

# The Teacher Trainer Ltd - **Course Terms and Conditions**

## I. INTRODUCTION

**1) Introduction and Entire Agreement:** These Terms and Conditions govern the contractual relationship between you (the Customer) and The Teacher Trainer Ltd (referred to as 'TTT' throughout this document). By accepting these Terms and Conditions on the Course Application Form, you confirm that you have read, understood and agreed to all of the terms set out below. All references to specific figures, fees, timeframes and course requirements are determined by the course you are enrolled on, as set out in the Course-Specific Details table in Section 1.

This document, together with the Course Application Form, constitutes the entire agreement between you and TTT. If you have any questions before accepting these terms, please contact us at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) or on **01908 736 777**.

**2) Course-Specific Details:** The table below sets out the key details specific to each course offered by TTT. Where this document refers to fees, timeframes or attempt limits, the figures applicable to your course are found in the column corresponding to your qualification.

Detail	L3AET	L3DCM	L4CET	L5DiT	L3AUPPA	L3AACWE	L3AAVRA	L4CAVA	L4AUIQAAPP	L4AIQAAPP	L4CLIQAAPP
Course Duration	90 days	90 days	180 days	360 days	60 days	90 days	90 days	120 days	60 days	90 days	120 days
Commencement Window (From Invitation Date)	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days	30 days
LMS Re-Invitation Fee	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT	£50+VAT
Maximum Theory Assignment Attempts	3	3	3	3	3	3	3	3	3	3	3
Practical Observation(s) Required	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes
Minimum Observation Duration	15 mins.	30 mins.	1 hour (X 3)	1 hour (X 10)	NA	15 mins. (X 4)	15 mins. (X 4)	15 mins. (X 8)	NA	15 mins.	30 mins. (X 2)
Maximum Observation Attempts	2	2	2	2	NA	2	2	2	NA	2	2
Coursework Submission Cut-Off	Day 80	Day 80	Day 170	Day 350	Day 50	Day 80	Day 80	Day 110	Day 50	Day 80	Day 110
Resubmission Deadline	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days
Maximum Resubmission Extension	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days	14 calendar days
Option to 'PAUSE' the course available?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Maximum 'PAUSE' duration	30 days	30 days	60 days	90 days	30 days	30 days	30 days	60 days	30 days	60 days	60 days
Late Submission Fee	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension	£125+VAT per 30-day extension
Late Submission Extension Period	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline	30 days from original deadline
Awarding Organisation	YMCA Awards	Highfield Qualifications	FOCUS Awards	FOCUS Awards	YMCA Awards	YMCA Awards	YMCA Awards	YMCA Awards	YMCA Awards	YMCA Awards	YMCA Awards
Certificate Turnaround Time	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks	2 to 3 weeks
Physical/Duplicate Certificate Fee	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT	£45 + VAT

## II. ENROLMENT AND DAILY ACADEMICS

### 3) Commencing the Course

- a) The course invitation will remain valid for 30 calendar days from the date it is sent and will expire at 5 pm on the 30th day from the date it is sent. If you do not accept the invitation within this period, an LMS re-invitation fee as specified in the table will apply.
- b) Payment alone does not constitute enrolment. Enrolment is only confirmed once the application form is completed and all required documentation (including photo ID) is received. If these steps are not completed within the 30-day window, the registration will be cancelled and no refund will be issued.
- c) Any alternative arrangements must be agreed with TTT in advance in writing. Do not assume that alternative arrangements will be made without prior agreement.

