

TERMS AND CONDITIONS

All courses and services provided by 'INTAPLUMB LLP' are subject to the following terms and conditions:

Intaplumb LLP provide relevant training and assessment 'courses' and 'programs' in the industry sector known as 'Building Services'.

The Intaplumb 'Centre' is the 'approved facility', operated and maintained by Intaplumb LLP, based at the National Construction College, Manor rd, Erith.

Intaplumb LLP are tenants of the National Construction College. Intaplumb LLP are not affiliated, or a subsidiary of the NCC. Intaplumb LLP operate independently but are obliged by contract to ensure that all of it's staff, learners, visitors, activities and services are compliant with all NCC policies, guidelines and procedures.

APPLICATIONS & ENROLMENTS

Intaplumb LLP reserves the right to decline to accept any application for enrolment on any course. If your application and subsequent enrolment is accepted, but it transpires that the course is not appropriate for you, Intaplumb LLP shall be entitled to cancel your enrolment at any time.

All enrolments for courses and any applications for exams and assessment programmes are subject to the conditions of the applicable recognised industry organisation and/or any certification body guidelines. These may include; Summit Skills, Gas Safe, HSE, BPEC, City & Guilds, EAL, Manufacturers bodies, Employers organisations and other 'Competent Persons Schemes' providers.

Whilst Intaplumb LLP will take all reasonable steps to make courses as inclusive as possible, participation in any course requires that you are able to display a reasonable understanding of spoken English and be able to write and read in English to GCSE level or equivalent.

Applicants for some courses may be subject to an 'Aptitude Test'. The outcome of these tests may affect an applicants suitability for certain programmes. Intaplumb LLP reserves the right to decline any enrolment where the learner did not achieve a recommended minimum level of aptitude.

Practical activities, tasks and assessments require a reasonable level of physical fitness and agility. If you have any doubts about your fitness to participate, you should discuss this with the management and your GP before enrolment. For participation on some courses, there may be a need for learners to produce a 'colour blindness' test certificate. This is mandatory requisite for electrical competence qualifications and may be required for some 'Apprenticeship' programmes.

Access to some courses and programmes may be limited to a minimum level of qualifications, industrial experience and/or type of employment. Intaplumb LLP have a duty to inform applicants of the enrolment and entrance level requirements of each course however, it is the responsibility of each applicant to produce the required evidence prior to enrolment on the course. This evidence will need to be of a standard and level that is considered appropriate and may have to be verified as 'authentic'.

Intaplumb LLP may cancel a contract, enrolment or agreement if the initial or continual participation on a course may lead to any unsafe practices or contravention of any relevant Health & Safety legislation.

It shall be the responsibility of any third party (i.e. employers, companies and training providers) to ensure that these terms and conditions are brought to the notice of any learner(s) that is/are being booked or enrolled onto a course with Intaplumb LLP.

In the case of distance contracts, you have a cooling off period in which you may cancel your enrolment by giving notice to Intaplumb LLP in writing or by email. This right expires 7 working days from the date of enrolment or upon your course commencing.

Intaplumb LLP operates and maintains a comprehensive Equal Opportunities Policy. A full copy of our Equal Opportunities policy is available upon request.

TERMS AND CONDITIONS

PAYMENTS & REFUNDS

For all courses, payment arrangements must be agreed before enrolment and may consist of payment in full before the course commencement date or payment by instalments if applicable.

After enrolment, if you default in making any payment when due, Intaplumb LLP shall have the right to exclude you from the course until the arrears are paid.

You will not be entitled to withhold payment or receive any refund of fees, regardless of whether you undertake or fail to complete all sections of your course, except as stated in these terms and conditions.

If you fail to attend for part of any course without prior agreement with the Management and have to re-book, a further fee will be payable.

Where registration, examination, assessment and/or certification fees are payable to Awarding or Certification bodies, Intaplumb LLP shall have the right to pass on any increase in such fees. This includes increases in charges after the date of enrolment.

Some 'Course' or 'Tuition' fees are subject to VAT. Some registration, examination and certificate fees are VAT free. These are published separately where applicable.

All learners will bear the cost of any additional assessments, re-sits and second sittings and any subsequent administration fees incurred by Intaplumb LLP.

Course fees do not include the following; Training Manuals, Portfolios, Travel, Accommodation, Refreshments, overalls or safety footwear unless otherwise stated.

Payments can be made by cheque or BACS transfer. Cheques must be made payable to; Intaplumb LLP

COURSE CONTENT & INFORMATION

Intaplumb LLP shall have no liability to any person for any loss or damage or expense, however occurring or incurred, whether direct or indirect, resulting from your participation on the course.

Opinions expressed by the course tutor represent his/her own views and not necessarily those of Intaplumb LLP. Intaplumb LLP will not accept responsibility for personal views that result in non achievement or non-competence.

All learners and visitors have a duty to observe all the Centre rules applicable to the course. If any individual commits any breach of such rules or are guilty of any offensive or unsafe behaviour, Intaplumb LLP shall be entitled to suspend or expel them from the course, without reimbursement of fees.

Copyright in the course materials is owned or licensed by Intaplumb LLP. Copying, adaptation or other use without the written permission of Intaplumb LLP is prohibited. Intaplumb LLP will not accept responsibility for any third party information supplied or recommended by staff or management, this includes books, journals, industry guides, training manuals, exam content and any other information used for training purposes.

Successful completion of any course or assessment does not in any way infer or guarantee your competence to perform work. In undertaking any work, you must take care to ensure that the work is within the scope of your competence and you must seek further instruction, training or supervision, if necessary.

Any complaints concerning the course(s) or programme(s) should be notified in writing to the Centre Manager.

YOUR PERSONAL DETAILS AND OUR USE OF INFORMATION

We do not distribute, sell, lease or rent any of your personal information to any third party. We will make your details available to Awarding, Certification or Examination bodies for the purposes of Registration, Assessment, Examination and Certification only.

Intaplumb LLP are registered with the 'Information Commissioners Office' registration no: Z9200455

Awarding and Certification bodies may store your information electronically by a secure data storage facility.

The personal information we collect and store from you is primarily used to enable us to provide our services to you and/or your employer. In addition we may use this information to provide you/your employer with information on other services and products which we feel may be of interest to you/your employer.

Photographs of learners, including those of learners participating in course activities are sometimes used to promote the Centre's products and services. Any learner who objects to their image being used must inform the management in writing at, or prior to enrolment.

Various types of media that Intaplumb LLP use may include;

General publicity and specific course information such as; Web-sites, advertisements, display posters, e-mails, leaflets etc

Articles and editorials used in relevant Local and National Newspapers, Magazines, Industry journals, Training journals and books.