



Open Course Terms and Conditions

The below Terms constitute the entire agreement and understanding between the parties and supersedes all prior agreements and understandings in relation to KNW Training assessment and training courses.

Upon booking onto a training course, which is then accepted by KNW Training, a binding contract is formed between yourself and KNW Training in respect of the course and all associated fees.

Please note: any travel and accommodation costs are **not** included.

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Payment and VAT

Payment should be made to KNW Training at the time of booking either online using a debit/credit card following the registration options or alternatively via invoice which is payable within 30 days of the course start date.

Clients who wish to pay via invoice should email opencourses@knw.co.uk.

Should the invoice not be paid within 30 days the course will automatically be cancelled.

The Customer shall pay VAT on all fees at the prevailing rate.

Certification

KNW Training reserves the right to withhold certificates until full payment has been cleared.

Certificates will be issued to the address provided when the booking is made.

Certificates will be sent via Royal Mail delivery, this is not chargeable however we cannot be held responsible for mailed items once they have left our offices. If you



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fail to receive an item due to non-delivery by Royal Mail, you will be charged for the cost of duplicate certificates and/or cards.

Replacement certificates can be arranged, all associated costs will be payable in advance, please contact us at opencourses@knw.co.uk for more information.

Cancellations

Cancellations by KNW

KNW Training reserve the right to cancel or reschedule a course at any time, the customer will be informed of this as soon as possible, and will be given the option of attending the next available course.

KNW Training does not accept any responsibility for certificates which expire because of a cancelled course.

Cancellations by Customer

Should you wish to cancel your place on a course the below terms will apply:

- More than 14 working days from the start date a full refund will be provided.
- 10-14 days before the course start date 50% of the fee will be refunded.
- Less than 10 working days, full costs will apply.

Please notify KNW of cancellations by emailing opencourses@knw.co.uk. We are unable to accept telephone cancellations.

Rescheduling and changing attendee details.

Requests to reschedule a course or requests to substitute an individual on a course can be made by either phone (01677 424633) or email (opencourses@knw.co.uk).

Attendance Information

Attendee age, fitness, and disposition

Attendees must ensure that they are

- Physically able to comply with the requirements of the course.
- Free from any condition that will affect their participation in the course.



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Attendees who are unable to meet the requirements of the course will not be awarded a certificate.

Meeting the needs of attendees

To enable KNW Training to ensure that all attendees are treated fairly, and their requirements are fully met, please advise us in advance of any special arrangements required in order to enable full participation in the training.

KNW Training does not provide any specialist equipment and/or personnel such as signers or translators; however, these can be sourced at the Customer's expense.

Please read our Equal Opportunities Policy which is accessible on our website (www.knw.co.uk/quality-policies).

Attendance

Attendees must attend and complete all aspects of the course to qualify for certification.

Attendees who arrive late or are absent from all or part of the course will be charged full cost. This applies even if the attendee is refused admittance due to lateness.

KNW Training has a zero-tolerance policy towards aggressive behaviour, any candidates displaying such behaviour will be asked to leave and if applicable their employer and/or the police will be informed.

Privacy and Data

For our Privacy and Data Protection Policy to see how we process your information please visit www.knw.co.uk/quality-policies

Complaints

Should you have a complaint about any service offered by KNW Training these should be put in writing to opencourses@knw.co.uk and a member of the team will respond within 48 hours.

We are under a legal duty to supply services that are in conformity with this contract and in accordance with the Consumer Rights Act 2015 (the Act)

Appeals

We aim to ensure all assessment decisions are fair, consistent, and based upon valid judgements. However, we recognise that there may be occasions when you wish to



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appeal against a decision made by your assessor, our appeals procedure can be requested by email to opencourses@knw.co.uk.

Covid-19

Social Distancing and COVID-19 guidelines must be followed and adhered to. Details of any specific requirements for the venue will be issued via the email address provided prior to the course start date.

Registering to attend a course provided by KNW Training is acknowledged as acceptance to the above terms and conditions E & O E. (Errors and Omissions excepted)