

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 Business Support section of the CAFRE website (www.cafre.ac.uk).

If you are a representative from a company/organisation and would like to make a training booking on behalf of someone else, you can also find out more about our courses online by visiting the Business Support section of the CAFRE website (www.cafre.ac.uk). You will need to register as an organisation before you can book a place on a short course on behalf of someone else. If you require any assistance with using our Industry Links portal, please contact the Course Administrator.

You will be asked to agree to the CAFRE Booking Terms and Conditions outlined below as part of your enrolment or on behalf of someone else if the booking is not for you. 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.

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 and Food 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 up to 14 days before the start of your course where we need to register participants in advance with the course awarding body.

Confirmation of your place on a short course.

When you complete an online booking for yourself, 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. Please check your email inbox and junk folder regularly and notify CAFRE of any change to your email address.

If you made a booking on behalf of someone else using our Industry Links Portal, you should expect to receive an email confirmation of the booking you have made and a summary of the participants you have booked on the short course. Any named participants you have booked a place for will also receive an email confirmation of the booking where you have provided their email address. Where you have not provided an email address for the participant, you should advise them about the booking and the details of the training arrangements which will be sent to you as the organiser.

Cancelling your place

Participants 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.

If a course fee was payable there is no charge if you cancel your place at least 14 days before the start of the course. 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.

If you made the booking for someone else using the Industry Links portal, you can cancel the booking for a participant online up to 14 days before the course start date. If you wish to cancel a place on a course for someone else less than 14 days before the course start date, please contact your course administrator.

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

No one can participate in the training without the correct PPE.

Reasonable adjustments to your training and assessment

If a participant has 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

Participants 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 <https://www.daera-ni.gov.uk/publications/daera-privacy-statement-document>.

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.

If you are an employer and you have submitted a booking online using the Industry Links portal, you will be able to track the progress of the booking online using your organisation account.

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

Contact us

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.