

First Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Surname: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 House Name / No: \_\_\_\_\_ Post Code: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 Town: \_\_\_\_\_ County: \_\_\_\_\_  
 Tel No: \_\_\_\_\_ Mobile No: \_\_\_\_\_  
 Email address: \_\_\_\_\_  
 Occupation: \_\_\_\_\_

**OFFICE USE ONLY**  
 Payment Made £.....  
 Date .....  
 Method .....  
 Payment Made £.....  
 Date .....  
 Method .....  
 EO CODE .....  
 DIS .....

**Please indicate which course you would like to attend, and a preferred or agreed start date. Sign Page 3 overleaf to confirm that you understand and agree to the Terms and Conditions of Booking.**

**FOUNDATION COURSES**

<input type="checkbox"/> <b>Bricklaying</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Tiling</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Tiling Advanced</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____
<input type="checkbox"/> <b>Carpentry</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Plastering</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Plastering Advanced</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____
<input type="checkbox"/> <b>Plumbing</b> weekday <input type="checkbox"/> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Alarm Installation</b> weekday <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Roof Construction</b> weekday <input type="checkbox"/> Start Date _____
<input type="checkbox"/> <b>Home Maintenance</b> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Kitchen Fitting</b> weekend <input type="checkbox"/> Start Date _____	<input type="checkbox"/> <b>Roof Tiling</b> weekday <input type="checkbox"/> Start Date _____

**ELECTRICAL FOUNDATION & QUALIFICATION COURSES**

**Electrical Foundation** weekday  weekend   
 2 day  4 day  Inspection & Testing   
 Start Date \_\_\_\_\_

Combined – **Inspection & Testing foundation** and **Part P Building Regulations Exam** weekday  weekend   
 Start Date \_\_\_\_\_

**Part P** weekday  weekend   
 Start Date \_\_\_\_\_

**Part P Building Regulations Exam** weekday  weekend   
 Start Date \_\_\_\_\_

City & Guilds **PAT Testing (2377)** weekday  weekend   
 2377-11  2377-12  Combined 2377-11 and 12   
 Start Date \_\_\_\_\_

City & Guilds **17<sup>th</sup> Edition** weekday  weekend   
 **2382-12 (Green Book - As Amended 2011)**  
 **2382-10 (Red Book) available up to 31/12/11** Start Date \_\_\_\_\_

City & Guilds **17<sup>th</sup> Edition (2382-20) Upgrade** weekday  weekend   
 Start Date \_\_\_\_\_  
**Note: A Supplementary (2382-20) Form also needs to be completed**

City & Guilds Fundamentals to **Inspection, Testing** and Initial Verification **(2392-10)** weekday  weekend   
 Start Date \_\_\_\_\_

City & Guilds **Inspection, Testing, Design & Certification of Electrical Installations (2391-10)** weekday  weekend   
 Start Date \_\_\_\_\_

City & Guilds **Inspection, Testing, Design & Certification of Electrical Installations (2391-10)**  
 Theory Exam Date \_\_\_\_\_  
 Practical Assessment Date \_\_\_\_\_

**Payment must be made in order for us to hold a place on a course for you. This can be either the full amount or a NON REFUNDABLE deposit. See full Terms and Conditions of booking on page 4.**

**FOR MULTIPLE COURSE DISCOUNTS PLEASE REFER TO OUR PRICE**

The Centre has a Learning Support Service available to all learners. If you have a difficulty which may affect your learning or attendance at the Centre, please tick the relevant boxes below or tick 'No Disability/Difficulty'. Please specify in the space provided.

