

Public Event Terms and Conditions

Booking a Course

Bookings should be made by submitting the booking form at www.businessanalystsolutions.com or, where required by the customer, provision of an official purchase order. BA Training Solutions will confirm all course bookings within 1 working day. Bookings are subject to availability at the time a request is received.

VAT

All fees quoted are exclusive of Value Added Tax which should be added to the amount shown at the ruling rate.

Payment Terms

For classroom based and virtual courses an invoice will be issued at the time of booking. Payment is due the earlier of, 28 days from the date of invoice, or, three weeks prior to the course start date. Payment is due immediately where the course start date is less than three weeks from the date of booking. Payment may be made by bank transfer, debit or credit card.

For self-study modules an invoice will be issued upon receiving an enrolment request. Enrolment will be complete on payment of the invoice and a self-study pack will be sent by post. Payment may be made by bank transfer, debit or credit card.

Attendance may also be granted through the provision of a company purchase order.

Where payment or purchase order is not received within the specified period, BA Training Solutions reserves the right to cancel the booking.

Cancellations and Attendance Deferrals

For classroom based and virtual courses any request to cancel a booking or defer attendance to a later course must be made in writing and be received by BA Training Solutions Ltd at least three weeks before the start of the booked course. In this event BA Training Solutions Ltd will refund any course fees received, or allocate any money paid to a later scheduled course. Within three weeks of the scheduled course start date, cancellations or requests to defer course attendance cannot be accepted and are subject to payment of 100% of the course fee. Course fees will remain payable. No refund will be given. Money paid can not be allocated to a later scheduled course. Bookings made within three weeks of the course start date are final and cannot be cancelled or deferred.

Self-study bookings are non-cancellable and non-deferrable.

For BCS Diploma Package bookings, cancellation or deferral terms apply to each course. In the case of cancellation of a Diploma package a refund will be made of the amount paid, less the full current advertised price of courses already attended or any courses due to be attended within the cancellation period.

Group Bookings – If three or more places on the same classroom or virtual course are booked by the same organisation the first three places will be subject to the cancellations and deferral terms given above. Additional places are subject to a six week cancellation or deferral notice period.

Virtual Training Courses

Course attendees are responsible for ensuring they have the relevant hardware, software and a stable internet connection which are necessary for attending a virtual course and taking an on-line BCS exam. BA Training Solutions will not be liable for a candidate not being able to complete either a course or exam where these do not meet the necessary criteria. Details of required software will be supplied by BA Training Solutions upon receipt of a request to book on a public scheduled course or can be supplied upon request. Attendees who are using a corporate device to attend a course, or take an on-line exam, are responsible for ensuring that corporate firewalls do not prevent installation or use of the required software.

Completion Terms (Self-Study Modules)

Candidates must take their exam within 12 months of registering for the self-study module. Registrations are subject to availability at the time a request is received. Self-Study enrolment is completed on behalf of a named individual. Ownership of the self-study materials and the right to take the exam remain with the named individual. Replacement self-study packs can be provided at a cost of £40 + VAT (i.e. in the case of loss or damage).

Self-study enrolments are non-cancellable, candidates may however switch from self-study to a classroom based or virtual course within 12 months of enrolment should they wish to do so. The amount paid for self-study is off-set against the cost of the classroom based or virtual course.

Cancellations and Attendance Deferrals (Self-Study Modules)

Once an exam session has been booked any request to cancel or defer attendance to a later exam session must be made in writing and be received by BA Training Solutions Ltd at least three days before the booked exam date. In this event BA Training Solutions will defer attendance at no cost.

Within three days of the booked exam date requests to cancel or defer can be accepted, but will incur a charge of £40 + VAT. In the case of exam no-shows, an additional exam fee will be payable before another exam session can be booked.

BCS Recommended pre-reading

There is a recommended or mandatory pre-reading list for most BCS accredited courses. BA Training Solutions will provide the reading list to the customer as part of the booking confirmation. Reading text, unless otherwise stated, are not included as part of the course fee. The customer will be responsible for purchasing the recommended texts and ensuring that pre-reading is completed. For BCS exams that are 'open-book' these texts can be referred to during the exam. Some books are available in electronic format, however e-readers and other electronic devices cannot be used during exams.

BCS Reasonable Adjustments Policy

BCS, The Chartered Institute for IT recognises that some candidates require alternative arrangements for their examinations. This may be the result of a disability, medical condition or for candidates whose native language is not English. Candidates should familiarise themselves with this policy, it is available on our website at

<https://www.businessanalystsolutions.com/bcs-exam-reasonable-adjustments/>

Candidates who require assistance or reasonable adjustments must apply no later than two weeks before the examination date.

BCS Examination re-takes

Where a candidate does not meet the required standard to pass a BCS exam they may choose to retake the exam. An exam only fee will apply to all exam retakes. This will range from £190-£230 depending on the subject and the invigilation arrangements available.

Course Content Changes

BA Training Solutions Ltd reserves the right to improve the specification and format of its courses for the benefit of its customers without notice to the customer.

Event Scheduling Changes

BA Training Solutions Ltd will use all reasonable endeavours to avoid changes to course dates. BA Training Solutions Ltd does however reserve the right to cancel or reschedule any course where necessary and will advise the customer as soon as this change is known. BA Training Solutions will not be responsible for refunding any travel or accommodation expenses incurred by the course attendee. When this change is unavoidable BA Training Solutions Ltd will refund in full all monies paid by the customer, or at the customer's option apply all monies to a rescheduled or alternative course.

Event Location Changes

BA Training Solutions Ltd will use all reasonable endeavours to avoid changes to the location of the advertised event venue. BA Training Solutions Ltd does however reserve the right to change the location of the course in unavoidable circumstances within a 10 mile radius of the originally scheduled location.

Warranty and Liability

The customer accepts that it is their responsibility to verify that the courses are suitable for the requirements of the delegate attending a particular course and that the delegate has the necessary level of competence to be able to achieve the objectives of the course. BA Training Solutions' liability for loss and damage shall be limited to a claim for damages. The maximum aggregate liability will be the charges for the course out of which the loss or damage has arisen. BA Training Solutions Ltd will not be liable for indirect, special or consequential loss (including loss of anticipated profit or data), howsoever arising, even if it has been advised of such potential loss.

Copyright

The copyright and all other intellectual property rights in all course materials shall remain the sole and exclusive property of BA Training Solutions Ltd. You undertake that you will not copy or permit the photocopying of course materials, nor disclose or permit the disclosure or sell or hire the same to third parties, nor use the same for running your own courses.