

Terms & Conditions for the Supply of CPC Training by Gi Group Recruitment Ltd

1. Booking a Course and Joining Instructions

- 1.1. A course can be booked by either calling Gi Group on 07765886528 or by emailing drivercpc@gigroup.com (email bookings will then be followed up by a call from Gi Group within 24 hours).
- 1.2. Payment will be made either by cheque or credit / debit card prior to the day of the course. Bank details will be taken over the phone from either the delegate or their employer, and receipt will be provided by email once processed.
- 1.3. Course delegates will confirm in writing their intention to attend a course, and the Training & Compliance Dept. Administrator will be notified. The Training & Compliance Dept. Administrator will write to all delegates confirming their joining instructions (see letter template). This letter includes a "Fair Processing Notice" outlining the purpose of obtaining delegate personal data and identifying who this may be shared with.
- 1.4. Delegates must ensure they arrive at least 15 minutes prior to the start of the course in order that the requisite ID checks and other administration can be undertaken.
- 1.5. Course timings will include 30 minutes for lunch and a 15 minute break in the morning and afternoon. Tea and coffee will be provided but the delegate is responsible for providing their own lunch. The delegate must advise Gi Group by calling (telephone number) or emailing drivercpc@gigroup.com of any required reasonable adjustments in relation to disability at least 24 hours prior to the commencement of the course.
- 1.6. The delegate must bring also the necessary identify documents to a course as required by the Vehicle Drivers (Certificates of Professional Competence) Regulations. Under this legislation the only acceptable forms of ID for periodic training are a licence photocard or, if the delegate has a paper licence it must be accompanied by a valid passport. The documents must be the originals and not photocopies.

2. Refunds & Cancellation

- 2.1. A delegate may cancel a booked place on a course within the 5 day cooling off period (following the date the booking was made) and a full refund will be offered; provided cancellation is made in writing and is no less than 2 days before the course is due to commence.
- 2.2. Once the cooling off period has lapsed, the following refund policy applies:
 - 2.2.1. 75% refund given if booking is cancelled in writing more than 30 days prior to the course
 - 2.2.2. 50% refund given if booking is cancelled in writing between 11 – 30 days prior to the course
 - 2.2.3. 25% refund given if booking is cancelled in writing between 2 – 10 days prior to the course
 - 2.2.4. No refund is given if the booking is cancelled in writing less than 2 days prior to the course

- 2.3. If ID cannot be verified or the delegate attends more than 15 minutes late they will not be able to begin the training and will be refunded in full. Delegates who fail to attend will receive no refund.
- 2.4. If the delegate wishes to receive a refund following attendance of a course they must request this in writing within 7 days of the course clearly stating their reasons and providing relevant evidence if appropriate. The delegate will be invited to at least one meeting at which the complaint can be discussed. The delegate should take all reasonable steps to attend. The relevant Gi Group manager will aim to respond to the grievance in writing within 10 working days of the meeting taking place and will offer the right of appeal.
- 2.5. If the complaint is not resolved to the delegate's satisfaction they may appeal in writing, within 5 working days of receipt of the decision to the next level of management. A meeting will be arranged to discuss the appeal. The delegate should take all reasonable steps to attend. The manager dealing with the appeal will aim to give the delegate a written decision within 10 working days. The manager's decision will be final and binding.
- 2.6. Gi Group reserve the right to cancel a course if numbers registering are low. Once we have made this decision we will contact you and make a full and immediate refund.

3. Quality Assurance & Fair Processing Notice

- 3.1. Gi Group commits to delivering the course in line with the course content (as submitted to and approved by JAUPT), the outline of which will always be available in a folder at the course venue.
- 3.2. Any complaints will be dealt with in a timely manner and in line with the CPC Centre Scheme of Control. Outcome will always be provided in writing.
- 3.3. Delegate personal data include contact details, delegate photographic image, driver licence details and payment details, together with any other information we obtain directly from the delegate or from third parties, or as a result of the Gi Group relationship with the delegate in our capacity as a Driver CPC (DCPC) Approved Training Centre and in providing goods and services to delegates.
- 3.4. We will use delegate personal data for the purposes of uploading completed DCPC Periodic Training hours on to the Government's Recording and Evidencing (R&E) database, the provision of an attendance certificate, and for all other purposes connected with our role as an Approved Training Centre in providing goods and services to delegates. Where necessary, this data may be shared with JAUPT for the purposes of monitoring and managing approved centres and member state authorities to confirm DCPC entitlement abroad.
- 3.5. We are committed to ensuring that delegate personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.