



## Training Terms & Conditions

### Our Promises to you

#### Administration

- ~ Your calls and emails will be answered promptly during office hours.
- ~ Your enquiries will be handled professionally and courteously by our training administrators
- ~ Any additional needs will be understood and met as far as possible
- ~ Joining instructions will be sent to you at least 2 weeks prior to your course
- ~ Where we are responsible for certification, we will issue your certificate within one month of attending your course

#### Training

- ~ Your trainer's contact details will be on your joining instructions
- ~ Your training course will start and finish on time
- ~ Your trainer will be professional, courteous and approachable
- ~ Your trainer will respond to your individual learning needs
- ~ The content of your course will be current, well-researched and evidence based
- ~ Community Links service users will contribute to the development and delivery of our courses
- ~ We will use your feedback to continuously improve our courses

#### Feedback

- ~ All feedback is welcomed
- ~ We will make every effort to contact you regarding your feedback within 24 hours
- ~ We will work with you to resolve the issue
- ~ We will take responsibility and be proactive in the resolution of the problem
- ~ We will ensure that as far as possible you are happy with the outcome

**Please note that if you cancel the course within 6 weeks prior to the training, you will be invoiced for the full cost of the course. If you cancel prior to the 6 week period, it is within our discretion to charge a £25 admin fee.**