



Terms and Conditions MP Skills CPC Courses

1. Course Bookings

Bookings can be made via the MP Skills online booking facility, email or telephone. All bookings must be confirmed by completion of a course booking form using one of these methods and a venue assessment form where applicable. Bookings are only confirmed once full payment has been received or a purchase order number (MPQC members only). Non-confined bookings will be held for a period of 48 hours pending full payment. Failure to pay will result in the booking being released.

Public Courses – These are our open courses that are delivered in a variety of locations throughout the UK, designed for anyone who wishes to attend.

Full Courses- Full courses are defined as training undertaken at a venue organised by the customer for direct employees only.

In Company Courses – These are courses delivered by approved trainers delivering the course to own company employees.

Webinar – Online webinar-based courses delivered by an approved trainer. This will be delivered via advanced technology such as computers laptops through the Zoom application.

2. Payment Terms

We will require full payment which is to be made at the time of booking, unless otherwise stated. If payment by invoice has been agreed a Purchase Order Number will be required to secure the booking. These payments will need to be made 30 days from the date of invoice for MPQC members.

For non MPQC members, payment needs to be made prior to the commencement of the course. All fees and payments must be in UK Pounds Sterling. Please note point 3b relating to attendees on courses. No on selling of MP Skills Courses for commercial gain is permitted to third parties or sub-contractors.

MP Connect – MP Connect cards for drivers are charged in addition to attending the MP Skills CPC course at a fee of £30+ VAT per attendee. Existing MP Connect card holders are not required to pay the additional fee unless the subscription has expired.

The subscription for MP Connect is charged annually.

3. Cancellations and Amendments to Bookings

Once your course has been booked and confirmed no cancellations or transfers can be made on public or webinar courses. This does not affect your consumer contracts regulation. Name changes are permitted up to 13:00 hours the day prior to the course date unless the course is delivered on Sunday or Monday. For these days names changes can be made until 13:00 hour on the Friday before the course.

For full courses, course cancellations and amendments are to be made in writing and received by MP Skills before the course date. Course cancellation fees may apply:

- Notice given more than 14 days prior to the course start date – no fee will be applied.
- Notice given 14 days or less prior to the course start date – 100% of the course fee will be applied.

No refunds or transfers will be permitted for those attendees that have been booked on the incorrect CPC course type.

4. Attendees

4a. Public

All attendees on a public course must have booked and paid or provided a PO number in advance of the course. Once booked, you will receive an email confirming your attendance on the course. Bookings must be made in advance of the course, arriving on a course on the day without booking will mean you will not be able to attend. Our trainers do not accept bookings or payments on the day and you will not be permitted to attend the course.

4b. Full Course Attendees – held on an employer's site

All attendees on a full course must be directly employed by the company that has made the booking, no sub-contractors or non-employed personnel can attend the course and must book directly. All attendees details must be submitted to the centre 48hrs prior to when the course is due to commence.

4c. Non-Attendance

Please note your booking is non-transferable and non-refundable, however if you feel you have extenuating circumstances preventing you from attending the course, you can contact us to discuss this further.

4d. Webinar Delivery

Attendees attending courses delivered through webinar must ensure their equipment is working correctly prior to the course date. Attendees must use either a laptop or computer with a working webcam as phones and tablets are not permitted on our webinars. Attendees with technical issues may be entitled to one free transfer, however any further attempts would be chargeable in full. Any nonattendance or attendees attempting to join with the incorrect technology will be chargeable in 100% of the course price.

5. Substitutions

5a. Public Courses

Substitute attendees will be accepted free of charge (up to 13:00 hours). If course documentation (Joining Instructions, etc.) have already been sent to the attendee it is the responsibility of the person booking the course and/or attendee, to ensure that the replacement attendee receives this documentation. Should the substitute attendee fail to attend the course or arrive without the required documentation, no refund will be given.

5b. Full Courses

Substitute attendees may be permitted on the day, however the replacement attendee must be employed by the company that have booked the course.

6. Late Arrivals

All driver CPC courses are 7 hours and attendees must attend the full 7 hours. Please allow time for registration as late arrival will not be permitted. In all such cases the course fee is non-refundable, however if you feel you have extenuating circumstances which prevented you from arriving on time, you can contact us to discuss this further.

7. Unforeseen Circumstances

Occasionally MP Skills may need to cancel a course due to unforeseen circumstances e.g. adverse weather conditions. In such circumstances MP Skills will give reasonable notice and offer a transfer to another date or offer a full refund on fees paid.

8. Attendee Behaviour and Unacceptable Language

MP Skills reserves the right to exclude attendees at any time if they cause repeated significant disruptions, are disrespectful or display any form of anti-social behaviour, including unacceptable language. Disruptive attendees will be requested to leave the course. We will also advise the Company or person who booked the course, and will not issue a certificate in these instances.

9. Drugs and Alcohol

Drugs and alcohol are not permitted.

10. VAT

All course fees are subject to VAT at the standard rate at the point of invoice.

11. Course Objectives and Pre-requisites

11a. Appropriate learning evidence may be requested to support course pre-requisites. It is the responsibility of the attendee or the organisation booking, to ensure that attendees are able to meet the course pre-requisites and understand fully the purpose of the course and its objectives.

