

## Customer Terms & Conditions

### Introduction

These terms and conditions constitutes an agreement between us (ASB Training) and you (the learner). We politely ask that you read through these terms and conditions at the time of booking.

### Photography

Please be aware that we often take photographs during sessions for training and marketing purposes. The trainer will make the learner aware when photographs are going to be taken. If the learner does not wish to be photographed they should let the trainer know.

### Payment

Learners must pay in full at the time of booking. This then acts as confirmation of the place on the course. We are unable to 'hold' places for learners and therefore the learners place on the course is not guaranteed until payment has been made.

Payment can be made via cheque or BACS payment. Cash payments are not accepted. Post-dated cheques are not accepted.

Certificates, course materials or resources will not be released to learners until payment has been made.

### Cancellation Policy

Cancellations by ASB Training – in the event of staff sickness, venue unsuitability or other circumstances we may have to cancel or postpone sessions. In this event, we will make the learner aware as soon as possible. In the event of a cancellation the learner will receive a full refund (within 10 working days) or the option to transfer to another session.

Cancellations by the learner – in the event the learner cannot attend a session they must notify the trainer (or ASB Training) as soon as possible. **We operate a strict no refunds policy.** It is at the discretion of ASB Training for the learner to transfer their place onto another course or session or substitute the learner for another.

### Equipment & Facilities

The learner will be responsible for any damage to equipment, materials and property in the event of damage as a result of the learner's negligence. The learner will be responsible for the cost 'as new' for any equipment or resources and the learner will be responsible for any refurbishment costs for any damage to the venue.

The learner will leave the venue 'as found' and ensure any litter is put into appropriate waste bins.

The learner must follow the venues policies, procedures and pool safety operating procedures at all times.

### Data Protection

All personal data is stored in accordance with the General Data Protection Regulation. We will not pass on any of the learner's personal information to third parties. The learner has the right to access any information we store about them. If you would like access to this information, please email [contact@asb-training.com](mailto:contact@asb-training.com). To read our full GDPR policy, please visit [www.asb-training.com/policies.html](http://www.asb-training.com/policies.html).

### Health & Safety

It is the learner's responsibility to inform the trainer (or ASB Training) if they have any specific requirements. Some of our training sessions require practical participation. The learner is responsible for their own health and safety at all times. The learner acknowledges that they take part in all sessions, activities and use equipment at their own risk.

The learner must ensure they follow the instructions of the trainer(s) at all times and listen closely to any safety warnings when given.

### Equal Opportunities

We are committed to the principles of equal opportunities. Every learner will be treated with respect and their individuality acknowledged taking positive account of their gender, religion, ethnic and cultural origin, age, social background and abilities, in line with the Equality Act 2010.

Every person has the right to participate in our sessions regardless of disability or individual needs. All ASB Training personnel will promote positive attitudes and behaviours'. You should be aware the some of our regulated qualifications require the

learner to meet certain assessment criteria. We have no control over the assessment criteria and if the learner is unable to meet the criteria the award or qualification cannot be issued.

Our equal opportunities policy and reasonable adjustments policy can be found on [www.asb-training.com/policies.html](http://www.asb-training.com/policies.html).

### Reasonable Adjustments

The learner must disclose any disabilities, medical conditions or special learning that may have an impact on their ability to take part in the course or assessment at the point of enrollment.

ASB Training will do everything possible to ensure all learners have every opportunity to take part in the course and assessment. This may require us to apply to the awarding organisation for a reasonable adjustment. It is important we receive all of the relevant information in a timely manner to allow the request to be processed.

Our reasonable adjustment policy can be found on [www.asb-training.com](http://www.asb-training.com).

### Etiquette

The learner must respect other learners, ASB Training staff members, facilities and other facility users at all times.

Violence, physical aggression, verbal abuse or threats towards anybody will not be tolerated under any circumstances and will result in removal from the facility.

Learners should behave professionally at all times.

### Qualification Assessments

Our regulated qualifications require the learner to meet certain assessment criteria. If the learner cannot meet the assessment criteria, then they will not be awarded the qualification. A certificate of attendance may be awarded instead.

Some of our regulated qualifications require the learner to be assessed by an external assessor. It is at the discretion of the trainer to the readiness of the learner in regard to them taking the assessment. If the trainer feels the learner is not ready to take the assessment, their assessment will be rearranged following additional training (a charge may be applicable for rearrangement, additional training and administration fees).

Some of our regulated qualifications are assessed via formal written examinations. The learner must follow all examination procedures at all times.

### Qualification Re-Assessments

In the event of the learner not passing their assessment, ASB Training will provide further training to ready the learner for the re-assessment. ASB Training will arrange the re-assessment at a later date (a charge may be applicable).

### Quality Assurance

Our regulated qualifications require us to follow internal and external quality assurance procedures. From time to time monitoring may be carried out on our trainers. These monitors should not have any involvement with the training itself.

### COVID-19

The learner must not attend the training course if they have any COVID-19 symptoms, or are having to self-isolate in line with the current GOV advice. All learners will be sent a COVID-19 declaration prior to the training course, which must be completed, signed and returned.

All candidates must meet the below criteria before attending the course:

- I do not have/will not attend if I have a high temperature
- I do not have/will not attend if I have a new, continuous cough
- I do not have/will not attend if I have a loss or change to my senses of smell and/or taste
- If I have any symptoms of COVID-19, I will only attend if I have had a negative PCR test (evidence to be provided)

### Feedback

Feedback is vital to us to ensure we're offering a high quality service and to highlight any areas where improvement can be made.

We welcome all constructive feedback on our services. Any feedback can be emailed to [adam@asb-training.com](mailto:adam@asb-training.com). You are also able to leave a review on our Facebook page.

Complaints – should you have a complaint regarding our services or trainers, please initially email [contact@asb-training.com](mailto:contact@asb-training.com). Our complaints policy and procedure can be found on [www.asb-training.com/policies.html](http://www.asb-training.com/policies.html).

#### **Policies & Procedures**

All of our policies and procedures can be found on our website at [www.asb-training.com](http://www.asb-training.com).

#### **Contacting Us**

You can contact us by email, telephone or post.