



## Terms and Conditions

The following terms and conditions cover all provision and courses offered by the Sharing Excellence Partnership (SEP). The Sharing Excellence Partnership is part of The Dunraven Educational Trust.

### **Cancellation by the Sharing Excellence Partnership (SEP) and Changes to Content**

The SEP is committed to offering high quality provision that meets the needs of candidates and will always aim to plan viable events. The SEP courses are constantly updated and improved and we reserve the right to alter any of the course/programme's content without prior notice. Occasionally, circumstances will arise which result in the need to cancel provision. When this is the case, the SEP will take proactive steps to inform you as soon as possible. The SEP reserves the right to modify or cancel any provision if unforeseen circumstances arise, but will do our utmost to avoid doing so.

Should the SEP cancel an event that you have paid to attend, the SEP will:

- Offer a refund for any fees paid (payable by BACS), or
- Provide a credit transfer for an alternative/future event.

Full advice and options available at the time of cancellation will be communicated with you.

### **Deferring from a Sharing Excellence Partnership Qualification/Course**

Candidates may apply for a deferral in exceptional circumstances for example: sickness, bereavement, maternity/paternity leave, or another exceptional reason. Candidates must contact the SEP administrator citing the reason for their deferral at [info@sharingexcellence.org.uk](mailto:info@sharingexcellence.org.uk) Applications for deferring the start of a course/qualification need to be received 14 days prior to the communicated start date. Requests to defer from a course/qualification that has already commenced need to be received as soon as possible and may be subject to additional conditions, confirmed at the time by the SEP administrator.

A deferral can be granted for a maximum of 12 months, or two course/qualification intakes, subject to candidates meeting any changes to eligibility criteria. Candidates who decide not to re-engage with their qualification will be subject to the SEP withdrawal terms set out in this document. Multiple deferrals may not be granted and could incur additional fees.

Candidates who wish to defer and wish to repeat course content (including face-to-face events) may be required to pay additional charges.

### **Withdrawing from a Sharing Excellence Partnership Qualification/Course**

Candidates wishing to withdraw from a qualification/course must provide reason(s) in writing to [info@sharingexcellence.org.uk](mailto:info@sharingexcellence.org.uk) and may be subject to charges and withdrawal fees. The SEP reserves the right to charge an appropriate fee taking into consideration the length of time engaged with a qualification, to cover any associated administrative costs. See below for details of withdrawal fees:

<b>Withdrawal Date</b>	<b>Withdrawal fee</b>
More than 21 days prior to start date/course	No fee
8-20 days prior to the start date/course	50%
Less than 7 days prior to the start date/course	100%



From the date of making your booking/registration with the SEP, you have 7 days from which to make cancellation without charge. Thereafter your booking will be bound by the terms and conditions as set out in this document.

### **Assessment**

Assessment fees are non-refundable, regardless of the course outcome. Rearrangement of assessment including those partially met may incur an additional charge. There may not always be an opportunity to rearrange/retake qualification assessment.

### **Certificates**

Course completion certificates or assessment outcome certificates are included in the cost of the course/qualification on the first issue. Replacement or additional certificates printed after the original copy can incur a charge (confirmed at the time of request) to cover production and postage. Please note that some qualifications may not be able to issue replacement certificates depending on the guidelines of the funding agency involved.

### **Authorisation**

By submitting a booking/application to the SEP, you are acknowledging that you have received authorisation for this expenditure from the relevant person at your organisation.

### **Candidate Liability**

Candidates registering/applying for an SEP course/qualification confirm that all information submitted is accurate and true and agree to adhere to the SEP's terms and conditions. Any false or misleading information may result in a forfeit of fees paid, withdrawal from the qualification/course or other sanction. It is the responsibility of candidates to inform the SEP of any changes or amendments to personal circumstances and/or contact details.

Candidates agree not to share, duplicate or infringe on copyright of any SEP content without the express permission of the SEP. Candidates are responsible for managing their attendance at events. For information on cancelled events please refer to the 'Cancellation by the Sharing Excellence Partnership' section of this document.

Candidates are responsible for tracking their own progression and completing their assessment in the allocated time frame.

### **Transferral of booking**

Candidates may not transfer their place on a SEP course/qualification to another person without express permission from the SEP. Candidates wishing to transfer their place to another person, or to transfer onto another qualification/course with the SEP should submit their request for consideration to [info@sharingexcellence.org.uk](mailto:info@sharingexcellence.org.uk) and cite their reasons.

Candidates for the NPQML may not, under any circumstances, transfer their course booking to another candidate.

### **Course/Programme Fees**

Unless otherwise stated, all prices quoted are exclusive of VAT and are correct at the time of publishing on our website and in printed materials.



## **Payment**

Course/qualification fees will be invoiced before the start of a course/qualification and will need to be paid within 30 days of invoice or before the course date, whichever is the sooner. Arrangements for payment after the course date must be made prior to the course. In the event of late payment, we reserve the right to not accept future course bookings and to cancel candidates' course bookings for your institution/organisation. We also reserve the right to charge interest on outstanding invoices at the rate of 2% per calendar month. The candidate's school/employer will be invoiced by default, unless otherwise notified by the candidate at the time of application/booking.

If a candidate leaves their current employment and the employer had agreed to fully pay course/qualification costs including assessment fees, then liability for paying/arranging payment of unpaid monies transfers to the candidate.

Invoices and payments will be made in the name of 'Phoenix Facilities & Services Ltd', a wholly owned subsidiary of The Dunraven Educational Trust.

## **Access to course materials**

Access to course/qualification content will be provided for the duration of your chosen qualification. In instances where a deferral or extension has been granted this access period may extend beyond the original or normal length of your chosen qualification, subject to the SEP confirmation, and may be subject to additional fees payable to the SEP.

## **General**

The SEP reserves the right to exercise or enforce any right available to us.

## **Privacy Notice and Data Collection**

In applying for a place on the NPQML programme or any other Sharing Excellence Training course, you are agreeing to the collection of your personal data by the Sharing Excellence Partnership. This data will not be shared with any external parties except for those stakeholders as required for compliance and monitoring for the specified training programme. Please see the [NPQML Privacy Notice](#) for full details.

## **Changes to these terms and conditions**

Please check these terms and conditions regularly. We reserve the right to update them at any time without notice.

If you need any further clarification on any aspect of the terms and conditions, please contact [info@sharingexcellence.org.uk](mailto:info@sharingexcellence.org.uk)