

Terms and Conditions

Enhanced Ltd, reserves the right to cancel or reschedule any of its courses. Where it is necessary to cancel or reschedule any courses, you will be informed at the first available opportunity and delegates will be rescheduled as a priority to the next available course(s). The Enhanced Ltd does not accept any responsibility for certificates expiring as a result of a cancelled course.

Payment: Full payment is required prior to the classroom based course start date. Enhanced Ltd reserves the right to withhold certificates until full payment has been cleared. Individual consumers are required to make payment at the time of booking.

COMPANY CANCELLATIONS

The full course fee will be charged for cancellations made less than 20 working days before the course start date. Cancellations can be received either by phone or email admin@mycourses.org.uk. Courses start the moment you are registered on the course platform or confirmed onto the course.

CONSUMER CANCELLATIONS

If you are booking as an individual, you have seven working days in which to cancel your booking from the date it was made. For courses that are booked outside this period, then the cancellation request must be received at least 10 working days prior to the course starting. Cancellation requests made within this 10 working day period will be charged the full course fee. This does not affect your statutory rights.

COMPANY CANCELLATIONS

The full course fee will be charged for cancellations made within 10 working days of the course start date. Cancellations can be received either by phone or email admin@mycourses.org.uk

CONSUMER CANCELLATIONS

If you are booking as an individual, you have seven working days in which to cancel your booking from the date it was made. If your course is due to start within seven working days of the date you made the booking, the cancellation has to be received prior to the course start date. For courses that are booked outside of this period, the cancellation request must be received at least 10 working days prior to the course starting. Cancellation requests made within this 10 working day period will be charged the full course fee. This does not affect your statutory rights.

Submissions online through email or through platform.

You agree all of the content and information you post on platform, is licenced to Enhanced Ltd for a period of 10 years.

For content that is covered by intellectual property rights, like you specifically give us the following permission,: you grant us a non-exclusive, transferable, sub-licensable, royalty-free, worldwide license to use any IP content that you post on or in connection with Enhanced Ltd. When you upload to the platform content or information using you agree that this material can be used for assisting other students and developed of online materials.

NON-PAYMENT

If non-payment occurs of an invoice 14 days prior to a course. We as a company reserve the right to cancel the course.

AWARDING BODIES

Enhanced Ltd will choose an Ofqual regulated awarding bodies this will be Pearson and Training Qualifications UK.

TRANSFERS

50 % Charges will be applied to any transfer request received by Enhanced Ltd provided that they are received at least 5 working days before the course start date. Any transfer requests received outside of the 5 working day period will incur an additional 100 per cent charge of the course fee.

ONLINE COURSES TRANSFERS

No charge will be charged within the first 7 days of booking the course. After 7 days there will be a charge of 50 % percent of the course fee.

If you subsequently cancel a course after a transfer has been made then the full cost of the course will be charged. Transfer requests can be received either by phone 0207 183 9082 or email admin@courses247.co.uk

COURSE PRICES

All our prices are subject to VAT at the prevailing rate. If VAT is applicable.

COURSE TIMING AND JOINING INSTRUCTIONS

Good time keeping throughout the course is essential. Enhanced Ltd will issue full joining instructions to the booker, for delegates attending the course, which includes information regarding the start time of the course and any additional information required. If the booker does not receive the joining instructions, it is their responsibility to contact Enhanced Ltd either by phone or email admin@courses247.co.uk to arrange for them to be re-sent.

Failure to attend the course due to not receiving joining instructions will result in the full cost of the course being charged. It is the responsibility of the booker to ensure that the delegate is fully briefed and made aware of these instructions and all course requirements before attending the course.

ATTENDANCE

Delegates must attend and complete all aspects of the course to qualify for certification. The full cost of the course will be charged for delegate(s) who arrive late or are absent from all or part of the course. This applies even if they are refused admittance due to lateness.

MEETING THE NEEDS OF DELEGATES

Enhanced Ltd has an Equal Opportunities Policy. To enable us to ensure that all customers are treated fairly and their requirements are fully met, you must advise us in advance of any special requirements that your delegate(s) need in order to enable them to participate fully in the training.

Please note that any specialist equipment and/or personnel such as signers or translators are not provided by Enhanced Ltd; however, these can be sourced at your own cost.