### 4) Validity and Expiry of Course Registrations

- a) Every course registration purchased is valid for a maximum period of 90 days (three months) from the date of the original payment.
- b) If a purchaser or organisation is unable to utilise a registration within this window due to workload, internal delays or other operational reasons, they must notify TTT in writing at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) before the expiry date.
- c) Requests to extend the validity of a registration must be made at least 14 calendar days prior to the 90-day deadline.
- d) TTT may, at its absolute discretion, grant a one-time extension based on the evidence provided.
- e) If no written communication is received from the purchaser before the 90-day expiry, the registration will be deemed "abandoned".
- f) Expired or abandoned registrations are cancelled automatically, and all fees paid for these seats are non-refundable and non-transferable.
- g) TTT does not accept liability for unutilised registrations where no prior communication regarding delays was received.
- h) TTT will not honour, refund or re-activate registrations that have been dormant or unutilised for more than 90 days without prior written notice.

- i) Any subsequent attempt to use the service will require a new registration at the current course fee.
- j) These provisions are subject to the Force Majeure clauses in Section 32, provided that TTT is notified of the relevant event as soon as is practicable.

## 5) Your Responsibilities

- a) You must read all policies and procedures available on the TTT website before commencing the course.
- b) Notify TTT promptly of any changes to your personal information (name, address, contact number or email address). Contact the Course Coordinator at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) or call on **01908 736 777** to provide the updates.
- c) Notify your tutor or assessor in advance if you are unable to meet a submission deadline or attend a scheduled session. Unnotified absence may affect your ability to meet the learning outcomes for your qualification.
- d) Active participation throughout the course is required. You are expected to dedicate personal time to self-study and assignment work.
- e) You must inform TTT at the time of enrolment or as soon as practicable thereafter, of any medical condition (including pregnancy) that may affect your ability to attend the course or meet submission deadlines. If an independent medical practitioner, acting in their reasonable discretion, considers that any notified medical procedure is avoidable or could be undertaken outside the course period, TTT may terminate the agreement immediately by written notice.
- f) You are required to attend and complete the course in full. If you fail to meet your responsibilities, TTT may, at its discretion:
  - 1. notify you and, where appropriate, arrange a meeting; and/or
  - 2. where the breach is material or persistent, dismiss you from the course and terminate the agreement immediately by written notice.

## 6) Learning Management System (LMS)

- a) TTT delivers online course content through a Learning Management System (LMS). The LMS platform may change over time in response to technological developments, learner requirements or operational needs.

- b) TTT reserves the right to transfer the delivery of your course to a different LMS platform with reasonable notice.
- c) While TTT strives to minimise disruptions during platform changes, you acknowledge and understand that switching to a new LMS carries an inherent potential risk of data loss, including the loss of course submissions and progress records.
- d) It is essential and MANDATORY that you maintain your own personal, separate copy of all coursework submissions. This includes, but is not limited to, assignments, quizzes, discussion posts and any other evidence submitted. You must save copies of your work on a reliable external storage medium or cloud service and regularly update these backups to safeguard your work against potential data loss during LMS changes.
- e) Where data loss occurs as a direct result of TTT's LMS migration, TTT will not charge any additional fees for the repetition of work and will provide a proportionate extension to the course deadline at no cost.
- f) This policy regarding LMS changes and data loss is effective immediately and is applicable to all current and future learners. All learners, regardless of their enrolment date, must comply with the duty to back up their work as detailed above.
- g) You are expected to familiarise yourself with any new platform introduced during your course. TTT will provide reasonable guidance to support this transition.
- h) No complaints regarding a change of LMS platform will be accepted provided your progress has been transferred and your ability to complete the course has not been materially affected.

## 7) Harvard Referencing

- a) Where you draw on published sources in your assignments, you must reference them correctly using the Harvard Referencing System.
- b) A bibliography listing all sources consulted must be included at the end of every assignment.
- c) Failure to reference appropriately may constitute plagiarism and will be treated as such.
- d) References can be generated automatically at <https://www.mybib.com/tools/harvard-referencing-generator>. Also, an introductory video is available at <https://www.youtube.com/watch?v=NDgqqPvMn0U>.

