



UK RISK MANAGEMENT
COMPLIANCE SPECIALISTS

TRAINING TERMS & CONDITIONS

UK Risk Management Ltd provide the training and delivery of regulated qualifications, we do not guarantee certification. Certification of these regulated qualifications cannot be provided unless the learner is able to wholly satisfy the required standards of the Awarding Organisation.

UK Risk Management Ltd reserves the right to cancel or reschedule any of its courses. Where it is necessary to cancel or reschedule any courses, you will be informed at the first available opportunity and delegates will be rescheduled as a priority to the next available course(s).

UK Risk Management Ltd does not accept any responsibility for certificates expiring as a result of a cancelled course.

UK Risk Management Ltd reserves the right to withhold certificates until full payment has been cleared. Individual consumers are required to make payment at the time of booking unless otherwise stated.

Booking amendments or cancellations (Face to Face Training)

If you are wishing to amend or cancel any booking for face-to-face training, you must notify us in writing by email (info@ukriskmanagement.co.uk).

Amendments:-

Any amendments made prior to the 14 days before the course will be made with no additional charges.
Any amendments made between 14 days and 48 hours prior to the course will incur a 50% charge (excluding VAT).
Any amendments made within 48 hours of the course starting will be charged for in full.

Cancellations:-

Any cancellations made prior to the 14 days before the course will be refunded in full.
Any cancellations made between 14 days and 48 hours prior to the course will incur a 50% charge, so 50% of the course fee will be refunded.
Any amendments made within 48 hours of the course starting will not be refunded.

Booking amendments or cancellations (Distance Learning Training)

If you are wishing to amend or cancel any booking for distance learning training, you must notify us in writing by email (info@ukriskmanagement.co.uk).
You will have 14 days from the date of enrolment onto the course in which to cancel and receive a full refund, assuming all course materials are returned unused.

Course Prices

All our course prices are listed on our website (www.ukriskmanagement.co.uk).

Booking Requirements

All bookings are required to be completed on our website (www.ukriskmanagement.co.uk) or through email to (info@ukriskmanagement.co.uk)
Certain Qualifications require an initial assessment to be completed, this will be emailed following the booking being completed. This assessment is to ensure the learner either has the skills required to complete the qualification, to identify any gaps in skills required to complete the qualification or to assess that the learner is



in suitable employment to be able to produce any evidence required to complete the qualification. In the event the initial assessment identifies that the learner will not be able to complete the course or supply the required evidence the learner will be informed of the reasons and the payment will be refunded in full.

Payment Terms

Invoices will be sent with payment terms of 14 days (unless otherwise agreed).

Where a payment plan is agreed for any qualifications, the agreed schedule of payments must be adhered to otherwise UK Risk Management Ltd reserve the right to remove the learner from qualification and no refund will be offered for the payments already made.

Attendance Requirements

Attendance requirements if applicable are listed on our website (www.ukriskmanagement.co.uk) on the page of each course under the heading “Attendance Requirements”

Behavioural Expectations

All learners are expected to behave in a manner suitable for the workplace, if the tutor, assessor or any other member of the training team feel a learner’s behaviour is unacceptable they will be asked to leave.

Unacceptable behaviour may include, foul language, being disrespectful to peers or staff. If a learner is asked to leave due to poor behaviour, the cost of the course will not be refunded.

Registrations

Learners will not be registered with the Awarding Organisation until full payment of the qualification is completed. If a learner does not complete the full payment, UK Risk Management Ltd reserves the right to remove a learner at any time due to non-payment if the agreed payment schedule is not-adhered too. Learners will not be regarded as on the course until the full payment is made. Learners are not required to be registered with a particular awarding body and this can be changed at any time.

Compliance Checks

UK Risk Management Ltd are required to complete a number of compliance checks that will include the following: ID checks, qualified observer confirmation and plagiarism checks. If any student commits fraud or is found to attempt to commit fraud, then the student will be removed from the course and no refund will be made available.

Feedback for Work Submitted

Our tutors/assessors aim to provide feedback within 5 working days per assignment submitted, this is subject to reasonable usage. If multiple files are submitted on one occasion, this may cause a delay in feedback. We encourage our learners to submit work as they progress through each assignment, this is to ensure they receive feedback as soon as possible.

Workplace Supervision

For any courses that involve workplace supervision, the student is required to have access to their own suitably qualified supervisor, and this will not be provided by UK Risk Management Ltd.

Observations

Students may be required to complete their observations via Microsoft Teams, Zoom or FaceTime whilst completing their course with UK Risk Management Ltd. This will provide students from all areas of the United Kingdom the opportunity to complete their observations using a suitable and efficient method of assessment.

This will depend on a variety of factors including location, time of year and duration.

The decision will be made by UK Risk Management Ltd