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> No Disability/Difficulty | <input type="checkbox"/> Physical Disabilities                                 | <input type="checkbox"/> English Language |
| <input type="checkbox"/> Dyslexia                 | <input type="checkbox"/> Temporary Disability                                  | <input type="checkbox"/> Literacy         |
| <input type="checkbox"/> Hearing Impairment       | <input type="checkbox"/> Visual Impairment                                     | <input type="checkbox"/> Numeracy         |
| <input type="checkbox"/> Learning Difficulties    | <input type="checkbox"/> Multiple Disabilities                                 | Please specify : _____                    |
| <input type="checkbox"/> Mental Health            | <input type="checkbox"/> Medical Condition (e.g. epilepsy) or Other Disability | _____                                     |
| <input type="checkbox"/> Mobility Difficulties    |  | _____                                     |

This information will be shared with relevant Centre staff (unless you indicate otherwise) in order to meet your learning needs. Would you like the Centre to contact you to discuss your needs? Yes  No

**MARKETING QUESTIONNAIRE**

- Have you studied at The Builder Training Centre before? Yes  No
- Where did you hear about our centre (please tick one)
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Returning Student | <input type="checkbox"/> Poster / Leaflet                                  | <input type="checkbox"/> Internet - Please state which website |
| <input type="checkbox"/> Tutor             | <input type="checkbox"/> Quest   | .....  |
| <input type="checkbox"/> Recommendation    | <input type="checkbox"/> Newspaper/Magazine – Please state which one ..... | <input type="checkbox"/> Passer by                             |

**IF YOU ARE ATTENDING AN ELECTRICAL COURSE PLEASE COMPLETE THE FOLLOWING. FOR ALL OTHER COURSES GO TO PAGE 3.**

**PREVIOUS QUALIFICATIONS/EXPERIENCE**

Tick as many of the following you can complete unaided:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> None                                  | <input type="checkbox"/> Earth bonding                   | <input type="checkbox"/> Identify different Earthing systems (TNS, TT, TNC-S) |
| <input type="checkbox"/> 13a Ring Circuit                      | <input type="checkbox"/> Continuity testing of CPC's     | <input type="checkbox"/> Continuity testing Line and Neutral                  |
| <input type="checkbox"/> 2 way lighting                        | <input type="checkbox"/> Ring circuit continuity         | <input type="checkbox"/> Insulation resistance                                |
| <input type="checkbox"/> Spur                                  | <input type="checkbox"/> R1 + R2 calculations            | <input type="checkbox"/> Earth fault loop impedance (Zs & Ze)                 |
| <input type="checkbox"/> 3 plate ceiling rose lighting circuit | <input type="checkbox"/> PFC (Prospective fault current) |   |
| <input type="checkbox"/> Outside light                         | <input type="checkbox"/> RCD Tests                       |   |

**ETHNIC MONITORING DETAILS – I would describe my ethnic origin as:**

- |  |  |
|--|--|
| <input type="checkbox"/> Asian or Asian British – Bangladeshi (1)                | <input type="checkbox"/> Mixed - White & Asian (9)                 |
| <input type="checkbox"/> Asian or Asian British – Indian (2)                     | <input type="checkbox"/> Mixed - White & Black African (10)        |
| <input type="checkbox"/> Asian or Asian British – Pakistani (3)                  | <input type="checkbox"/> Mixed - White & Black Caribbean (11)      |
| <input type="checkbox"/> Asian or Asian British - any other Asian background (4) | <input type="checkbox"/> Mixed - other Mixed background (12)       |
| <input type="checkbox"/> Black or Black British – African (5)                    | <input type="checkbox"/> White – British (13)                      |
| <input type="checkbox"/> Black or Black British – Caribbean (6)                  | <input type="checkbox"/> White – Irish (14)                        |
| <input type="checkbox"/> Black or Black British - any other Black background (7) | <input type="checkbox"/> White - other White background (15)       |
| <input type="checkbox"/> Chinese (8)   | <input type="checkbox"/> Prefer not to provide / Not provided (16) |
|  | <input type="checkbox"/> Other (17)                                |

Have you been permanently resident in England or any other EU EEA Country for the last 3 years? Yes  No

If not England, please state the country: .....