**8) Malpractice and Academic Integrity:** TTT takes academic integrity seriously. Malpractice includes, but is not limited to: Plagiarism, Collusion, Fabrication, unauthorised use of AI and Impersonation. Suspected malpractice will be handled strictly in accordance with the **TTT Malpractice and Maladministration Policy** available on our website, which details the investigation process and potential sanctions (including course disqualification). Before any definitive decision or penalty is issued under this policy, TTT will notify you in writing of the suspected malpractice and provide you with a reasonable opportunity to respond and present an explanation.

### **9) Use of Artificial Intelligence**

- a) Some course materials produced by TTT, including infographics, videos and written content, may be created or assisted by AI software. While TTT takes reasonable steps to ensure accuracy, AI-generated content may contain minor errors or inaccuracies. You are advised to review all course materials critically and to verify any information before using it for formal or professional purposes.
- b) TTT uses a range of AI software tools to support the marking, feedback and quality assurance processes. While these tools aim to provide accurate and reliable outputs, TTT acknowledges that AI-assisted processes may not always be error-free.
- c) TTT does not guarantee that all feedback or communications will be free from error. Where you believe an error has occurred in your marking or feedback, you may request a review by contacting [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk). Your right of appeal under Section 11 also applies.
- d) TTT uses AI tools with reasonable care and verifies critical information and decisions through independent means where necessary. TTT assumes full responsibility for the consequences of its use of AI in the delivery of your course.

### **10) Theory Coursework Submission Attempts and Outcomes**

- a) You are permitted a maximum number of submission attempts as specified in the table. This includes your initial submission and any resubmissions.
- b) Each submission attempt must be taken seriously, as each one draws on assessor time and uses one of your limited opportunities to pass.

- c) The possible outcomes for any submitted assignment are PASS, REFER or FAIL.
- d) If your coursework does not achieve a PASS within the permitted attempts, the assessment will be recorded as a FAIL, resulting in a FAIL on the course.
- e) If you FAIL the course, you will have the option to re-register on the course. This will require full payment of the current course fee and will be treated as a new registration.

**11) Practical Observations Submission Attempts and Outcomes:** This section applies only to courses where a practical observation is required (see table).

- a) You must pass the required number of observation sessions within the maximum number of attempts specified in the table.
- b) Once you have passed the required number of sessions, no further observations are necessary.
- c) The possible outcomes for any observation session are PASS, REFER or FAIL.
- d) A REFER on any session permits you to complete a further attempt. Exceeding the maximum number of attempts will result in a FAIL on the course.
- e) If you FAIL the course, you will have the option to re-register on the course. This will require full payment of the current course fee and will be treated as a new registration.

## **12) Marking and Feedback Turnaround**

- a) TTT is committed to providing feedback within the following timeframes (weekends excluded):
  1. Theory assignments: within 7 calendar days of submission.
  2. Practical teaching observations: within 14 calendar days of submission.
- b) If your work has not been marked within the above timeframes, contact the Course Coordinator at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) or on **01908 736 777**.

- c) In exceptional circumstances outside our control, feedback may be delayed. TTT will notify you of any such delay and provide a revised deadline.
- d) If you believe a marking or grading decision is incorrect, you have the right to appeal. Appeals must be submitted in accordance with the TTT Appeals Policy and Procedure, a copy of which is available on the TTT website.

### **III. COURSE CHANGES AND FLEXIBILITY**

#### **13) Changes to Course Content or Delivery**

- a) TTT reserves the right to make reasonable changes to course content, delivery format, scheduling or personnel where necessary due to operational, regulatory or quality assurance requirements.
- b) Where any such change is material, TTT will provide you with reasonable advance notice and, where applicable, an explanation of the reason for the change.
- c) TTT will ensure that any changes made do not materially affect the learning outcomes of the qualification or your ability to complete the course.
- d) Minor changes, including updates to course materials to reflect current legislation, sector guidance or Awarding Organisation requirements, may be made without prior notice.

#### **14) Pausing the Course**

- a) You may request a PAUSE to your course registration by providing a valid reason via email.
- b) A PAUSE may be authorised for the maximum period specified in the Course-Specific Details table.
- c) During a PAUSE, tutor and assessor support will be suspended and your LMS access will be deactivated.
- d) A PAUSE must be requested and not assumed.

