

# Terms and Conditions of Service

## 1. Introduction

Welcome to LB Training, established in 2026. These Terms and Conditions govern the booking and delivery of all training courses, including Security Industry Authority (SIA) and First Aid training, provided by LB Training ("we," "us," or "our"). By booking a course with us, either online, via phone, or in person, you ("the Learner" or "the Corporate Client") agree to abide by these terms.

## 2. Bookings and Payment

- **Individual Bookings (B2C):** Full payment is required at the time of booking to secure your slot at our Scunthorpe training centre.
- **Corporate Bookings (B2B):** For full course group bookings where our trainers travel to your premises, dates are only secured once a deposit or full invoice payment is received, as agreed in your corporate contract.
- We reserve the right to deny access to the course if outstanding balances are not cleared prior to the course start date.

## 3. Cancellations, Rescheduling and Associated Fees

To maintain our high training standards and manage our operational costs, the following policies and administrative fees apply:

| Service / Situation                         | Associated Fee / Rule                                        |
|---------------------------------------------|--------------------------------------------------------------|
| <b>Cancellations</b>                        | Non-refundable (unless cancelled within 24 hours of booking) |
| <b>Rescheduling (Under 72 hours notice)</b> | £50 Administration Fee                                       |
| <b>First Exam Retake</b>                    | Free                                                         |
| <b>Subsequent Retakes</b>                   | £30 per module                                               |
| <b>Maximum Permitted Retakes</b>            | 3 Retakes Total                                              |

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|                                      |                                                 |
|--------------------------------------|-------------------------------------------------|
| <b>Failure After Maximum Retakes</b> | Must pay for and complete the full course again |
| <b>Replacement Certificates</b>      | £25 Administration Fee                          |

- - **Rescheduling:** If you are unable to attend your scheduled course, you must notify us at least 72 hours before the course starts to reschedule without penalty. If you fail to provide 72 hours' notice, or need to reschedule after this cutoff, the £50 administration fee will apply.
  - **Exam Retakes:** To ensure the highest standards of competency in the industry, we allow a maximum of 3 exam retakes in total. If you fail to pass after your third retake, you will be required to retake the entire course from the beginning and pay the full course fee again.

## 4. Attendance and Punctuality

- **Strict Attendance:** 100% attendance is mandatory for all SIA and First Aid courses.
- **Late Arrivals:** If you fail to attend without notice or arrive late, our tutors must legally refuse your entry to the course due to the amount of mandatory content missed. In these instances, you will not be entitled to a refund.

## 5. Identification and Photograph Requirements

- **Mandatory Photographs:** You must bring two passport-sized, good-quality colour photographs. There should be no headgear (except for religious reasons) or sunglasses.
- **Mandatory ID Documents:** You must provide either 2 items from Group A, OR 1 item from Group A and 2 items from Group B. At least one document must show your current address, and one must show your date of birth.
  - **Group A includes:** Signed valid passport, signed valid UK photo driving licence, or a UK original birth certificate issued within 12 months of birth.
  - **Group B includes:** Bank or building society statements (less than 3 months old), or utility bills issued to your current address within the last 3 months (mobile phone contracts are NOT accepted).
- **Failure to Provide ID:** If you fail to bring valid original identification and photographs as specified, you will be removed from the course and no examination will take place. You will need to pay a rescheduling fee to sit the course at a later date.

## 6. Course Prerequisites: The 12-Month First Aid Rule

- **First Aid Prerequisites for SIA:** For Door Supervisor and Security Guard courses (including mandatory Refresher training), you must hold a valid Emergency First Aid at Work (EFAW) certificate or an accepted equivalent.
- **12-Month Validity Rule:** Your first aid certificate must generally have at least 12 months' validity remaining at the time you start the SIA training or refresher course. If

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you do not have 12 months remaining, you will not be permitted to book or begin the course.

- **Close Protection:** For Close Protection courses, an EFAW certificate is not sufficient; you must hold a Level 3 First Aid qualification (such as FAW, FPOS, or FREC) with at least 12 months remaining.

## 7. SIA Refresher Training

- Refresher training is mandatory for the renewal of Door Supervisor, Security Guard, and Close Protection licences.
- You must successfully pass all modules and exams, and provide your valid First Aid certificate at registration to complete the refresher training and receive your certificate for SIA renewal.

## 8. Behaviour and Conduct

- We maintain a strict zero-tolerance policy towards disruptive behaviour, or any form of abuse directed at our trainers, invigilators, staff, and other learners.
- Anyone displaying inappropriate behaviour will be immediately removed from the course without a refund.

## 9. Examinations, Pass Guarantees and Certification

- **No Guaranteed Pass:** We pride ourselves on providing high-quality, expert instruction from industry veterans. However, we do not guarantee that any learner will pass the required Highfield examinations.
- **Certificate Timelines:** We aim to issue certificates within 14 working days of course completion, though this may take longer depending on the awarding body.

## 10. Corporate On-Site Training (B2B Specific)

- When our trainers travel to your company premises, the client is responsible for ensuring the training environment meets the necessary health, safety, and space requirements to conduct practical examinations (e.g., floor space for CPR and physical intervention).
- If the venue is deemed unsafe or inadequate by the trainer upon arrival, the training may be suspended, and the client will remain liable for the full course fee.

## 11. Highfield Compliance Policies

- As a Highfield Approved Centre, we adhere to strict regulatory standards. The following policies are available upon request and are linked in our website footer: Equality and Diversity Policy, Complaints Procedure, Enquiries and Appeals Policy, and Reasonable Adjustments Policy.