MISSING PAYMENTS CONSUMER

If a consumer chooses easy payment methods and does not complete the payment as agreed with the sales team. No refund will be made to the consumer. A charge in full will be requested from the consumer and will be removed from the course. It is the consumers' responsibility to contact Enhanced Ltd and make payments according to their easy payment plan. Non payment may result in the consumer being suspended from the course until payment is made and this may also incur a fee.

If payment is over thirty days the student will become liable to our standard fees as below

-£399 Education and Training Level 3

-£899 Education and Training Level 4

-£1500 Education and Training Level 5

-£2000 Career Guidance Level 6

-£999.99 Level 3 Assessor

-£999.99 Level 4 IQA

Enhanced Ltd reserves the right to pursue the consumer through the legal system to recover the outstanding payments.

MISSING PAYMENT BUSINESSES

If an organisation or company chooses invoice payment methods and does not complete the payment as agreed with the sales team. No refund will be made to the business. Even if the business decides to leave the course.

Enhanced Ltd reserves the right to pursue the company through the legal system to recover the outstanding payments. As a business invoices will be dealt with as an outstanding invoice.

If one invoice is paid but another is not paid the Enhanced Ltd reserves the right to block all students that have been logged onto the online platform.

LIMITATION OF LIABILITY

Except in respect of death or personal injury caused by the negligence of Enhanced Ltd, shall not be liable by reason of any representation (unless fraudulent) or implied warranty.

condition or other term, or any duty at common law or under the express terms of this agreement, for any loss of profit or any indirect special or consequential loss, cost expenses or other claims for compensation. The entire liability of Enhanced Ltd to you under or in connection with this agreement and the provision of the training shall not exceed the sum of twice the contract value.

DATA PROTECTION ACT 1998

Personal data collected will be used for the purpose of delegate and course administration as required by Enhanced Ltd and may be disclosed to appropriate bodies/organisations associated with such course.

The information may also be used for marketing purposes and you could be contacted by letter, fax, telephone or e-mail with details of future events and courses organised or promoted by Enhanced Ltd which may be of interest to you.

Enhanced Ltd proactively manages all marketing communications to enable delegates and organisations to opt out from further communication at any time. Enhanced Ltd will not contact any delegate or organisation that have previously unsubscribed from email or newsletters. Contact details supplied to Enhanced Ltd will not be passed on to third parties.

If a student or booker gives Enhanced Ltd the incorrect details or requires a replacement certificate due to an error occurring due to the students or bookers information. This would lead to a

£100 replacement certificate charge.

REGISTRATION

Students will not be registered until full payment of the course is completed. If a student does not complete full payment Enhanced Ltd reserves the right to remove a student at any time due to non-payment. Students will not be regarded as on the course until full payment is made. Students are not required to be registered with a particular awarding body and this can be changed at any time.

If a student has not submitted any work within the 300 days of starting the course this will be classed as a non-starter and will be removed from course. If no submissions are completed within 30 days the student will not be registered with the awarding body.

COMPLETION OF COURSES

Student will have the following periods for completions for the following course
Educations and Training Level 3- 12 Months from date of payment

Educations and Training Level 4- 12 Months from date of payment
Educations and Training Level 5- 24 Months from date of payment

For all other courses the standard period is

Level 3 -12 months from date of payment

Level 4 -12 months from date of payment

Level 5 -24 months from date of payments

Level 6 -24 months from date of payments

No Further support or access will be provided until payment for the subscription has been made all payment will be via direct debit.

Once the course has expired (Check section on Course Completion) the student will be required to pay monthly subscription fees as detailed below. These subscription fees will start from the date of expiry of the course.

Subscription Fees based on expiry of course

After expiry of the course the following fee will apply to course

- Educations and Training Level 3- £20 per month

- Educations and Training Level 4- £30 per month
- Educations and Training Level 5- £30 per month
- Level 3 Assessor £30 per month
- Level 4 IQA £30 per month
- Level 4 Leading a Team Internal Quality Assurance £30 per month

For all other courses the following subscription fees will apply

Level 3 Courses £20 per Month

Level 4 Courses £30 per Month

Level 5 Courses £30 per Month

Level 6 Courses £30 per Month

If a student expires the student will be charged from date of expiry if a student contacts us to restart after this expires the student will be required to pay outstanding subscription from the subscription period.

If the subscription fee is no paid the student will not be restarted on the course.

No Further support or access will be provided until payment for the subscription has been made all payments will be via direct debit.

Once on Extension NO OBSERVATIONS OR ONSITE ASSESSMENT WILL BE AVAILABLE.