

London Electrical College

Terms and Conditions Policy

Effective Date: 1st December 2025

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Definitions

“College”, “we”, “us”, “our”, or “LEC” refers to London Electrical College Ltd, a company registered in England and Wales under company number 14198617, with its registered office at North Finchley Library, Ravensdale Avenue, London, N12 9HP.

Where you are booking a Course for yourself, you must comply with all obligations set out in these Terms and Conditions, whether they refer to “You” or the “Student”. Where you are booking on behalf of one or more other people, you must comply with all obligations applicable to “You” and ensure that each Student complies with all obligations applicable to the “Student”.

1. Bookings, Registration and Admission

1.1 Admission to any Course is subject to availability and the student meeting the relevant eligibility criteria as determined by the College.

1.2 Bookings may be made online via the College website or in person, and registration operates on a first-come, first-served basis.

1.3 Once a booking request has been received, and provided that a place is available (and the College is otherwise able to accept the booking), the College will issue a Course Confirmation Letter via email. This letter will include details of the Course, including qualification information, start dates, books and equipment required and the Course venue. You are required to read this carefully. Issuing a Course Confirmation Letter does not complete registration; registration is only complete when all requirements in 1.10 (and 1.9 where applicable) are met.

1.4 Acceptance of a booking by the College does not constitute enrolment on the selected Course. Once the booking has been accepted, the College will assess the information provided to determine whether the student meets the eligibility criteria and whether the Course is appropriate. The College reserves the right to decline enrolment on any Course at its sole discretion.

1.5 If the College declines to enrol the student or, after enrolment, discovers information providing reasonable grounds to believe that the Course is unsuitable for the Student, the College may cancel the booking and will notify You accordingly. In such circumstances, unless the reason for cancellation relates to Your or the Student’s non-compliance with these Terms and Conditions, the College will issue a full refund of any sums already paid minus any non-refundable fees, unless waived by LEC.

1.6 Whilst the College takes all reasonable steps to ensure that its Courses are as inclusive as possible, it is essential that You are aware of the following:

- (a) all Courses are delivered in English;
- (b) workshops and assessments may require a reasonable level of physical fitness and health; and
- (c) electrical work is a regulated and potentially hazardous activity, and Courses are designed for individuals intending to use the skills acquired professionally within the electrical industry.

1.7 By placing a booking, you confirm that the Student:

- (a) can understand spoken English and read and write proficiently in English;
- (b) has a reasonable level of physical fitness and health; and
- (c) is either currently working in the electrical industry or intends to enter the industry.

If You are uncertain whether the Student meets these requirements, you should discuss this with the College before placing the booking and, in the case of health or fitness concerns, seek advice from a qualified medical professional.

1.8 The College accepts no liability for any adverse consequences arising from a student's participation in a Course where the student did not meet the eligibility requirements described in Clause 1.7.

1.9 Proof of certification must be submitted prior to registration for advanced Courses, including but not limited to the Level 3 Diploma in Electrical Installation (600/9331/6) and the NVQ Level 3 (501/1605/8) / NVQ Diploma (601/7345/2). Failure to provide valid certification prior to the Course start date may result in rejection or cancellation of registration.

1.10 Registration is deemed complete once the student has submitted the registration form, the applicable Course fee (see Section 2), provided a copy of a valid ID and received a confirmation email.

1.11 The College reserves the right to reject any application or registration at its sole discretion.

1.12 By enrolling or booking a Course, you agree to be bound by these Terms and Conditions.

2. Deposit and Payment Requirements

2.1 The required deposit or full Course fee must be paid before the Course start date unless otherwise agreed in writing, in order for registration to be valid. Failure to comply may result in forfeiture of Your place.

