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Learning & Development Awards City & Guilds 7318 Series

Management of Learning and Development Provision (Level 4 NVQ)

Requirements - Six mandatory units, plus two from seven optional units.

Six mandatory

L1	Develop a strategy and plan for learning and development
P2	Develop a strategy and plan to provide all people resources for the organisation
L2	Identify the learning and development needs of the organisation
L17	Evaluate and improve learning and development programmes
G3	Evaluate and develop own practice
C13 (MSC)	Manage the performance of teams and individuals

Plus 2 Optional units from:

L3	Identify individual learning aims and programmes
L4	Design learning programmes
L8	Manage the contribution of other people to the learning process
L7	Prepare and develop resources to support learning
V1	Conduct internal quality assurance of the assessment process
B3 (MSC)	Manage the use of financial resources
H+SD	Review health and safety procedures in the workplace

Delivery

The delivery of the Management of Learning & Development of Provision Award is designed to draw upon the most effective element of both academic and vocational learning. Participants undertake a one-to-one induction on demand that provides a detailed understanding of the theoretical knowledge and practical application of effective programme management. Accreditation of this award is achieved through the creation of portfolio evidence, and workplace observation.

Learning & Development Awards City & Guilds 7318 Series

Co-ordination of Learning and Development Provision (Level 4 NVQ)

Requirements - Six mandatory units, plus one from seven optional units.

Six mandatory

L3	Identify individual learning aims and programmes
L4	Design learning programmes
L5	Agree learning programmes with learners
L8	Manage the contribution of other people to the learning process
L17	Evaluate and improve learning and development programmes
G3	Evaluate and develop own practice

Plus One Optional units from:

L9	Create a climate that promotes learning
L7	Prepare and develop resources to support learning
L15	Support and advise individual learners
L16	Monitor and review progress with the learners
L2	Identify the learning and development needs of the organisation
V1	Conduct internal quality assurance of the assessment process
H+SD	Review health and safety procedures in the workplace

Delivery

The delivery of the Level 4 Co-ordination of Learning and Development Provision Award is designed to draw upon the most effective element of both academic and vocational learning. Participants undertake a one-to-one induction on demand that provides a detailed understanding of the theoretical knowledge and practical application of effective programme management. Accreditation of this award is achieved through the creation of portfolio evidence, and workplace observation.

Learning & Development Awards City & Guilds 7318 Series

Level 3 in Learning & Development

Requirements - 7 mandatory units + 2 options from Group A + 2 options from Group B

Seven mandatory

G3	Evaluate and develop own practice
L3	Identify individual learning aims and programmes
L5	Agree learning programmes with learners
L6	Develop training sessions
L9	Create a climate that promotes learning
L16	Monitor and review progress with learners
L18	Respond to changes in learning and development

Plus 2 Optional units from Group A

L10	Enable learning through presentations
L11	Enable learning through demonstrations and instruction
L12	Enable individual learning through coaching
L13	Enable group learning

Plus 2 Optional units from Group B

L4	Design learning programmes
L7	Prepare and develop resources to support learning
L14	Support learners by mentoring in the workplace
L15	Support and advise individual learners
L20	Support competence achieved in the workplace
L23	Support how basic skills are delivered in the workplace
L24	Support people learning basic skills in the workplace
A1	Assess candidates using a range of methods
A2	Assess candidates' performance through observation

Delivery

The delivery of the Level 3 Learning & Development Award is designed to draw upon the most effective element of both academic and vocational learning. Participants undertake a one-to-one induction on demand that provides a detailed understanding of the theoretical knowledge and practical application of effective programme management. Accreditation of this award is achieved through the creation of portfolio evidence, and workplace observation.

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Level 3 in Direct Training & Support

Requirements - 6 mandatory units + 2 Options from Group A + 2 Options from Group B.
Alternatively 3 from Group A and none from Group B.

