

Terms & Conditions – CITB Awarded Training

These terms and conditions are applicable to any training delivered by Wenlock Health & Safety Ltd and awarded by the Construction Industry Training Board. They have been developed in accordance with criteria dictated by CITB in order to comply with their terms of delivery.

General

- CITB training courses undertaken by WHS applicable to these terms and conditions are currently as follows:
 - Site Managers Safety Training Scheme (SMSTS)
 - Site Managers Safety Training Scheme Refresher (SMSTS Refresher)
 - Site Supervisors Safety Training Scheme (SSSTS)
 - Site Supervisors Safety Training Scheme Refresher (SSSTS Refresher)
 - 1 Day Health & Safety Awareness
- These terms and conditions will be sent and must be accepted in writing by the Customer in order to make a booking
- Customers will be asked to complete a booking form prior to confirming the place on the course. All details must be thoroughly checked prior to submitting to WHS as fees may be incurred for incorrect information.
- A form of photographic identification is required by all delegates on the first day of any course. If this is not possible, WHS must be notified at the time of booking.
- The dates, location and times of each course will be emailed to the Customer during the booking process. Please distribute this information to all delegates in its entirety
- If the number of delegates on an open course does not meet the minimum number specified to us by CITB, WHS may have to cancel or rearrange the course. No charges will be incurred by the Customer in this instance and WHS will endeavour to find a suitable alternative date as soon as possible
- Paperwork relating to delegates will be retained by WHS securely for a period of three years following each course
- Course publications are supplied to each delegate to keep, and should be brought to each training day
- CITB stipulate a minimum literacy and language level for all courses. Delegates must have a clear understanding of English and be able to read the publications issued with the course. WHS must be informed at the time of booking if there may be an issue. All courses require delegates to complete an examination at the end – assistance with this is possible, however, this must be pre-arranged with WHS
- Delegates must be over the age of 16. If a delegate will be under the age of 18 at the commencement of a course, WHS must be notified at the time of booking. Written consent from a parent or guardian must be received by WHS prior to the course commencement – if this has not been received in time, the delegate will not be allowed to complete the course and will be treated in line with cancellation costs/terms below
- Booking forms must be completed to the best of your knowledge and truthfully – WHS may need to contact you regarding some of your answers to ensure CITB scheme rules are met
- If completing the booking form/process on behalf of a delegate, the person filling in the form must be aware of the delegate's details, including their level of literacy and any dietary or access requirements etc as WHS must be able to put necessary adjustments in place prior to the course commencing
- Where an answer means the delegate does not meet the minimum requirements the CITB stipulate to attend the course in question, WHS will contact you to discuss the reasons

Payment

- An invoice will be issued following the acceptance of these terms and payment must be received by WHS no less than **14 working days** prior to the first day of the course or the booking may not be made
- Unfortunately, no discounts can be offered for multiple bookings on the SMSTS course
- Please advise WHS if you have any queries regarding your invoice as soon as possible as any payment dispute 14 working days or less prior to the course will be treated as a cancellation and the full amount invoiced will stand

Cancellations, attendance and amendments

- Any cancellations must be made in writing to WHS
- If a delegate does not attend the course, this will be treated as a cancellation and the full amount paid will be retained
- If a booking for one or more delegates is cancelled **14 working days** or less prior to the first day of the course, the full amount paid will be retained
- If a booking for one or more delegates is rearranged **14 working days** or less prior to the first day of the course, this will be treated as a cancellation and the full amount paid will be retained

