

# PRCA QUALIFICATIONS TERMS AND CONDITIONS

## INTRODUCTION

This document sets out the PRCA Qualifications Policy in full, in relation to:

### 1. Training Transfers and Non-Attendance

- a) Overview
  - i) Transfers
  - ii) Non-attendance
- b) Fees
- c) Procedure

### 2. Qualification Transfer and Cancellation

- a) Transfers
- b) Cancellation
- c) Fees
- d) Procedure

### 3. Payment Terms and Conditions

## 1. TRAINING TRANSFERS AND NON-ATTENDANCE

### a) Overview

#### i) Transfers

If a delegate is unable to attend the training workshop they are booked onto, they are welcome to transfer to the next convenient date.

For core units, a delegate may transfer dates but cannot exchange units with those outside of the listed core units.

For additional units, a delegate may transfer dates, as well as between courses of the same point value or split points. For example, transferring from a 40 point full day workshop to two 20 point half day workshops, or from a 40 point full day workshop to four webinars worth 10 points each.

It should be noted that only one transfer to an alternative date is permitted per workshop free of charge. All subsequent transfers of the same workshop will incur a fee.

If a delegate does not attend, an additional £50 + VAT charge is incurred, meaning a delegate may be charged a no-show fee, as well as an additional transfer fee.

Each request is handled with sensitivity; the PRCA may waive the transfer fee at their discretion.

ii) **Non-attendance**

A 'no-show fee' applies to all PRCA members and non-members; including Public Sector members who receive online training free of charge.

The 'no-show fee' of £50 + VAT will be charged to delegates who fail to attend any classroom training sessions without prior notice.

A 'no-show fee' may be applied for online training where a delegate has failed to attend a webinar without prior notice on more than one occasion. For example, after their second non-attendance without prior notice, the delegate will be charged a 'no-show fee'.

b) **Fees**

Administration charges on transfers and non-attendance are as follows:

Subsequent transfer of same classroom workshop	£50 + VAT
Non-attendance for classroom workshop	£50 + VAT
Second non-attendance of webinar	£50 + VAT

c) **Procedure**

All transfer requests should be made in writing to [training@prca.org.uk](mailto:training@prca.org.uk). Any phone requests must be followed up in writing, with allowances made for extenuating circumstances.

Transfer requests can be made from representatives where applicable, for example by a line manager.

## 2. **Qualification Transfers and Cancellation**

a) **Transfers**

A delegate can request to transfer between qualifications. Consideration is given to how much of the current qualification has been completed to determine the feasibility and cost of the transfer.

Completed unit points will be deducted from the new qualification and the difference in costs as well as a transfer fee will be incurred.

Full fees are listed in article 2.c, entitled 'Fees'

**b) Cancellation**

Delegates not completing their qualification may cancel entirely. It should be noted that this incurs a flat fee of 25% of the original qualification value, not the value of the qualification at point of purchase.

**c) Fees**

	<b>Training</b>	<b>What we charge</b>
Foundation	No training completed	25%
	Units totalling 50 points or more completed	50%
	Units totalling 70 points or more completed	75%
	Units totalling 90 points or more completed	100%
Online Certificate	No training completed	25%
	Units totalling 50 points or more completed	50%
	Units totalling 80 points or more completed	100%
Advanced Certificate	No training completed	25%
	Units totalling 60 points or more completed	50%
	Units totalling 90 points or more completed	75%
	Units totalling 120 points or more completed	100%
Diploma	No training completed	25%
	Units totalling 60 points or more completed	50%
	Units totalling 90 points or more completed	75%
	Units totalling 120 points or more completed	100%
Transfers	Qualification cost difference	
	£150 + VAT transfer fee	

**d) Procedure**

All transfer requests should be made in writing to [training@prca.org.uk](mailto:training@prca.org.uk). Cancellation by telephone will not be accepted.

**3. Payment Terms and Conditions**

Payment must be made and received by the PRCA before delegates attend a training course.

Where payment plans have been created, a delegate may only begin training after the first payment has been made and received by the PRCA.

As a result of invoice 30-day payment terms, we are unable to raise an invoice for a course taking place within 30 days of the booking. Card payments however will be accepted.

The PRCA reserves the right to not admit a delegate into a training room until payment has been completed.