
Onsite Training

Terms & Conditions

This document, together with your Event Confirmation(s), forms the terms and conditions applicable for all JISC Netskills Training to be run at your organisation.

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

Event Arrangements

Contact and Liaison

When you book JISC Netskills training you will be assigned a lead trainer, they will be your main point of contact.

Venue Details, Access & Set-up

You should provide venue details (address, building name and room number if applicable) at least 10 working days before your event(s). If you cannot confirm a suitable venue your event(s) may be cancelled.

We will provide an outline of requirements for your training room, including any software requirements. It is your responsibility to ensure that these requirements can be met. 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)

Your lead trainer will contact you to arrange access to the training room prior to your event(s) to check the technical set-up and local facilities. On the day of each event access to the training room may be required from 08:30 in order to set-up for the day. You should ensure that a named member of local staff is available to assist if required.

Participants will be subject to local conditions of acceptable use of the computing systems at the host institution. JISC Netskills will not accept liability for any infringements of these conditions by participants.

During some events the work of participants may be available on the internet.

Technical Contact

If the event requires the use of computer or any other special equipment, you must provide the name and contact details for a technical contact, responsible for ensuring that all the technical requirements are met and any additional software is installed and tested in advance of the event.

Your technical contact must be available during the pre-event set-up and contactable on the day(s) of the training in the event of any technical difficulties.

Timings

The timings specified in your Event Confirmation may only be changed with the prior consent of your lead trainer, responsible for delivering your event(s).

Unless otherwise stated, the normal timings for standard JISC Netskills events are:

09:30 – 09:45	Registration
10:00	Workshop Starts
11:00 – 11:15	Morning Tea/Coffee Break
12:45 – 13:30	Lunch Break
15:00 – 15:15	Afternoon Tea/Coffee Break
16:15	Workshop Finishes

Catering

You are responsible for making catering arrangements for breaks and any costs associated with these arrangements.

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

Participant Numbers

In order to maintain high standards in training, JISC Netskills operates at a strict maximum number of participants per trainer ratio. For standard training this is 12:1, events with 12-24 participants will normally require two trainers and therefore additional trainer fees and associated expenses.

The fixed costs for any event(s) are based on an agreed maximum number of participants, as shown in your Event Confirmation. The addition of extra participants without prior arrangement may incur an additional fee.

You will be required to provide JISC Netskills with a list of attendees 5 working days before the start of your event(s).

Topics and Pre-requisites

You will receive an outline of the training you have requested, this includes 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.

JISC 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.

Feedback

As part of an ongoing quality control process, participants will be asked to complete an online feedback form at the end of the event(s). The results of the feedback will be sent to you within 10 days of the training.

If you use an in-house feedback form, we request that a copy of the responses is emailed to us within 10 days of the training.

Training Materials

Workbook/Training Packs

A workbook or training pack of resources will be provided for each participant. These may be sent in advance of your event(s) and we require a name, address and email for delivery. You will also need to ensure they are available before each event starts.

Copyright

All materials developed by JISC Netskills for event participants are protected by copyright. They may not be reproduced wholly or in part without prior consent from JISC Netskills.

Costs, Payment & Cancellation

Costs

The costs for your training will be detailed on your Event Confirmation.

Unless an all-in fee has been agreed, the following variable costs will be added to the final invoice:

Travel (standard class rail or equivalent, plus taxi or local transport, but may be hire car or flight depending 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)

Payment

University of Newcastle will issue an invoice for the training we provide, within 4 weeks of the event.

Before your training can go ahead, you must provide a name and address for invoicing purposes.

Cancellation

Cancellation of any training, which includes postponement, will be subject to an administration charge of £50 plus any printing, travel, accommodation or other costs already incurred on your behalf.

Failure to meet the conditions specified will, at the discretion of JISC Netskills, constitute cancellation.

If you do not make any contact with JISC Netskills within 10 working days of the date shown on your Event Confirmation we reserve the right to cancel your event(s).

If you confirm any event booking for which the full technical and software requirements cannot be met JISC Netskills reserve the right to cancel your event(s). Termination of an event in progress due to local technical failures will be treated as cancellation.

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 Confirmation may also incur extra charges.

Information Collection and Privacy

The information we collect is used by JISC Netskills to process your training request and manage your event; we do not share this information with any other organisation.

We may occasionally contact you about new events and other JISC Netskills products and services which may be of interest to you. If you would like to opt out of this service, please notify us on your event confirmation.