

## 1.0 Definitions

- 1.1 **Student:** A person intending to enrol or attend a course at SILC Training Ltd.
- 1.2 **Course:** A course of study and practical work carried out by the student.
- 1.3 **Course duration:** The duration of the course, the dates of which shall be notified to the school by SILC Training.
- 1.4 **Fees:** The tuition, materials for course costs and all other expenses relating to the course, payable by the school/organisation to SILC Training.
- 1.5 **Provider:** SILC Training Ltd, Unit 14a Eagle Trading Estate, 29 Willow Lane, Mitcham, CR4 4UY.
- 1.6 **Terms and Conditions:** The Terms and Conditions for course enrolment and fee payment for students on short, long or flexible courses at SILC Training (this document).

## 2.0 Fees and Payment

- 2.1 By agreeing to these Terms and Conditions, payment for the chosen course must be paid in **full** and in **advance**. City & Guilds course payments can be made on a termly basis as timescales can be difficult to set due to various levels and abilities. Student progress will be reviewed at least weekly and fed back to schools/PRUs. Through making a referral, schools/PRUs are deemed to have committed, read and accepted the Terms and Conditions.
- 2.2 It is the school's responsibility to ensure that the fees in respect of the course (some of which may be subject to a separate agreement) are paid in accordance with term 2.1.
- 2.3 All payments can be accepted by either a BACS transfer (details will be on invoices) or by cheque made payable to SILC Training Ltd within 14 days of receipt of invoice. SILC Training reserves the right to administer a late payment fee of 10% of the total invoice amount where payment is not made within 14 days of issue and the referrer has failed to enter into dialogue with SILC Training before the due payment date.
- 2.4 All students completing one of our In House courses will be registered with AQA to receive Unit Awards. Certificates will be issued after completion of the course. A one-off fee of £40.00+VAT will be added to the first in house course students attend.

## 3.0 Cancellations and refunds

### 3.1 Cancellation by us: -

We will make all reasonable efforts to deliver the course as outlined.

However we reserve the right to:-

- . make amendments to the course contents to concur with any new legislations or requirements within the construction industry.
- . to cancel any student's placement by giving you notice in writing at any time during the course due to the following; non-engagement, non-attendance, behaviour, one off serious incidents and breaching Health and Safety policies. Please note that this list is not exhaustive.

### 3.2 Cancellation by you:-

Students enrolled on any course at SILC Training are considered committed as per term 2.1 and cancellation of this place at any time cannot be transferred or fees refunded (apart from **exceptional circumstances** in which a decision will be made by Chaz Watson– Director/Instructor of SILC Training Ltd). In such circumstance that a refund is given an administration fee may be levied.

3.3 Students who are removed from the course for a serious one off incident will be permanently excluded in accordance with our Code of Conduct which is signed by the student before their placement begins (see attached). Payments for these students cannot be refunded or re-allocated to another student.

#### 4.0 Non Attendance

4.1 With 2 working days prior notice sessions **can** be re-arranged should a student not attend for the following reasons:

- . Exams
- . School related activities
- . Bereavement

If sessions missed cannot be re-arranged due to school timetable, fees for the sessions missed will fall on the responsibility of the school/PRU. SILC Training will always make slots available for sessions missed due to the above reasons.

4.2 Sessions missed due to the following reasons will still fall within the schools responsibility to fund for the sessions and will **not** be re-arranged.

- . Illness
- . Unauthorised absence

Please note should students require additional sessions due to any of the reasons stated above, further session fees will apply.

#### 5.0 Visual Recordings

5.1 SILC Training may take visual recordings of students during the course and reserve the right to use these for promotional, management or educative purposes. SILC Training will seek permission from parents/carers in writing prior to the start of the course.

**Signed on behalf of:  
SILC Training**