(a) The following Courses require a minimum deposit of £1,000.00:

- Level 2 Diploma (600/6724/X)
- Level 3 Diploma (600/9331/6)
- NVQ Diploma (501/1605/8) / NVQ Diploma (601/7345/2)

(b) The following Courses require full upfront payment of the Course fee:

- 18th Edition BS7671 (603/3298/0)
- Fire Alarms (610/5638/8)
- PAT Testing (600/4340/4)
- EV Charging Points (603/3929/9)
- Solar PV (600/5175/9)
- Energy Storage (610/2091/6)
- ECS Online Exam

(c) For the Inspection and Testing Course (603/2625/6), the Course fee may be paid in two instalments:

- 50% due by the registration deadline
- 50% due 13 working days after the Course start date

2.2 For some qualifications (for example, longer or advanced Courses), the College may, at the College's sole discretion and without notice, result in alternative payment terms. Once the booking has been made, these agreed payment terms cannot be changed unless agreed in writing by LEC.

2.3 Failure to pay Course fees in full by the due date may, at the College's sole discretion, result in the student being unable to attend the Course or sit any associated examinations.

2.4 All fees are non-refundable, except where otherwise stated in Section 4 (Cancellations and Refunds).

2.5 Requests to transfer to a different Course date or cohort are not cancellations and are granted at the sole discretion of the College. Transfer fees may apply as set out in Section 10.

2.6 All amounts are expressed inclusive of VAT unless otherwise stated.

3. Course Delivery

- 3.1 Courses may be delivered in-person, online, or via a hybrid model.
- 3.2 We reserve the right to change Course content, tutors or assessors without prior notice where reasonably necessary. Such changes do not entitle the Student to a refund.
- 3.3 We reserve the right to change Course dates or venue with reasonable notice.
- 3.4 All Course paperwork will be provided to you on the premises. Copyright on Course material is owned/licensed by London Electrical College. Copying, photography or any other unauthorised use without written permission of LEC is strictly prohibited.
- 3.5 Certificates will only be issued upon successful completion and full payment of the Course and any outstanding or additional fees; see *Section 9 Additional Charges*.

4. Cancellations and Refunds

- 4.1 If the Student decides to cancel the Course more than 14 days before the Course start date, you may receive a full refund of any payments made including deposits, less a £50.00 + VAT administration fee.
- 4.2 A 14-day cooling-off period applies from the date of booking where the booking is made 15 days or more before the Course start date. No cooling-off period will apply where a booking is made within 14 days of the Course start date. By booking a Course that starts within 14 days, you expressly agree that the Course may begin within the cooling-off period and acknowledge that your right to cancel will not apply.
- 4.3 Where the cooling-off period has expired, cancellations made within 14 days of the Course start date will not be eligible for a refund, regardless of attendance or progression.
- 4.4 London Electrical College Ltd reserves the right to cancel or reschedule Courses in the event of unforeseen circumstances (e.g., staff illness, low enrolment). In such cases, you will be offered either an alternative date or a full refund of any fees paid.
- 4.5 If a student registers after the Course has already reached full capacity, they will be offered either a full refund or the option to secure a guaranteed place on the next available cohort.

5. Course Fees

- 5.1 Learners are obliged to pay the Course fees by the instalment dates regardless of attendance or progression.
- 5.2 Learners paying via instalment plans must make payments on or before the agreed due dates set by LEC.
- 5.3 The instalment plan for the NVQ Level 3 (501/1605/8) / NVQ Diploma (601/7345/2) is provided on the registration form, completed either online or at the Centre.
- 5.4 Instalment plans for Level 2 Diploma (600/6724/X) and Level 3 Diploma (600/9331/6) are given in the form of a handout to students on the first day of the Course. If the learner wishes to request reasonable adjustments to the instalment plan, they must inform LEC administrative staff in writing or in person within 10 days of Course commencement.
- 5.5 LEC staff are responsible for setting and approving appropriate instalment plans, which must ensure that all payments are completed prior to the last online exam for the student's Course.
- 5.6 Any instalment plans tailored to a specific learner and approved by LEC will be issued in writing, including by email, WhatsApp, text message or other written communication.

5.7 Failure to pay fees on time, including instalment plans agreed by LEC staff, may result in suspension from the Course without notice, restricted access to classes or materials, refusal of online and practical exams, and withholding of certificates until payment is made in full.

