

## ICSE Booking Terms and Conditions 2020

1. All bookings are made with **International Centre for Security Excellence (ICSE)**, Registered Company Number 419712 (hereinafter referred to as The Company) whose registered office is 2<sup>nd</sup> Floor, 7 Saint Francis Street, Galway. A participant, candidate or learner is anyone scheduled to complete a training program with ICSE.
2. The Company requires the course value is paid in full to secure a place on any given course. This can be paid by electronic money transfer, or by credit card or debit card via our website.
3. Once payment has been verified, participants will receive confirmation of booking and course joining instructions via email.
4. Notice of cancellation must be given in writing by e-mail (to [info@securityexcellence.net](mailto:info@securityexcellence.net)) and made at least 24 hours before the scheduled start time for a short programme (A programme with a scheduled duration of six days or less).
5. We accept that circumstances beyond individuals' control happen, and every effort will be made to relocate the candidate onto another course where possible once sufficient notification has been given. Should a candidate miss the second scheduled date, the course payment is forfeited to The Company.
6. Should a person cancel on a long course (A programme with a scheduled duration of seven days or more), the following scale of charges will apply:
  - (i) If you cancel 30 days or more before course starts – 10% of total course cost will be charged.
  - (ii) Between 29 and 14 days before course starts – 50% of total course cost will be charged.
  - (iii) Less than 14 days before course starts – 100% of total course cost will be charged.

Similar terms are adopted throughout the training industry and cover the costs of advance payments made by The Company.

7. We reserve the right to postpone or cancel any course if there are insufficient numbers. If the course you have booked is postponed or cancelled, you will be given the opportunity to transfer to another suitable date or location at no extra charge. We will make a full refund if other course dates or locations are unsuitable.
8. The Company nor any of its representatives will not be held responsible for any loss incurred by the postponement or cancellation of any of its programs.
9. It may be necessary to move your booking to another course so that our courses have an optimum number of students according to the instructor/student ratios stipulated for the courses to be undertaken. You will not be charged for such a transfer instigated by us.

10. The instructing ratios for any course may be varied at the discretion of the Managing Director to allow for circumstances such as staff absence or illness.
11. Circumstances may arise where we are forced to alter dates, duration, or venue location before a course starts. We will try to inform you of any such changes as soon as we know of them.
12. Emergency circumstances may arise where a learner, through no fault of their own, has to leave a course after completing one or more days of the program. In such circumstances they must cycle onto the next available course in that location and complete their training with this new class. The company office will contact them and advise of the new dates they must attend to complete their training. They will not be required to attend training again for the days they have already completed. However, they must complete training on the very next available dates offered by the company. Due to data protection responsibilities the company cannot hold the candidate's incomplete paperwork. Should the candidate fail to attend these new dates their fee is forfeit to the company.
13. A learner leaving a course at any stage after Session 3, for whatever reason, will not be entitled to any refund unless agreed by a Director of The Company.
14. Participants must always act with restraint and in accordance with instructors' requests.
15. Where English is not a participants first language they are required to read, comprehend, and accept the ICSE Guidelines for English Language Proficiency which can be found in the resources section of our website. The minimum allowed standard for classroom-based security training programmes is B1 or intermediate level English in reading, writing and speaking. The minimum for Online training delivered through a virtual classroom is a B2 in English in reading, writing and speaking.
16. Participants on some of our programs are required to provide evidence of identity, address, Eircode, passport sized photograph, ppsn, funding forms or other documents. Learners are notified in advance of the need to supply us with these items. Failure to supply the required items will result in learners being prevented from joining the training program.
17. Participants on ICSE programs permit ICSE to make any enquiry deemed necessary to verify the information supplied. Participants also permit ICSE to disclose and share any relevant information to relevant statutory bodies, for example, the Private Security Authority, Quality Qualifications Ireland, and Department of Education. Participants accept that ICSE reserves the right to withdraw result approval in the event of any false or misleading statements made or information or documentation submitted by the learner. Other relevant statutory bodies may also be supplied with this information.
18. Participants accept that as part of their program of learning ICSE are required to collect and store their sensitive personal data in the form of pictures, identity documents, video and audio data for the purpose of verification, assessment and certification.

19. Participants must complete any pre course registration, home study or pre course requirements issued to them by ICSE in advance of the first training module.
20. Some online courses require candidates attend an interview. This interview is an integral part of the training program. A candidate who does not attend their scheduled interview without prior notice forfeits their place on the course. A candidate is permitted to reschedule an interview date with 48 hours prior notice in writing ([info@securityexcellence.net](mailto:info@securityexcellence.net)) . Where a candidate reschedules the interview, they are automatically moved onto the next available training course starting after the rescheduled interview.
21. For online courses with scheduled assessments candidates are provided the time and date of their assessment a minimum of 7 days in advance. Assessments times or dates can only be changed if requested in writing by the learner shortly after receiving the assessment schedule. This request for change must be emailed to [martha@icse.ie](mailto:martha@icse.ie) . Any change to the schedule for assessment is only confirmed for the learner after the receive an email confirmation from the same email address. While we will always try and assist a learner with a change to their assessment schedule it is not always possible.
22. Learners who breach our Academic Integrity guidelines or attempt to plagiarise, cheat or in any way bring into disrepute our organisation or the integrity of our awarding bodies shall be removed from the training program, not permitted to complete their assessments and not entitled to a refund. All relevant information on the candidate and the misconduct will be made available to relevant stake holders including QQI and the Private Security Authority where appropriate.
23. The use of any photographic, audio or video recording equipment by participants during a programme is strictly prohibited. This includes the recording of any tutor, learner, activity or ICSE proprietary material.
24. All course notes, study materials, manuals and assessment materials are the commercial and intellectual property of ICSE and are supplied to learners for reference and study use only. Any copying, sharing, lending or selling of any of the above-mentioned items is strictly prohibited.
25. The Company nor any of its representatives will not be held responsible for any illness, injury or harm sustained on our courses, nor will they be liable for any uninsured loss or damage of personal property.
26. Health and Safety of our Employees and learners is of paramount importance. Should a learner present on a course with an illness or injury the company may request the learner to leave the course and return later when they are better. In such circumstances the company will liaise with the learner to schedule a return time and location that suits them with no additional training fee.

27. The Company 'Money back Guarantee' as advertised on the website [www.securityexcellence.net](http://www.securityexcellence.net) operates under the following circumstances;
- (i) If a learner for any reason is unhappy with the standard of training, tutor behaviour, programme standards or venue at any time for the first three days of training the Company will offer a full refund of all training fees.
  - (ii) The learner must notify the tutor of their intention to leave the programme before the end of the third day of training. Notifications given to the tutor or the office after this time will not form part of the guarantee.
  - (iii) The Company will retain all the learners training records and assessments undertaken prior to the time of leaving.
  - (iv) The payment will only be refunded in the same method of purchase as the original sale and in the case of credit card purchases onto the same card used to purchase the product.
  - (v) Should the learner decide to return to the company at a later date at undertake the training they are required to complete all training days associated with the new course.
  - (vi) Learners must note that while ICSE shall process the refund payment immediately it may take several days for the funds to reach the purchasers card.
28. These booking conditions may only be waived in special circumstances, and in writing, by a Director of The Company.
29. The terms and conditions of all agreements made with The Company shall be subject to, and governed by, Irish law.
30. When making your booking it is implied and accepted that you have read and understood all these booking conditions and agree to abide by them.