

## General Terms and Conditions

- a. Information provided on <https://www.girlingandfraser.com/> website is purely regarding the company and training courses provided therein.
- b. No warranties are given with regard to the accuracy or currency of the information provided within the website.
- c. All materials on the website and course materials are covered by copyright – materials cannot be copied or distributed in any way without the prior permission of Girling & Fraser Ltd.
- d. Placing an order to enrol on a training course with Girling & Fraser Ltd will be completed through Bookwhen and PayPal / Worldpay. The security of these transactions will be determined by these partners (<https://bookwhen.com/terms> , <https://bookwhen.com/privacy>, [PayPal Privacy Statement](#)). Girling & Fraser Ltd., will make every effort to protect the privacy of anyone enrolling on a course, will not store payment details and will follow current GDPR guidelines.
- e. On enrolment the following information is required:
  - a. Name of attendee
  - b. Address of attendee
  - c. Email address of attendee (this is used for enrolment on the virtual learning environment and is the main method of communication)
  - d. Contact telephone number
  - e. Date of birth (required to enrol the attendee with City & Guilds for final assessment)
  - f. Practice name and address
  - g. Veterinary nursing / technician qualification – the final assessment is only open to qualified persons – information provided regarding qualifications will be checked to ensure that all enrolments are valid.
    - i. Name of veterinary nursing/ technician qualification
    - ii. Awarding body
    - iii. Country where awarded
    - iv. Registration number

Enrolment information will be shared with:

City & Guilds – name, date of birth and sex. Further information on City & Guilds GDPR policy can be found at <https://www.cityandguilds.com/help/help-for-learners/learner-policy>

Moodle virtual learning environment – name, email address

This is required for the delivery of the course content. Attendee information is not shared with any other 3<sup>rd</sup> party. Contact with delegates will be made in reference to course content. Contact details are not used for marketing purposes.

- f. All parties submitting a booking form should ensure that all information is accurate and that they have the authority to submit this booking.
- g. A contract will be in place once funds have cleared and enrolment information, including a confirmation of acceptance, has been sent out to the attendee. This will be effective whether or not the email is received.
- h. The contract is not in place until full payment is received and accepted. Course enrolment details are not sent out until full payment has been received.
- i. Girling & Fraser Ltd can withdraw from this contract at any time.
- j. Courses are subject to availability. Refunds will be offered if the course cannot be delivered.
- k. Students are required to undertake a course of study as defined within the Programme Virtual Learning Environment (VLE). Any student having problems completing work should inform the course administrator as soon as possible.
- l. On enrolment to a course, students will be given a unique password. They should take every effort to protect that password and not share enrolment details on course contents with any 3<sup>rd</sup> party.
- m. Enrolment on the course can take place at any time. Final Summative Assessments (FSA) can be completed after students have been enrolled on an individual programme for 3 months. The maximum length of time that a student can be enrolled on a programme is 2 years. Final assessments must be submitted at least 1 month before the 2-year end point.

- n. CPD hours are issued at the end of the course for Tutor Marked Assignments (TMAs) and final assessments that have been completed successfully. CPD certificates are not issued for self-directed study.
- o. A student on the course can cancel their place. Refunds are based on the following criteria:
  - a. A student may leave the course and receive a full refund (less an administration charge of £75 + VAT) if they inform the course administrator within 2 weeks of their enrolment and they have not accessed any of the course materials on the VLE
  - b. After 2 weeks, or if course materials have been accessed, then no refund can be given.
  - c. Any request for cancellation should be made in writing via post or email.
  - d. Refunds will be paid within 30 days
- p. A student may transfer their place to another student within their practice if they have been enrolled for less than 1 month and have not submitted any TMAs
- q. Any student that fails all / part of the final assessment can resubmit once. If they do not pass at the second attempt, then they will be required to leave the course.
- r. Once students have left the course, they will no longer have access to the course materials
- s. The price, availability and course content can change at any time without prior notice.
- t. Every effort is made to protect computer equipment, software and emails from viruses and malware. No liability is accepted for breaches of this.
- u. Course content may contain links to external websites. No responsibility or liability is accepted for the content of external links.
- v. Every effort has been made to ensure the accuracy of all course materials, particularly with reference to drug dosages, but Girling & Fraser Ltd. do not accept any responsibility for discrepancies or inaccuracies contained therein. Readers are always urged to consult standard texts on the subject to gain a wider perspective of the topic.

- w. GDPR: Data Protection Officer – Dr Mary Fraser, Girling & Fraser Ltd., Muirfield, Glenfarg, Perth. PH2 9QD.  
All data on enrolled students is stored securely and retained for 3 years to meet City & Guilds verification guidelines. After this time all data will be destroyed. Data encompasses student assignments, final assessments and contact details.
- x. Girling & Fraser Ltd is registered in Scotland and subject to Scottish Law.
- y. Girling & Fraser Ltd reserves the right to change content of the Terms and Conditions at any time without prior notice.