

Netskills Onsite Training Events: Standard Terms and Conditions

General Arrangements

This document, together with your specific Event Agreement, forms the terms and conditions applicable for all Netskills training events to be run at your organisation.

Any changes to the arrangements detailed in your Event Agreement made without prior, explicit consent from Netskills may result in your event(s) being cancelled with costs payable by you (see Cancellation).

Pre-Event Arrangements

1. Contact and Liaison

- 1.1. When you book any Netskills event(s) you will be assigned a named lead trainer for your event(s). They should be your first point of contact with Netskills in order to finalise arrangements for your event(s).
- 1.2. If local staff assistance is required prior to the event(s), but you cannot arrange any, your event(s) may be cancelled.

2. Venue Details

- 2.1. You should provide venue details (address, including the building name and room number if applicable) at least 20 working days before the start of the event(s). If you cannot confirm a suitable venue your event may be cancelled.
- 2.2. It is normal for the trainer to require access to the training room prior to the event(s) to check the technical set-up, local facilities and catering arrangements. This usually takes place the afternoon before the first event. You should ensure that you (or a named member of local staff) are available to assist if required.
- 2.3. On the day of each event the trainer will normally require access to the training room from 08:30 in order to set-up for the day.

3. Timings

- 3.1. The timings specified in your Event Agreement may only be changed with the prior consent of both Netskills and the trainer responsible for delivering your event(s).
- 3.2. Unless otherwise stated, the normal timings for standard Netskills events are:

09:15	Registration
09:30	Event starts
11:00 - 11:15	Morning tea/coffee break
13:00 - 13:45	Lunch break
15:00 - 15:15	Afternoon tea/coffee break
16:15	Event finishes

4. Catering

- 4.1. You are responsible for making catering arrangements for break times outlined above, and any costs associated with these arrangements.
- 4.2. It is expected that a suitable area for refreshment breaks and lunch will be provided. It is preferable for participants to be kept together over breaks to discuss event topics and to ensure a prompt start to the next session.

Participants

5. Participant Numbers

- 5.1. In order to maintain high standards of training, Netskills operates at a strict maximum number of participants per trainer ratio. This is currently at 12:1. Events with between 12 and 24 participants will normally require two trainers and therefore additional trainer fees and associated expenses.
- 5.2. The fixed costs for any event(s) are based on an agreed maximum number of participants, as shown in your Event Agreement. The addition of extra participants without prior arrangement may incur an additional fee.
- 5.3. You will be required to provide Netskills a list of attendees 5 working days before the start of your event(s).

6. Event Topics and Pre-requisites

- 6.1. Along with your Event Agreement you will receive copies of the descriptions of the event(s) you have requested. These comprise details of the main topics covered, learning outcomes and pre-requisites. It is your responsibility to ensure that all participants have read this information in advance and in particular are aware of the pre-requisites in case additional pre-event training is required.
- 6.2. Netskills reserve the right to add, alter or remove standard event content without giving prior notice, providing the materials used still meet the advertised description for that particular event.

7. Feedback

- 7.1. As part of an ongoing quality control process, participants will be expected to fill in a short on-line feedback form at the end of the event(s).

Training Materials

8. Workbook Delivery

- 8.1. A workbook, including copies of both presentation material and hands-on exercises, will be provided for each participant. These are normally sent by courier a few days in advance of the event(s). It is your responsibility to supply a name and address for delivery and arrange for appropriate storage until the day of the event(s). You must also ensure that the workbooks are available in the training room before each event starts.

9. Copyright

- 9.1. All materials developed by Netskills for event participants are protected by copyright. They may not be reproduced wholly or in part without prior consent from Netskills. The materials used may be part of the portfolio available for organisations to use under licence, for which special discounts may apply. Please contact materials@netskills.ac.uk for further information

Technical Arrangements

10. Training Room Facilities

- 10.1. The event(s) you request will have specific software/setup requirements. These will be detailed in your Event Agreement. It is your responsibility to ensure that these requirements can be met within 20 working days of the start of the event. Where these arrangements require the use of local user accounts it is your responsibility to ensure that they are valid and available for use on the day(s) of the event(s).

11. Acceptable Use

- 11.1. Participants will be subject to local conditions of acceptable use of the computing systems at the host institution. Netskills will not accept liability for any infringements of these conditions by participants.
- 11.2. During some events the work of participants may be available on the Internet.

12. Technical Contact

- 12.1. You must provide the name and contact details for a technical contact who will be responsible for ensuring that all the technical requirements are met and any additional software is installed and tested in advance of the event.
- 12.2. This person must be available in advance of the event and during the pre-event set-up period (see Venue) to discuss any difficulties with the trainer responsible for your event(s). They should also be contactable on the day(s) of the event(s) in the event of any technical difficulties.

Cancellation, Costs and Payment

13. Costs

- 13.1. The specific, fixed costs for your event(s) will be detailed in your Event Agreement.
- 13.2. In addition, the following variable costs will be added to the final invoice:
 - Travel (usually standard class rail or equivalent plus taxi or local transport, but may be hire car or flight pending on circumstances)
 - Accommodation at a convenient location by arrangement - local advice on where to stay is always welcome
 - Subsistence (meals during travel and overnight stays)

14. Payment

- 14.1. After the event(s) the University of Newcastle will issue an invoice requesting payment of the above fees, usually within 4 weeks.
- 14.2. Before your event(s) can go ahead, you must provide a name and address for invoicing purposes.

15. Cancellation

- 15.1. Cancellation of any Netskills event(s) agreement, which includes any postponement of any event(s), will be subject to an administration charge of £50 plus any printing, travel, accommodation or other costs already incurred on your behalf.
- 15.2. Failure to meet the conditions specified will, at the discretion of Netskills, constitute cancellation.
- 15.3. If you do not make any, acknowledged, contact with Netskills within 10 working days of the date shown on your Event Agreement we reserve the right to cancel your event(s).
- 15.4. If you confirm any event booking for which the full technical and software requirements cannot be met within 20 working days of the start of the event Netskills reserve the right to cancel your event(s). Termination of a event in progress due to local technical failures will be treated as cancellation.
- 15.5. In addition:
 - Cancellation within 28 days of the event date will be subject to a charge of 50% of the total trainer fee.
 - Cancellation within 10 working days of the event date will be subject to a charge of 100% of the total trainer fee.
 - Changes to any arrangements specified in your Event Agreement may also incur extra charges.