



The following terms and conditions govern the use of RRC International's services.

## 1. Company Details

The Rapid Results College Limited (trading as RRC International and RRC Training) is registered in England & Wales under No. 2874974 (registered at Companies House, Crown Way, Cardiff CF14 3UZ).

Our registered office is:

The Rapid Results College Limited  
Tuition House  
27-37 St Georges Road  
London  
SW19 4DS  
United Kingdom

Tel: 020 8944 3100

Email: [info@rrc.co.uk](mailto:info@rrc.co.uk)

Our VAT Number is 176416395.

## 2. Permissions and Restrictions of Use

All websites associated with RRC International may be used for your own private purposes and in accordance with these terms of use. Subject to the payment of all required fees and subject to the restrictions laid out in these Terms and Conditions the Customer shall be granted a license to:

- use the Product for their own personal and/or business purposes
- print and download material provided that you do not modify or reproduce any content in any format without our prior written consent.
- have unlimited access to the Product within the allowed access period.

You are NOT permitted to:

- permit other individuals to access the website using your login details and/or use any of the resources contained within the website
- rebrand and/or sell any course or content within the website as your own without prior written consent from RRC
- sell any part of the Product to third parties in any format
- copy, make available or otherwise distribute any content contained within the website or elsewhere without the prior written consent of RRC
- transfer the Course or any access to the Website or its resources to another person without the prior written consent of RRC
- distribute any content including but not limited to forms, documents and other materials to third parties for sale or resale whether as part of a package or as a separate product
- rent, lease, sub-license or loan any documents or other parts of the Service to third parties.

## 3. Learning Agreement

The Learning Agreement sets out your entitlements and obligations as a student of RRC and constitutes the terms and conditions of your enrolment. If you do not wish to be bound by these terms, you can cancel your course within the timescales detailed below and receive a refund/credit of the fees less any expenses incurred by RRC.

#### 4. Our Complaints Process

RRC aims to ensure that it fully meets its obligations under the Learning Agreement and that all of our customers are fully satisfied with the service they receive. However, if you feel we have not met our obligations under the Learning Agreement or you are dissatisfied with any other aspect of the service you have received from RRC, we would welcome your comments on the matter. We will take the matter seriously and will conduct a full investigation into your grievance. A full copy of our complaints procedure is available by e-mailing [administration@rrc.co.uk](mailto:administration@rrc.co.uk).

You can send your complaint by post to RRC International, Tuition House, 27-37 St George's Road, Wimbledon SW19 4DS or send it by email to [administration@rrc.co.uk](mailto:administration@rrc.co.uk).

#### 5. Cancellations & Refunds

We are confident that you will be totally satisfied with your studies but if not, you can cancel under the following terms within your enrolment.

Please note that a refund is not payable to any delegate that fails to complete a course without prior notification and following the terms in the policy set out below. Requests for transfers to alternative dates are subject to cancellation fees. Refunds will also not be payable where agreed installment payments are not met prior to requesting a refund from RRC.

##### Face-to-Face Courses

###### **Cancellation more than 30 Days before the Course Start Date**

A refund of the full course fee is obtainable for cancellations received more than 30 days before the scheduled course start date.

###### **Cancellations between 15 and 30 Days before the Course Start Date**

A refund of 70% of the course fee is obtainable for cancellations received between 15 and 30 days before the scheduled course start date.

##### Distance / E-Learning Courses

###### **Cancellation made before 30 days of the acceptance of your application**

A refund of the full course fees paid is obtainable for cancellations received within 30 days following the acceptance of your application. This is subject to the return, in good condition, of any printed materials supplied and the receipt of a written confirmation that any electronic copies of the materials have been destroyed within the 30-day period.

###### **Cancellations made after 31 days but within 45 days**

A 60% refund of the course fees is obtainable for cancellations received at any time within 45 days following the acceptance of your application. This is subject to the return, in good condition, of any printed materials supplied and the receipt of a written confirmation that any electronic copies of the materials have been destroyed within the 45-day period.

###### **Cancellations made after 46 days but within the learning period**

**Course fees are non refundable for cancellations after 46 days where a student has commenced a Unit of study.** Study is deemed to have commenced from the date the student requests the materials. The student may be entitled to a refund of any assessment fees paid to RRC provided the cancellation is received before the student has been registered with the awarding body.

A 90% refund is available for any Units/Modules for which study has not commenced, where materials are on hold and have not been released on the Learning Centre.

Refunds, if applicable, will be processed within 14 days of RRC receiving returned course materials.