Six mandatory units

G3	Evaluate and develop own practice
L3	Identify individual learning aims and programmes
L5	Agree learning programmes with learners
L6	Develop training sessions
L16	Monitor and review progress with learners
L9	Create a climate that promotes learning

Two from Option Group A

L10	Enable learning through presentations
L11	Enable learning through demonstration and instruction
L12	Enable individual learning through coaching
L13	Enable group learning

Two from Option Group B

L14	Support learners by mentoring in the workplace
L15	Support and advise individual learners
A1	Assess candidates using a range of methods
L20	Support competence achieved in the workplace
H+SD	Review health and safety procedures in the workplace

Delivery

The delivery of the Level 3 in Direct Training & Support Award is designed to draw upon the most effective element of both academic and vocational learning. Participants undertake a one-to-one induction on demand that provides a detailed understanding of the theoretical knowledge and practical application of effective programme management. Accreditation of this award is achieved through the creation of portfolio evidence, and workplace observation.

7317 Vocational Assessor Award (NVQ Level 3)

A1 Award: Assess candidates using a range of methods

This unit is appropriate for you if your role involves:

- Assessing candidates against agreed standards of competence using a range of assessment methods
- Giving candidates feedback on your assessment decisions
- Contribute to the internal quality assurance processes

The activities you are likely to be involved in:

- Developing realistic plans for learning and assessment with candidates
- Understanding assessment requirements
- Planning the assessment process with candidates and the other people involved
- Helping candidates to meet the agreed assessment requirements
- Reviewing the candidate's level of competence and identifying what they need to do to be fully competent
- Supporting candidates with different needs during your assessment
- Using a variety of assessment methods
- Making a record of your assessment decisions
- Giving candidates feedback on their performance and reviewing their progress throughout the assessment process
- Using different types of evidence to give an overall assessment of competence

What the unit covers:

- 1 Developing plans for assessing competence with candidates
- 2 Judging evidence against agreed standards to make assessment decisions
- 3 Giving candidates feedback and support on your assessment decisions
- 4 Contributing to the internal quality assurance process

Following this introductory half-day workshop or one-to-one induction will undertake the additional work to achieve accreditation for the new A1 Award.

Target Audience

This award is appropriate for all those involved in the Assessment and quality assurance of NVQ awards. In addition, this award may also be of value to centre co-ordinators and programme managers.

7317 Observational Assessor Award (NVQ Level 3)

A2 Award: Assess candidates' performance through observation

This unit is appropriate for you if your role involves:

- Assessing candidates against the agreed standards
- Planning assessments with candidates
- Giving feedback to candidates on your assessment decisions

The activities you are likely to be involved:

- Watching staff members in line with agreed assessment plans
- Assessing candidates' performance
- Assessing candidates' knowledge and how they apply their knowledge
- Making a record of your assessment decisions
- Working with other people who are affected by the assessment process, such as line managers or supervisors
- Giving feedback to candidates

What the unit covers:

1. Agreeing and reviewing plans for assessing candidates' performance
2. Assessing candidates' performance against the agreed standards
3. Assessing candidates' knowledge against the agreed standards
4. Making an assessment decision and giving feedback

The A2 Award will be delivered on demand and undertake the additional work to achieve accreditation for the A2 Award.

Target Audience

This award is appropriate for all those involved in the Assessment in the Workplace and quality assurance of NVQ awards. In addition, this award may also be of value to centre co-ordinators and programme managers.

