and examinations, where accreditation is required, is subject to additional costs, as London Training for Excellence has to purchase the examinations and certificates from the accreditation scheme.

ENQUIRIES

Enquiries - clients may make enquiries for training verbally, in writing or electronically. All enquiries will be answered as soon as possible and normally within 24 hours of receiving the enquiry. Enquires can be made on our Website using the 'Contact Us' page. Alternatively clients may contact London Training for Excellence directly.

Contact Details - London Training for Excellence can be contacted as follows:

Laykas Group LTD
198-206 Acton Lane
Unit C
London
NW10 7NH
U.K

Office Number: 0044 (0) 207 183 6657 Email: info@londontfe.com

BOOKING PROCEDURE

How to Book - clients may book training course either verbally, by email or in writing. All bookings will be agreed in writing as soon as possible and normally within 24 hours of receiving the booking. The confirmed booking will act as the training agreement.

Deposits - Where the client books a course at short notice (5 days or less) a deposit or full payment may be required which may be non refundable - see cancellation procedures.

Venue - courses are normally conducted at London Training for Excellence Conference Rooms.

Number of attendees - the maximum number of attendees on each course is 10 depending on the subject being delivered.

Non attenders - in the event of participant(s) not attending a booked course, 100% of the cost will be charged.

CANCELLATION PROCEDURE

Cancellation Policy - It is the policy of London Training for Excellence that cancellation costs will be charged if a course is cancelled within 14 days of the course start date. Cancellation charges may be waived in exceptional circumstances providing London Training for Excellence and the client have mutually agreed.

Cancellation Procedure - cancellation of a course or training materials can be made verbally, in writing or electronically. Clients are advised to support verbal cancellations in writing or by email.

COST AND PAYMENT PROCEDURE

Course Costs - course costs will be displayed on the training agreement and on the invoice.

Payment Method - the client will pay the course costs shown on the invoice by cheque to 'Laykas Group LTD' or alternatively by BACS as displayed on the invoice or by Visa, MasterCard or debit card.

Payment Terms - full payment is to be made by the client to London Training for Excellence within 30 days of the invoice date or before course start whichever is sooner.

Advanced Payments - Advance payments are subject to refund providing proof of inability to attend is provided no less than 2 weeks prior to the course start date.

Invoices - London Training for Excellence will normally produce and distribute invoices on or shortly after the registration; Invoices will show the total cost to be paid by the client.

CONDUCT AND STANDARDS

Behaviour- London Training for Excellence shall conduct themselves throughout the training process in a professional, polite and courteous manner abiding by the codes of conduct, ethical standards and recognised best practice set down and as expected for training organisations.

Dress - London Training for Excellence trainers will dress appropriately to the subject being taught. This may vary from smart business type clothing to casual dress where subjects such as first aid and manual handling are being taught. All clothing will be clean and designed to comply with infection control procedures. If a client has a specific dress requirement for a trainer to adhere to they are to inform London Training for Excellence 7 days prior to the start of the training.

Standards - London Training for Excellence maintains high standards with regard to the delivery and contents of training and the quality of training materials. In order to achieve this London Training for Excellence ensures its trainers are qualified and up to date in the subjects they train. London Training for Excellence also operates an end -of- course evaluation form completed by each trainee, which asks for the trainee's opinions on the course. If clients would like copies of the evaluation forms or would like to supply their own evaluation form, they are to liaise with London Training for Excellence to make suitable arrangements.

INSURANCE

Insurance - London Training for Excellence will maintain levels of insurance in accordance with the regulatory and industry requirements.

SECURITY

Security - London Training for Excellence will take all reasonable steps to ensure the security of all premises visited is maintained and that upon completion of the training that all keys are returned promptly and that all areas are left secure.

CLIENTS POLICIES AND PROCEDURES

London Training for Excellence will follow and abide by all reasonable policies and procedure that are laid down by the

client. Such policies and procedures that are typically followed include: Fire Procedures, Infection Control, Security, Confidentiality and Health and Safety. If a client wishes London Training for Excellence to follow a specific policy or procedure, they are to make available the information prior to the start of the training.

EQUAL OPPORTUNITIES AND ANTI DISCRIMINATION PROCEDURE

London Training for Excellence operates an equal opportunities policy to ensure that individuals are treated fairly and is therefore committed to promoting equal opportunity. By implementing this policy we are seeking to ensure all forms of unfair discrimination are eliminated. If any individual or client feels that London Training for Excellence has been unfair and has not demonstrated equal opportunity they are able to complain using the complaints procedure.

COMPLAINTS PROCEDURE

London Training for Excellence operates a 'Complaints Procedure' in accordance with normal business practices and where appropriate with an Accreditation Scheme. This procedure is to enable clients to have a redress procedure if they are not satisfied with any of the following :

- If the contents of a course or the training materials are incorrect or inappropriate.
- If the duration of the course is significantly different to that invoiced.
- If the conduct or actions by the London Training for Excellence trainer is inappropriate or offensive.
- If any part of the booking, supply and delivery or post course processes are not satisfactory.

This Enquiry and Complaints Procedure is limited to London Training for Excellence who trades under the business name of Laykas Group LTD or any other authorised person operating on behalf of London Training for Excellence. London Training for Excellence cannot respond to complaints that are outside of the training process for which London Training for Excellence is responsible. Where clarification is required on a matter of procedure, conduct or course content it is the responsibility of London Training for Excellence to answer such enquiries in a prompt and satisfactory manner.

Enquiries and complaints are to be made in writing with sufficient detail to allow London Training for Excellence to compile a written response. Where the client is not satisfied with the response given by London Training for Excellence, they may contact London Training for Excellence successively and ask for further clarification. In all circumstances London Training for Excellence will respond each time in writing, as soon as practicably possible and normally within seven days of receiving the complaint. In the case of unresolved complaints, London Training for Excellence will inform the appropriate governing body or accreditation scheme and informed them that a complaint is in progress, this will act as notification that they may become involved should the complaint not be resolved satisfactorily. Where a satisfactory resolution cannot be finalised , the client may seek further resolution from their local trading standards, appropriate governing body or from the appropriate accreditation scheme.

London Training for Excellence will inform the client of the contact details of the appropriate accreditation scheme on request.

The decision of any governing body or accreditation scheme will be final and is binding to London Training for Excellence, but may not be binding on the client. It is to be noted by the client that using this complaint procedure does not in any way prevent or obstruct their recourse to Law.

I agree to the above terms and conditions and accept London Training for Excellence payment and cancellation procedure.

Name:

Company:

Position:

Signature:

Date:
