

# Terms and Conditions – 2009



**BEST**  
Computer Training

'Our aim is to be the leader and the BEST in quality education and training - promoting and developing personal prosperity, economic success and enterprise.'

Our Terms and Conditions are always available on our website at [www.WeAreOnline.co.uk](http://www.WeAreOnline.co.uk) or you may request a paper copy from us by post by telephoning 020 7247 2428 or email us at [info@weareonline.co.uk](mailto:info@weareonline.co.uk)

## **1.1 Enrolment and purchase of courses**

**You must read these terms and conditions as they are very important - by enrolling and purchasing any of our courses you are accepting and agreeing to abide by our terms and conditions.**

## **1.2 Enrolments**

At BEST Computer Training we always strive to give you clear and concise information regarding all of our courses, allowing you to make an informed decision before going through our enrolment process.

Information is provided through our website and through our advisors via e-mail, telephone or in person on the content of our courses, any previous learning requirements needed, course duration and cost.

In completing the enrolling process and paying for your course, you are confirming that you have received enough information to make an informed decision and that the course you have chosen is suited to your needs and abilities.

It is possible to transfer to another course, under exceptional circumstances and with the agreement of the management of BEST Computer Training (London).

You must inform us that you wish to transfer, stating the reasons why, within 8 working days of your course start date.

Any difference in cost which becomes applicable when transferring to another course, is payable before the new course is dispatched to you.

**You cannot transfer to another course working 7 days before the start of your program.**

## **1.3 Course Costs**

All course costs stated cover:

- your training manual/manuals
- any exercise files provided by e-mail or on CD (internal exercise files needed to complete the course)

- tutor support
- training venue ( at BEST training sites)

Your course costs do not cover:

- Delegate Registration costs with external Accrediting Bodies
- Examination costs with external Awarding Bodies
- End of Course Assessments
- Software (unless stated on your enrolment form that the cost of the course includes software)

## **2.1 Best Training Returns Policy: Cancelling your enrolment agreement**

Regulations give you the right to cancel your enrolment agreement.

You may cancel your enrolment agreement with us and receive a refund only if:

- You inform us within 8 working days of your start date, you must send written cancellation by recorded delivery or e-mail to [dani@weareonline.co.uk](mailto:dani@weareonline.co.uk), and cancellation by telephone is not acceptable.
- All training pack materials are returned to us at your expense
- The training pack materials are returned in a clean unused re-saleable condition.
- There are strictly no refunds on any software included in your enrolment agreement.

In the event of cancellation BEST Computer Training (London) can be contacted at Suite 3.21, Whitechapel Technology Centre, 65 Whitechapel Road, London E1 1DU – Telephone 020 7247 2428 or by e-mail: [info@weareonline.co.uk](mailto:info@weareonline.co.uk) or through our website contact page at [www.WeAreOnline.co.uk](http://www.WeAreOnline.co.uk)

## **3.1 Assessments or External Examinations**

We can make arrangements for you to sit an end of course assessment or specific awarding body examination, when you have completed your course. The costs of end of course assessments and awarding body examinations are not included in the stated course price. In all other respects you will be solely responsible for arrangements to sit exams and any costs required.

## **3.2 Back up Copies of Exam or Assessment Entries**

We strongly advise that if you are sitting any of our assessments or exams at home (by special arrangement) that you keep a copy on paper or on disk of any work submitted. It is your responsibility to make sure that any assessment or exam papers submitted to us is sent securely by email or recorded post. We cannot be held responsible for your work until it is received securely by us. We will confirm receipt of your work as soon as it arrives safely.

## **4.1 Longer Course Duration needed**

As previously stated your course duration will be clearly stated on your Enrolment Agreement and your course fee only covers the duration you have signed for on your Enrolment Agreement, but from time to time due to exceptional circumstances, you may need to extend your course duration. Please contact us immediately if you have a problem with not being able to finish your course in the time allowed. We will consider extra time, upon each application, but please note extra tutor support costs may incur.

## **4.2 Change of Details**

It is your responsibility to inform us of any change of details or contact information. We cannot be held responsible for any communication that does not reach you if we have out of date contact details. Failure to provide this information may result in the cancellation of your course.

## **5.1 Training Materials Copyright**

There is a strict copyright on all of our training materials. No part of our training materials or its associated exercise files provided on CD may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form by any means, electronic, mechanical, photocopying, recording, or otherwise, or for any purpose, without the express prior written permission of the copyright holder.

We cannot accept any responsibility for loss, disruption or damage to your data or your computer system that may occur while using this courseware publication and do not make any guarantees whatsoever regarding its content or suitability.

## **5.2 Loss of Data**

### **IMPORTANT**

When restoring data from the exercise files, you must make sure that you do not restore data into any live data or accounts, as this could wipe important information from your computer. Best Computer Training cannot accept responsibility for any data that is lost on your own personal computer or software systems. You must always ask permission from the computer or data owner if you are not the owner of the computer, before undertaking your training course.

## **5.3 Data Protection Act 1998**

### **Enrolments and Examination Processing**

BEST Computer Training (London) is registered under the Data Protection Act 1998. For the purpose of enrolling delegates onto our distance training courses we need to gather personal information to maintain communication and contact with a delegate whilst undergoing their training.

This data is kept securely by BEST Computer Training (London) at its registered office, in manual records or computer based-data. Personal information regarding any of our delegates is never divulged to a third party. For the purposes of examinations and qualifications, information is only passed onto appropriate awarding bodies with the express permission of the delegate.

All information of delegates enrolments, assessments, examinations and results are kept and stored securely by BEST Computer Training (London) for minimum of 7 years from enrolment or examination date.

**Thank you kindly for reading our Terms and Conditions and we wish you every success in taking up learning with BEST Computer Training (London).**