7317 Internal Verifier Award (NVQ Level 4)

V1 Award: Conduct internal quality assurance of the assessment process

This unit is appropriate for you if your role involves:

- Evaluating the internal assessment process
- Monitoring and reviewing internal assessment audit systems
- Carrying out related internal verification or moderation activities

The activities you are likely to be involved in:

- Ensuring health, safety and environmental protection procedures are applied within assessment arrangements
- Applying and monitoring equal opportunities and access procedures throughout all assessment procedures
- Monitoring the performance of assessors
- Supporting assessors to develop their skills
- Monitoring and supporting the people and organisations who provide administrative support to the assessment process
- Monitoring and making recommendations on the resources needed to evaluate the assessment process
- Ensuring an appropriate balance of candidates to assessors
- Monitoring and reporting on the achievement rates of candidates
- Monitoring the progress and satisfaction of candidates
- Meeting the assessment requirements of awarding bodies and other external agencies

What the unit covers:

- 1 Carrying out and evaluating internal assessment and quality assurance systems
- 2 Supporting assessors
- 3 Monitoring the quality of assessors' performance
- 4 Meeting external quality assurance requirements

Following this introductory half-day workshop or one-to-one induction will undertake the additional work to achieve accreditation for the V1 Award.

Target Audience

This award is appropriate for all those involved in the Verification and quality assurance of NVQ awards. In addition, this award may also be of value to centre co-ordinators and programme managers.

Learning & Development Awards (NVQ Level 3) City & Guilds 7318 Series

The following 'mini awards' are individually awarded

Certificate in Initial Assessment and Support of Learners

Four Units In Total

Three mandatory units from:

G3	Evaluate and develop own practice
L3	Identify individual learning aims and programmes
L5	Agree learning programmes with learners

One from the following Options:

L14	Support learners by mentoring in the workplace
L15	Support and advise individual learners
L16	Monitor and review progress with learners

Certificate in Review and Assessment of Learning

Three Units In Total

A1	Assess candidates using a range of methods
G3	Evaluate and develop own practice
L16	Monitor and review progress with learners

Certificate in Basic Skills Development in the Workplace

Three Units In Total

G3	Evaluate and develop own practice
L21	Plan how to provide basic skills in the workplace
L22	Introduce training for basic skills in the workplace

Certificate in Basic Skills Support in the Workplace

Three Units In Total

G3	Evaluate and develop own practice
L23	Support how basic skills are delivered in the workplace
L24	Support learning in basic skills in the workplace

Certificate in Mentoring in the Workplace**Four Units In Total**

G3	Evaluate and develop own practice
L14	Support learners by mentoring in the workplace
L15	Support and advise individual learners
L16	Monitor and review progress with learners

Certificate in Coaching Learners in the Workplace**Four Units In Total**

G3	Evaluate and develop own practice
L12	Enable individual learning through coaching
L15	Support and advise individual learners
L16	Monitor and review progress with learners

Certificate in Training and Presenting in the Workplace**Four Units In Total**

G3	Evaluate and develop own practice
L4	Design learning programmes
L6	Develop training sessions
L13	Enable group learning

Certificate in Skills Training in the Workplace**Four Units In Total**

G3	Evaluate and develop own practice
L4	Design learning programmes
L6	Develop training sessions
L11	Enable learning through demonstration and instruction

Certificate in Workplace Learning**Four Units In Total**

G3	Evaluate and develop own practice
L9	Create a climate that promotes learning
L11	Enable learning through demonstrations and instruction
L20	Support competence achieved in the workplace

**Learning & Development Awards (NVQ Level 3)
City & Guilds 7318 Series****Cluster/Mini Awards****Delivery**

All candidates undertaking the new City & Guilds 7318 Series of "Mini Awards" will receive a one-to-one induction session supported by workplace advice and assessment.

Following an induction each candidate will be allocated their own Advisor/Assessor who will undertake observations of activities, and assessment of documentary evidence to meet City & Guilds requirements. Additionally, the Advisor/Assessor will support the candidate to develop and submit a portfolio of evidence that meets the City & Guilds criteria.

Where appropriate, induction of candidates for these cluster awards can be conducted at their place of work. Please call for further information.

Some of the City & Guilds 7318 Series Mini Awards are available via our Fast Track Programme. Again, for further information please call.

