

Open course terms and conditions

The following terms and conditions apply to all NCSCT open access courses. By registering for and purchasing a space on an NCSCT course you agree to the following.

Please read carefully before completing your booking.

1. All course content and materials are copyrighted, remain the property of the NCSCT and cannot be reproduced unless permission is granted in writing.
2. Participants must not screen record at any point during the course.
3. Attendees must satisfy the course attendance criteria outlined in the course booking form. The NCSCT reserves the right to decline spaces and issue refunds to those who do not fulfil the requirements.
4. Full course attendance is required. Attendance certificates may not be issued if full attendance is not achieved.
5. It is the participant's responsibility to ensure a stable internet connection and compatible device. While technical support will be available for the course duration, the NCSCT is **not** responsible for technical issues on the participant's device.
6. The NCSCT reserves the right to cancel courses that do not reach the minimum number of delegates with 2 weeks' notice, with full refund.
7. In the event of participant cancellation of course space(s) less than 4 weeks prior to the course date, an administration fee of £150 will be charged.
8. The NCSCT is not responsible for delays or cancellations caused by events beyond our reasonable control (e.g. internet outages, platform failures). If a course is cancelled due to extenuating circumstances, the NCSCT will offer a full refund or alternative dates.
9. Participants are expected to behave respectfully toward the facilitators and other attendees. Course facilitators reserve the right to remove any participant from the course at any time, without prior notice, if their behaviour is deemed disruptive, inappropriate, or detrimental to the learning experience of others.
10. Personal data will be collected and processed in accordance with applicable UK data protection laws. Your information will only be used for course administration and related communications.
11. Any suggestions or complaints should be submitted to Andy McEwen, Chief Executive: andy.mcewen@ncsct.co.uk