

TERMS & CONDITIONS OF REGISTRATION

These terms and conditions together with the enrolment form comprise the “**Agreement**” pursuant to which Globaltraining® provides training programmes to the customer/student.

1. Payment Terms

- 1.1 A student/participant is eligible to register for a new course provided **all outstanding fees** for any previous courses attended are **fully settled**.
- 1.2 Globaltraining reserves the right to recover any reasonable debt collection costs in connection with this Agreement.

2. Discounts

- 2.1 For applicable discounts refer to the Course Brochure or contact the Globaltraining admin team.

3. Refund Policy

Students/participants cannot drop or withdraw from course(s) by merely stopping attendance. A student/participant wishing to withdraw from any course(s) must complete and sign the Globaltraining Drop Form. The date on which the signed Drop Form is received by Globaltraining will be the date of withdrawal.

In case of withdrawal, the following conditions apply in respect of the course fees:

- 3.1 Based on the date the drop form has been received by Globaltraining, fees will be charged on a pro-rata basis subject to a minimum administrative charge of €55.
- 3.2 Tuition fees are not refundable. Any amount paid in excess of the charged fees will be transferable towards the next two semesters' fees.
- 3.3 A student cannot withdraw from a course eight weeks before the end of the course.
- 3.4 For students registered under the pre-recorded courses:
 - Tuition fees are not refundable
 - Students who wish to switch to the classroom courses will need to cover the tuition difference plus a fee of 80
 - A student may withdraw from a course if:
 - They have never logged into their Rogo account; OR
 - They have not clicked to view any of the course lectures or other materials;

4. Course Changes

Globaltraining reserves the right to cancel, reschedule the course, if in the opinion of Globaltraining, such an action is necessary. Globaltraining will notify the customer as soon as the change is made. In case of cancellation the customer has the option to apply the fees to another course, or receive a credit note for the course fees paid to Globaltraining.

5. Intellectual Property

- 5.1 Globaltraining grants the customer a non-transferable, non-exclusive licence to use Globaltraining®'s training material under the terms of this Agreement.
- 5.2 This licence terminates upon termination of this Agreement for whatever reason.
- 5.3 The customer warrants that they shall only use Globaltraining's training material for their own educational purposes and shall not, without their prior written consent, copy, make available, retransmit, reproduce, sell, disseminate, licence, distribute, publish, broadcast or otherwise circulate Globaltraining's training material to any person or party other than in accordance with this Agreement.
- 5.4 The customer shall fully indemnify Globaltraining in respect of any infringement of any intellectual property rights arising as a result of their use of Globaltraining's training material in breach of this Agreement.

6. Limitation of Liability

- 6.1 The liability for Globaltraining for direct losses arising out of their negligence, breach of contract or any other cause of action arising out of or in connection with this Agreement shall be limited to the cash receipts from the customer (or employer) for the course or study materials.
- 6.2 Globaltraining shall not be liable for any indirect or consequential loss whether arising from negligence, breach of contract or otherwise.

7. Data Protection

Customers agree that in relation to information held from time to time, Globaltraining may:

- 7.1 Use the information to perform their obligations and enforce rights under this Agreement.
- 7.2 Use the information to inform customers about courses, products or services which may be of interest to them.
- 7.3 With this consent it is agreed to the use and sharing of my personal information as deemed necessary for communication with employers (when sponsored) and the relevant professional examination body/ies (where relevant).
- 7.4 We share your personal data such as name, surname, email address, with carefully selected third parties such as the relevant Institute examination bodies ICAEW & ACCA for exam results, where applicable.

8. Course Online Access (Where applicable)

- 8.1 Access to the course is given through our online learning platform and is valid until the end of the relevant examination period.
- 8.2 For our live courses (where recordings are available), recorded lectures are available only for one week following the live course delivery.
- 8.3 The means of access are strictly personal and students are responsible for safeguarding their confidentiality and security, and ensuring their appropriate use. Students may not transfer or sell their means of access to any third party.

9. Complaints Policy

- 9.1 Globaltraining is committed to providing high quality professional education and training and in doing so to respond to its customers' needs in the best possible way. If you are not satisfied with the level of service you have received from us, we would like you to inform us about it. All complaints are taken seriously and any feedback is much appreciated as it gives us the opportunity to improve our standards. All complaints and feedback are considered and reviewed by our dedicated staff who are independent and so can objectively review investigate any such complaints arising. The team are responsible for objectively reviewing and investigating any issues you may have and finding a way to resolve or compensate (as the case may be) without delay.
- 9.2 Customers are advised to raise any complaints/issues informally. It is anticipated that the vast majority of complaints will be resolved at this stage. If not, a formal complaint can be made by sending an email to complaints@globaltraining.org. The email should contain personal details, courses attended to allow the staff to be able to make a personal response as well as details of the complaint, when the problems arose and the response you would like from us. Any supporting evidence should also be attached.
- 9.3 It is expected that the documentation generated during the complaints procedure will remain confidential and this will be respected by all parties.
- 9.4 The Independent Complaints Officer will then undertake an investigation and will respond within 14 days as to the outcome and details of any actions to be taken.

If on receiving the response to the initial complaint, the customer disagrees with actions taken or that not all the evidence has been considered in reaching an outcome then an Appeal against the outcome can be submitted.

An appeal should be submitted in writing to the Complaints Team for the case to be reconsidered on any of these grounds. Both parties to any complaint have the right to appeal, within seven working days of learning of the outcome.

Grounds for appeal must include additional evidence to that submitted originally, and should indicate in writing why the response to the complaint is not satisfactory. Taking into account all the previous attempts at resolution, Senior Management will make the final decision. A review will be conducted and a decision will be provided within 7 working days of the appeal being submitted.

If you are still not satisfied with the outcome, you may be able to refer this through the competent authority for regulating the accounting / auditing profession in Cyprus, the Institute of Certified Public Accountants of Cyprus. Full details of these procedures will be provided upon request.

If you have exhausted both your learning provider complaint's process and ICAEW's and ACCA's, you can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

If any part of this Agreement is held to be unenforceable, the remaining terms and conditions shall continue in force. Any serious breaches of these terms & conditions may result in the student being reported to the relevant professional examination body.