City & Guilds 7303 Level 3 Award Preparing to Teach in the Lifelong Learning Sector

The qualification is aimed at candidates who:

- Would like or require an introduction to teaching and training or
- Are seeking career progression within their area of work or
- May not currently be teaching, or
- Require evidence towards the underpinning knowledge for the N/SVQ in Learning and Development Level 3

The qualification is suitable for those who work or want to work as:

- Teachers in the Lifelong Learning Sector i.e. Work Based Learning, Further Education (FE), adult and community education, and the voluntary sector.
- Technicians and support staff in further and adult education
- Training personnel in commerce, industry, the public sector, the uniformed services or HM Forces

The 7303 is related to the following C & G qualification:

- 7304 Level 3-4
- Certificate in Teaching in Lifelong Learning Sector
- 7302 Level 3 Certificate and Diploma in Delivering Learning
- 7407 Certificate in Further Education Teaching (Level4)
- 7318 Learning and Development

Structure of the qualification

This is a one-unit qualification, comprising of the following sections:

- Section 1: Understand own role, responsibilities and boundaries of role in relation to teaching
- Section 2: Understand appropriate teaching and learning approaches in the specialist area
- Section 3: Demonstrate session planning skills
- Section 4: Understand how to deliver inclusive sessions which motivate learners
- Section 5: Understand the use of different assessment methods and the need for record keeping

Each section represents a learning outcome from the Preparing to Teach in the Lifelong Learning Sector Unit.

To achieve the qualification, candidates must successfully complete both the theory and practice assignments covering all five Sections.

City & Guilds 1884 Award Level 2: Certificate in Conflict Management in the Workplace

Background

Work related aggression and violence is a major issue in most sectors and conflict management skills are essential for many staff interacting with service users, customers and patients.

City & Guilds Level 2 Certificate in Conflict Management (1884). This qualification is specifically designed to meet the needs of individuals who face the possibility of violence and aggression in their workplace. By introducing effective conflict management training into your organisation, you can significantly reduce incidences of verbal or physical abuse and of absenteeism caused by these stressful situations, and improve the quality of care.

Programme Structure

The course will give a broad introduction to the main areas of conflict management using scenario based learning to develop awareness and understanding of how to deal with conflict in the workplace. The duration of the course will be delivered over two days.

Outline

The aim of this award is to develop the learner's knowledge and skills so they can assess their work environment and reduce the risk of being subjected to violence, deal effectively with conflict and aggression and learn from an incident of work related violence.

The Certificate in Conflict Management comprises of one unit with three outcomes:

- Assess and reduce the risk of violence in the work environment.
- Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation.
- Identify post incident support and report the circumstances to provide information for personal and organisational learning.

Assessment

Assessment for this award will be by means of an on-line multiple-choice knowledge test covering the underpinning knowledge. The test will be taken on C & G Global On-line Assessment System.

Candidate pre-requisites

No specific prior qualifications, learning or experience is required for candidates undertaking this qualification. However, the nature of both the learning and assessment required for the qualification is such that candidates will need basic literacy and Numeracy skills.

Institute of Leadership & Management (ILM) Team Leader NVQ Level 2

Delivery

All candidates undertaking the ILM – Team Leader NVQ Level 2 will undertake half-day induction session supported by two additional workshops and 15 hours workplace advice and assessment.

Following an induction each candidate will be allocated their own Advisor/Assessor who will undertake observations of activities, and assessment of documentary evidence to meet ILM requirements. Additionally, the Advisor/Assessor will support the candidate to develop and submit a portfolio of evidence that meets the ILM criteria.