Are you an Asylum Seeker? Yes  No  Are you a Refugee? Yes  No

IF YOU HAVE **NOT** ALREADY MADE A DEPOSIT OR FULL PAYMENT, OR YOU WISH TO MAKE A BALANCE PAYMENT, PLEASE COMPLETE THE PAYMENT SECTION BELOW:

**PAYMENT –**

To reserve a place on a course, payment must be made either in full or a deposit paid. Cheques should be made payable to 'Builder Training Centres Ltd' and cannot be accepted less than 2 weeks before the start of the course.

Please charge my MASTERCARD / MAESTRO / ELECTRON / SOLO / VISA CREDIT / VISA DEBIT / OTHER .....

with the amount of: £.....Start Date  Issue No.

Card.No  Exp. Date

Security Code

Name of Cardholder: ..... Signature: .....

Statement Address of Cardholder (if different from overleaf) .....

.....

Cardholder Contact Telephone Number (if different from overleaf) .....

If the course is being **provided or paid for by another party**, or **for invoice purposes**, please complete:

Contact Name: ..... Title: Mr / Mrs / Ms .....

Position in Company: .....

Company Name: .....

Company Address: No / Name of Building .....

Street: .....

Town: ..... County: .....

Post Code: ..... Purchase Order / Reference No: .....

Tel No: ..... Mobile No: .....

Email Address: ..... Student Name: .....

**I CONFIRM THAT I WISH TO ENROL THE ABOVE NAMED STUDENT AND I HAVE READ AND WILL ABIDE BY THE BUILDER TRAINING CENTRE TERMS AND CONDITIONS OF BOOKING AS OUTLINED ON PAGE 4.**

Signature for Company: ..... Date: .....

If you haven't already done so, please indicate on Page 1 which course you would like to attend and a preferred or agreed start date

**Student Declaration:**

**I CONFIRM THAT I WISH TO ENROL AND I AGREE THAT I HAVE READ AND WILL ABIDE BY THE BUILDER TRAINING CENTRE TERMS AND CONDITIONS OF BOOKING AND REGULATIONS AND POLICIES OF THE CENTRE. I UNDERSTAND THAT FURTHER INFORMATION WILL BE PROVIDED TO ME ON MY INDUCTION TO THE COURSE.**

Student Signature: ..... Date: .....

A booking confirmation will be sent out to you by email, unless otherwise indicated, once payment has been received. The centre will contact you if there is a problem with your application.

*Data Protection Act 1988 – The information you provide on this form will be passed to The Builder Training Centre. The information you provide will be shared with other organisations for the purpose of administration, careers and other guidance and statistical and research purposes. Other organisations with which we will share information include City & Guilds and EAL. At no time will your personal information be passed to organisations for marketing or sales purposes. Further information about data confidentiality is available on request from the Centre.*

Return your postal application to: Builder Training Centres Limited, Station Buildings, Waddon Station, Epsom Road, Croydon, Surrey CR0 4UP

## **TERMS AND CONDITIONS OF BOOKING**

**'Learning Package'** – shall mean the course(s) and programme identified and all related materials, student's support, tuition and exam fees where applicable.

**'Materials'** – shall mean the tools and materials used on the course. Replacement of mislaid or stolen materials will incur costs.

**'Outstanding Balance'** – shall mean the amounts payable for fees under this agreement, less the amount paid.

**'Support Period'** – shall mean the period of support available to Students commencing on the first workshop/assessment meeting and finishing at the end of the workshop/assessment. Services outside the 'support period' will be subject to additional fees unless agreed in writing by us.

**Payments** – We agree to sell you and you agree to buy the Learning Package for the Total Amount payable and on the terms set out below. Under no circumstances shall we be deemed to have received payment until payment has actually been received by us in full.

**Services** – During the Support Period, we will provide you with support and tuition as set out in the materials. If requested, in writing, we may at our sole discretion, extend the Support Period for an agreed fee.

