

Terms and Conditions

Acceptance of terms and conditions

By submitting an application to us, you are acknowledging that you have received authorisation from the relevant person at your organisation:

- To attend/receive learning and development activity as stated on the application form
- For the expenditure
- Acceptance of these terms and conditions

We reserve the right to refuse or curtail any learning and development activity if a delegate or substitute delegate fails to satisfy the course pre-requisites or requirements.

Data Protection

All personal data we collect from you complies with the data protection principles, as stated in the Data Protection Act 1998 (DPA) and Northamptonshire County Council's (NCC) Data Protection Registration with the Information Commissioner's Office; for full list please check this website ico.org.uk

The personal data we collect may be held as an electronic record on data systems managed by NCC or as a paper record. The records are only seen by staff who need the personal data so they can do their job.

Charging Policy

- Your organisation will be charged at the published rate by invoice or internal recharge. (Published rates are exclusive of VAT and this will be charged at the appropriate rate)
- Any published prices are correct at the time of publication
- We reserve the right to alter these prices without prior notice
- For fully funded courses, a charge will be made to your organisation in the event that the delegate or substitute delegate fails to attend the course/qualification induction/workshop or has given 15 or less working days notice of cancellation (working days are classed as Monday-Friday). If delegate has participated in more than 50% of course then it counts as attendance, anything less is deemed non attendance.
- For fully funded qualifications, the full cost of the qualification will be levied to your team's budget in the event that you do not complete (or withdraw) by the date set by Learning and Development.
- For self-funded qualifications, the full cost of the qualification will be paid in advance. If you are on a payment plan and in the event that you do not complete (or withdraw) by the date set by Learning and Development you are still committed to the full cost of the qualification.

If you are an employee of Northamptonshire County Council (excluding schools), Cambridgeshire County Council (excluding schools) or LGSS, it is unlikely that the service you book will incur a charge. In the rare event that a charge would apply, we will inform you of this before accepting the booking. If you cancel with 15 or less working days notice or fail to attend the course, a charge will be applied.

If you are an employee of Olympus Care Service, Huntingdonshire District Council, Northampton Borough Council (NBC) or Northampton Partnership Homes (NPH) there is likely to be no charge for the training because these organisations have contracts with us to provide learning and development for their staff.

Payment

- The learning and development activity fee must be paid in full on receipt of an invoice/internal recharge.
- In the event of not paying the invoice or refusal of internal recharge, we reserve the right not to accept future bookings from your organisation or cancel existing bookings until outstanding amounts have been paid.
- We request a Purchase Order number on the application form, should you fail to provide a PO number, you will still be required to pay the invoice.

Cancelling your place

All cancellations must be notified by email to LGSSLearning@northamptonshire.gov.uk. You or your organisation will be charged at the published rate if you give 15 or less working days notice.

Non-attendance

If you fail to attend the course on which you are booked then the course fee will be payable in full.

Course start times

Courses will start at the time advertised and you are required to be ready to start by that time. In the event you arrive after the advertised start time and allowing you to join the course would disrupt the learning of others on the course, we reserve the right to refuse admission. In all such cases, the full fee remains payable.

Changes and cancellations by LGSS Learning and Development

- We reserve the right to cancel a learning and development activity, giving as much notice as possible if events arise beyond our control which makes delivery of the learning and development activity impractical, we will endeavour to offer alternative arrangements. In no circumstance will Learning and Development reimburse or cover the costs incurred for travel, subsistence, parking fees, supply cover or any other associated costs.
- We reserve the right to alter learning and development activity dates and venues without liability.
- Our learning and development activity resources and training cannot be relied upon for legal interpretation. We cannot accept responsibility for the actions of delegates or those of other people reading the learning and development activity resources or interpretation, or take responsibility for any loss incurred as a result of relying on the training or the learning and development activity resources.
- In order to respond rapidly to changes in market demands, technological advancements, and to constantly update and improve our training services, we also reserve the right to alter learning and development activity content at any time without notice.

Amendments to the Terms and Conditions

We reserve the right to amend these Terms and Conditions from time to time.