- e) TTT may ask you to provide evidence/documents if needed.
- f) Requests to PAUSE will not be unreasonably refused, subject to valid written evidence.
- g) To resume the course, you must notify TTT in writing. Failure to do so before the end of the authorised PAUSE period will result in the expiry of your course registration.
- h) On resumption, a new submission deadline will be calculated based on the number of calendar days remaining at the point the PAUSE was authorised. Example:

Original start date: 01/01/2026

Course duration: 90 days

Original deadline: 01/04/2026

PAUSE authorised: 01/02/2026 (60 days remaining at that point)

Resumption authorised: 01/03/2026

New deadline: 30/05/2026

## **15) Change of Tutor or Assessor**

- a) TTT reserves the right to reassign your tutor or assessor at any time due to illness, resignation, maternity or paternity leave or any other operational reason.
- b) Where a change of personnel occurs, TTT will notify you promptly and take reasonable steps to ensure continuity of your learning and assessment.
- c) A change of tutor or assessor does not constitute a breach of contract and does not entitle you to a refund of course fees.

## 16) Course Transfer and Learner Substitution

- a) You must submit all requests to transfer to another qualification or to substitute the registered learner (Person A) with another individual (Person B) in writing to [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk).
- b) Transfers and substitutions are only permitted within 14 calendar days of the original purchase date.
- c) A learner substitution is only possible if the original learner (Person A) has not officially started the course.
- d) Starting the course is defined as either accessing the Learning Management System (LMS) platform or completing the mandatory Course Application Form.
- e) Approved transfers or substitutions are subject to a non-refundable administrative fee of £50 + VAT.
- f) The substituted learner (Person B) must complete the full TTT application process and provide the required documentation, including photo ID, to confirm their eligibility for the course.
- g) If a course transfer involves a qualification with a higher fee, the difference must be paid in full before the transfer is finalised.
- h) TTT does not issue refunds or credits if the new course is of a lower value than the original purchase.
- i) Upon a successful transfer or substitution, the original registration is cancelled and all progress is forfeited.
- j) The new registrant will be issued a fresh course duration and submission cut-off date.
- k) Once a transfer or substitution has been processed, the original learner (Person A) forfeits all rights, access and claims to the qualification.

## IV. DEADLINES, LATE SUBMISSIONS AND EXTENSIONS

### 17) Submission Deadlines and Extensions

- a) The total course duration and the coursework submission cut-off are as specified in the table. All coursework (theory and practical) must be submitted by the cut-off day to allow sufficient time for marking before the course deadline.

- b) Extensions to the course submission deadline will only be granted in extenuating circumstances, such as hospitalisation for more than 3 consecutive days or a bereavement, both of which require original supporting documentary evidence submitted in advance of the deadline.
- c) Where an extension is granted, a maximum of 14 calendar days may be added to the submission deadline at the assessor's discretion.
- d) Extensions must be requested and not assumed. All requests must be made by email and a copy retained by both parties.

### **18) Resubmission Deadlines**

- a) Where coursework has been referred, you must resubmit within 14 calendar days of the date feedback and action points are sent to you.
- b) A resubmission extension of up to 14 calendar days may be granted at the assessor's discretion, provided it is requested before the resubmission deadline.
- c) Resubmission extensions must be requested and not assumed.

### **19) Late Submission**

- a) Coursework received after the submission deadline constitutes a late submission and is subject to a Late Submission Fee as specified in the table. Payment of the fee reinstates your course registration for a further period as specified in the table, calculated from the original submission deadline date.
- b) TTT does not guarantee the assessment of late submissions within standard turnaround times.
- c) TTT may waive the consequences of late submission upon review of a written request accompanied by relevant evidence. All requests must be submitted by email and a copy retained. Last-minute notices will not be considered.

