

TERMS AND CONDITIONS (V5)

It will be taken that you have read and accept these terms and conditions, along with any others stated in your confirmation email, if you proceed with your training as booked.

CANDIDATE ID

All Candidates **must** supply **Photographic ID** to attend training. Driving Licence; Provisional DL or Passport is the preferred ID. Other photographic ID may be suitable along with one additional item such as a bank card or statement, birth certificate, official letter from HMRC or current utility bill in your name – if in doubt, please check with the DGC office prior to attending training. **Candidates are unable to sit exams until satisfactory ID presented.**

CANCELLATION/REFUND POLICY

If you must cancel/reschedule a confirmed booking the following terms shall apply:

- More than five business days' notice – no charge/full refund.
- Between 2 & 5 business days' notice - 50% of training costs will be invoiced/refunded
- Less than 2-days' notice – total cost of training will be invoiced/charged

Any arrangements made to confirm your training that cannot be cancelled, will be charged at cost (i.e. hotels/flights/trains etc) and invoiced at time of booking.

If clients fail to show up for training, the full cost will still be invoiced/no refund issued.

AUTHORISATION TO OPERATE – ON SITE MHE TRAINING

In booking training on your premises, you are hereby granting the Instructor(s) the necessary authorisation to operate all company forklifts on the premises, solely for the purposes of training and are confirming that all trucks being used have the necessary up to date thorough examination certificate (LOLER).

TRAINING ROOM – ON SITE MHE TRAINING

MHE training is split into theory and practical. A suitable meeting room or area will be required to conduct the theory elements of the course, ideally with access to a tv or screen.

MANDATORY PPE – WAREHOUSE

All candidates **must** wear Safety boots or shoes and hi viz vests/clothing if training is being undertaken in or around the warehouse area. Any additional PPE required will be advised in your booking confirmation email.

REFRESHER & CONVERSION COURSES

Evidence of previous training **MUST** be provided for all refresher and conversion courses: this could be a previous certificate, Photo ID card or signed training record (even if out of date) - any candidate who is unable to provide evidence will be ineligible for this type of course.

INVOICING / PRO FORMA INVOICES

Invoices are dated as per the training date and typically sent on the Friday or Monday following the training. If your company has a policy that requires a valid PO for invoicing, we will not be able to confirm any bookings without one. New customers will be issued with a Pro Forma Invoice which must be paid in advance to confirm the training dates.

CREDIT TERMS

from January 2025 our credit terms are **upon receipt of invoice** where no credit terms have been formally agreed in writing. To apply for our standard 14-day credit terms, please request, complete and return our ACF form. Certificates are only issued once payment has been received in full.

ADDITIONAL DETAILS:

RTITB REGISTRATIONS (FORKLIFT)

DGC Training Services now provide accredited training via the RTITB TrainingFriend App. Our instructors use a tablet to record candidate details, create training records and record assessments. **If your site does not permit the use of digital devices please let us know asap.**

Candidates **must** ensure they fill in their details correctly: charges to amend incorrectly input registration details will be passed on to the customer. For Refresher and Conversion courses, candidates **MUST** have evidence with them on the day - this can be their RTITB registration number, copy certificate or photo ID card/ecard. Courses cannot progress if this information is not available on the morning of the course.

If your chosen RTITB option (currently Option 1) requires your employees to have an e-Card (downloaded to their smart phone), they **MUST** provide an active email address on their paperwork.

The **e-link** will be emailed by DGC to the person who makes the booking, along with the candidate's digital certificate and copy of their training record. This e-Link should be forwarded to the candidate, *we recommend you do not attempt to open this as it may invalidate the link.*

When the candidate clicks on the link, it will open up a webpage advising them that a verification code must be entered to view the information. They click on "Send Verification Code" which will send the code to their email address (as registered on NORS). When they input the code they gain access to their information. From here **they can download to their smart phone** or save the pdf. The information cannot be viewed/retrieved without the access code. **The link will expire once the card has been downloaded.**

Where you do not require your employees to have the e-Card (RTITB Option 2) a copy of the certificate will be emailed to the person who makes the booking.

SQA CERTIFICATION

Courses: Health & Safety in a Construction Environment Level 1 & Emergency First Aid at Work. Certificates supplied by SQA will be sent to the home address of the individual taking the course as there may be other personal details regarding previous qualifications. Where a company has paid for the training a copy of the certificate will be scanned to the relevant person who booked the training.