

NEW TERMS DUE TO COVID 19:

- YOU SHOULD RECEIVE AN EMAIL LINK FOR THE IPAF ELEARNING.
- IF YOU DO NOT RECEIVE THE EMAIL LINK, PLEASE CONTACT OUR TRAINER JAMIE FLEETWOOD AS SOON AS POSSIBLE. ONCE RECEIVED, PLEASE LOG IN AS SOON AS POSSIBLE TO CONFIRM YOU HAVE ACCESS.
- WE RECOMMEND THE USE OF EITHER A LAPTOP, TABLET OR SMARTPHONE WITH GOOD INTERNET CONNECTION.
- YOUR DEVICE WILL NEED TO HAVE A FRONT FACING CAMERA AS THE SYSTEM USES FACIAL RECOGNITION WHILST COMPLETING THE MODULE.
- THE MODULE CAN BE COMPLETED IN MORE THAN ONE SITTING & SHOULD TAKE A MINIMUM OF 2.5 HOURS TO COMPLETE.

IF YOU HAVE ANY ISSUES OR NEED ASSISTANCE DURING THE ONLINE MODULE, PLEASE DON'T HESITATE TO CALL OUR TRAINING MANAGER, JAMIE FLEETWOOD, ON 07730216345 ANYTIME INCLUDING EVENINGS AND WEEKENDS.

PLEASE NOTE IF THE THEORY HAS NOT BEEN COMPLETE PRIOR TO THE CANDIDATE ATTENDING FOR THE PRACTICAL TRAINING, THE CANDIDATE WILL NOT BE ALLOWED TO COMPLETE THE PRACTICAL TRAINING AND FULL CHARGES WILL APPLY.

CANCELLATION POLICY:

- IF THE CUSTOMER CANCELS A BOOKED COURSE (OR REDUCES THE NUMBER OF CANDIDATES) CANCELLATION CHARGES APPLY DEPENDING UPON NOTICE GIVEN.
 - CANCELLED WITHIN 14 DAYS - NO CHARGE WILL APPLY
 - CANCELLED WITHIN 7 DAYS - 50% CHARGE WILL APPLY
 - CANCELLED WITHIN 72 HOURS - 100% CHARGE WILL APPLY.
- IF IT IS NECESSARY TO CANCEL ANY TRAINING COURSE AS A RESULT OF THE ABOVE REQUIREMENTS NOT BEING MET, FOR EXAMPLE ANY TRAINEES THAT HAVE A PROBLEM WORKING AT HEIGHT, LITERACY, SOFTWARE/HARDWARE ISSUES, MEDICAL CONDITIONS OR ARE UNABLE TO BRING THE CORRECT PPE ITEMS WE ACCEPT THERE WILL BE A CANCELLATION FEE PAYABLE, WHICH COULD BE UP TO THE FULL COST OF RUNNING THE COURSE.
 - CANCELLED WITHIN 14 DAYS - NO CHARGE WILL APPLY
 - CANCELLED WITHIN 7 DAYS - 50% CHARGE WILL APPLY
 - CANCELLED WITHIN 72 HOURS - 100% CHARGE WILL APPLY.
- CANDIDATES WHO ARRIVE AFTER THE STATED START TIME FOR A COURSE MAY BE TURNED AWAY. IN THIS INSTANCE FULL COURSE CHARGES WILL APPLY.

FOR ACCOUNT CUSTOMERS, ALL INVOICES WILL BE RAISED AT THE TIME OF BOOKING, AND SHOULD BE PAID IN LINE WITH AGREED CREDIT TERMS. NO ASSESSMENT CERTIFICATES OR OPERATOR CARDS WILL BE ISSUED UNTIL CLEARED FUNDS ARE RECEIVED.

FOR CASH CUSTOMERS, PAYMENT IS DUE ON RECEIPT OF INVOICE OR ON THE DAY OF TRAINING, NO ASSESSMENT CERTIFICATES OR OPERATOR CARDS WILL BE ISSUED UNTIL CLEARED FUNDS ARE RECEIVED.

I CONFIRM THE ABOVE BOOKING AND ACCEPTANCE OF THE ABOVE TERMS & CONDITIONS OF ASSESSMENT;

SIGNED		PRINT NAME	
DATE		POSITION	