## V. COMMUNICATION, LOGISTICS AND TERMINATION

### 20) Communication Channels

- a) TTT may use a range of communication channels to contact you during the course, including email, telephone, SMS and WhatsApp.
- b) WhatsApp may be used for sending and receiving course materials, marketing materials and session video uploads. By providing your mobile number at enrolment, you consent to being contacted via WhatsApp for these purposes.
- c) TTT will send promotional and marketing materials by email and SMS. If you wish to opt out of marketing communications, please notify us in writing at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk).
- d) All calls made to or by TTT are recorded for training and quality assurance purposes. This will be communicated to you via a recorded message at the start of any call.

### 21) Booking Calls, Meetings and Observations

- a) As an online training provider, all calls, meetings and observations with the tutor or assessor must be booked in advance by email.
- b) Contact the Course Coordinator at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) or call on **01908 736 777** to arrange this.
- c) The tutor or assessor will contact you at the scheduled time. Minor variations in timing may occur. You will be notified in advance of any significant delay or cancellation.
- d) Contacting the office without a prior booking and expecting an immediate response from the tutor or assessor is not guaranteed.
- e) If you are unable to keep a scheduled appointment, please cancel promptly. All appointments can be rearranged to a mutually convenient time.

## 22) Automated LMS Communications

- a) TTT uses automated systems to send regular reminders (by email, text or LMS notification) regarding outstanding tasks, upcoming deadlines and session bookings.
- b) These reminders are provided as a support tool only. You must not rely solely on automated reminders to track your submission deadline. It is your responsibility to monitor your own progress and deadlines at all times.
- c) TTT accepts no liability for errors in automated communications.

## 23) Technical Requirements and Service Availability

- a) As an online training provider, TTT delivers course content and assessments via the LMS. It is your sole responsibility to ensure that you possess the necessary hardware and stable internet connectivity required to access the LMS and complete the course.
- b) While TTT strives to provide uninterrupted access to the LMS, you acknowledge that access may be suspended, restricted or terminated occasionally to allow for repairs, maintenance or the introduction of new facilities or services.
- c) TTT will endeavour to provide reasonable advance notice of any scheduled downtime. TTT shall not be liable for any loss or damage arising from the temporary unavailability of the LMS, whether scheduled or unscheduled.
- d) Minimum technical specifications required for course participation are detailed on the TTT website. TTT accepts no liability for your inability to access course materials or submit assessments arising from your equipment's incompatibility or insufficient internet service.

## 24) Our Responsibilities

- a) TTT shall deliver the course with reasonable skill and care.
- b) The following personnel may engage with you before, during and after the course:
  - **Course Coordinator:** Your point of contact for all administrative matters, including booking calls with your tutor or assessor, tracking your progress and general enquiries. Contact at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) or call on **01908 736 777** to get in touch with them.

- **Course Tutor:** Your primary point of contact for course content, guidance and support throughout the programme.
- **Course Assessor:** Responsible for marking your theory assessments and practical observations against the assessment criteria set by the Awarding Organisation. They will provide written feedback identifying strengths and areas for improvement.
- **Internal Quality Assurer (IQA):** Carries out internal quality checks on assessors' marking to ensure consistency and that feedback standards are maintained.
- **External Quality Assurer (EQA):** Appointed by the Awarding Organisation to independently verify assessment practices, IQA activity and the overall standard of the course.

## 25) Course Cancellation

- a) If you do not respond to feedback or communications from TTT, a reminder will be issued by email or telephone. Continued non-response may result in a formal Course Cancellation Notice. If no response is received following that notice, your enrolment will be cancelled.
- b) Course fees are non-refundable and non-transferable beyond the 14-day refund window set out in Section 32.
- c) Cancellation of your enrolment will result in forfeiture of all course fees paid.
- d) Any subsequent re-enrolment will require full payment of the current course fee and will be treated as a new registration.

