

Short Course Booking Procedures.

Thank you for your Short Course enquiry. It is important that you read and follow the steps of the enrolment procedure fully.

- **For Level 2 and Level 3 RHS or Dog Grooming courses, please follow the instructions given on the appropriate pages of the college website. You will initially be asked to complete a SMB Group Application form.**
- **Details can be entered directly onto our enrolment form via your computer. This can then be submitted directly back to us by email. Please complete all sections of the Enrolment Form in full (The system will tell you if you have missed critical information) If you prefer, you are still able to print one off and complete it manually. Only one form is required for all the courses you book on one occasion.**
- **Please ensure that you make it clear whether you are a “consumer” or a “trader”. These distinctions are important as they affect your legal rights to cancelling a contract within the statutory 14 day cooling off period. All courses valued under £42.00 per person offer no legal right to cancel (but also see the college’s own cancellation policy). Please see our Terms and Conditions below for full details.**
- **Please send your payment with your completed form at least 15 days prior to the course start date. Your place is not booked until we receive your payment, Enrolment Form and any other requested information. All places are available on a first come first served basis.**
- **Payment may be made over the telephone by most major Debit or Credit Cards. Please phone us on 01664 855423. As an alternative, cheques should be made payable to “SMB Group.”**
- **If your Employer is paying the course fees please complete section 10 of the enrolment form and include a **Purchase Order Number** if required by your company. A letter or email from your Employer is required to confirm they will pay your course fees and an invoice will then be raised.**
- **Please sign and date the **Learner Signature** section. We will accept **NOT** electronic signatures if you are completing the forms on your computer.**
- **If the enrolment form is received incomplete, we will return it to you for amendment.**
- **Please provide us with a copy of a recognised form of identification (ideally photographic) i.e. passport, driving licence, Military ID, provisional licence, birth certificate, bankers card.**
- **For City & Guilds NPTC Courses Only:** Please provide an **ID Photo** either electronically to business@smbgroup.ac.uk or a Passport Photo along with your payment and Enrolment Form. (Passport style photos taken on a mobile phone, ideally against a white background are perfectly acceptable).
- **Please return the form to: Short Courses, SMB Group, Brooksby, Melton Mowbray, Leicestershire, LE14 2LJ. If you have any questions please telephone 01664 855423 or email business@smbgroup.ac.uk**
- **Once your payment and Enrolment form have been received. You will receive confirmation/contract details (including a map showing directions to the venue) which will include arrangements for refreshments and list any equipment you may need to bring with you.**

Short Course Terms and Conditions.

College Student Privacy Statement

A copy of the full statement containing information on how we use your personal data can be accessed at any time on the College website: <https://www.brooksbymelton.ac.uk/policies-and-procedures/>

Recognising and Valuing Diversity

Brooksby Melton College has a strong commitment to recognising equality and diversity and individual learning. Our aim is to enable all individuals to achieve to the best of their ability. Admission to a course will be agreed on the basis that an individual is likely to benefit from it and not on irrelevant grounds such as gender, ethnic origin, creed, disability or age. Should you feel that you have been treated unfairly by anyone connected with the College and have not received impartial service you should contact the Assistant Principal who will investigate your concern and inform you of the outcome.

Safe Practice

Applicants for courses which involve the use of machinery will be required to demonstrate that they have the ability to be able to operate equipment in such a way that they will not put themselves or others at risk of harm.

Complaints Policy

The SMB College Group has the following complaints policy:-

- Upon receipt of a complaint, the department aims to be able to deal with it informally.
- If not resolved, the complaint is escalated (to the Student Services Manager)
- After investigation, a response will be issued within 5 working days of initial receipt.
- If still unresolved, a further investigation will take place. This will be confirmed in writing.
- A full response will be issued within 1 calendar month.
- If still unresolved, the customer can invoke the Part II Appeals stage by written request within 10 days of the full response.
- The Vice Principal Curriculum and Quality or another Vice Principal in their absence

SALES CONTRACT – OFF BUSINESS PREMISES – OVER £42.00

Between SMB Group, Asfordby Road, Melton Mowbray, Leicestershire, LE13 0HJ and the above customer for the stated course.

