Terms and Conditions

Course Payments

Balance payments can be made credit/debit card or BACS transfer. Payment is required in full prior to the course start date. Deposits are accepted for NVQ Bookings only, £500.00 + Plus VAT.

Course Paperwork

The course confirmation letter and SOUTH WALES ELECTRICAL TRAINING LTD terms and conditions regarding booking, cancelling and course date changes are sent with your joining instructions. The confirmation letter contains information regarding the course/s booked, start dates, payment information and venue. Please read this carefully.

Distance Booking / Cooling off period

Booking a course via the internet or the telephone is deemed to be a booking by distance. The contract is governed by the consumer protection (Distance Selling Regulations 2000). The regulations generally give you 7 working days (starting after the day in which you entered the agreement) to cancel the contract, unless it is agreed that the service commences within the 7 day period. - EXCEPTIONS: Trade and Commercial bookings.

Cancellation, Absences or Course Date Changes for consumers

Course Cancellations

When booking a course, should it commence within 7 days and then you wish to cancel before the course commences. You will be liable for the full amount and will not be entitled to a refund or be able to move the course to another date.

Fees excluding deposits are refundable if written cancellation is received at least 21 days prior to your course start date, otherwise the full fee becomes payable

Exceptions to this are:

City & Guilds 2396
(This qualification needs to be pre- registered up to 8 weeks in advance for the exam papers to be prepared.) Once registered for the qualification should you not attend or wish to cancel, you will not be refunded the course balance as per the other qualifications.

Written cancellation or other durable medium is required; this includes letter or fax, to withdraw you from the qualification. We are able to accept an initial email but we will then need it confirmed by letter. Failure to send the written cancellation before the balance has been paid will result in the balance becoming due.

Absences

Please ensure that when attending, you complete the course, as once the course has started, it cannot be completed at a later date. You will not be entitled to any refund.

Non-Attendance

If you are unable to attend due to exceptional circumstances a new date may be offered at the discretion of SOUTH WALES ELECTRICAL TRAINING LTD, depending on when your course starts.

New Date Exceptions

If you are booked on the course listed below, you will not be able to have a new date due to the City & Guilds enrolment, registration fees, exam scheduling procedures which are involved in this qualification should you not be able to attend.

See below:

City & Guilds 2396

Course Changes

Should you wish to make any date changes to any of the modules. You will be charged an administration fee of £50 per module + the C & G fee which is applicable to the Qualification; provided we have at least 14 days' notice. SOUTH WALES ELECTRICAL TRAINING LTD will only move your course once.

With less than 14 days' notice it will be too late to move your course due to the to the City & Guilds enrolment, registration fees, exam scheduling procedures which would have taken place.

Exceptions to Changes

City & Guilds 2396

This qualification, once booked, cannot be moved due to the City Guilds enrolment and scheduling procedures which take place 6-8 weeks prior to the examination date. Once the registration and exam scheduling has taken place you will not be able to be move from the course and examination list.

Company Bookings/Trade Bookings

Once the course has been booked and the Invoice received a formal Contract between the two parties has been made.

Date changes – See above

Course Changes – see above

Non-attendance – See above

Absences – See above

Cancellations

Once the course has been booked then the cancellation rights of consumers do not apply. Failure to pay would mean breach of contract.

SOUTH WALES ELECTRICAL TRAINING LTD reserves the right to alter booking arrangements if necessary and has the right to refuse any application.