

Training Agreement and Payment Policy

1. Training agreement:

The Training agreement will be performed via written agreement (for instance, via e-mail confirmation of training). The amount to pay will be detailed in the e-mail and this will be classed as the payment agreement once the organisation agrees to the training contract. The organisation must have some guarantee they are able to pay for the training (i.e. be registered manager of a business or provide a payment deposit). The agreed training date can then be secured.

2. Payment for face to face training:

“When a contractor enters into a contract with their client or agency, one of the key clauses in the contract will be the payment terms”

After the delivery of a training session the training provider “North Care Training” will issue an invoice that must be paid within 30 days. If the payment is not received within 30 days, the bill becomes overdue.

Current rate for face to face training (minimum group size 4):

3-hour face to face training courses start from £20 per person. *

6-hour training courses start from £35 per person. *

9-hour Masterclass courses start from £49 per person. *

The owner of North Care Training has the right to change any payments and offers.

The training session can be upgraded to a qualification if required – payments must be received before the qualification can be processed.

3. Late payment interest:

North Care Training have the right to claim interest on unpaid bills from customers and clients. This supports the Late Payment of Commercial Debts (Interest) Act 1998, and amendments in 2000, 2002 and 2013. The interest is calculated using the following formula:

Debt x interest rate x (the number of days late/365) = interest

The venue will be informed that payments are overdue and that payments must be received to avoid further action. Further action could lead to court proceedings which can make it very difficult for an organisation to obtain credit in future and payments can be enforced in other ways to clear the debt(s).

4. Payments for qualifications:

Qualifications are not be processed without an upfront payment.

5. Cancellation or changes of agreed training delivery (notice period):

At least a 48-hour notice, before the start of the training session, is required for training cancellations or changes of planned training delivery. This includes: times, dates, structure, location, content or any other adjustments. If the training is cancelled or changed without reasonable notice, the full agreed price of the training session(s) will be payable.

As a morale principle, it would be appreciated if any cancellations and changes are done well in advance, we recommend at least 7 days' notice. If any doubt, please contact us immediately telephone: 0800 888 68 40 or send us an e-mail: admin@northcaretraining.co.uk we are more than happy to rearrange another date.

6. Payment terms for marketing material:

North Care Training will provide a quote before any agreement is made. Any bespoke courses require written authorisation with agreed learning objectives. Any offers are subject to location. North Care Training have the right to withdraw any promotional offer at any time.

7. Prices and location:

As a training provider, North Care Training will deliver training courses in the North of England at the prices quoted (see section 2). However, if training is required further south or another country in the United Kingdom, the prices will be subject to location and agreement with the trainer.

8. Equipment and venue hire

North Care Training aims to provide the equipment required to deliver the training offered. However, for some courses, such as Moving and Handling People, equipment must be made available by the organisation (for example, an electric profile bed). North Care Training do not provide venue hire; however, North Care Training may have equipment such as stand aids and hoists available for hire. Please do not hesitate to ask via e-mail: admin@northcaretraining.co.uk or telephone: 0800 888 68 40.

Date document active:

05/11/2018,

Polycymaker:

A Rendell FdA BSc PGCE PCET AoHT

A handwritten signature in black ink, appearing to be 'A Rendell', written in a cursive style.

Planned review date:

05/11/2019