

Terms & Conditions

Section I [Applications & Booking]

1. Receipt of a booking form by SkillsActive is regarded as acceptance of these Terms and Conditions.
2. All Applications must be made in writing and received at the SkillsActive: Caravan Industry Training office by the closing date (where applicable).
3. Bookings will be confirmed if minimum numbers are reached by the end of the cancellation period (see section iii).

Section II [Payment]

4. Invoices are raised upon confirmation of the course. Unless otherwise stated, invoices must be paid within 30 days and/or before the start of the course (whichever is sooner).
5. All SkillsActive training is subject to VAT at the current rate.
6. For any course where companies are benefiting from a subsidy additional forms will have to be completed. If these forms are not completed, or in case of late cancellation of any places (see below) the business will be invoiced and liable for the cost of the place.
7. If your business is a member of the National Caravan Council or British Holiday & Home Park Association, please ensure that you indicate on the booking form and include your membership number. Any changes requested to invoice address or due amount if membership is not indicated at time of registration, will result in an administration fee. Applicants must be members at the time of registration – discount can not be made against subsequent membership.

Section III [Cancellation]

8. Due to the financial commitments SkillsActive must make in arranging training, a cancellation period is strictly adhered to and no refund can be made after this date. For all gas and electrical training, cancellation is possible up to six weeks before the start of the course. Unless otherwise stated all other training can be cancelled up to four weeks before the start of the course. This applies equally to bookings received after the cancellation date.
9. There will be an obligation upon the delegate's employer to honour any invoices relating to course applications when bookings are cancelled after the latest date for any course.
10. In the event a delegate is unable to attend a training event, the delegate or employer must contact SkillsActive Caravan Industry Training by telephone to receive further instruction.
11. It is usually possible to transfer the place to another employee (an administrative charge of not more than 20% of the course fee may be required for courses with external verification). However cancellation of the place will not be possible outside of the cancellation period.
12. 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"). SkillsActive will always endeavour to rearrange the course as soon as possible and at the least inconvenience to the candidate. In the event that this is not possible, CITO will refund the course fee in full.

We strongly suggest that employers have appropriate insurance against events which may prevent them from attending the training which they are committed to.

Section IV [Grievance]

13. In the event of dissatisfaction with any aspect of the training, CITO must be notified in writing within 7 days of the course.

Section V [Ownership of Qualification & Certificate]

14. 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.

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