

PSS Training Terms & Conditions

1. Introduction & Scope

1.1. These Terms & Conditions (“Terms”) govern all training, consultancy and digital learning services provided by **Project Skills Solutions Ltd** (“PSS”, “we”, “us”, “our”), including:

- Classroom and public courses
- Onsite/client-premises training
- Virtual classroom delivery
- E-learning and digital courses delivered via LearnDash, GrassBlade or third-party platforms
- Corporate licensing and group enrolments
- Associated materials, documentation, certificates and support

1.2. By placing a booking, creating an account, accessing a course, or using the PSS e-learning platform, the customer (“you”, “your”, “delegate”) agrees to these Terms.

1.3. These Terms replace Issue 14 (2024) and apply from **Issue 15 – 2026**.

2. The Contract

2.1. A contract between the customer and PSS is formed **only when PSS issues a booking confirmation**.

A booking confirmation will only be issued after PSS receives the required payment or documentation as described in Section 5 (Booking Confirmation & Payment Requirements).

2.2. Submitting an enquiry, requesting a place, or receiving provisional information **does not** constitute a confirmed booking.

PSS does not hold or reserve places pending payment or paperwork.

2.3. These Terms take precedence over all marketing materials, proposals, emails or verbal statements unless expressly agreed in writing by PSS.

2.4. It is the customer’s responsibility to check all joining instructions and notify PSS immediately of any errors.

3. Course Provision

3.1. PSS will deliver the course as advertised, including required instruction, training materials, and assessment (if applicable).

3.2. For onsite/client premises training, the client must provide:

- Suitable facilities, safe access and a safe training area
- Required equipment and materials
- Any site-specific safety information

3.3. PSS reserves the right to refuse training if facilities or equipment present a safety risk.

3.4. Virtual classroom courses require learners to have:

- Stable internet connection
- A compatible device (camera/mic if required)
- Suitable environment for participation

4. E-Learning Platform Terms (LearnDash + GrassBlade)

These apply to all online courses, including SCORM/xAPI modules and LRS-tracked content.

4.1 Access & Login

- Each licence is for a **single named user**.
- You must not share login details, passwords, or access links.
- PSS may enforce “single active session” rules and terminate concurrent logins.
- PSS may suspend accounts if misuse is detected.

4.2 Technical Requirements

You are responsible for having:

- A compatible device and browser
- Internet connectivity
- The ability to access multimedia content

PSS is not liable for issues caused by incompatible user systems.

4.3 Prohibited Actions

You must NOT:

- Copy, download, share, screenshot or screen-record course materials
- Reproduce, republish or redistribute PSS content
- Circumvent technical protection measures
- Attempt to access the SCORM/xAPI package files or platform code
- Use automated tools, scraping, or bots

4.4 Monitoring & GrassBlade LRS

PSS uses GrassBlade LRS to record:

- Course progress
- Quiz data
- Device/browser information
- Login activity
- Time spent

This is required for:

- Legal traceability
- Accreditation evidence
- Certificate validation
- Security and misuse detection

Monitoring complies with UK data protection law (see Section 13).

5. Booking Confirmation & Payment Requirements

5.1 Non-Account Customers (Standard Companies & Individuals)

- Full payment is required **at the time of booking**.
- PSS will not confirm or hold any course place until cleared payment is received.
- Availability may change at any time prior to payment.

5.2 Authorities, Public Sector & Local Government Bodies

- A valid PSS booking request **and** an official Purchase Order (PO) are required.
- A booking is **not confirmed** until a P.O has been received and accepted.
- PSS cannot hold or reserve places while awaiting p.

5.3 Approved Account Customers

- Organisations with approved credit terms must provide a valid PO.
- A booking is not confirmed until the PO has been received and validated by PSS.
- Account status may be withdrawn at PSS's discretion.

5.4 No Confirmation Without Required Documentation

PSS cannot confirm, reserve or guarantee any place—whether classroom, virtual, onsite or e-learning—**until the required payment, PO or completed forms have been received**. All places are allocated strictly on a **first-come, first-secured** basis.

5.5 Pricing & VAT

All prices exclude VAT unless stated otherwise.

5.6 E-Learning Licences

E-learning licences must be paid in full before access is granted unless agreed otherwise in writing.

6. Cancellation & Rescheduling – Classroom & Virtual Courses

6.1 Cancellation by Customer

- 16–21 working days before course: 40% fee
- 0–15 working days: 100% fee
- Non-attendance: no refund
- PSS reserve the right to charge an administration fee.

6.2 Rescheduling

- Allowed only 21+ working days before the course.
- Inside 21 days, treated as cancellation.