- A booking can be rearranged or cancelled without charge if done so over **14 working days** prior to the first day of the course. If necessary, a refund will be issued
- If a delegate does not attend one of the days on a course, for example, day 3 of the 5 day SMSTS, the following days cannot then be attended
 - If this is due to extenuating circumstances (a doctor's note may be required for illness), the delegate can be booked on another course and must continue the correct sequence of days. This must take place within 90 days of the last day attended, spanned over no more than 2 courses in total, and a £37 charge will apply. If WHS cannot accommodate this, no refund can be given for the whole course fee, a proportion may be refunded at the discretion of the WHS
 - If this is not due to extenuating circumstances (note that CITB does not accept work-related issues such as high workloads or holidays), the full amount paid will be retained and treated as a cancellation. The delegate will need to re-book the full course at full price
- Delegate names are required when booking a course. This can be amended without charge if done so **10 days or more** prior to the first day of the course
- As delegate names are registered with CITB prior to any course taking place, please ensure the correct delegates are in attendance as this may result in WHS being unable to deliver the course, which will incur charges as per a cancellation
- You will be issued with a booking form to complete. If an error in registering a delegate with CITB is due to the Customer, any charges incurred may be passed on.

Certification and Examinations

- From 7th December 2020 certificates will be sent by CITB electronically to WHS, which will be sent to the previously specified email address on the booking form following completion of the course and payment in full
- Replacement certificates can be issued free of charge
- If a delegate does not pass the examination a certificate cannot be awarded
- Certificates may take up to 4 weeks to be supplied by CITB. These will be forwarded to the Customer as soon as possible. On request, WHS can supply an email confirmation of attendance following the training
- Any appeals to the examiner's decision can be made directly to CITB at a minimum cost of £100 payable to CITB
- Where a delegate fails an exam on the first attempt, they are able to take one resit before completing the full course again. This resit can be on the same day as the fail, or on another pre-set exam date at the end of another existing course, however, this must be undertaken within the 90 day time period specified by CITB.
- For SMSTS Refresher courses only –
 - If a delegate has gained between 72%–78% (23, 24 or 25 out of 32) in the exam, then they may re-sit the examination one further time.
 - The re-sit may take place on the same day or by attending the final day of another course within a 90-day period (the delegate is not obliged to re-do the whole course). The re-sit may be conducted in either face-to-face or a remote setting
 - The training provider will make the arrangements with the delegate and ensure that the dedicated re-sit exam paper is used
 - A charge may be made to the delegate. However, this fee is left entirely to the discretion of the training provider. The training provider may also recover additional costs from the delegate, which will be agreed in advance
 - Subsequent arrangements will be at the delegate's own expense.
 - If a delegate fails the re-sit, they must take the SMSTS refresher course again. When a delegate scores less than 69% (22 correct answers out of 32) in the final exam, the delegate must attend the SMSTS refresher course again before they are permitted to re-sit the exam

Refresher Courses

- WHS will endeavour to email a reminder to the Customer in advance of each expiry to allow sufficient time to re-book. However each Customer is requested to record certificate expiry dates also to avoid errors and is responsible for their own training needs
- Delegates attending a refresher course must do so prior to the expiry of the previous certificate or the booking may not be accepted and a full course will need to be attended
- Delegates attending a refresher course will need to supply WHS with a copy of their current certificate during the booking process to ensure the booking can be accepted. Certificates provided must match the delegates who attend the course
- All terms detailed above for all CITB courses must be adhered to for refresher courses as well as initial courses.

Complaints and appeals

- All complaints can be made via telephone or in writing to the Managing Director, Becki Shenton on either 01952 885885 or becki.shenton@wenlockhs.co.uk. We have a separate Complaints Policy which can be viewed at any time on the training page of our website, however the main points are as follows:
 - If the Company receives a complaint about a service that has been agreed or delivered, we will address the issues raised by consulting with the employees involved in conjunction with their managers. We try and resolve most problems quickly and informally, if possible.
 - Please mention during your initial complaint if you would prefer to discuss the matter between yourself and the Director and we will aim to resolve the matter in the most suitable way. All complaints will remain anonymous.
 - Post-training feedback forms are analysed after each session and any negative comments or complaints are followed-up.
 - Any appeals to the tutor's decision can be made directly to CITB at a minimum cost of £100 payable to CITB