Consumer Contract (Information, Cancellation & Additional Charges) Regulations 2013

Important Information for Customers

Your rights

- It is our responsibility to supply you with goods and services that meet your consumer rights. If you have any concerns that we have not met our legal obligations, please contact us. Our contact details are shown throughout these documents.
- If you are unclear about your rights or require advice, you can contact the Citizens Advice Consumer Service on 03454 040506 or visit www.adviceguide.org.uk

Cancellation – Your Rights

- You have **no right to cancel** this contract because you are undertaking this training on behalf of your employer/relating to your employment and are therefore classed as a “Trader” for the purposes of this contract.
- You have **no right to cancel** this contract because it is valued at under £42.00
- You have a right to cancel this contract (as a “consumer”) and further information is given below

Your right to cancel (Consumers only)

- Subject to the above, you have a right to cancel this contract without giving any reason. The cancellation period starts when we enter into a contract with you and will end 14 days after you have taken possession of course materials we are supplying as part of this contract.
- In order to exercise your right to cancel, you must inform us of your decision by a clear statement (e.g. a phone call, letter sent by post, or email). You may use the attached cancellation form but you do not have to. You are advised to obtain proof that you have informed us of your decision.
- To meet the cancellation deadline, you should let us know that you wish to cancel before the cancellation period has expired. If you want to put this in writing, this can be sent to us at the above address or by email.

Effects of cancellation

- If you cancel this contract we will reimburse you all that you have paid us, subject to certain possible deductions set out below. In order for us to commence the training (which forms this contract) within the cancellation period, we need a specific request from you to do so. Our enrolment form, which has already been completed by you, contains that specific request. This will mean that you will still have a right to cancel but:
 1. You will have to pay our labour costs for work done up to the point when you inform us of your decision to cancel.
 2. We will not collect or remove any materials already provided to you, unless we have offered to do so.
 3. You may return materials to us at the above address and at your own expense within 14 days of informing us of your decision to cancel, unless this was offered by us.
 4. We may reduce any reimbursement to take into account any loss in value of the goods caused by any handling by you.
- We will make the reimbursement to you without any undue delay and not later than:
 - a. 14 days after the day that we received the course materials we supplied back from you, or....
 - b. (If earlier) 14 days after the day you provide evidence that you have returned the course materials, or....
 - c. If there were no course materials supplied, 14 days after the day on which we were informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise. In any event you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received course materials back if requested, or evidence of having sent back the goods (course materials), whichever is the earliest.

SMB Group Cancellation Policy

- This policy does not affect your statutory rights shown above.
- If you wish to cancel or transfer a booking for a short course, written confirmation is to arrive at SMB Group's, Short course department a minimum of 15 days before the commencement of the course. If a written cancellation or transfer request is received 14 days or less before the commencement of the course, any fees paid in advance **will not be refundable**, and you will still be liable for any fees invoiced. You would then be required to pay any replacement course fee in full.
- The College retains the right to amend or cancel any course and ideally you will be notified 14 days prior to the course planned start date if a cancellation must occur. In that case, and in the event that a mutually acceptable replacement course cannot be arranged, a full refund of the course fees will be issued. Similarly, in the event of an "on the day" cancellation due to unforeseen and "irreparable" circumstances, the same remedies are applicable.
- We will not be liable for any losses (including, but not limited to, travel and accommodation costs) arising as a consequence of any modification or cancellation of courses as set out above and beyond the cost of the course fee.

Payment of Deposits

- Where requested or agreed, a **non-refundable deposit** (*) will be payable by the customer.
- (*) The only exception to the above being where you request course cancellation within the statutory 14 day cancellation period.

Cancellation Form

To **SMB Group, Brooksby Campus, Brooksby, Melton Mowbray, Leicestershire, LE14 2LJ**

Email: business@smbgroup.ac.uk

I/We (*) hereby give notice that I/We (*) cancel my/our (*) contract of sale of the following goods (*) /for the supply of the following service (*)

Ordered on (*) /received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only if this form is notified on paper)

Date

(*) Delete as appropriate