### **Assessment Only**

A refund of any assessment fees paid to RRC is obtainable provided the cancellation is received before the student has been registered with the awarding body.

Where an exam/assessment has been confirmed and the delegate does not attend (without good reason) no refund will be available and the delegate will need to re-enrol on the course to activate a resit.

### **Revision and Reference Guides**

#### **Printed Materials Returned Within 14 Days**

A refund of the full fee (excluding postage and packing) is obtainable for the return of printed materials within 14 days. This is subject to them being received in good condition within 14 days following the dispatch of the goods. Please note opened and used materials will not be accepted.

#### **Electronic Material Returned Within 7 Days**

A refund of the full fee is obtainable for the return of electronic materials within 7 days of RRC issuing the goods or access password. This is subject to a written confirmation that all copies have been destroyed.

## **6. Intellectual Property**

RRC remain the owner of the intellectual property of all content contained within the Website and elsewhere unless otherwise stated. No content (whether online or not, in whole or in part) may be reproduced, stored in a retrieval system or transmitted in any way without prior written consent from RRC.

## **7. Goods, Pricing and Availability**

The fees charged for all courses and products are displayed on the website and are in pounds sterling excluding VAT (unless otherwise stated).

All reasonable measures are taken by us to ensure that our websites are operational all day, every day, but occasionally the need for routine maintenance and technical issues may result in some downtime. Where possible we try to give advance warning of maintenance issues that may result in website down time.

Our courses require no software other than a browser connected to the Internet and are compatible with all commonly used browsers. However, we strongly recommend you access the free demo course before purchasing a course to ensure that your computer is compatible. RRC is not responsible for technical issues resulting from PC/browser incompatibility.

## **8. Text Book, Revision Guides and other written material**

1. RRC will post, or arrange a courier on your behalf, for the goods ordered by you to the person and address you give RRC at the time you make your order. For goods delivered outside of the EU, the consignee (i.e. the person to whom the consignment is sent) will be the declarant and importer into the country for which the consignment is destined. The consignee will be responsible for both customs clearance and payment of customs duties and local taxes where required.
2. Delivery will be made as soon as possible after your order is accepted and in any event within 30 days of dispatch of the order. All delivery times quoted are estimates only, based on availability, normal processing and delivery companies.
3. Customs Charges-If you are ordering goods for delivery outside of the EU, please note that your consignment may be subject to import duties and taxes, which are levied once the goods reach the country of destination. Any such charges levied in relation to customs clearance must be borne by you. It is accepted by you that RRC has no control over additional charges in relation to customs clearance. RRC recommend that you check with your local customs officials for more information regarding importation taxes/duties that may be applicable to your order.

## **9. Payment**

The Charges for our Services shall be as set out in our quotation/order form and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Services. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of RRC directly or indirectly incurred in connection with the performance of the Services.

All amounts stated are exclusive of VAT which shall be charged at the prevailing rate. The Customer shall, following the receipt of a valid VAT invoice, pay to RRC a sum equal to the VAT chargeable in respect of the Services.

RRC shall invoice the Customer as specified in the agreement/order. Each invoice shall include such supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Purchase Order Number and a breakdown of the Services supplied in the invoice period.

In consideration of the supply of the Services by RRC, the Customer shall pay RRC the invoiced amounts either on receipt of the invoice or no later than 30 days after verifying that the invoice is valid and undisputed, assuming the Customer has supplied a valid Purchase Order Number and RRC has agreed that a credit account is available. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance.

## **10. Privacy Policy**

Your privacy is important to RRC and we take our responsibility regarding the security of your personal information very seriously. Please review our privacy policy to understand our practices.

## **11. Exclusion of liability**

No liability shall attach to RRC or its employees for loss or damage of any nature suffered as a result of the use of the Product or for any errors or omissions in the contents of the Product.

## **12. Law and Jurisdiction**

This Agreement is governed by the laws of England and Wales. Any dispute relating to this Agreement shall fall within that jurisdiction, and the parties submit to the exclusive jurisdiction of the English Courts.

## **13. Additional Information**

- Any formal legal notices should be sent to us at the address detailed above within these Terms and Conditions by email, confirmed by post.
- Failure by us to enforce a right does not result in waiver of such right.
- You may not assign or transfer your rights under this agreement.
- Telephone calls will be recorded for the purposes of providing evidence of a transaction or ensuring that we are complying with our procedures
- We may amend these Terms and Conditions at any time by posting a variation on the web site.