Main topics addressed:

- Team Leading
- Setting Objectives, Reviewing Performance
- Overview of Health & Safety
- Meeting & Exceeding Customer Expectations
- Team Coaching for Improved Performance

Award Structure

Group A - Mandatory Units

A1	Manage your own resources
B5	Provide leadership for your team
D1	Develop productive working relationships
E5	Reduce H&S risks

Candidates are required to complete all four units in Group A

Group B - Optional Units

C1	Encourage innovation
D5	Allocate work
D7	Provide learning opportunities
F5	Resolve customer service problems
F7	Support customer service improvements

Candidates are required to complete a further two units from Group B

Key Features

- The S/NVQ programmes are competence-based and concerned with a candidate's performance in the workplace or any other suitable alternative, such as voluntary work for example.
- Individual units may be credited to candidates who may not wish (or who are unable) to complete the full S/NVQ. This provides total flexibility for those candidates who wish to acquire S/NVQ units as part of their continuing professional development.

Institute of Leadership & Management (ILM) Management NVQ Level 3

Delivery

Candidates undertaking the ILM Management NVQ 3 receive a one-day group induction session followed by eight portfolio workshops linked to the various units of the award. Alternatively, the programme can be delivered on a one-one basis at the candidates' place of work, through a series of structured tutorial sessions.

Management at Level 3 is for a practising manager or supervisor with:

- A tightly defined area of responsibility
- Some limited opportunity for taking decisions and managing budgets
- Responsibility for achieving specific results by using resources effectively, and
- Responsibility for allocating work to team members, colleagues or contractors

Award Structure

Group A - Mandatory Units

A2	Manage your own resources
B6	Provide leadership
D6	Allocate and monitor the process and quality of work
E6	Ensure H&S requirements are met

Candidates are required to complete all four units in Group A

Group B - Optional Units

Candidates can choose from eleven optional units for this award. Topics covered include Planning & Implementing Change, Managing Budgets, Project Management, Recruitment & Selection, Improving Customer Service, Equal Opportunities

Candidates are required to complete a further three units from Group B

Key Features

- The S/NVQ programmes are competence-based and concerned with a candidate's performance in the workplace or any other suitable alternative, such as voluntary work for example.
- Individual units may be credited to candidates who may not wish (or who are unable) to complete the full S/NVQ. This provides total flexibility for those candidates who wish to acquire S/NVQ units as part of their continuing professional development.

Professional Membership

Successful completion of the ILM Management NVQ at Level 3 enables the candidates to become an Affiliate Member of the Institute of Leadership & Management.

Institute of Leadership & Management (ILM) Management NVQ Level 4

Delivery

Candidates undertaking the ILM Management NVQ 4 receive a one-day group induction session followed by eight portfolio workshops linked to the various units of the award. Alternatively, the programme can be delivered on a one-one basis at the candidates' place of work, through a series of structured tutorial sessions.

Management at Level 4 is for a practising manager with responsibility for:

- allocating work to others
- achieving specific results by using resources effectively
- controlling limited financial budgets, and contributing to broader activities, such as change programmes and recruitment

Award Structure

Group A - Mandatory Units

B1	Develop and implement operational plans
C2	Encourage innovation
D2	Develop productive relationships
E6	Ensure H&S requirements are met
F3	Manage business processes

Candidates are required to complete all five units in Group A

Group B - Optional Units

Candidates can choose from seventeen optional units for this award. Topics covered include Providing leadership, Ensuring compliance with legal and regulatory requirements, leading, planning and implementing change, Recruitment & selection, Allocating work and monitoring progress, Managing finance, Project Management, Improving understanding of customers & markets.

Candidates are required to complete a further three units from Group B

Key Features

- The S/NVQ programmes are competence-based and concerned with a candidate's performance in the workplace or any other suitable alternative, such as voluntary work for example.
- Individual units may be credited to candidates who may not wish (or who are unable) to complete the full S/NVQ. This provides total flexibility for those candidates who wish to acquire S/NVQ units as part of their continuing professional development.

Professional Membership

Successful completion of ILM Level 4 S/NVQs in Management provides eligibility for a minimum grade of Member (MInstLM) of the Institute of Leadership & Management.

