

# Just I.T. Terms and Conditions

## 1. Booking procedure

The programme must be provisionally booked by paying a deposit. Candidates must provide proof of their eligibility to work in the UK. If this is not provided before the course start date, candidates will not be allowed to start the course. If after having put down a deposit you change your mind about the course, you may transfer the course to another person or to another course structure (ie, Intensive, Part Time or Blended Learning), but your deposit will not be refunded.

## 2. Start Date

If due to a substantial and unforeseen reason you need to change the start date of the programme, subject to availability and at the discretion of a Director of Just IT Training you may change your start date once without charge, provided you give us at least 1 week's notice prior to the original start date. If you need to move your start date a second time, you will incur an administration charge of £100 payable before the start of the course.

## 3. Refund policy

After commencement of the training if a candidate decides to leave the programme then the refund will be made only of the value of the course materials that have not been used (books, manuals and exam costs). This refund will not be available to candidates on the PAYE programme. The training fees will be forfeited unless Just IT Training or you can replace yourself on the actual course you are on with another suitable candidate. If this is achieved a refund will be given, the value of which will be determined by the amount the new candidate pays.

## 4. Payment procedure

Payments can be made by debit card, cash, BACS, cheque or credit card (subject to a 2.5% fee). Cheques should be made payable to **Just I.T. Training Ltd**, quoting your student identification on the back of the cheque. If you do not quote the student identification number, we will charge you a £50 administration fee to trace your funds.

The payment terms agreed are shown on the attached order form. Your place on the course will only be confirmed on receipt of your first payment. You must stick to the payment schedule that you have agreed with the Consultant, otherwise you will be charged an administration fee of £50 each time for late payment and your space on the programme may be given to another person and any fees paid by you may be forfeited.

## 5. Pay as you earn programmes (PAYE)

This is relevant for people who can't afford to pay the course fees up front. You should be aware that you pay more for the course using this payment plan and so we always encourage people to pay as much for the course up front as they can afford.

You should be aware that you are legally bound to pay the total programme fees as shown on the order form attached on the 5<sup>th</sup> day of each month at a rate of £200. This payment must commence no later than the 5<sup>th</sup> day of the month following the first full month of employment. To take advantage of this payment plan you must have filled in a Direct Debit form.

In order to take the pay as you earn option at Just IT Training you need to commit to the following actions:

- Fill in a job search spreadsheet every Friday and send it by email to your Career Consultant.
- Respond to emails within 24 hours.
- Respond to voice mails within 6 working hours.

Additionally you may have to;

- Attend one to one or group sessions with the career support team to help you work through a job plan so you get a job as soon as possible.

If you do not adhere to the above then you will be called and emailed to remind you of this commitment. If within 2 working days you give good reasons why your commitment was not followed through then no action will be taken. It will be at the discretion of a Director of Just IT Training what is a good reason.

If it is identified that a commitment is not followed through due to lack of interest or focus **on two occasions** then Just IT Training will be released of any responsibilities to support you into an IT job. The Direct Debit payments will also start on the 5<sup>th</sup> of the month following. If for any reason the direct debit instructions are cancelled then we will escalate the collection of your fees to a debt collection agency, which will incur additional charges.

Punctual payment shall be of the essence and if you fail to comply with any terms of this agreement we shall be entitled to recover from you the additional reasonable costs incurred by us as a result of locating you, communicating with you and collecting unpaid sums. These costs can be 20% of the total debt. Such sums are payable on demand in the event of legal action for breach of payment, you will be responsible for all costs allowable by the court, if an award is made in our favour.

In the event of breach of the terms of this agreement, we reserve the right to charge interest on the full sum outstanding from the course commencement date a rate of 2% over national Westminster bank base rate. All payments must be made to Just IT Training and sent to National Westminster Bank, account number 60760389 and sort code 602036.

If you feel you can settle the amount of the pay as you earn programme earlier than the payment schedule shows, then at the discretion of the Managing Director of Just IT Training a settlement figure may be agreed.

You are reminded that we are a founding member of the Institute of IT Training Personal Funders initiative and as such are bound by a code of conduct. You can therefore feel assured that we will work in your best interest to get you into the best IT job as soon as possible.

## **6. Exams**

The number of exams you have purchased is shown on the attached order form. Exams can be cancelled or rescheduled online or by the phone up to 24 hours before the original booking. If the exam is not cancelled or rescheduled within the given time limit and the candidate does not sit the exam, then the applicant will be docked 2 exams for this error. It is therefore important that you only schedule an exam when you are ready for it. If you change your mind then call Just IT to reschedule at least 24 hours before the exam.

