



Learning Agreement Confirmation

Course Title

Course dates:	Cost of Course: £	Course Books required: Yes No Cost: £
Delegate Name: (as you wish it to appear on any certification issued)		
Delegate Address:		Postcode:
Contact tel:	E-mail:	
Date of Birth:	National Insurance No:	Current Certificate Number: (if applicable)
Gender:	Ethnic Origin:	Expiry Date:
Does the above named person consider themselves to have a disability or long-term medical condition? Yes No If Yes, please give details.		
Emergency Contact (for duration of course): Name:		Contact number:

Booking Made By

Name:	Job title:
Company Name:	
Company Address:	
Postcode:	
E-mail:	Telephone:
Fax:	
Purchase Order No:	SETA Member company: Yes No
Please tell us how you heard about this course:	
Reason for booking this course:	
<input type="checkbox"/> Job requires it <input type="checkbox"/> Staff development <input type="checkbox"/> Other:	
Would you like us to contact you to discuss any other training needs? Yes No	
Your e-mail address will be added to our mailing list for occasional course updates etc. Please tick this box if you do NOT wish to receive these updates. <input type="checkbox"/>	

Payment

Total amount due: £	inclusive of VAT.
<input type="checkbox"/> I enclose a cheque for £ (Please make cheques payable to SETA Ltd)	
<input type="checkbox"/> I wish to pay by Bank Transfer (quoting delegates name, course and course date) to: NatWest, 129 High Street, Southampton SO14 2BF Account No:06409369 Sort code:56-00-68	
<input type="checkbox"/> I wish to pay by credit card.	
<input type="checkbox"/> We have an account with SETA.	

- A VAT invoice will be issued.
- Where appropriate, delegates will be issued with certificates unless otherwise requested in advance by the company.
- Where lunch is provided, please advise us in advance if any delegates have specific dietary requirements.

Data Protection Act 1998:

SETA may share this information with other authorised organisations, such as the Awarding Body or BIS, for administrative, statistical and research purposes only and to monitor progress of learners.

I have read and accept the terms and conditions set out overleaf.

Signed:

Date:

SETA promises

- to provide delegates with high quality training.
- to provide a safe and secure training environment.
- to be polite and courteous at all times.
- to deal with any complaints promptly and fairly.

SETA expects

- delegates to abide by our Health & Safety policy.
- delegates to only smoke in designated areas.
- delegates to park with due regard to others.
- delegates to treat colleagues, staff, visitors and other learners with courtesy and respect.

If you are unhappy with any decision taken about the course of training undertaken, first discuss the matter with your course tutor. If the matter is still unresolved, please ask to speak with the Qualification Standards Manager or the Work Based Learning Manager, who will record your grievance and investigate the matter.

Copies of SETA standard Policies and Procedures are available to view upon request.

Terms & Conditions: Course bookings

• Registration

Provisional bookings may be made by phone, fax or e-mail and held for seven days pending receipt of the booking form. Joining Instructions (subject to requirement) will be sent approximately ten days before the course start date.

• Reservation

We can only guarantee to hold a reservation on a course when it has been confirmed by post, fax or e-mail.

• Fees

All fees are current at time of going to print; however, we reserve the right to change them. All course fees are subject to VAT. For tailored or in-company courses, please contact our Course Secretary on 023 8077 1908. Courses certificated by an Awarding Body may incur additional registration or certification fees.

• Payment Details

Payment can be made by credit card, cheque or BACS: NatWest Bank, 129 High Street, Southampton SO14 2BF
Account Number 064 093 69 Sort Code: 56-00-68

Invoices will be sent on receipt of the booking form and remittance. Where a Purchase Order number is required for invoice processing, please ensure that the number is quoted on the booking form.

For SETA member companies or where a satisfactory credit history has been established, payment terms are thirty days net from the end of the month in which the invoice is raised. Payment is due in advance in all other cases.

• Cancellation

Cancellations may be made initially by telephone but must be confirmed in writing. No refund will be given where an Awarding Body registration charge has been made. The right is reserved to charge the full fee if less than seven days notice of cancellation is given, or half the fee if eight to fourteen days notice is received.

Substitute delegates may be accepted with prior notice on non-certificated courses. On certificated courses, substitution is subject to Awarding Body registration criteria.

• Change of Terms

As a last resort, we reserve the right, for reason of illness of the tutor or other causes beyond our control, to cancel the course, whereupon the customer will be offered another mutually convenient date or a refund. However, we will not be liable for any loss or expense to the client arising out of such cancellation.

We reserve the right to change the venue, course content and/or tutor without prior notice.

• Health Declaration

It is the responsibility of the client to ensure that all participants attending any programme have no medical condition which precludes them from taking part.

• Equipment insurance and accreditation

Where equipment and /or visual aids are provided by us for an in-house event, it is the responsibility of the client to ensure adequate security measures are taken and that all risks insurance cover is provided. We will provide adequate 'all risks' insurance whilst equipment and/or visual aids are in transit to and from the client.

• Special Conditions

Every effort is made to give satisfaction to the client by ensuring reasonable standards of skills and reliability from our staff and to provide them in accordance with booking details. However, we will accept no liability for any loss, expense, damage or delay arising from failure to provide any particular staff for all or any part of the period of the booking or from negligence or lack of skill of the staff provided. In addition, we accept no liability in respect of any claims or demands by staff, the client or any other person or body howsoever arising.

• Copyright

The material in all our courses remains the copyright of SETA Ltd or Awarding Bodies. The material should not be sold or passed onto other organisations.

PLEASE ASK IF YOU NEED A COPY OF THESE TERMS AND CONDITIONS IN A LARGER FORMAT.

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