

## **Next Step Qualifications – Terms and Conditions**


These Terms and Conditions set out the agreement between **Next Step Qualifications Ltd** (“Next Step Qualifications”, “we”, “us” or “our”) and the learner (“you” or “your”) in relation to the provision of online training courses and associated services.

By enrolling on a course with us, you agree to be bound by these Terms and Conditions.

### **1. Defined Terms**

- **Commencement / Course Commences** – the point at which you are enrolled on your course. This will be the earlier of (a) receiving your welcome email with login details, or (b) the start of tutor support, access to learning materials, or any related services.
- **Working Day** – Monday to Friday, excluding UK public holidays.
- **Acceptance** – purchasing a course with us constitutes acceptance of these Terms and Conditions.
- **Course / Training Course** – the training course and related services provided by us, as described on our website at the time of enrolment.
- **Training Period** – the time during which you will have access to your course materials, online platform, and tutor support. Unless otherwise stated:
  - All courses: 12 months
- **Training Materials** – all electronic and/or physical materials provided by us as part of your course, including updates and revisions.

### **2. Communication**

- Our primary method of communication is by email. Please ensure the email address you provide is accurate and kept up to date.
- You can contact us at:  
 **shaun@nextstepqualifications.com**
- Email correspondence will be deemed delivered the next working day after sending.

### **3. The Services**

- In return for your course fees, we will provide access to your course and tutor support during your Training Period.
- Successful completion of the course, in line with awarding body standards, will result in the issue of a qualification certificate.
- We may refuse enrolment where necessary (e.g. if entry requirements are not met).
- Extensions to the Training Period may be available at our discretion and may incur additional costs.
- If you are inactive for more than 3 months without notifying us, we reserve the right to suspend or withdraw access to your course.
- Certificates are issued electronically. Printed certificates may be available for an additional fee.
- We do not guarantee recognition of our qualifications by every employer or institution. It is your responsibility to check suitability before enrolment.

#### **4. Plagiarism and AI Use**

- The use of AI tools (e.g. ChatGPT, essay generators) or plagiarism in assignments is strictly prohibited.
- We reserve the right to reject work we believe is not your own.

#### **5. Cancellations and Refunds**

- If you purchase a course online or by phone, you have the legal right to cancel within **14 days** of enrolment (the “Cooling Off Period”).
- To cancel, you must notify us in writing within this period.
- If you have received any physical course materials, these must be returned in resaleable condition at your own cost before a refund can be processed.
- After the 14-day period, refunds are not normally available.
- Any fees paid to register a qualification cannot be refunded.

#### **6. Training Materials and Intellectual Property**

- Training materials are licensed to you for personal study use only.

- You may not copy, share, publish, resell, or distribute our materials without prior written consent.
- All intellectual property remains the property of Next Step Qualifications or its awarding bodies.

## **7. Liability**

- We will deliver our services with reasonable care and skill.
- We are not liable for:
  - loss of income, profit, or opportunity
  - business interruption
  - delays caused by awarding bodies or external regulators
- Our maximum liability is limited to the total fees paid for your course.

## **8. Complaints and Appeals**

- If you are unhappy with any aspect of your course, please contact us at **shaun@nextstepqualifications.com**.
- We aim to acknowledge complaints within 5 working days and resolve them within 10 working days where possible.
- You may appeal assessment decisions if you believe correct procedures were not followed. Appeals will be reviewed by an internal quality assurer and our decision will be final.

## **9. Data Protection**

- We comply with the UK GDPR and Data Protection Act.
- Your personal information will only be used to provide our services and will not be shared with third parties unless required by law or with your consent.
- Our full Privacy Policy is available on our website.

## **10. Governing Law**

- These Terms and Conditions are governed by the laws of **England and Wales**.

- Any disputes will be subject to the jurisdiction of the UK courts.

## **11. Harassment and Conduct**

- We expect all learners to treat our staff with dignity and respect. Harassment, bullying, or abusive behaviour will not be tolerated and may result in withdrawal from your course.