

Terms and Conditions of Service

1. About these terms

These Terms and Conditions apply to training services provided by **Safe Skills Training Ltd** (“we”, “us”, “our”). They set out the basis on which we provide training to a client organisation and/or an individual booker (“you”, “your”).

By booking training, you confirm you have authority to accept these terms on behalf of the organisation (where applicable).

2. Services

We provide professional training services, which may include:

- Mandatory and clinical skills training
- Practical demonstrations and supervised practice
- Competency assessment and/or certificates of attendance/achievement (where applicable)

The agreed service (course title, duration, location, delegate numbers, and price) will be confirmed in writing.

3. Quotes and booking confirmation

- Quotes are valid for the period stated on the quote (or, if not stated, for 30 days).
- A booking is confirmed only when we issue written confirmation.
- You are responsible for checking the booking confirmation details and notifying us promptly of any errors.

4. Fees, invoicing and payment

- Fees are as agreed in the written quote/booking confirmation.
- Unless stated otherwise, fees are exclusive of VAT.
- Invoices are issued to the details you provide.
- Payment terms are as stated on the invoice.
- Late payment may result in certificates being withheld and/or future bookings being paused until the account is brought up to date.

5. Changes to a booking

If you need to change a booking (date, time, venue, course content, or delegate numbers), you must contact us as soon as possible.

We will try to accommodate changes, but changes are subject to trainer availability, travel arrangements, and reasonable notice.

6. Cancellations and refunds/credits

Cancellations, refunds, and credits are handled in line with our **Refunds / Credits Policy** (issued separately).

7. Venue and client responsibilities

Your responsibilities for the training environment and on-the-day arrangements are set out in our **Venue & Client Responsibilities Policy** (issued separately). This includes (as applicable):

- Suitable room, seating, and facilities
- Safe space for practical activities
- Access to power/screen/projector where required
- Site induction, fire safety information, and any local rules
- Appropriate delegate release time and attendance management

8. Delegate suitability and participation

- You are responsible for ensuring delegates are suitable for the course and are fit to participate.
- Delegates must follow trainer instructions and behave respectfully.
- We may refuse participation or require a delegate to leave if behaviour creates a safety risk, disrupts learning, or breaches professional standards.

9. Health, safety, and stopping training

We prioritise safety. We may pause, adapt, or stop training if:

- The venue is unsafe or unsuitable
- Equipment is unsafe or unavailable
- There is aggressive or abusive behaviour
- There is an incident that requires immediate action

Where training is paused or stopped due to factors outside our control, we will discuss next steps with you (including rescheduling where appropriate).

10. Reasonable adjustments and accessibility

We support reasonable adjustments in line with our Equality, Diversity and Inclusion (EDI) approach and our assessment fairness arrangements.

To support delegates effectively, you should inform us of any known needs as early as possible.

11. Assessment, competence and certification

Where assessment and/or competence sign-off applies:

- Assessment is conducted in line with our **Assessment and Certification Policy**.
- Certificates are issued only when attendance and/or assessment requirements are met and records are complete.
- Certificates may be withheld, amended, or withdrawn where evidence is incomplete, inaccurate, or where malpractice/maladministration is suspected or confirmed.

12. Training materials and intellectual property

- Training materials (slides, handouts, workbooks, templates) remain our intellectual property unless agreed otherwise in writing.
- You may use materials for internal learning only.
- You must not copy, publish, sell, or distribute our materials outside your organisation without written permission.

13. Confidentiality

We will treat your confidential information appropriately. You and your delegates must also respect confidentiality during training, including not sharing other delegates' personal information.

14. Data protection

We handle personal data in accordance with our **Privacy Notice** and **Data Protection Policy**.

15. Subcontracting

We may use suitably qualified associates/subcontractors to deliver training. All associates are required to meet our professional standards and comply with relevant policies.

16. Liability

- We will deliver services with reasonable care and skill.
- We are not responsible for actions taken by delegates in the workplace following training.
- Nothing in these terms limits liability where it cannot be limited under law.

- Our total liability is limited to the fees paid for the relevant training service, except where the law requires otherwise.

17. Force majeure

We are not liable for delays or failure to perform where caused by events outside reasonable control (for example: severe weather, illness, venue closure, travel disruption, power/internet outage, or other unforeseen events).

18. Complaints and concerns

- Service complaints are handled under our **Complaints Policy**.
- Assessment decision appeals are handled under our **Appeals Policy**.

19. Governing law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales.

Contact

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