



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

1. Definitions

- 1.1 "Client" means the client specified in the standard order form.
- 1.2 "Company/RRC International/RRC Training/RRC" means The Rapid Results College Ltd whose registered office is 27-37 St Georges Road London SW19 4DS (registered in England and Wales with company number 2874974), tel: 020 8944 3100, Email: info@rrc.co.uk.
- 1.3 "Conditions" means these terms and conditions as amended from time to time.
- 1.4 "Contract" means the contract between the Company and the Client for the supply of Services in accordance with these Conditions.
- 1.5 "Product/Services" means any product or service detailed on the RRC website or brochures.
- 1.6 "Learning Agreement" means the agreement between the Company and the Learner covering the requirements of the enrolled course.
- 1.7 "Delegate" means the Learner or Student.
- 1.8 "Charges" means the Client's charges for Services/Products as set out in the Company's standard enrolment/order form or on the Company website.
- 1.9 "Learning Portal" means the online learning management system and website provided by the Company or the Company's LMS provider.
- 1.10 "Order" means the Client's order for Services as set out in the Company's standard order form.
- 1.11 "Services" means the courses as detailed on the website and company brochures.
- 1.12 "we/us/our" means the Company.
- 1.13 "you/your" means the Delegate.

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/tuition period applicable to that product as detailed in the Learning Agreement.

You are NOT permitted to:

- permit other individuals to access the Learning Portal using your login details and/or use any of the resources contained within the website
- rebrand and/or sell any Product 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 Learning Portal or elsewhere without the prior written consent of RRC
- transfer the Product or any access to the Learning Portal 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 Product 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 complaint's procedure is available by e-mailing customer.services@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 customer.services@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 and Live Online Courses-RRC International 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.

No refund is available for cancellation within 15 days of the course start date.

Face to Face Courses-BSI courses

A refund of the full course fee is obtainable for cancellations received more than 35 days before the scheduled course start date. No refund is available for cancellation within 35 days of the course start date.

Online Courses

Cancellation received within 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.

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 and the Learner is within the Tuition period as specified within the Learner Agreement.

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

Exam/Assessment Only

A refund of any exam/assessment fees paid to RRC is obtainable provided the cancellation is received before the Delegate has been registered with the awarding body and within the Tuition period. Registrations covering IEMA assessments are made 30 days after enrollment, no refund is available after that date.

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 30 Days

A refund of the full fee (excluding postage and packing) is obtainable for the return of printed materials within 30 days. This is subject to them being received in an as new condition within 30 days following the dispatch of the goods. Please note opened and used materials will not be accepted.

Electronic Material

No refunds are available for downloads of PDF copy of materials. A refund is available within 30 days on digital book copies if the copy has not been activated.

6 Intellectual Property

RRC remain the owner of the intellectual property of all content contained within the Learning Centre 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 and Learning Centre 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 and/or Learning Centre down time.

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 printed materials ordered by you to the person and address you give RRC at the time you make your order. For printed materials delivered outside of the UK, 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 UK, 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 RRC at the address detailed above within these Terms and Conditions by email, confirmed by post.
- Failure by RRC 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.