



## NCSCT courses: Terms and Conditions

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The following terms and conditions apply to all courses commissioned from the NCSCT.

1. The course dates are confirmed once the NCSCT receives a purchase order (PO) number. Invoices will be issued on the day that courses commence.
2. Unless otherwise agreed the commissioning organisation(s) are responsible for promoting the course and recruiting trainees.
3. Trainee details will be provided to the NCSCT at least 14 days prior to course date(s).
4. Balance payments must be paid within four weeks after the course has taken place.
5. All course content and materials are copyrighted, remain the property of the NCSCT and cannot be reproduced unless permission is granted in writing.
6. In the event of cancellation less than 12 weeks prior to the course(s) date, an administration fee of £1,850 will be charged, unless cancellation is due to the NCSCT.
7. Where a full course has been commissioned the minimum and maximum number of delegates will be agreed at the time of commissioning. No refund will be provided if the maximum number is not reached.
8. Postponement of courses may incur additional costs unless postponement is due to the NCSCT.
9. The NCSCT will provide a course evaluation summary within four weeks after the course date(s).
10. Any suggestions or complaints should be submitted to Andy McEwen, Chief Executive:  
[andy.mcewen@ncsct.co.uk](mailto:andy.mcewen@ncsct.co.uk)