

Terms and Conditions

Company Information

Role Training Ltd
Unit 3 James Yard
480 Larkshall Road
Highams Park
London
E4 9UA

Company Number: 11016247

VAT Number: 282342116

RTAS No. RTAS0461

Course Bookings

Provisional bookings may be made by telephone or email. However, a booking is only confirmed once a completed booking form has been received.

Bookings must be confirmed no later than 7 calendar days before course start. Bookings are subject to approval by the candidate's Primary Sponsor.

Where bookings are made by a sub-sponsor or broker, confirmation must be provided that the Primary Sponsor has been informed and has approved the training or assessment.

Payment Terms

The course fee per candidate will be the fee published in the literature of the company on the date the booking is made. All fees quoted are exclusive of VAT which will be charged at the current rate.

Any persons who do not have an open credit account with **Role Training Ltd** must make payment by Credit/Debit card or BACS transfer no later than 7 days prior to the course start date.

Companies who hold a credit account with **Role Training Ltd** must settle outstanding amounts within 30 days from the date of the invoice. We reserve the right to charge interest on late payments at 8% plus the Bank of England base rate for business to business transactions' **Role Training Ltd** reserve the right to cancel or refuse services agreed (training and assessments) if outstanding payments are overdue. **Role Training Ltd** does not accept cheques as a method of payment.

Course Cancellations and Amendments

All cancellations must be submitted in writing.

- More than 7 days' notice: No Charge
- Less than 7 days' notice: Full fee payable

Role Training Ltd will endeavor to run all published courses and any changes to course dates or times will be notified as soon as possible.

To the extent permitted by law, Role Training Ltd shall not be liable for any other claim irrespective of notice given for any changes made by Role Training Ltd.

Candidate Responsibilities

Candidates must attend on time, provide required documentation, meet prerequisites, and comply with safety requirements.

Failure to do so may result in refusal of entry and full fees will remain payable.

Sentinel Requirements

The Primary Sponsor must ensure all candidates bring a valid Sentinel Card (except PTS Initial). Photocopies or images will not be accepted.

Medical, Drugs and Alcohol Requirements

Valid medical and Drug & Alcohol results must be uploaded to the Sentinel system prior to the course start date where required.

PPE Requirements

Failure to attend with required PPE may result in refusal of entry and full charges apply.

Where it is mandated in the joining instructions that PPE should be worn it is the responsibility of the primary sponsor to supply the candidate with PPE. Role Training Ltd will not supply any PPE to candidates.

eLearning

If eLearning is a requirement the Primary Sponsor must enroll candidates in required eLearning. Candidates must provide proof of completion prior to attending.

Personal Identification

Candidates must present acceptable ID in line with NSAR Requirements, such as

Sentinel Card / Virca Card, Passports, Identity Cards from an EU or European Economic Area (EEA) Country, UK Photo driving licence (either Full or Provisional), EU or EEA driving licence, NI Electoral Identity Cards, US Passport Card, a proof of Age Card recognized under PASS with a unique reference number this includes the Citizen Card ID card, an Armed Forces identity card and a UK Biometric residence Permit (BRP).

Photocopies of digital images will not be accepted.

Candidates must attend training events with sufficient understanding of English Language to safely complete training and assessments in line with industry standards.

Limitation of Liability

Role Training shall not be liable for indirect or consequential losses arising from cancellations, rescheduling or non attendance.

Force Majeure

We are not responsible for delays or failure to deliver services due to circumstances beyond our control, including weather, Industrial Action, illness or government restrictions.

Governing Law

These terms are governed by the Laws of England and Wales

Data Protection / GDPR

Role Training Ltd will process personal data in accordance with UK GDPR and its Privacy Policy

Failure to comply with these Terms and Conditions may result in refusal of entry to training and full charges will remain payable.