

The following terms and conditions cover all provision offered by Best Practice Network (“BPN”).

Deferring from a BPN programme

Candidates may apply for a deferral in exceptional circumstances for example; sickness, bereavement, maternity/paternity leave, or another exceptional reason. Those wishing to defer their place on the programme must contact the support team with the reason for deferral as soon as possible. They will then be asked to complete a deferral request form. Deferrals will only be granted in exceptional circumstances. In order to be eligible for deferral, candidates must have paid a minimum of 25% of the course fee.

Candidates can defer for a maximum of 12 months. Should candidates defer and then decide not to re-engage with the qualification, they will be subject to the withdrawal policy below plus an additional administration fee of £150.

Please be aware that additional charges may apply upon re-engagement with the course:

- re-engagement with the course at the point of deferral will result in no extra charge – e.g. candidates who defer after day 2 and re-engage at day 3 will not be charged to re-engage
- repeating any events previously completed prior to deferral will incur a charge of £100 per event repeated – e.g. candidates who defer after day 2 but wish to repeat days 1 and 2 will be charged £200

Withdrawing from a BPN programme

We recognise that, on occasion, delegates may book onto qualifications and subsequently find themselves unable to continue. In these situations, we ask that candidates notify us of their need to withdraw as soon as possible and complete a withdrawal request form.

It may be possible for your organisation to send a replacement delegate however this would need to be discussed and agreed with BPN before the course has started to enable us to ensure that we can meet their requirements and offer them the best possible service at any events.

In the event that you elect to withdraw after having been accepted on to the course, Best Practice Network will invoice you for expenses incurred, based on a sliding scale of fees (below)ⁱ:

Withdrawal date	BPN charge
Prior to course engagement ⁱⁱ	No fee payable or reclaimed by BPN
After engagement and prior to the first event	£150 administration fee payable to BPN
Prior to the second event	BPN will retain 50% of any fee paid
After second event	BPN will retain 100% of any fee paid

Assessment

Assessment fees are non-refundable, regardless of final outcome. Rearrangement of assessment including those marked ‘Partially Met’ may incur an additional charge.

There may not always be an opportunity to rearrange/retake programme assessment.

Certificates

Course completion certificates or assessment outcome certificates are included in the cost of the programme on the first issue. Replacement or additional certificates printed after the original copy can incur a charge (confirmed at the time of request) to cover production and postage. Please note that some programmes are not able to issue replacement certificates depending on the guidelines of the funding agency involved.

Bursaries and scholarships

Where a programme entitles candidates or schools/settings to claim a bursary in support of their study, failure to engage fully with the programme and all associated elements can affect bursary payments. Withdrawal (whether decided by the candidate or decided by BPN) and deferral from the chosen programme may result in bursary payments being terminated or suspended depending on the funding requirements. Bursary payment options will be confirmed with candidates at the time of deferral or withdrawal.

Those successful in claiming scholarship funding may be liable to repay scholarship funding if programme deferral or withdrawal takes place.

Applicants unsuccessful in claiming scholarship funding will be required to pay the full cost of the programme.

Services and products

Individual or tailored services and products bought or contracted from BPN are subject to terms and conditions outlined in your individual contract which may supersede the standard terms and conditions detailed here.

Candidate liability

Candidates registering/applying for a BPN programme confirm that all information submitted is accurate and true and agree to adhere to BPN's terms and conditions. Any false or misleading information may result in forfeit of fees paid, withdrawal from the programme or other sanction. It is the responsibility of candidates to inform BPN and the BPN assessment centre of any changes or amendments to personal circumstances and/or contact details.

Programme candidates agree not to share, duplicate or infringe on copyright of BPN content without the express permission of BPN. Candidates are responsible for managing their attendance of events whether face-to-face or online. For information on cancelled events please refer to 'Cancellation by BPN'.

Candidates are responsible for tracking their own progression and completing their assessment in the allotted time frame.

Candidates may not transfer their place on a BPN course/programme to another person without express permission from BPN. Candidates wishing to transfer onto another programme with BPN should submit their request for consideration to our team by and cite their reasons.

Payment

Unless otherwise stated, all prices quoted are exclusive of VAT and are correct at the time of publishing on our website or in printed literature.

Payment liability

If a candidate leaves their current employment and the employer had agreed to fully pay course/programme costs including assessment fees, then liability for paying/arranging payment of unpaid monies transfers to the candidate. Course/programme fees will be invoiced before the start of the course/programme and will need to be paid within 30 days. The candidate's school/setting will be invoiced by default, unless otherwise notified by the candidate at the time of application/registration.

Access to course materials/tools

Access to course/programme content/the VLE (also known as or referred to as Canvas) will be provided for the duration of your chosen programme and for three months after completion. In instances where a deferral or extension has been granted this access period may extend beyond the original or normal length of your chosen programme, subject to BPN confirmation and may be subject to additional fees payable to BPN.

Removal of candidate access to the VLE will also remove any and all content added to the VLE. Content will not be retained or archived by BPN for access at a later date.

Cancellation by BPN

BPN is committed to offering high quality provision that meets the needs of candidates and will always aim to plan viable events. Occasionally, circumstances will arise which result in the need to cancel provision. When this is the case, BPN will take proactive steps to inform you as soon as possible. BPN reserves the right to modify or cancel any provision if unforeseen circumstances arise, but will do our utmost to avoid doing so.

Should BPN cancel an event that you have paid to attend, BPN will:

- offer a refund for any fees paid (by cheque/BACS), or
- provide a credit transfer for an alternative/future event.

Full advice and options available at the time of cancellation will be communicated by the event organisers.

Changes to these terms and conditions

Please check these terms and conditions regularly. We reserve the right to update them at any time without notice.

If you need further clarification on any aspect, please contact our team by email.

ⁱ Candidates undertaking Early Years Initial Teacher Training (EYITT) will not be charged withdrawal fees.

ⁱⁱ BPN defines engagement on a course/programme as the registration of the candidate to our VLE (Virtual Learning Environment, also known as Canvas) or the receipt of confirmed group details from BPN by the candidate.