

## TERMS & CONDITIONS

### 1. Transport:

**Transport for training / Transport for assessment:** it is the candidate's responsibility to make their own way to the assessment site.

### 2. Identification:

All candidates must have a valid photo ID e.g. passport, drivers' license or work ID on the day of assessment / Evolve test. Failure to do so may result in your assessment being cancelled without any refund.

Pictures are needed prior to the course start date to ensure that NPTC or Lantra can issue ID cards with the final certificate, please send in your digital pictures via email to [employerservices@capel.ac.uk](mailto:employerservices@capel.ac.uk)

Please note it is your responsibility to check all of your details on your assessment sheet are correct. You must let the assessor/industry training manager know if any details are incorrect on the day of your assessment and we can amend this free of charge. Failure to do so and a £44 new certificate charge will be applicable should you wish to make any amendments after your assessment date.

### 3. Results of Assessment:

Candidates should notify the Assessment Centre if the certificate or ID card has not been received within 25 working days of the assessment date.

### 4. Cancellation / Refunds of bookings:

Cancellation of confirmed bookings must be made no later than 3 weeks prior to the course start date. **Please note you will incur a £40 administration fee. No refund will be given to cancellations outside this time frame.**

In the event that Capel Manor College cancels your training or assessment, we will contact you to discuss alternative dates. If we are unable to offer you an alternative date, a full refund will be provided.

### 5. Non-attendance of candidates:

Non-attendance will incur the full course and assessment fees. In the event of illness preventing attendance, evidence of a doctor's certificate will be required before a refund is considered.

### 6. Lunch and refreshments:

Candidates can bring their own food and refreshments. It is highly recommended that candidates bring a packed lunch when taking a chainsaw course, as it is likely you will be off campus and at a felling site, where no refreshments or lavatories are available.

No alcohol can be consumed on site.

Anyone found to have breached this rule will be excluded from participating in any activity within the College.

### 7. Behaviour

Capel Manor College Assessment Centre does not tolerate any abusive/inappropriate behaviour towards our members of staff.

Abusive behaviour towards your trainer/assessor will not be tolerated and will result in your training/assessment being terminated without a refund.

**INSURANCE FOR TRAINING:**

Capel Manor has taken out suitable insurance to cover candidates undertaking chainsaw and related operations under the guidance and supervision of a professional Capel Manor instructor. The College will not be held liable for any claim arising from any damage or injury caused to anyone by any operative through acts of negligence or wilful disregard for the correct health and safety procedures. Any damage caused or loss of protective clothing and equipment through acts of negligence by operatives will be charged in full to you or your organisation.

**INSURANCE FOR ASSESSMENT:**

It is in your own interest that you ensure that your organisation has insurance cover for such events.

Any damage caused or loss of protective clothing and equipment through acts of negligence by operatives will be charged in full to you or your organisation.

**COMPLAINT PROCEDURE:**

If you are unhappy with any aspect of your training or assessment, please submit your concerns as soon as possible to the Assessment Centre Co-ordinator. Your concerns will be taken seriously and investigated promptly in line with our complaint and appeals procedures, which are available on request.

**CENTRES:**

**Enfield campus:**

By rail: Served by Turkey Street Station (from Liverpool Street Station), the College is approximately 20 minutes' walk from Turkey Street. Buses: 217 and 317.

Bullsmoor Lane, Enfield, Middlesex, EN1 4RQ

Tel: 030 3003 1234 ext.1245

