

North Kent Training Service's Learner Code of Practice:

North Kent Training Service provides a consistently professional training offer to all learners. We hope that you enjoy your learning and achieve success on your course. To create an effective learning environment for all, we have established a set of expectations of behaviour to enable every learner to gain maximum benefit from their learning. This document sets out those expectations of conduct.

We expect you to:

- ◆ Care for your own health and safety and that of others
- ◆ Show consideration to other learners by not using mobile phones during training sessions unless agreed with the tutor/trainer and the group
- ◆ Help maintain a tidy and clean environment to be enjoyed by all users
- ◆ Show due respect to others
- ◆ Be punctual

We will not tolerate:

- ◆ Smoking, except in designated areas
- ◆ Use of bad language (swearing)
- ◆ Discrimination of any kind
- ◆ Possession or consumption of alcohol or illegal substances
- ◆ Damage to the training property or the belongings of others

To protect the interest of all learners, instances of persistent unacceptable behaviour may lead to permanent exclusion from this and any further training offered by North Kent Training Service.

North Kent Training Service—Programme Course Terms and Conditions:

Our Venues

Refreshments are available throughout all of our courses. Learners will be required to provide their own lunches on full day courses.

All of the venues we use are accessible to disabled people. Please tell us at the time of booking if you have any specific access requirements.

Course cancellation

We must receive notification in writing if you wish to cancel your booking.

If you cancel the booking:

- ◆ 21 days prior to the course date you will be refunded the full course fee.
- ◆ Less than 21 days prior to the course date, or in the event of non-attendance, the course fee will not be refundable.

If you are booking within 21 days of the course start date, you agree to waive your rights to cancel under the Distance Selling Regulation. This does not affect any of your other statutory rights under the Distance Selling Regulations.

Course rescheduling

If you need to reschedule a course date you must notify us in writing by letter or email as soon as possible. We will make every effort to accommodate the change to the course date but cannot guarantee that we will be able to do so.

Courses must aim to be rescheduled within 3 months of the original date of the course. If the course is not rescheduled within this time, cancellation fees will apply.

NKTS cancelling a course

NKTS try very hard not to cancel courses, by calling on our bank of trainers to cover at short notice where possible. However should we need to cancel a booking a full refund of the course fee will be made. We are not liable for any cost incurred by you in us cancelling the course.

Policy on Participation in Training Courses

Participants must be 18yrs or over. We will not accept bookings for courses where previous fees are owed. If a participant on a training course is disruptive, abusive or disrespectful to others they will be asked to leave and will be refused access to further courses.

Payment

An invoice will be issued near to the confirmation of the booking. Course fees are due in full prior to the course taking place. Certificates will not be released until this fee has been received.

Payments can be made via cheque made payable to 'Medway Voluntary Action' or by BACS Transfer.

CPD Programme

Please see below for details of our CPD Programme, if you would like to join this please let us know.