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 Stripe / Worldpay. The security of these transactions will be determined by these partners (https://bookwhen.com/terms , https://bookwhen.com/privacy Stripe). 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. Practice name and address
    f. 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 3rd 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 3rd party.

m. Enrolment on the course(s) will take place twice a year. Final Summative Assessments (FSA) can be completed after students have been enrolled on an individual programme for 3 months and must be completed prior to the 6 month completion date.

n. CPD hours are issued at the end of the course

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 completed more than 25% of the course.

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 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.