5.8 Where any payment remains overdue, LEC reserves the right to charge a reasonable administration fee of up to £50 for each calendar month, or part calendar month, that the payment remains outstanding. This fee reflects the administrative costs of managing overdue accounts, including issuing reminders, reviewing payment records, and liaising with the learner regarding payment.

5.9 Where payment remains outstanding for 30 days or more, LEC may refer the matter to a debt recovery agency, issue a claim through the courts, and/or seek to recover any reasonable costs incurred in doing so. LEC reserves the right to terminate the student's enrolment where fees remain unpaid.

6. Student Conduct & Disciplinary Actions

6.1 Once a Course has commenced, the student is obliged to attend all sessions necessary to complete the Course.

6.2 Students are required to attend during the learning hours stated at their induction. However, these hours may vary depending on the practical and theory content scheduled for that day. The duration of sessions can change based on individual learner needs; sessions may run over the planned time or finish earlier. Students will always be informed of any changes to their hours on the day.

6.3 You will not be entitled to any refund for absences.

6.4 Students are expected to act professionally and respectfully at all times.

6.5 Disruptive, abusive, or illegal behaviour may result in immediate dismissal from the Course without refund.

6.6 Poor attendance may impact progression, eligibility for exam bookings, and Course certification.

6.7 Health and safety rules must always be followed, particularly during practical sessions.

6.8 Support is offered by tutors, assessors, and LEC staff; however, it is the student's full responsibility to attend and successfully complete the Course within the scheduled duration.

6.9 LEC may cancel the student's enrolment without reimbursement of fees if the student commits a serious or repeated breach of these Terms or LEC rules, or is guilty of gross misconduct, at LEC's sole discretion.

6.10 LEC reserves the right to refuse to rebook a student for an examination where the student has failed the examination on three or more occasions.

6.11 LEC further reserves the right to require a student who has failed to pass an examination after three attempts to retake the Course in full prior to any further examination entry.

6.12 LEC reserves the right to refuse admission, Course enrolment, or examination entry to any student who does not meet the required eligibility criteria or who does not demonstrate sufficient proficiency in the language of instruction to successfully participate in the Course and assessment.

6.13 LEC reserves the right to refuse entry to any student who is late, disruptive, or unfit to participate, including but not limited to being under the influence of alcohol or drugs.

7. Intellectual Property

7.1 All Course materials are the property of the College or its licensors.

7.2 You may not copy, reproduce, or distribute material without prior written permission from College staff.

7.3 You may not take photos or videos of the College, including Course materials, equipment, or premises, at any time except with prior written permission.

8. Data Protection and Privacy

8.1 We will process your personal data in accordance with UK GDPR and the Data Protection Act 2018.

8.2 For full details, please refer to our Data Protection Policy.

9. Certification and Completion

9.1 Certificates are awarded only upon full completion of all Course requirements, including assessments and attendance.

9.2 Certificates will not be released if outstanding fees remain unpaid.

9.3 Replacement certificates due to loss or damage will incur a charge of £60.00 per hard copy.

10. Additional Charges

10.1 **Late Completion:** A fee of £60.00 per online exam and £100.00 per practical exam or written assignment will apply if the Course is not completed by the final planned Course date unless an approved extension is granted in writing by LEC.

10.2 **Retake Fees:** If a student is late, absent, or unprepared, retake fees apply: £20.00 per online exam and £100.00 per practical exam.

10.3 Any **assignments** handed in after the deadline will incur a £100.00 charge.

10.4 **Student Cancellations & No-Shows:** Cancellations within 24 hours of a scheduled exam or non-attendance will incur a fee of £60.00 per online exam and £100.00 per practical exam.

10.5 Students transferring to a different or future cohort will incur an additional charge of £200.00 per calendar year inclusive of VAT for the following Courses:

- Level 2 Diploma (600/6724/X)
- Level 3 Diploma (600/9331/6)

Nothing in these Terms affects your statutory rights as a consumer.

