

Booking Terms and Conditions for CAFRE Industry Training short courses

How to book a place on a short course

If you are interested in attending an Industry Training short course at CAFRE, you can book a place online by visiting the industry support section of the CAFRE website (www.cafre.ac.uk). You will be asked to agree to the CAFRE Booking Terms and Conditions outlined below as part of your enrolment. Booking terms and conditions relating to payment are applicable to fee charging courses only.

You can expect to receive an automatic email confirmation of receipt once we have received an online booking.

If you would like to make a group booking, please contact the Course Administrator. You can contact us using any of the contact details listed on the relevant course page at www.cafre.ac.uk.

Further Information

Training normally takes place on a weekday (Monday to Friday) at a CAFRE campus (Greenmount, Loughry or Enniskillen). On occasions, training can take place at an external venue. You will find details of the venue for each course on the online course directory.

Agriculture Industry Training short courses normally take place between 9.30am and 4.30pm each weekday. Other Industry Training courses can take place in the evenings.

In order to maintain reduced costs of your training, refreshments will not be provided by CAFRE during your course. Refreshments are available for purchase at a CAFRE campus each weekday.

Further details about our range of short courses can be found at www.cafre.ac.uk.

Bookings should be received before the course enrolment closing date which can normally be at least 14 days before the start of your course where we need to register you in advance with the course awarding body. For some short courses, you can book online until the day before the start date of your course.

If you have any queries about your booking, please contact CAFRE either by email or by telephone. Our contact details can be found on the relevant course page at www.cafre.ac.uk. Please quote your enrolment reference number on any future correspondence.

Terms and Conditions

Payment of your course fee

For some short courses, a course fee is payable to DAERA.

Further details about the course fee can be found on the course page at www.cafre.ac.uk before you make your booking online. For fee charging courses, your place is subject to payment of the course fee which you **MUST** pay when you make your booking online. Course fee payments are non transferrable between participants.

For any offline or group bookings where a course fee is payable for your course, you should make arrangements to pay:

- by sending a cheque or postal order made payable to DAERA to:
*CAFRE Finance Administration
College of Agriculture, Food and Rural Enterprise (CAFRE)
Greenmount Campus
45 Tirgracy Road, Muckamore
Antrim, BT41 4PS*
- by cheque, postal order or cash in person at any campus reception;
- by credit/debit card by calling CAFRE Finance Administration on 02894 426726 or 02894 426727; and
- *by providing invoice details to CAFRE Finance Administration by calling 02894 426726 or 02894 426727.*

Payments should be made at least 14 days before the start of your course or within 30 days of an invoice date, whichever is sooner.

Fees quoted are valid for any bookings for short courses received before 31 March 2018.

Confirmation of your place

When you complete an online booking of a place on a short course, CAFRE will send you class joining instructions. CAFRE will communicate with you about your training using the email address provided when you first registered for CAFRE online services. This will provide you with confirmation of your place on a course and further details about your training including the start date and time of your training and what you need to bring with you. Please check your email inbox regularly and notify CAFRE of any change to your email address.

Cancelling your place

You should notify CAFRE if you cannot attend any part of your training course and/or assessment at least 14 days before the start date of your course. Requests to cancel your place on a course must be made in writing by contacting the Course Administrator. You can contact us using any of the contact details listed on the relevant course page at www.cafre.ac.uk. Please quote your enrolment number on any future correspondence. If you do not receive an acknowledgement email, please contact the Course Administrator.

There is no charge if you cancel your place at least 14 days before the start of the course where a course fee is payable. If you have already paid the course fee, you can book a place on an alternative course subject to availability or you can receive a full refund.

If you do not cancel at least 14 days before the start of the course and you do not attend training, the full fee will be charged by CAFRE where a fee is payable and you will not be entitled to a refund of any course fees paid. If you have not already paid your course fee and you do not notify CAFRE of your non attendance in advance or do not attend your training, CAFRE will issue you with an invoice for the full payable amount of your training. Full payment will be required.

Cancellation by CAFRE

CAFRE may cancel a course at any time but will strive to give as much advance notice of this as possible. Individuals booked onto a cancelled course will be given the option of a full refund where applicable.

CAFRE will not be liable for any losses or expenses arising from amendments to the course or cancellations.

Personal Protective Equipment (PPE)

For some short courses, you **MUST** bring personal protective equipment (PPE) with you in order for you to participate in training. PPE will not be available from CAFRE and you must make appropriate arrangements to bring this with you. You will be notified of the list of PPE items to bring with you in the class joining instructions which will be sent to you confirming your place on a course.

You will not be able to participate in your training if you do not bring the correct items of PPE with you to your training.

Reasonable adjustments to your training and assessment

If you have a disability, special education need or a medical condition that requires reasonable adjustments to be made, please provide details on the online enrolment form. You should then also provide the necessary evidence to support your adjustments e.g. medical evidence to the Course Administrator. You can contact us using any of the contact details listed on the relevant course page at www.cafre.ac.uk. Every effort will be made by CAFRE to implement reasonable adjustments notified to us.

Minimum eligibility criteria

You must normally be 16 years old or over to attend a short course at CAFRE. Those courses currently available to younger candidates include the 13-15 years old Tractor Driving course, the Level 2 Agricultural Business Operations (Level 2) course and Farm Family Key Skills. Those who are under 18 years of age and attending these courses must provide a completed and signed parental consent form which will be sent to you in advance of the training or be accompanied by an adult.

For some training, there is a pre-requisite qualification which you must have before you can book a short course with CAFRE. You can provide details of any pre-requisite qualifications when making a booking online. Please check the course entry requirements which can be found at www.cafre.ac.uk before making a booking.

Criminal Convictions

Having a relevant criminal record does not necessarily prevent you from attending a short course at CAFRE. If you have a relevant criminal conviction, please provide further details when making an online booking. If you have any queries about the CAFRE Criminal Convictions Policy, please contact CAFRE either by email or by telephone. Our contact details can be found on the relevant course page at www.cafre.ac.uk.

Data Protection

Any personal information you give CAFRE will be held and processed in accordance with the Data Protection Act 1998. CAFRE will use the information to process your booking, to provide class information and to provide you with details about further training courses unless you notify CAFRE that you do not want to receive this information. Further details on the DAERA Data Protection Policy Statement can be found at www.daera-ni.gov.uk/publications/dards-data-protection-policy-statement.

Data Sharing

In order to process your enrolment, CAFRE may need to share your data with a third party. CAFRE has a legal requirement to record and disclose certain information to other Government Departments. Information will only be disclosed to others with your consent, e.g. to your course awarding body to register you on your course, with Learner Records Service (LRS) in relation to your personal learning record, and with your parent(s) or guardian(s) where you are under 18.

Liability

CAFRE does not accept responsibility for anyone acting as a result of information or views expressed on its training courses. You should take specific advice when dealing with specific situations.

How do I make a complaint if I am unhappy with the quality of service I have received?

To make a complaint about the quality of service provided by CAFRE, follow the procedure as outlined in the Department of Agriculture, Environment and Rural Affairs (DAERA) website on 'How do I make a complaint':

www.daera-ni.gov.uk/publications/how-do-i-make-complaint-if-i-am-unhappy-quality-service-i-received

Further information on dealing with complaints is outlined in the DAERA Complaints Procedure leaflet:

www.daera-ni.gov.uk/sites/default/files/publications/dard/daera-complaints-procedure-leaflet-august-2016.PDF

Contact us

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