Institute of Leadership & Management (ILM) Management NVQ 5

Delivery

Candidates undertaking the ILM Management NVQ 5 receive a one-day group induction session followed by eight portfolio workshops linked to the various units of the award. Alternatively, the programme can be delivered on a one-one basis at the candidates' place of work, through a series of structured tutorial sessions.

- Management at Level 5 is for a senior manager with a high degree of autonomy for deploying resources and achieving strategic goals.

Award Structure

Group A - Mandatory Units

B7	Provide leadership for your organisation
C3	Encourage innovation in your organisation
E7	Ensure an effective organisational approach to health and safety
F12	Improve organisational performance

Candidates are required to complete all four units in Group A

Group B - Optional Units

Candidates can choose from seventeen optional units for this award. Topics covered include Manage your own resources and professional development, Map the environment in which your organisation operates, Develop a strategic business plan for your organisation, Put the strategic business plan into action, Ensure compliance with legal, regulatory, ethical, and social requirements, Develop the culture of your organisation, Manage risk, Promote equality of opportunity and diversity in your organisation, Lead change, Plan change, Implement change, Plan the workforce, Develop and review a framework for marketing, Build your organisation's understanding of its market and customers.

Candidates are required to complete a further three units from Group B

Key Features

- The S/NVQ programmes are competence-based and concerned with a candidate's performance in the workplace or any other suitable alternative, such as voluntary work for example.
- Individual units may be credited to candidates who may not wish (or who are unable) to complete the full S/NVQ. This provides total flexibility for those candidates who wish to acquire S/NVQ units as part of their continuing professional development.

Professional Membership

Successful completion of ILM Level 5 S/NVQs in Management provides eligibility for a minimum grade of Member (MInstLM) of the Institute of Leadership & Management.

Health & Safety Awards City & Guilds

Unit D - Review Health & Safety Procedures in the Workplace

This stand alone unit forms part of the LSC Safe Learner Standard and is recommended for all those individuals who undertake monitoring and review of work placements.

The unit requires candidates to

- Prepare a review of H&S in a workplace to meet established procedures
- To carry out a review to identify if mandatory H&S and welfare requirements are being implemented; and reporting and recording findings

All candidates will undertake a day introductory workshop that will explain the requirements of the award, and its relationship to the LSC requirements for Safe Learner Management.

Following induction, candidates will be allocated their own Advisor/Assessor to support them through the award. Six hours support is included with this award.

Target Audience

This award is appropriate for all staff who undertake initial assessment of placement H&S or are responsible for the ongoing monitoring of placement H&S.

IOSH

Managing Safely

Managing Safely is for those individuals who have to manage health & safety risk and resources. The programme allows individuals to review their own organisational/departmental systems, to introduce new controls and changes to improve safety. The Managing Safely programme comprises of seven core modules, plus one additional programme specific module;

Module 1	Managing Safely
Module 2	Reactive Monitoring
Module 3	Risk Assessment & Risk Control
Module 4	Health & Safety Legislation
Module 5	Common Hazards
Module 6	Safety Management Systems
Module 7	Safety Management
Module 8	Programme Specific Unit

This flexible programme can be delivered over a five day block; one day per week, over five weeks; or one half day per week over ten weeks, to suit individual and client organisation needs. Each delegate receives comprehensive support materials and a Managing Safely Workbook designed to reinforce the key learning points of the programme. Our IOSH approved trainers have current experience of managing H&S within the workplace, and through the programme are able to offer guidance and practical solutions to address workplace issues.

To achieve the IOSH Managing Safely Award, delegates complete a range of activities within the programme sessions to assess their understanding of H&S issues, practices and legislation. Successful completion of the course assessments leads to the achievement of the IOSH Managing Safely Award.

Working Safely

Working Safely is for all individuals who are exposed to risks at work. It trains all employees to ensure that their actions contribute to creating a healthy and safe working environment. The programme takes a proactive approach to H&S and ensures that delegates are able to identify hazards and evaluate their risks; to take appropriate precautions to address specific risks, monitor their own activities and understand how to co-operate on H&S matters.

