



## Terms and Conditions

1. By becoming a client of Real Group (UK) Ltd you enter into a contract by which you:  
Confirm that you are willing to participate fully in the course.  
Agree to pay the relevant fees.  
Confirm that you have or are willing to arrange access to suitable materials as required by the course.  
Agree to attend the relevant competence assessment procedures if they are required by the course.  
Agree to take full responsibility for your actions and opinions.  
Agree not to plagiarize the work of others or in any way try to pass yourself off as competent by means of deception  
Agree to abide by these terms and conditions.  
Confirm that you have, or are willing to secure access to, relevant materials where the course necessitates this.
2. All fees are payments in advance and are non-refundable except as stated below.
3. We reserve the right to refuse clients for any reason.
4. You have 7 days from the date we accept your booking to withdraw from a course. If during this period you decide not to continue you must inform us in writing, returning all materials you have received in their original condition. You must also delete any login information you have received. You are liable for all postage costs. A full refund of fees paid will be made within 30 days subject to any deductions for damaged goods. No refund is payable 7 days after we have accepted your booking or after you have started a course, whichever is the sooner. Full payment must be received before you attend any assessment event.
5. Full payment of fees must normally be made within 30 days of invoice. Full payment must be received before you start any intensive course. Places might be limited and will only be confirmed on receipt of your deposit. Clients can elect to pay by instalments for online courses in which case the first payment must be made within 30 days. Second and third payments are due after 60 and 90 days. Certificates of completion will not be issued until all instalments have been paid. Clients are liable for any bank charges incurred in payment of fees. The payment schedule for corporate clients will be stated in the estimate. Payments made by credit card or debit card will be subject to a 3% charge.
6. Unless stated otherwise fees levied by professional organisations for registration are payable by the client.
7. Face-to-face courses normally run with a suitable minimum of participants. Should a course be cancelled because of shortage of participants you will be offered a place on an alternative course or a refund of fees you have paid including your deposit.
8. Any client who is apparently finding it very difficult to meet the competences of the course with the standard support provided for clients will be offered additional tuition at a reasonable fee.
9. We reserve the right to terminate your place if you are unable to meet the demands of the course. A partial refund excluding all costs incurred will be considered but only if all advice of Real Group (UK) Ltd has been implemented in full.
10. All courses must be completed within the stated time limit:  
CCET Level A Online – 2 years  
CCET Level A Intensive – 1 year  
CAP – 6 months  
CCOT Level A Online – 2 years  
CCOT Level A Intensive – 1 year  
Test Administration – 6 months  
AAC – 6 months  
Extension beyond the stated limits is at the discretion of Real Group (UK) Ltd and will be subject to a fee payment.
11. If you are enrolling on a course that involves working with vulnerable clients or clients under the age of 18 you further confirm that: You have legitimate and legal access to work with those clients and that you have sought the permission of any relevant head of establishment to work with those clients; You have no undeclared offences that might put your clients at risk; You will not work with any client, either individually or in a group, without gaining informed consent from the client or, in case of children, their parents or legal guardians.

## Personal Information

12. Clients of Real Group (UK) Ltd must provide an accurate and complete postal address, contact telephone number and e-mail address. We may refuse or cancel your enrolment if you do not supply these. Your details will not be used for any purpose other than the efficient and effective running of Real Group (UK) Ltd.
13. The majority of correspondence with and from Real Group (UK) Ltd is conducted electronically using e-mail and web-based protocols. Your details will be added automatically to our database. Your details will not be passed to any third party without your permission, unless requested by law or a similar authority.
14. Real Group (UK) Ltd abides by the Data Protection Act.
15. Real Group (UK) Ltd may contact you from time to time with products or information in which you might be interested. If you no longer wish to receive this information please contact us.

## Rights & responsibilities of Real Group (UK) Ltd

16. Depending on the course purchased Real Group (UK) Ltd agrees to provide its clients with some or all of the following:  
Relevant course materials  
Access to the Real Training online platform  
An assessment methodology suitable for the course  
A non-transferable licence to use all relevant materials and web based services
17. We reserve the right to change the enrolment fees without notice. This will not affect those who have already booked on the course at an agreed rate.
18. Real Group (UK) Ltd reserves the right to terminate any enrolment if it suspects that any part of these terms and conditions have been broken.

## Complaints

19. If you have a complaint about any products or services directly provided by Real Group (UK) Ltd (i.e. excluding those for which we are the reseller) please contact us via the contact form or telephone 01273 35 80 80. One of our managers will contact you within 10 working days (excepting periods of closure normally Christmas and August).
20. The manager will investigate your complaint and aim to provide a satisfactory way forward within a further 10 working days, subject to the limits outlined in these terms and conditions.

## Liability and contractual obligations

21. No other statements in the training materials, on the website or e-mail correspondence may be taken to imply any contractual obligation by Real Group (UK) Ltd.
22. Any liability will be limited to the payment of the enrolment fee paid, except in the event of personal injury or death at an event organised by Real Group (UK) Ltd.
23. Information, whether on the web or in any other form, is provided for the use of clients and others at their own discretion. No liability will be accepted for the accuracy of any information or the consequences of its use by clients or others.
24. Real Group (UK) Ltd is a company registered in England, number 6556128. The administration address is Lakesview Enterprise Centre, Thomas Way, Hersden, Canterbury, CT3 4NH