10.6 The NVQ Diploma (501/1605/8) / NVQ Diploma (601/7345/2) extension is £100 per month from the day after the registration deadline. The maximum extension period permitted is 12 months.

10.7 For all other Courses, Students transferring to a different or future cohort will incur an additional charge of £50.00 inclusive of VAT.

10.8 Course moves or changes will be made at the discretion of London Electrical College.

11. Liability

11.1 LEC's total aggregate liability, for all claims arising from or connected with your booking and/or the student's participation in the Course (whether based on breach of contract, strict liability, tort—including negligence—misrepresentation, or any other cause of action), shall be limited to the amount you paid for the Course.

11.2 London Electrical College shall not be liable for any claim relating to: loss of profits, goodwill, business opportunities, or anticipated savings; injury to reputation; wasted management time; or

any indirect, consequential, or special loss or damage, regardless of the type of claim (including contract, tort—such as negligence—strict liability, or otherwise) and whether or not LEC knew or should have known that such loss or damage might occur.

11.3 If you make a booking on behalf of another person (i.e., you are not the student), you agree that any claim arising from LEC's failure or default must be brought by you, not the student.

If the student brings a claim against LEC despite this, you agree to indemnify LEC for all losses, damages, claims, costs, and expenses (including legal fees) arising from that claim, including any amounts awarded to the student.

11.4 The express terms of this agreement replace and exclude all warranties, conditions, terms, undertakings, and obligations implied by statute, common law, custom, trade usage, Course of dealing, or otherwise, to the fullest extent permitted by law.

11.5 Nothing in this agreement limits or excludes LEC's liability for:

- death or personal injury caused by negligence,
- fraud or fraudulent misrepresentation, or
- any other type of loss or damage that cannot be legally excluded or limited under English law.

12. No Guarantee of Success

Completion of the Course does not guarantee the student's competence to carry out work or the ability to obtain employment in the relevant field, and LEC makes no representation, warranty, or guarantee regarding such competence or employability. When undertaking any work, the student must ensure that it is within his or her level of competence and must seek additional instruction or supervision where necessary. Any statements made by LEC or its staff concerning the likelihood of securing employment and/or the student's potential earnings are to be regarded solely as opinions, are not representations, and shall not be binding.

13. Force Majeure

We shall not be liable for any failure or delay in performance resulting from events beyond our reasonable control, such as natural events, industrial action, public health emergencies, or government restrictions.

14. Complaints and Disputes

14.1 Complaints must be submitted in writing to admin@londonelectricalcollege.com.

14.2 We aim to resolve complaints promptly and fairly.

14.3 These Terms are governed by the laws of England and Wales, and disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

14.4 For full details, please refer to our Complaints Policy.

15. General

15.1 Assessments and examinations are governed by the relevant accrediting body, and LEC accepts no liability relating to them.

15.2 Additional Time in Exams: Additional time may be granted if you submit appropriate evidence—a psychological report—at least one month before the Course start date. Approval rests solely with the accrediting body.

15.3 Photographic ID: Accrediting bodies such as EAL and City & Guilds require photographic identification. Students must bring a valid passport, driving licence or resident's card.

15.4 Complaints regarding the Course must be submitted in writing to the Centre Manager at the address provided on the enrolment form.

15.5 Notices may be served by posting them to the address shown on the enrolment form or any updated address provided in writing.

15.6 If any term is found illegal, invalid, or unenforceable, it shall be amended to the minimum extent necessary to make it enforceable. All remaining terms remain in force.

15.7 These Terms and Conditions, including any non-contractual disputes, shall be governed by English law. Any unresolved disputes shall be subject to the exclusive jurisdiction of the English courts.

16. Amendments

We reserve the right to update these Terms and Conditions at any time. Any amendments will not affect bookings already in progress unless legally required or mutually agreed.

17. Declaration

By booking, paying for, registering for, or attending a Course, you confirm that you have read, understood, and agreed to abide by these Terms and Conditions. These Terms constitute the entire agreement between the parties.

Contact Information

Email: admin@londonelectricalcollege.com

London Electrical College Ltd

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