If a delegate fails an exam they will receive individual advice on how to get through the exam the next time. The exams are not transferable to certifications outside the programme. They have no financial value to the candidate and they can not be transferred to another person. The exams must be used within 18 months of purchase.

## **7. Internet connection**

We advise that all delegates have internet connection. Having internet connection is required in order to use the Transcenders that we provide to help delegates with exam preparation. It is also extremely helpful when job hunting. If you do not have internet connection and do not intend to get internet connection please inform your Training Consultant prior to the start of the programme.

## **8. Programme length and re-training**

The instructor led section of the full time NPP is for a maximum of 18 months and for the part time NPP this is extended to 24 months. Delegates may re-train for free, as many times as is needed. This is subject to space being available. Once booked and confirmed by email by the candidate it is at the discretion of the Administration Manager whether you can cancel the reservation and transfer to another date. You must bring the materials you were given on the first course as they will not be given out again. If the course syllabus has changed and you need new materials, they will be charged to you at our cost (normally £40.00).

If a candidate wants to re-train after the 18 month period, the cost will be £250.00 per week of training. Candidates can re use their old manuals, or buy a new one at a cost of £40.00.

## **9. Programme content**

Just I.T. Training constantly updates and improves the programmes that it delivers and therefore reserves the right to change the specification and the content of its courses without notice to the customer.

## **10. Materials**

The delegate agrees not to reproduce, sell or hire course materials and not to use such materials except for the purpose of the programme.

## **11. Internet Downloads**

Candidates must only download information from the internet that is legal and authorized by the Trainer. The candidate is responsible and liable for any damage that is caused by downloading material and any action that may be taken against them by third parties for material that is illegally downloaded.

## **12. Programme cancellation**

Just I. T. Training reserves the right to cancel any programme at any time. For example if the programme does not meet the minimum number of delegates. If a programme is cancelled then the delegate will have the option to not take part in any training and all monies paid will be refunded.

You should be aware that over the last 8 years we have run our courses 98% of the time.

## **13. Non-attendance of delegate**

The course starts at 9:30 am on all days unless advised differently by the trainer.

Where a delegate does not turn up or is consistently late and as a result is unable to keep up with the rest of the group, he or she may be stopped from taking part in the programme and there will be no refund. The candidate should call the Administration Manager by 10.00am if they are sick or delayed on 0800 019 66 61.

## **14. Delegate dress code**

In the interest of maintaining a smart and conducive training environment delegates are requested to wear clean and smart clothing, to conduct themselves properly and be on time for all lessons. It is important for the benefit of all the candidates that people have high standards of personal hygiene, so please make sure you shower every day.

## **15. Health and Safety**

Delegates are required to make themselves aware of the building fire precautions, which are fully explained to each class at the beginning of each programme.

## **16. Cancellation**

Delegates wishing to cancel a programme must notify Just IT Training in writing at least 6 weeks prior to the start of a programme. Failure to do so will result in the forfeit of any monies for that course unless Just IT Training or you can replace yourself on the actual course you are on with another suitable candidate. If this is achieved a refund will be given, the value of which will be determined by the amount the new candidate pays.

**17. Referral Structure**

More than 20% of all candidates on the NPP are referred by a friend, colleague or family member to our course. If you refer someone that you think can also benefit from Just IT Training then you need to be aware there is a set structure that has to be followed in order to receive the referral fee. If you do not follow the structure you will not get the payment.

The criteria are as follows:

- It is essential that you email your original training consultant with the name and telephone number of whomever you wish to refer before they come to Just IT. Alternatively you need to ask your friend to contact your original training consultant directly (via email or their telephone number).
- £100 is payable on finance options £2995, £3995 and £5295. On the finance option £1995 you will receive £50.
- You may refer as many people as you want and each person will gain you a referral fee.
- Once your colleague has paid for their full up front course fees you can obtain your referral fee by emailing your original training consultant with your name, address, bank details and the person you have referred. We will send a payment to your account within 30 days.

Thank you for choosing Just IT Training. We believe you will be delighted with the service we provide.

I have read the terms and conditions and agree to them.

**Name**.....

**My home address**.....

**My land line number**..... **My mobile number**.....

**My email address**.....

**My next of kin name**..... **Telephone number**.....

**Signature of Candidate**.....**Date**.....

**Signature of Just IT Representative**.....