



Supporting practical science, D&T and art

- In schools and colleges

CLEAPSS Courses – Terms and Conditions

Course bookings

Bookings can only be made using the CLEAPSS booking form. We are not able to take bookings over the 'phone.

Once your booking form has been processed you will receive confirmation by email. If you have not received this within 5 working days, please contact courses@cleapss.org.uk.

You do not have a place on the course until you have received this confirmation.

Joining instructions

These will be sent out 2 working days before the course to the email address provided. If you do not receive joining instructions 2 working days before the course, please contact the courses team to confirm your booking and that we have received payment of your course fee.

Payment and cancellations

Payment of your course fee must be received **at least 3 working days before the course** – If payment is not received you will not be able to attend the course. You will still be liable for the full course fee.

You may cancel a course booking up to 10 working days before the course at no cost (any fee already paid will be refunded or transferred to another course booking).

If you cancel a course booking less than 10 days before the course, or you do not attend on the day, you will be liable for the full course fee.

If you have booked a place on a course and are unable to attend, you may send a colleague in your place at no extra charge. Please notify CLEAPSS as soon as possible so we can ensure the new participant is added to the register and has a certificate.

Please note that if CLEAPSS has to cancel the course for any reason, CLEAPSS will NOT be liable for your travel, accommodation or other costs.

Face to Face Courses

If you are required to bring any resources to the course such as laptop, lab coat, lab equipment – this will be specified in the joining instructions.

Lunch will be provided on all full day courses. If you have any dietary restrictions or allergies, please let us know as soon as possible.



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Online Courses

CLEAPSS Live online courses

CLEAPSS Live online courses take place on the ZOOM platform.

Each delegate requires a separate booking and their own device.

The device (laptop, PC, tablet) **MUST have a working camera, microphone and speakers.**

Mobile phones are not suitable for CLEAPSS courses as the screens are too small.

Participants must have their video switched on for the duration of the course.

If more than 1 delegate attends from the same organisation they must be located in separate rooms to prevent microphone/speaker feedback.

If participants do not have a camera or microphone they will not be able to participate fully and may be asked to leave the course.

Participants will be sent a certificate of attendance after they have completed the course.

Participants will be asked to take the following actions in advance of the training so that there are no problems joining the course on the day.

- Download the ZOOM app and create an account.
- Test their connection by visiting: <https://zoom.us/test>.
- Set the ZOOM account to the **name used to book onto the course.**

CLEAPSS Self - study online courses

You must be able to access YouTube videos in order to complete our self-study online courses.

Note: We are unable to offer a certificate of attendance for self-study courses.

Accessibility

Access to venues

We aim to hold all of our courses in accessible venues, however if you have any access requirements please let us know as soon as possible so that we can confirm the venue is accessible for you.

Access to resources

If you require any adaptations to our learning materials to make them more accessible to you, please let us know as soon as possible before the course.

Please also let us know if you need any accommodations made to aid you to hear the course tutor etc.

If you have any questions, please contact us at courses@cleapss.org.uk