

## Terms and Conditions

### Qualification Framework

The Qualification Framework regulations section 4 identifies the requirements of registration into the QF, this includes payment of the appropriate fees.

Upon registration candidates and local authorities are committing to the completion of the requirements of the qualification within the Qualification Framework and the payments.

If the candidates withdraw from the framework, the local authority must continue to meet its financial agreement with CTSI.

CTSI may consider any request made in writing (via email [qualifications@tsi.org.uk](mailto:qualifications@tsi.org.uk)) by a local authority.

CTSI reserves the right to receive all payments for the qualifications and to offer no refunds.

**General booking terms and conditions Registrations must reach the CTSI office no later than the registration deadline.**

Booking early is recommended to guarantee a place.

Cancellations may be made without penalty up to and including 29 days before the event date.

Cancellations received between 28 and 15 days will incur a charge of 50% of the event fee.

The whole fee will be payable for those cancellations received 14 days or less before course commencement.

All exam and training queries should be directed to the Qualification & Education team [qualifications@tsi.org.uk](mailto:qualifications@tsi.org.uk).

Please note, due to circumstances beyond CTSI's control, speakers, venue, content and timings may vary.

CTSI reserves the right to cancel the event if necessary and issue a full refund of fees.

CTSI will not be held liable for any transport or accommodation costs incurred as a result of any cancellation of a course.

## Competency Framework

Booking early is recommended to guarantee a place.

Access to the learner management system (LMS) occurs at 12 weeks prior to the start of the course. Once access to the LMS has been given; any cancellation received up to six weeks after this starting point, you will incur a 50% charge, of the course fee.

The whole fee will be payable for any cancellations received after 6 weeks of access to the LMS has been made available.

Any cancellation made prior to this access may be made without penalty.

Transfer to alternative courses may be considered on a case-by-case basis and only where spaces are available.

All Animal Health and Welfare & Intellectual Property booking queries should be directed to the Qualification and Education team at [qualifications@tsi.org.uk](mailto:qualifications@tsi.org.uk).

Please note, due to circumstances beyond CTSI's control, speakers, venue, content and timings may vary.

CTSI reserves the right to change the style of delivery.

CTSI reserve the right to cancel the event if necessary and issue a full refund of fees.

CTSI will not be held liable for any transport or accommodation costs incurred as a result of any cancellation of a course.

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