6.3 Cancellation or Alteration by PSS

Although rare, circumstances may arise where PSS must cancel, postpone, substitute a trainer, change a venue, or reschedule a course. PSS reserves the right to make such changes at any time after a contract has been formed.

Where PSS cancels or reschedules a course, you will be offered either:

1. A place on a rescheduled date, or
2. A full refund of the course fee paid.

This refund is limited strictly to the course fee only. PSS will not reimburse or be liable for any additional costs or consequential loss, including but not limited to accommodation, travel expenses, loss of income, or any other indirect costs. (See Section 10 – Liability.)

If a course is cancelled or altered on the day due to trainer illness, venue issues, emergencies, or events outside PSS's control, the same limitations apply.

PSS will make reasonable efforts to notify customers as early as possible.

7. Cancellation & Access Rules – E-Learning

Because digital content is accessible immediately, the following apply:

7.1 Refunds

Refunds for e-learning are **not available** once:

- The learner has accessed any module, OR
- Login has been activated, OR
- Course materials have been downloaded.

7.2 Access Duration

Standard access length: communicated at purchase.

Extensions may incur fees.

7.3 Corporate Licensing

Corporate licences permit internal training only and may not be shared externally.

8. Attendance & Punctuality

8.1. Course start times are fixed and mandatory, including where required by awarding bodies to meet minimum contact hours. Delegates **must arrive onsite or be logged in online before the published start time.**

8.2. **Late arrival for any reason** may result in refusal of entry to the course, exam or assessment session. This includes delays caused by travel, traffic, weather, personal circumstances, technical issues or connectivity problems for virtual courses.

8.3. Where a delegate is refused entry due to lateness, the **full course fee remains payable and no refund, credit or free transfer** will be issued.

8.4. Delegates are responsible for planning their travel and ensuring they allow sufficient time to reach the training venue or set up their online connection.

9. Behaviour & Misconduct

9.1 Disruptive, abusive or unsafe behaviour will not be tolerated against and employee of PSS or its suppliers or any other student.

9.2 A breach of this provision will result in immediate removal from the course without refund.

10. Liability

10.1 PSS is not liable for:

- Indirect or consequential losses
- Travel, accommodation or personal expenses
- Loss caused by third-party training providers

10.2 Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation

10.3. If a delegate chooses to book accommodation, travel or any personal arrangements in connection with attending a course, they do so entirely **at their own risk**.

10.4. If PSS cancels, postpones or reschedules a course for any reason—including but not limited to trainer illness, venue issues, minimum numbers not being met, or awarding-body changes—PSS will refund the **course fee only**.

10.5. PSS will **not** reimburse or be liable for any additional costs or consequential loss, including but not limited to:

- Hotel or accommodation charges
- Travel, transport, parking or mileage costs
- Loss of income or holiday time
- Childcare or personal expenses
- Any other indirect or incidental costs

10.6. Delegates are strongly advised **not to book non-refundable travel or accommodation** until they have received final joining instructions confirming the course is going ahead.

11. Complaints

11.1 If a problem or issue arises whilst you are on your course, you must raise it with the training supplier or PSS Immediately on the day of the training and every effort will be made to address this in a timely manner.

If you fail to notify us of your complaint while on the course PSS will be unable to rectify the problem.

12. Intellectual Property & Copyright

12.1 All course materials, videos, SCORM/xAPI packages, scripts, assessments, documents and branding are owned by PSS.

12.2 Prohibited without written consent:

- Copying, downloading, redistributing or adapting materials
- Screen recording or capturing course content
- Republishing in any form
- Creating derivative works

12.3 Licence granted is personal, non-transferable and revocable.

12.4 Enforcement includes:

- Account suspension
 - Withdrawal of certificates
 - Legal action where necessary
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13. Data Protection & Monitoring

13.1 PSS processes personal data in accordance with UK GDPR & Data Protection Act 2018.

13.2 E-learning monitoring includes activity, device and progress tracking.

13.3 For corporate clients, completion data may be shared with the employer.

14. Website & Platform Use

Includes modernised wording from Issue 14 Section 16–18:

- You must not interfere with the platform, security or servers.
 - PSS cannot guarantee uninterrupted access.
 - Links to third-party sites are not endorsements. [\[PSS-Traini...ditions-14 | PDF\]](#)
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15. Governing Law

These Terms are governed by the laws of England & Wales.

Any disputes will be subject to the exclusive jurisdiction of the English Courts.

16. Changes to Terms

PSS may update Terms periodically; the version in force at booking applies.

17. Copyright Statement (New standard for all courses)

© Project Skills Solutions (PSS).



Unauthorised copying, downloading, distribution or screen recording is prohibited.

All access is monitored and logged.