11b. Webinar

All attendees will be required to forward a copy of their driving license (front and back), CPC Drivers Qualification card and a headshot of themselves in advance of attending the webinar. This will be kept on record for 2 months and will be checked upon registration on the webinar and during the webinar to validate the person attending is the person on the license.

12. Course Assessments

All attendees must complete the end of course assessment, which will take place after the full 7 hours course. This assessment does not form part of the CPC approved course.

attendees must achieve 18/25 pass mark to be awarded the MP Connect card for Drivers. The assessment is written in English and answers must also be completed in English in exam conditions. Should you require help in reading the questions, please inform either the trainer or a member of MP Skills at your earliest convenience.

13. Candidate Malpractice

13a. Examples of Candidate Malpractice

- False ID at registration and/or assessment
- Falsifying data
- Plagiarism of any nature
- Collusion with others
- Copying
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- Impersonation
- Fraudulent claims for special consideration and/or reasonable adjustments

13b. Dealing with Candidate Malpractice

All allegations of candidate malpractice will be investigated thoroughly. If it is proven that the candidate has committed malpractice the severity of the actions taken will be in line with the nature and gravity of the malpractice.

If proven, the minimum time that we will prohibit the candidate from taking any of our courses is 12 months from the date of the course, or from when the Malpractice was proven.

Supplementary to this, any regulatory bodies and businesses that may be affected by this malpractice will also be informed, these parties may choose to carry out their own investigations which will be separate to ours, but we reserve the right to share all details of the malpractice with relevant persons.

14. Certificates and MP Connect Card for Drivers

CPC Certificates confirming your 7 hours CPC will be issued following the course via email and added to your MP connect account, if eligible.

The MP Connect Card for Drivers and Certificate of Attendance (only issued for other CPC courses if the attendee does not already hold an MP Connect for Drivers Card) will be issued following the course and sent to the address provided on the booking form. Please allow 2-4 weeks for delivery of the cards. Replacement certificates and cards are chargeable.

15. Card Expiry

A attendee may book onto a course within 6 months of their current card expiring and the expiry date will have 5 years added to the current expiry and will not be 5 years from the course date.

16. Provision of Identity Requirements

Attendees are required to bring their original Driving License and CPC Driver Qualification (DQC) card when attending any CPC course, as this is a Regulatory Body requirement. All personal data is collected and stored in line with GDPR. National Insurance Numbers are also requested as this is to maintain their personal MPQC record.

Failure to provide the necessary documentation at the start of the course will mean attendees are not permitted to sit the course. In these instances, the course fees will be non-refundable.

It is the responsibility of the person making the booking to ensure all attendees are aware of these requirements.

If you are unsure of any requirements, please contact the **MP Skills Team on 0115 9835755**.

17. CPC Hours

It is the responsibility of both the person booking the course and the attendee attending to ensure they are eligible for the CPC hours.

DVSA now state that a driver cannot attend the same course in a 5-year period, MP Skills have an agreement in place that a driver may complete our course again within 4.5 years. Therefore, any drivers that have already completed the same course in a period less than 4.5 years will not be entitled to a CPC upload.

18. Connectivity

A loss of connection is a potential issue for everyone involved in webinars. A short-term loss of connection for the trainer would lead to the course being paused while the issue is dealt with. If at any point the trainer/presenter or the host loses connection, the remaining "controller" of the course will inform the attendees, to wait patiently until reconnection is achieved. A longer-term issue would lead to rescheduling the training to begin where the first attempt ended possibly with an alternative trainer if available.

In relation to attendees' broadband, attendees will be advised of the requirements in advance of the webinar and the course host will monitor this and make notes on participation and connectivity. If an attendee has consistently poor connectivity and subsequently misses sections of the course CPC hours will not be recorded or uploaded and the course control sheet updated to reflect this.

19. Course Venue

Where courses are being held on external premises, it is the responsibility of the venue to ensure that the facilities are suitable for training. External venues will be evaluated and assessed using the MP Skills Venue Assessment Form.

20. Learning Difficulties and Special Considerations

If you have learning difficulties or require special considerations, please indicate this at the time of booking so the trainer can be informed or speak to the trainer on the day to make him/her aware. MP Skills courses are designed to incorporate a diverse range of techniques, providing support to cover all levels of training.

21. Understanding of the English Language

Attendees on the course **must** have a basic understanding of the English Language, attendees that do not have a basic understanding will be removed from the course.

The courses are interactive and attendees must participate to gain maximum benefit. Translators or interpreters are not permitted on the course.

22. Maximum Numbers

The minimum and maximum numbers are outlined on the course descriptors, the links for these are provided on your booking confirmations.

23. Customer Feedback

MP Skills encourages all attendees to participate and wants to ensure that you get the best out of the course. If there are any concerns or feedback regarding the course, please contact a member of the MP Skills team.

24. Privacy and Data Protection Policy

For MP Skills full Privacy Notice and Data Protection Policy please follow this link:

[Privacy Policy · MP Skills](#)

25. Cookies Policy

For MP Skills full cookie policy please follow this link: [Cookie Policy · MP Skills](#)

**Finally...
Enjoy the Course!**

Creating competent workforces

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