

Terms and Conditions



Premier Books Ltd

T/A Premier Training

Applicable from 12/05/2022

By agreeing to the terms and conditions of sale you are agreeing that:-

You have read and understood all the information provided regarding the course, our privacy policy and have requested additional guidance and advice where you have needed clarification of any of the terms stated.

You have provided us with true and correct personal data upon your enrolment and will inform us of any changes straight away. For further details on how we use your personal data [click here](#) to read our privacy policy.

You will apply for student membership of the relevant awarding body by the appropriate registration and examination deadlines (if applicable) - see awarding body's website for current guidance.

You are able to travel to the nearest examination centre in the United Kingdom if necessary (details are provided on the awarding body's website).

Premier Training is based in the UK and our contact details are as follows:

Premier Books Ltd T/A Premier Training
(5396502)
Greenwich House
Eastfield Road
South Killingholme
North Lincolnshire
DN40 3DQ
United Kingdom

Phone: 01469 515444

Email: info@premiertraining.co.uk

If you wish to enrol onto a Premier Training course over the telephone, email or post you will receive a copy of these terms and conditions prior to enrolling and in your My Premier Training Account (MyPTA).

Orders for home study courses requiring tuition will be invoiced by Premier Books Ltd trading as Premier Training.

Premier Training's supplies of tuition are inclusive of VAT.

Debit/Credit Card Security: Payments are handled via a secure server. Additional security and verification measures are also used to help eliminate fraud. Your payment details are processed in a secure environment, and details are not held in plain text on any website.

Future Pay

What are Futurepay payments and how do they work?

The Premier Books Ltd T/A Premier Training recurring payments are made through WorldPay <http://www.worldpay.com/uk> and through a service called FuturePay. This is an internet-based equivalent of traditional standing order and direct debit facilities.

With Futurepay, you arrange to get funds debited from your card, rather than from your bank account.

Once an agreement is created, you can view payments in the Shopper Management System (SMS) on the WorldPay website. To login to the Shopper Management System, please see this guide

<http://support.worldpay.com/support/shopper/kb/shoppermanagementsystem/sms3100.html>

Please note, any contract is between you and Premier Books Ltd rather than with WorldPay.

How often will Futurepay payments be made?

Future Payments made with Premier Books Ltd T/A Premier Training will be made in instalments, in accordance with the bespoke manner you agreed upon enrolment.

How to cancel any Futurepay agreement

A Recurring Payment (s) (FuturePay) agreement can be cancelled by you or through Premier Books Ltd T/a Premier Training

WorldPay is unable to cancel your order /agreement or to provide you with a refund. To cancel the agreement yourself:

1. log in to the Shopper Management System. For more information on logging in, refer to the [Log in to the Shopper Management System.](http://support.worldpay.com/support/shopper/kb/shoppermanagementsystem/sms3100.html)
2. The **Recurring Payments (FuturePay) Shopper Home** page is displayed.
3. Under the **Agreement ID** column, select the hypertext displaying the Agreement ID for the agreement you want to cancel.
4. The **Recurring Payments (FuturePay) Agreement Details** page is displayed.
5. **Double check** that the agreement on your screen is definitely the agreement you want to cancel.
6. Select the **Cancel**
7. The **Cancellation Confirmation** page is displayed.
8. Select the **Yes** button to cancel the agreement. If you do not wish to cancel the agreement, select either the **Go back to agreement** or **Go back to home page**

Please ensure that if you have more than one agreement, you select the correct agreement to cancel. Once an agreement has been cancelled it cannot be reinstated. If you cancel the wrong agreement, please contact the online store you held the agreement with and ask them to set up a replacement agreement. Unfortunately, WorldPay cannot set up a new agreement for you.

For additional information about Futurepay, please see:

<https://support.worldpay.com/support/kb/bg/recurringpayments/rpfp.html>

Shipping and Handling: The total cost of shipping is displayed before you are asked to pay for your goods. Orders beyond the UK mainland are quotations and we will email you if the shipping costs are greater than the quoted price to verify that you still wish to go ahead with the purchase. Please note we are not responsible for the payment of import duties that may be levied in your country. Please check with your Customs Department if necessary, concerning Import Duties that may be payable by you.