**Warranties and Limitation of Liability** – We warrant that The Builder Training Centre materials will be of satisfactory quality but do not warrant that the materials will be error free. We warrant that we will perform any services provided with reasonable skill and care. These warranties are provided in lieu of all other warranties express or implied which are hereby excluded to the fullest extent permitted by law. Our liability for direct losses arising out of our negligence (other than in respect of liability for death or personal injury), breach of contract or any other cause of action arising out of or in connection with this Agreement shall be limited to the total price paid for the Learning Package as detailed on the Application Form. Other than in respect of liability for death or personal injury arising from our negligence, we shall not be liable for any indirect or consequential loss or damage whatsoever (including without limitation and loss of profits, loss of revenue, loss of opportunity or your liabilities to third parties) which you may suffer arising out of or in connection with this Agreement.

**Other Terms** – Any relaxation or indulgence that we may extend to you shall not affect your statutory rights under this Agreement. If any part of this Agreement is held to be unenforceable the remaining terms and conditions shall continue in force. All liabilities or obligations arising under this Agreement shall be enforceable against you after termination of this Agreement. You will notify us immediately in writing of any change in your circumstances such as personal contact details including email address. Any notices required to be served under this Agreement will be deemed properly served if sent by way of prepaid postage to your last known address.

**Data Protection** – You agree that, in relation to information we hold on you from time to time, we may:

- a. Use your information to provide the Materials to you and otherwise perform our obligations and enforce our rights under this agreement;
- b. Use your information to inform you about other courses, products or services which may be of interest to you.
- c. Share your information with our group companies (associated companies and third parties) to enable them to inform you about other products or services which may be of interest to you.
- d. Use to inform you of feedback and exam results.
- e. Communicate with your Tutor.

You have a legal right to receive details of the information we hold about you if you apply in writing to us. A fee of £20.00 plus VAT will be payable. You have a legal right to stop us from contacting you, or giving your details to others for direct mailing purposes, by writing to us. We have a legal obligation to destroy documentation no longer relevant to a current student after a period of time. Our current policy is to destroy materials once students have completed a qualification, or part thereof, or if a student is dropped out of a training course.

**Payment** – To reserve a place on a course, payment must be made either in full or a deposit received. A deposit of £150.00 is required for all courses, with the exception of the electrical qualification courses where the deposit is £200.00, or £500.00 for the Part P course, or in full if the total cost of the course is less than £200.00. All deposits are non-refundable unless The Builder Training Centre cancels the course. All administration fees and late registration fees are non-refundable. Full payment must be submitted before the start of the course\*. Courses booked without a confirmed start date must be attended within 12 months from our confirmed acceptance of your booking. Payment can be made by credit or debit card, BACS, postal orders, cash (to be paid in person), or cheque. Cheques made payable to "Builder Training Centres Ltd" cannot be accepted less than 2 weeks before the start of the course.

\**Exception – C&G 2391-10 course:* the balance payment which is non-refundable must be paid in full by the final registration date, as detailed on the confirmation letter. This is generally 8 weeks before the 'City & Guilds fixed' examination date.

**Cancellation** – According to the Distance Selling Regulations 2000, you have a cooling off period of seven working days from our confirmed acceptance of your application. This period allows an unconditional right to cancel by you or The Builder Training Centre. You will be required to make such a request in writing to The Builder Training Centre. Once your application form is received or your place confirmed and the seven days cooling off period expired, it is deemed that you have accepted a place on the course programme. If you decide to cancel a course you will be liable for a cancellation fee, which equates to the deposit paid, with the exception of the 2391-10 course whereby you would lose the full payment made.

**Alteration to Your Course Booking** – You can delay a course (except C&G 2391-10) to a later intake provided we receive an administration fee of £30.00, and any outstanding

balance of fees, more than 14 days prior to your original course start date. By delaying a course your balance payment will automatically become non-refundable. The new course date must be within 3 months from your original booked course date. Where exceptional circumstances exist, The BTC will require a written request to extend the 3 month period. The course date can only be rearranged once.

*Exception – C&G 2391-10 course:* Once you have been registered for the C&G 2391-10 examination, should you decide not to attend or cancel your booking, you will not be entitled to a refund of the balance payment as per other courses. If you fail to make payment of the balance before the due date then your final examination registrations will not be completed and you will not be able to attend the course and sit the examinations.