Module 1	Working Safely
Module 2	Common Hazards
Module 3	Improving The Organisations Safety Performance
Module 4	Programme Specific Unit

The Working Safely Programme

Delivered over either one full day, or two half days, the Working Safety Programme provides all employees with the skills and knowledge to operate safely within their work environment.

To achieve the Working Safely Award, delegates will undertake various activities during the programme, successful completion and assessment of these will lead to the accreditation of the Working Safely Award, issued by the Institute of Occupational Safety and Health.

Both the Managing Safely and the Working Safely Awards are offered at locations throughout the region.

Terms of Business

1. General

In these conditions the seller means Black Country Training Group Limited (BCTG) and Training Suppliers Network Ltd (TSN). The Buyer means the person, firm or company with whom the seller contracts. Any agreement made between the buyer and the seller whether for the sale of goods and services, herein after called the contract, shall only be subject to these terms and conditions. Any representation or warranty by or on behalf of the seller prior to the contact whether orally or in writing is hereby expressly excluded and shall be of no effect. No agent, or representative of the seller has any authority to vary or add to these terms and conditions except with the seller's confirmation in writing and signed by Company Director of Black Country Training Group.

2. Catalogues

Any information of any kind in the seller's catalogues, price lists, course calendar, advertising or any other literature, is not guaranteed to be accurate and is intended to merely represent a general picture of the seller's products and services, and shall not form any contract between seller and buyer. The seller reserves the right to amend the specification of its products and services as appropriate or necessary.

3. Designs

Where goods and services are supplied to the buyer's own specification, the buyer warrants and undertakes full responsibility for the suitability and fitness of the specification and ensure that the specification does not infringe any patent, trademark, registered design, copyright or any other proprietary right and shall indemnify the seller in full for any loss, damage or expense whatsoever which the seller may incur in the performance of the contract.

4. Cancellation and Postponement

Cancellations and postponements must be advised in writing. No agent or representative of the seller is authorised to accept verbal cancellation or postponement. Where written notice of cancellation is received seven days or less before the commencement of the course or service, the entire course fee is payable, unless a replacement delegate is nominated and attends the course. The seller reserves the right to cancel any course or service at any time after giving notice to the buyer. The seller will acknowledge all cancellations and postponements in writing prior to the commencement of the course or service.

5. Prices and Payment

Unless mutually agreed payments for courses and services will be due thirty days from the date of the invoice. Invoices for courses or services will be issued to the buyer in advance of or upon commencement of the course or service. All prices shown in the seller's catalogues, price lists, course calendar, advertising or any other literature, is exclusive of Valued Added tax at the prevailing rate at the time of invoicing. The Seller will be entitled to suspend all further courses and services if the payment terms are not met. This will not in any way prejudice the seller's rights under the contract. Service and course schedules are based on free and uninterrupted access to the site and equipment during the entire work and any delays to the work, due to any cause outside of the seller's control may be charged as an invoiced extra. Prices quoted in the seller's catalogues, price lists, course catalogues, price lists, course calendar, advertising or any other literature are based on the work being carried out during the seller's normal working hours unless otherwise stated. Each accredited award offered by BCTG and TSN includes a number of Assessor Advisory support hours. Where this number is exceeded each additional hour will be charged at the rate of £30.00 per hour.

6. Title and Insurance

Where the seller's equipment is used on the buyer's premises the buyer shall be responsible for any loss or damage to all or any other part of the equipment, unless such loss and damage is proved conclusively to have been caused solely by the seller, it's agents or representatives.

7. Confidentiality

All documents, financial information and other commercially confidential information made known in any way to the buyer or seller, it agents or representatives shall remain confidential and shall not be disclosed to any third parties without the prior permission of the buyer or seller, it's agents or representatives as appropriate.

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