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**Terms and Conditions**

**IEM Communications LTD t/a Pitman Training**

**Terms and Conditions**

**Details of Contract**

1. Students must be over the age of 18 or have written consent of a parent or guardian to enrol.
2. By enrolling for a course, you accept Pitman Training’s offer for which you have an obligation to pay and the contract will commence when the enrolment forms have been completed.
3. On enrolment a **non-refundable deposit** is payable (all fees are subject to VAT at the ruling rate).
4. You should ensure that any information you provide to us is complete, accurate and current. You must notify us immediately of any changes in the details with which you registered.
5. We are unable to refund course fees due to illness or injury or other emergency, unforeseen event or change in personal circumstances. You are advised to arrange adequate insurance to provide cover for the refund of fees in such cases of illness or injury or other emergency, unforeseen event or change in personal circumstances.
6. Mental or physical illnesses, allergies, disabilities, or conditions that may interfere with your ability to complete courses or that may impact any other student or staff member must be reported prior to completing enrolment.
7. This Agreement shall be governed and construed in accordance with the laws of England and you hereby agree to submit to the non-exclusive jurisdiction of the English Courts.
8. The student shall be responsible for the payment of the fees even if a sponsor has agreed to pay the fees. It is the responsibility of the student to ensure (where applicable) that the sponsor pays the fees. For the avoidance of doubt, if a sponsor fails to pay the fees as may be agreed between the sponsor and the student, the student will remain solely responsible for payment. Payment by instalments does not limit the student’s liability for payment of the total fees due.
9. **ONCE THE COURSE HAS STARTED, THE FULL COURSE FEE IS NON-REFUNDABLE UNDER ANY CIRCUMSTANCES and all outstanding payments must be completed.**
10. In the event of cancellation, any refund will be refundable into the card account or bank account from which the payment was made. If, for reasons beyond Pitman Training's control, refund cannot be made to the originating card/bank account, the refund will be made to the student.
11. Where you are eligible for a payment plan, we require personal identification and proof of address (less than 3 months old).
12. If you fail to make payments to us when they are due, we will take steps to recover payments due in accordance with our legal rights and remedies. We may also withhold any certificate of achievement that would otherwise be issued by us in relation to the course. If you are on a payment plan and payment is not received on time, then we may suspend access to your course material.
13. If a student fails to make any payment due to Pitman Training under this agreement by the due date for payment, then Pitman Training may charge the student interest on the overdue amount at the rate of 4% per annum above Bank of England’s base rate from time to time. Such interest shall accrue daily from the due date until the date of actual payment of the overdue amount, whether before or after judgment. Interest charges shall be immediately payable by the student.
14. Employer fees are payable within 14 days on receipt of an invoice or before training commences, whichever, is sooner. Instalment plans are not available to employers or sponsors who may agree to pay on a student’s behalf.
15. Should a transfer to another centre be requested, an administration fee of £150 + VAT is payable.
16. Dishonoured cheques will incur a charge of £10.00 each, all training will be suspended until the amount due is received in full.
17. This clause 18 applies if and only if the student enters into agreement with Pitman Training as a consumer where the agreement is a distance contract or off-premises contract within the meaning of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.  
    18.1.) Subject to clause 18.2 you have the right to withdraw from the agreement without giving any reason before the end of 14 calendar days (cancellation period begins when the contract is entered into and ends at the end of 14 days after the day on which the contract is entered into).

18.2.) If your training commences during the 14-day cancellation period, then you will have to pay for the services/materials supplied so far. Refunds will be paid within 14 days of cancellation of the contract or where applicable 14 days after receipt of returned materials.

1. **Individual Pitman Training courses must be completed within 3 months and Diploma courses within 12 months (with the exception of the Professional Executive PA Diploma which must be completed within 24 months). If the course is not completed within the time agreed, and if the student wishes to carry on with the course, this will be at the discretion of the Centre Manager and an additional fee will be payable. The fee per course extension is £59 per 1 calendar month.**
2. Diplomas have minimum requirements that must be met to allow overall certification to take place. If a student does not meet the requirements, then only individual modules will be certified.
3. The course length has been calculated to allow an average student the time to complete the course; however, this will depend on individual aptitude, as will the degree of proficiency achieved.
4. Online Social Media courses must be completed within 60 days of registration. The WordPress for Business course must also be completed within 60 days.
5. Attendance must be regular and booked in advance. Long-term absence without notification may result in the cancellation of the whole course without refund.
6. Pitman Training is unable to accept responsibility for loss or damage to student's property.
7. Pitman Training reserves the right to dismiss any student who is consistently disruptive or does not attend regularly for training.
8. Any career advice given by Pitman Training should be treated as guidance only and should always be confirmed by other relevant independent sources.
9. Smoking is not permitted in or around Pitman Training property.
10. Internet and email use are strictly prohibited.  The manager reserves the right to dismiss any student found abusing the centre’s internet capabilities or viewing illicit or pornographic material.
11. Playing music is strictly prohibited.
12. You may not transfer, assign, change or otherwise dispose of the agreement set out in these Terms or any of your rights or obligations arising under it.
13. By signing below applicants and/or students confirm they have read and agree to the terms, conditions, and policies of Pitman Training.
14. Starting the course, even without signature, is deemed acceptance of these terms, conditions, and policies.
15. We always reserve the right to vary, change, alter, amend, add to or remove any of these terms.