**Admission** – The Builder Training Centre expects that all students will act in a responsible and professional manner. However, we reserve the right to withdraw a student from any of our courses if it is deemed they have demonstrated behaviour that is unacceptable, disruptive or offensive to other students or staff. If a student is asked to leave a course no refund of unused study or support time will be made.

**Booking Confirmation** – Due to the popularity of our courses many become fully booked in advance of the course start date. Please ensure that you have received a valid booking confirmation before setting off for your course.

**Examinations** – All courses that include an exam element include the examination fee for the first attempt only. Subsequent re-sits will incur an additional fee.

**Change of Course Location/Venue** – Occasionally course locations are subject to change for reasons outside our control. All students booked on affected courses will be notified in advance and suitable alternatives will be offered. When illness or bad weather necessitates the cancellation of workshops, alternative programmes will be made wherever possible. If a course group falls below an acceptable number it may be necessary to transfer students onto alternative dates and/or venues. Such instances will be notified in writing and with consultation between The Builder Training Centre and the affected students.

**Course Materials** – As part of the programme you will receive The Builder Training Centre study materials, however some of our courses require additional books, and you will be notified of the titles and cost prior to the commencement of the course. We will not order the books until payment has been received. Please be aware that delays may result in books not being delivered prior to your study timetable and a delay may adversely affect your study plans.

**Programme Flexibility** – Once a student has commenced a programme with The Builder Training Centre, it is our policy to provide support to enable successful completion while the student remains committed to pursuing their qualification. No refunds will be given to students who decide to leave their course/programme before completion. There may be exceptional circumstances to which due consideration will be given on receipt of written application from the student stating the details of the circumstances in full.

**Time Management** – All our courses/programmes have specific schedules including workshop attendance (to a mandatory minimum), course work deadlines and, where appropriate, exam sittings that are set out at the beginning of the course itself. It is anticipated that students will adhere to these course/programme schedules that are designed to assist with the completion of our courses and programmes. If, due to unforeseen circumstances, a student is unable to meet their course schedule, alternative arrangements for the exam sitting can be arranged but this will incur a fee. For non-examination based study all assessed work should be submitted by the course completion date. If a student requires additional support beyond the extent of their 'support period' this can be arranged but it would attract additional fees.

**Electronic Communication** – The Builder Training Centre encourages communication by email. The course confirmation letter and The Builder Training Centre Terms and Conditions are sent by email unless the student doesn't have access to email in which case it will be sent by post. The email address that is completed on the application form will be applied to our database and used for the purposes of communication with the student and with the officiating institute who award the final qualifications. Any change in the email address must be confirmed to The Builder Training Centre in writing.

**Security** – Personal possessions are the responsibility of the individual and The Builder Training Centre can accept no responsibility for anything that is lost or stolen from our venues. Students are advised to keep valuable items with them at all times.

The BTC cannot be held responsible for accommodation. Any information provided is to assist you in your search for accommodation only.

**Safety** – To comply with the health and safety regulations and for your own safety, all students are required to wear Steel Toe Cap Footwear throughout the course.

**Student Commitment** – We have a reasonable expectation that students work consistently towards a successful outcome. We reserve the right to cancel the place of a student who consistently fails to make satisfactory progress or to meet deadlines. No refund of fees received will be made in such circumstances.

Where a student, for a genuine and acceptable reason, cannot attend sufficient workshops The Builder Training Centre will endeavour to provide a suitable alternative, although this may require attendance at a different venue and may incur additional fees.

**Complaints/Appeals** – We always aim to establish and maintain excellent working relationships with our candidates. However, if you wish to make a complaint you must do so within 20 days of the completion of the course or in the case of an appeal within 20 days of being notified of the assessment decision. Both complaints and appeals must be done in writing as soon as possible.

**Plagiarism** – We view this as academic theft and any incidence will be taken extremely seriously and result in the student being removed from the course/programme with no refund of fees. The professional body associated with the qualification will also be informed of any proven incidence.