## VI. DATA, PRIVACY AND LIABILITY COMPLIANCE

- 26) Data Protection and GDPR:** TTT processes personal data in accordance with the **UK GDPR** and the **Data Protection Act 2018**. By enrolling, you consent to your data being used for course administration, assessment and certification. Detailed information on your rights and how we safeguard your data (including international transfers) is available in our **Privacy Policy** on the TTT website.

**27) Digital and Electronic Signatures:** TTT accepts digitally or electronically signed documents and communications, subject to the conditions below.

- a) All electronic communications must be sent from the official email address registered on the TTT database at the time of enrolment or submitted via your LMS login. This requirement is in place to maintain the integrity and security of signed documentation.
- b) An electronic signature may take the form of a typed name or a digitised image of a handwritten signature, provided it is submitted via the official email address or LMS login.
- c) Where a handwritten signature is specifically required, this will be stated. Submissions requiring a handwritten signature will not be considered complete without one.

## **28) Digital Media Waiver**

- a) By accepting these Terms and Conditions, you authorise TTT and any related companies to use digital media obtained during the course (including photographs, still images, audio recordings, video footage and portfolio content) for internal standardisation, staff training, verification, future course material development and promotional purposes, whether internal or public-facing.
- b) This authorisation is granted in perpetuity. TTT will determine when it is appropriate to cease using any such material.
- c) TTT will retain copyright over all media obtained during the course that contains your image or voice.
- d) TTT will respect the dignity and privacy of all individuals in any media obtained and will not sell such media to third parties for commercial gain.
- e) Written or verbal feedback, reflections or comments you provide voluntarily regarding the course may be used by TTT as testimonials for promotional purposes.
- f) TTT may use your name and the qualification name alongside such testimonials in internal or public-facing marketing materials.
- g) If you do not consent to your feedback being used for promotional purposes, you must notify TTT in writing at [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk).

### **29) Equality, Diversity and Inclusion**

- a) Under the Equality Act 2010, TTT is committed to providing an inclusive learning environment, in which all learners and staff are treated with dignity and respect, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- b) Discriminatory behaviour of any kind, whether directed at TTT staff or other learners, will not be tolerated and will be treated in accordance with the Zero Tolerance Policy set out in Section 28.
- c) If you believe you have been treated unfairly or discriminated against during your course, you are encouraged to raise the matter through the TTT Complaints process as set out in Section 34.

### **30) Zero Tolerance Policy**

- a) TTT is committed to maintaining a respectful environment for all learners and staff.
- b) Threatening, abusive or violent behaviour (whether written, verbal or physical) directed at any member of TTT staff will not be tolerated under any circumstances.
- c) Where such behaviour occurs, the individual will be asked to stop. If the behaviour continues, TTT reserves the right to remove the individual from the course and terminate the agreement immediately by written notice.
- d) There is no right of appeal against removal under this policy. Incidents may be reported to the relevant Police Service.

### **31) Intellectual Property**

- a) All course materials produced by TTT, including but not limited to written content, video recordings, audio files, slides, handouts, assessments and online learning content, are the sole intellectual property of TTT and are protected by copyright.
- b) As a learner, you are granted a personal, non-transferable licence to use the course materials solely for the purpose of completing your qualification with TTT.

- c) You must not reproduce, distribute, share, resell, upload, publish or otherwise make available any TTT course materials to any third party, in any format, without the prior written consent of TTT.
- d) Breach of this clause may result in immediate removal from the course, termination of the agreement and legal action.