Delivery Schedule: Please note that many of our goods are supplied to individual order only. If we cannot deliver goods within 7 days, we will advise you and offer you the opportunity to retain the item on order with us.

Back Orders: If your item is not in stock, we will back order for you and ship the order as soon as it becomes available. In the unlikely event of any undue delay arising in completing your order, we will contact you in writing and offer you the option to cancel your order and receive a full refund.

COOKIES: Are used on this website to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your Internet browser. If you turn off cookies, you will be unable to benefit from the other features that use cookies. For other browsers, please consult its 'Help' documentation. More independent advice, from the UK Interactive Advertising Bureau, is available online.

Privacy Policy: EU Privacy & Electronic Communications Directive 2011 and the General Data Protection Regulations (GDPR).

Your details remain private and confidential when you order from us. PREMIER TRAINING does not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment or for the completion of a selected tuition course. In this case, the third party will not disclose any of the details to any other third party.

Unsolicited E-mails: PREMIER TRAINING will not release your details to any other party for marketing or advertising purposes without your permission.

We may contact you with details of similar products, offers and services that we feel may be of interest to you, but if you prefer not to be contacted by us in the future, please advise by Email to info@premiertraining.co.uk or write to us at the address above.

Please note that any offers cannot run in conjunction with any other offer.

Guarantee: PREMIER TRAINING guarantees that all the goods that we sell are as described. If, after inspecting the goods, you decide that any item does not meet with your expectations, please contact us straight away so that we can investigate.

You are only committed to purchase any item after you have entered your payment details and completed the checkout process, when a receipt will be displayed that you can print for your records. Please ensure you have a printer connected and working, to print your receipt. You will receive an E-mail from us detailing your order.

This does not constitute acceptance of your order by us, and is for your information only and to comply with EU E-Commerce regulations. Details of your order will be held electronically on file by us and you should contact or call us immediately if you wish to query it.

If you are not the cardholder please ensure you have the cardholder's permission to use the card. Please also note the student is liable for the course fees even if a third party is paying the course fees on their behalf. Please see our Privacy Policy which states how your payments are processed and protected.

If you are paying the course fees by monthly instalments it is the responsibility of the student to ensure the funds are available on or after the agreed instalment dates. If any agreed instalment dates fall on a non working day the instalment will be taken on the next working day.

If an instalment is unpaid and your account is not brought up to date within 14 working days the full amount outstanding will be due for payment.

Premier Training will take further action to recover all overdue amounts plus any interest incurred if you fail to pay your account balance.

Pass Promise: The Pass Promise will only apply if students have been actively and continuously studying in line with their personal timetable provided by Premier Training.

Actively and continuously studying is defined as being in line with dates set out within the student's personal timetable and no later than 4 weeks overdue on any dates set within the timetable.

Tutor support and access to materials will be given over 12 months for Level 1 Access, Level 2 Foundation and Level 3 Advanced Students. Tutor support and access to materials will be given over 18 months for Level 4 Professional students. Students who reach this end date and have not completed may have their personal timetable amended for a further 6 months as long as they have been actively and continuously studying. Should students request to extend their timetable after the additional 6 month period a £50 fee (ex VAT) will be compulsory. This fee will allow a further 12 months access to resources and tutor support.

Should the AAT standards change* and an official termination date be placed on the course by the AAT while a personal timetable is still live, students will be offered the opportunity to transfer to the new standards for a fee. This fee will cover a transfer fee which includes a new personal timetable for 12 months (18 months for Level 4 Professional) and new materials. Students can only transfer their course onto new standards once. Students who have previously transferred but still need to complete their course when new standards come into effect again, will be required to pay the full course fee.

Students must be aware that if the qualification standards change during their studies it may affect their original study plan of the units they were required to complete in line with changes to modules made by the AAT. Standards changing may also affect any Exemptions or Recognised Prior Learning (RPL) that may have been awarded to students upon enrolment with Premier Training or registration with the awarding body.