**Training Materials**

1. Should materials be required to be posted to you, carriage charges will apply at the appropriate rate.
2. You agree that you will inspect the materials upon delivery and tell us immediately if any parts of the materials are defective or missing unless you have been notified that this is to be provided in instalments and you have not yet received part of the delivery.
3. All students must use the workbooks and materials specified for the course booked and will be required to bring them to each lesson. Loan copies are not available. Replacement of students’ books will be chargeable at the appropriate rate.
4. Pitman Training does not supply stationery for home practice.

**Re-Sits and Certificates**

1. We will make every effort to ensure the student reaches the required standard. It must be appreciated that regular attendance and home practice where applicable is an integral part of the course. Re-sits of a Pitman Training exam will incur a charge of £29 to cover examiners’ fees. AMSPAR, ECDL, MOS and AAT resits incur a charge at their set rate.
2. Students must not fail more than two attempts at their Pitman Training tests required for their diploma certificate. If this requirement is not met individual certificates will be issued for the subjects passed. Each re-sit must be completed within 1 month.
3. Exam papers passed or re-sit attempts/fails are not returned, if you would like to request the return of your examination paper, there is a fee of £17.50 plus VAT.

**MyPitman Support**

1. Telephone and email support are available during the centre’s standard opening hours. We will endeavour to get back to you as soon as possible and within a maximum of 24 hours after your enquiry. However, if more complex support is required it may be necessary to call you back at a more convenient time or request you to visit the centre.
2. Should a workbook be required to be posted to you, carriage charges will apply at the appropriate rate.

**Learnkey Courses**

42. All Online Expert courses are intended for home study and students are responsible for sourcing their own software.

43. All courses allow a 12-month online access, supported by 24/7 chat or email support **through Learnkey**. Single courses must still be completed, and validation test taken within 3 months.

**AAT Diplomas/Exams**

44. All AAT registrations must be made through Pitman Training.

45. AAT membership lasts for 1 year. After this time, membership will need to be renewed by the student (cost as set by AAT).

46. If students have previously been registered with AAT, a reinstatement fee (as set by AAT) will be payable.

**Online Access**

47. As part of your course you may need to log on to the Virtual Learning Environment to access materials and complete your course. Whilst doing so you agree to abide by the rules on the Virtual Learning Environment. We reserve the right to cease or suspend access if you breach any of these Terms or the rules on the Virtual Learning Environment.

**Tutor Led Courses**

48. Tutor-led courses – **A booking will only be considered as confirmed when payment is received.** Pitman Training reserves the right to charge rescheduling/cancellation fees as follows:

15 working days prior to course date - no charge

5 – 15 working days prior to course date - 50% of the Course fee

Less than 5 working days notification prior to course date - 100% of the Course fee

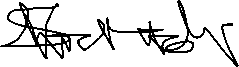
49. Pitman Training will endeavour to ensure that all tutor-led courses run on the specified dates. However, in the unlikely event a course needs to be rescheduled, we will accept no liability whatsoever save for the return of the course fees paid if the delegate is unable or unwilling to reschedule.

**Complaints Procedure**

1. Our standard channel for all complaints is via the centre you registered with and all such communication should be directed to their registered address for the attention of the Centre Manager.
2. Should the matter not be satisfactorily resolved, please direct your complaint in writing to Pitman Training Group email: [customer.support@pitman-training.com](mailto:customer.support@pitman-training.com)



Print Name: Victor Shok



Signed:



Today’s Date: 22/11/2024

Course, Award, Diploma Title

Your signature indicates that you have read and agreed to the Terms and Conditions set out above.

A copy of these Terms and Conditions together with the Privacy Policy will be given to the student and a copy retained on file along with a copy of any ID taken.