### **32) Liability and Force Majeure**

- a) While TTT takes reasonable steps to ensure the accuracy and quality of all course materials, minor errors may occasionally occur, particularly in AI-assisted content. TTT will correct any material inaccuracies brought to its attention promptly. Nothing in this clause affects your statutory rights under the Consumer Rights Act 2015.
- b) TTT shall not be liable for any direct, indirect or consequential loss or damage arising from your use of or inability to use, the course or its materials, including but not limited to loss of income, loss of business, loss of data or loss of anticipated savings, whether arising in tort (including negligence), contract or otherwise.
- c) Nothing in these terms limits TTT's liability for death or personal injury caused by its negligence, for fraud or fraudulent misrepresentation or for any other liability that cannot be excluded or limited by applicable law.
- d) The total liability of either party under this agreement shall not exceed the course fees paid by you.
- e) TTT shall not be liable for any failure or delay in performing its obligations where that failure or delay results from any cause outside its reasonable control, including but not limited to acts of God, pandemic, epidemic, fire, flood, war, civil unrest, government action, failure of electronic systems or internet services or breach by a third-party supplier (each a "Force Majeure Event"). TTT's obligations shall be suspended for the duration of the Force Majeure Event and TTT will take reasonable steps to resume normal service as soon as practicable.

### **33) Governing Law and Jurisdiction**

- a) These Terms and Conditions and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) are governed by and construed in accordance with English law.
- b) Both parties irrevocably agree to the exclusive jurisdiction of the courts of England and Wales to settle any dispute or claim arising out of or in connection with these Terms and Conditions.
- c) A person who is not a party to this agreement (including, without limitation, any sponsor or employer) shall have no rights under or in connection with it under the Contracts (Rights of Third Parties) Act 1999.

## **VII. PROBLEM RESOLUTION, CERTIFICATES AND CONTACT**

### **34) Money-Back Guarantee and Refunds**

- a) All courses purchased via [www.theteachertrainer.co.uk](http://www.theteachertrainer.co.uk) are eligible for a refund if requested within 14 calendar days of the date of purchase.
- b) Refund requests must be submitted in writing to [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk) within the 14-day window.
- c) Refunds will be processed within 30 calendar days of the request being received and returned via the original payment method to the original payer.
- d) Transaction charges levied by escrow services (e.g., PayPal/Stripe) will be deducted from the refund amount. TTT has no control over these charges.
- e) Enrolment on this course is specific to the qualification selected at the point of purchase. It does not entitle you to access any other TTT courses, products or promotional offers unless explicitly stated at the time of purchase.
- f) In addition to the money-back guarantee above, consumers have a statutory right to cancel this contract within 14 calendar days under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

g) The following restrictions apply:

1. If 20% or more of the course has been accessed (via the LMS) before the refund is requested, the refund request will be rejected.
2. All original course materials or resources issued by TTT must be returned before a refund is processed.
3. Courses purchased through a third-party vendor cannot be refunded by TTT. Please contact the vendor directly.
4. Courses purchased at a discounted rate may not be eligible for a full refund.

### 35) Certificates

- a) Digital Certificates are issued by the Awarding Organisation and are not produced in-house by TTT.
- b) Once you have successfully completed all course requirements and your digital portfolio has been signed off by the IQA, TTT will apply for your digital certificate through the Awarding Organisation. The certificate claims process and expected turnaround time are as specified in the table.
- c) On receipt of the digital certificate, TTT will email you a copy.
- d) Physical certificates are NOT part of the service. You can order them by paying the fee specified in the table.
- e) Physical certificates (if ordered and paid for) are sent by 2nd Class General post to UK addresses. TTT does not accept responsibility for loss or damage in transit. If a physical certificate is lost in post, a duplicate may be ordered from the Awarding Organisation at the fee specified in the table.
- f) If you require a Signed for or Recorded Delivery for a physical certificate within the UK, you must supply a prepaid self-addressed hardback envelope.
- g) For international delivery, an additional postal charge will apply and will be confirmed with you in advance.
- h) If you have sent physical documents or storage media to TTT during the course, you must supply a prepaid self-addressed envelope for their return.

**36) Contact Us:** TTT is not currently registered with an Alternative Dispute Resolution scheme. If you are unable to resolve a dispute through our internal complaints process, you may escalate the matter to the relevant Awarding Organisation or to the Information Commissioner's Office for data-related complaints, as set out in the relevant policies. If you have any questions about any part of this document or your course, please contact us. TTT staff are available to assist you and will be happy to clarify anything you are unsure about.

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