

How to Make a Booking & Terms & Conditions of Contract



1. Making a Booking

Please contact Syzygy Leisure for availability of dates. Once a date has been agreed provisional bookings can be held for up one week. A course booking form must be completed to confirm your course. This should be done through <http://www.syzygyleisure.co.uk/first-aid-booking-form>

2. Cancellations

Our commitment to you

Syzygy Leisure will endeavour to meet agreed dates and times for all courses, however we reserve the right to cancel / amend a course, date or start time due to circumstances that are beyond our control.

Cancellation of a course by us

Cancellation of a course will be given in writing. In circumstances beyond our control, a course may have to be cancelled at short notice. In all cases, we will do our utmost to arrange suitable alternatives.

Where the customer provides the training venue, we reserve the right to cancel a course if the facilities provided are deemed unsuitable for the purpose. In this instance, the customer will be liable for any costs incurred and the course cancellation fee.

Cancellations of a course by a client

Once we receive the completed booking form, the course it relates to will be confirmed and our terms & conditions of contract will apply in full.

Should you need to cancel a course that has been confirmed, you should inform us in writing at least four weeks prior to the course start date.

In this case, there will be no cancellation charge.

If you are unable to give four weeks' notice of a cancellation, then the following charges will apply:

- Less than one week's notice - cancellation fee will be 100% of course fee
- Less than two weeks' notice - cancellation fee will be 50% of course fee
- Less than four weeks' notice - cancellation fee will be 25% of course fee

Non-attendance at course or cancellation of course on the day of its commencement will also result in the total course fee being charged.

In the event that a course is confirmed less than four weeks from the start date, then the following charges apply:

- If you inform us in writing at least two weeks prior to the start date, then there will be no cancellation fee
- Less than two weeks' notice will result in a cancellation fee of 25% of the course fee

- Less than one week's notice will result in a cancellation fee of 75% of the course fee

3. Payment

Payment for Training Services should be made by BACS where possible. If this is not possible cheques should be made payable to Syzygy Leisure Ltd.

Invoices for training services are payable upon commencement of course. If payment is overdue by more than 30 days, a reminder will be sent out and will carry a £10.00 administration fee. Interest (at base rate plus 5%) will also be charged.

The fee for a booking is confirmed upon return of the booking form. This will not be reduced in the event of non-attendance of a candidate, except at the sole discretion of Syzygy Leisure.

We reserve the right to withhold course certificates until payment for the course has been made in full.

Our instructors will give as much support as possible to enable participants to complete their course, however if a participant fails to complete a course or is unable to reach the standard required to pass the course no refund will be given.

Candidates on a requalification course must provide proof of a current certificate that is valid until the final assessment date of the course. Certificates that are not valid for the entire duration of the course may not be accepted and candidates may be refused entry. The full course fee will be charged

4. Approved Codes of Practice and Guidance

Syzygy Leisure are bound to follow the Health & Safety Executive Guidance for Training Organisations in all matters relating to HSE Approved First Aid at Work Courses. Syzygy Leisure reserves the right to set the syllabus and content of all courses we offer which are not covered by the Health & Safety Executive Guidance for Training Organisations.

For Qualifications, Syzygy Leisure are bound to follow Qualifications Network's Policies and Procedures which can be obtained from <http://qualifications-network.co.uk/contact-us>

5. Complaints Procedure

Syzygy Leisure are committed to providing high quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our customers, students and suppliers may have about our organisation and sets out our formal procedure for dealing with such complaints.

It is important that all complaints are raised directly with us

Our complaints policy is a four stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

Stage one:

- Complaint is raised directly with the trainer/assessor conducting the course, who will deal with the complaint at the time that it is raised.
- If the complaint is not about a course but about another aspect of our business, then the complaint should be raised with the staff member the customer is in communication with.

Stage two:

- Complaint should be referred to our head office where there is a named contact who deal with complaints, they can be contacted, in writing by using the following details:

Administrator
Syzygy Leisure Ltd
admin@syzygyleisure.co.uk
01604 670222

- We will aim to resolve all complaints within 10 working days in writing.

Stage three:¹

- Complaint should be referred to Qualifications Network, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.
- Qualifications Network can be contacted by phoning 020 8366 5049

Stage four:

- Stage four is the final stage of the complaint, if your complaint has not been resolved, you can take your complaint to Ofqual.
- You can make us aware of your complaint by letter, phone or email.

Office of Qualifications and Examinations Regulation

Spring Place
Coventry Business Park
Herald Avenue
Coventry
CV5 6UB

Telephone: 0300 303 3346

(Lines are open Monday to Friday, 9.00am to 5.00pm)

Textphone: 0300 303 3345

Email: info@ofqual.gov.uk

You need to provide regulators with the following information:

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number

¹ QNUK intervention only applies to qualifications that fall under the jurisdiction of QNUK. In the event that candidate competence is disputed on a course that falls outside QNUK jurisdiction, ie an Introduction to First Aid Course, then the decision of the assessor after review will be final.

- Copies of any relevant supporting documents.

Regulators promise to:

- acknowledge receipt of your complaint within two working days of receiving it
- give you a full response within 30 working days.

Syzygy Leisure will keep a written record of all complaints and compliments made about our business, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary is to provide high quality customer focused training and qualifications; therefore, we aim to have very few complaints and certainly aim to resolve any complaints within our company.

6. Appeals Procedure

All assessments on Syzygy Leisure courses are carried out by an independent assessor, who will have taken no part in the training on that particular course.

In the event that an assessor feels that a candidate has not quite proved their competence, the assessor may decide to consult with the trainer of the course before making a final decision. This is because there is a degree of continual assessment throughout the course and the assessor can ask the trainer for their opinion on the competence of the candidate in question. The trainer will have no say in the final decision of the assessor; however the assessor is allowed to take into account the opinion of the trainer before deciding on the competence of the candidate. This system is designed to offer a second chance to candidates who have shown a high level of competence throughout the duration of the course yet have done badly in the final assessment.

If a candidate has been deemed “not competent” and they feel that this decision is unfair, then they have the right to appeal. Appeals should be made in writing or by e-mail. They should include the name of the candidate, their company (if applicable) and the date of the assessment. This information will enable us to identify the assessment sheet(s) that was filled in by the assessor when the assessment took place. Appeals made in writing will be acknowledged within 7 working days, appeals made by e-mail will usually be acknowledged within 48 hours at the latest.

When an appeal has been received we will review the assessment sheets and meet with the assessor concerned to discuss the decision, and we will inform you of the outcome of this meeting. If the assessor stands by their judgement that the candidate was “not competent” and the candidate still disagrees, then we can ask the Health & Safety Executive² to step in and review the case. In the event that matters come to this, the decision of the HSE is final.

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² HSE intervention only applies to courses that fall under the jurisdiction of the Health & Safety First Aid Regulations 1981, ie HSE Approved First Aid at Work Courses or Appointed Person's Courses. In the event that candidate competence is disputed on a course that falls outside HSE jurisdiction, ie an Introduction to First Aid Course, then the decision of the assessor after review will be final.