Students are required to purchase any new study materials and software if the Finance Act changes** whilst studying the course.

Students who request to have their course studies placed on hold due to personal circumstances will be given a maximum of 3 months grace. The course timetable will be placed on hold and once the grace period expires the course will resume. The course end date will be extended on the timetable to ensure that the time remaining to complete is equal to the time remaining from the point the course was placed on hold. The 3 months grace only relates to course support period and NOT any existing payment plans or outstanding debts.

Payment plans and outstanding debts can not be placed on hold and must be paid inline with the original agreement.

Additional amendments to timetables and fees will be reviewed for individuals on a case by case basis where there are exceptional circumstances. This will be at management's discretion.

If you have not completed the Premier Training initial assessment you may be required to provide relevant qualification certificates or statement of achievement. If you have been asked to provide them you will be required to email or post copies within 7 days of enrolment. If we do not receive them within 7 days the course will be placed on hold and you will not be able to access your MyPTA account or tutor support until we have received them. The course will still expire on the original end date stated on per your personal timetable.

We will not address any disagreements or complaints regarding assessment outcomes if the course programme has not been followed.

* When AAT introduce new standards a 12 month notice period will be given to existing students before the course is terminated by the AAT

** The Finance Act will change each year but notice will be given to all students by AAT and Premier Training prior to the materials becoming outdated.

Price Match Promise: On the date of enrolment, to qualify for our Price Match Promise, the alternative provider must be offering the same AAT course with personal tutor support, an equal amount of tutor marked assignments and practice assessments with e-learning resources.

Refunds Policy: Premier Training offers a 14 calendar day cooling off period. If you wish to cancel the course and require a refund you must contact Premier Training within the 14 day period and all materials must be returned in a re-saleable condition within 14 days of receipt and the customers' online account will be terminated. After the 14 day period has passed, no refunds will be given. We will not be able to offer a refund for Sage software if you have registered or activated the software.

If any course materials are damaged or missing the relevant fees will be deducted from the amount refundable. If you have paid or agreed to pay any Awarding Body/Exam Centre fees to Premier Training these fees will still be payable if cancellation of the course has been approved. The P&P paid upon enrolment is non-refundable unless the course materials have not been dispatched to the student at the time of cancellation. Please note the cost of P&P to return any course materials to Premier Training is payable by the student.

The following relates to students who have enrolled onto multiple levels and then wish to cancel one of the levels:

Because you received a discount for enrolling onto multiple levels, the discount will not apply if you subsequently cancel one of the levels. This means that any cancellation will account for the FULL price of the level completed and only the balance of the payment made will be refunded.

If you wish to cancel your course within the 14 day cooling off period but have submitted work to your tutor the cost of the materials and services provided for the whole unit will be charged at individual unit price.

If you wish to cancel the course after the cooling off period has ended you are not entitled to a refund and will be required to pay ALL of your instalments as agreed upon enrolment.

The course fees are broken down into percentages of study books, e-learning, My Premier Training Account (MyPTA), administration, course advisor and tutor support. For a full breakdown please contact the course advisor team.

In compliance with the General Data Protection Regulations (GDPR), Confidentiality and Copyright you are not permitted to share ANY Premier Training study resources, online or otherwise, with any third party including other training providers or students. This includes resources such as online assignments and mock assessments, e-learning videos (that are not already accessible to the public domain) study books and the content of your My Premier Training Account (MyPTA).

If you authorise Premier Training to send an 'Employer Report' this means you are agreeing to the data regarding your course progress, timetable, assignment grades and assignment feedback being released to your employer.

Contacting us: You can contact us at any time with any comments or queries. If you need to contact us, please email us on info@premiertraining.co.uk, alternatively, you can call on 01469 515444 or write to us at Premier Books Ltd (5396502), T/A Premier Training, The Minorities, Eastfield Road, South Killingholme, N.E. Lincolnshire, DN40 3DQ, United Kingdom.

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