

# CITY & GUILDS EXAMINATION

## In Caravan Service Engineering

### Terms and Conditions

#### Section I [Applications & Booking]

1. Receipt of the signed booking form by SkillsActive Caravan Industry Training is regarded as acceptance of these Terms and Conditions.
2. All applications must be made in writing and received at the CITO office by **the closing date** for the relevant assessment period. Applications received after this date will be placed in the next assessment period.
3. The closing date for autumn enrolment (November Written Exam) is 31st July. The closing date for spring enrolment (March Written Exam) is 31st December.

#### Section II [Payment]

4. All invoices are raised on receipt of application form and are payable within 30 days. Candidates may not be permitted to take their exam unless payment has been received. Late payment may also lead to a delay in the scheduling of exams.
5. If your business is a member of the National Caravan Council, please ensure that you indicate on the registration form and include your membership number. Any changes requested to invoice address or due amount if membership to the NCC is not indicated at time of registration, will result in an administration fee. Applicants must be members of the NCC at the time of registration – discount can not be made against subsequent membership.

#### Section III [Cancellation]

6. Due to the financial and time commitments SkillsActive must make in the running of the examinations, there is no courtesy cancellation period. Applicants should be aware of their responsibilities before committing themselves to the assessment programme.
7. No refund will be made once an application has been processed. There will be an obligation upon the employer to honour any unpaid invoices relating to exam applications.
8. It is possible to change the registered candidate with another employee up until they take their first exam. This change is made free of charge; however an administration fee will be applicable for replacement of any study material or correspondence required.
9. Once a candidate's exam has been scheduled it will not be possible to make any amendments. Re-entry fees for deferrals or rearrangements will be applicable.
10. In the event a candidate is unable to attend an exam for whatever reason the candidate or their employer must contact SkillsActive Caravan Industry Training by telephone to receive further instruction and advice. (It is important to do this with as much notice as possible as in some circumstances SkillsActive may be able to provide an alternative solution without the loss of exam fees).
11. SkillsActive may on occasion have to cancel a course at short notice if circumstances dictate. SkillsActive and its Affiliates shall not be responsible for any loss, damage, delay or failure of performance resulting directly or indirectly from any cause which is beyond its reasonable control ("Force Majeure"). In the unlikely event that this may occur, SkillsActive will always endeavour to rearrange the examination as soon as possible and at the least inconvenience to the candidate. In the event that this is not possible, SkillsActive will refund the examination fee.

#### Section IV [Grievance]

12. In the unlikely event that a candidate is dissatisfied with any aspect of the examination, or wish to dispute their examination results, SkillsActive must be notified in writing within 7 days of attending the examination/receiving the results.

#### Section V [Ownership of Qualification & Certificate]

13. Regardless who pays for the exam, in all instances the qualification and accompanying certificate is still the property of the employee. SkillsActive cannot withhold the certificate from a candidate who successfully completes their assessment, even if they subsequently leave your employment. Employers are advised to consider the merits of a pre-training agreement between themselves and their employees prior to enrolment. Please refer to FAQ and Advice section of our webpage for guidance on writing a pre-training agreement.