



Terms & Conditions

Please ensure that you read **SEI Tech International's Terms and Conditions** carefully, as they govern your use of SEI Tech International Ltd's services and outline our liability to you. By enrolling on a SEI Tech International course, you are deemed to have accepted the Terms and Conditions set out in this document.

1. SEI Tech International Learner Agreement

SEI Tech International is a world-leading Health and Safety training institute, delivering high-quality courses and qualifications from globally respected awarding bodies.

We take pride in knowing that the knowledge we provide to our learners helps save lives and could one day save yours!

That's why we place great importance on our learners taking full responsibility for their studies. We provide the learning materials and support to give you the knowledge but it is only effective if you apply yourself and stay committed to the course.

Anyone wishing to enrol as a **SEI Tech International learner** must read and agree to our **Policies** and **Terms and Conditions**. This ensures full transparency in our mutual expectations. By agreeing, learners commit to upholding our values and adhering to the following rules:

1.1 Learner Responsibilities

1. Take full responsibility for your learning by actively engaging in your chosen programme. Create a personal study plan, dedicate time and focus to your studies, and hold yourself accountable for your progress.
 2. Maintain a positive attitude towards your studies through good organisation of your notes, files, and assignments.
 3. Catch up on any missed lessons or study sessions and ensure all assignments are completed and submitted on time.
 4. Prioritise your learning by minimising distractions and avoiding scheduling other commitments during study periods.
 5. Ensure all assessment submissions are your own original work.
 6. Treat others with courtesy and respect, and uphold SEI Tech International's Equality and Diversity Policy at all times.
 7. When attending any physical venue (e.g., classroom or examination centre), follow all site instructions and show respect and consideration for others, including when driving or parking nearby.
 8. Do not reproduce, share, or distribute SEI Tech International course materials without permission.
 9. Avoid any actions or behaviours that could negatively affect SEI Tech International's reputation.
 10. If you encounter difficulties, need clarification, or have concerns, contact us for support.
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1.2 SEI Tech International Commitments

In return, SEI Tech International agrees to:



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1. Protect all learner data and uphold privacy in compliance with UK GDPR regulations.
 2. Conduct all operations professionally, treating learners, partners, and colleagues with respect.
 3. Maintain and regularly update course content to ensure it exceeds the standards required by awarding bodies.
 4. Provide an online learning platform that consistently meets or exceeds our delivery standards.
 5. Securely back up and store course data at off-site locations.
 6. Ensure all staff exceed awarding body requirements and participate in regular CPD to keep skills and knowledge up to date.
 7. Offer reasonable support to any learner who may face barriers in achieving their qualification.
 8. Continuously seek innovative methods to enhance our learning materials, systems, and overall learner experience.
 9. Provide accessible and responsive support to all our learners.
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By agreeing to the above, the learner confirms that they have read, understood, and accepted **SEI Tech International's Terms and Conditions and Policies**, and agree to follow the rules and standards outlined in this document. Please ensure you review the full document before signing.

2. Scope of Terms and Conditions

2.1 These Terms and Conditions govern your relationship with **SEI Tech International Ltd** and the relevant **Awarding Body**. They take effect immediately once you apply for registration or enrolment with SEI Tech International Ltd. For clarification, Awarding Bodies are **not responsible** for delivering teaching, tutorials, or any form of learner support provided by SEI Tech International Ltd or its training venues.

2.2 In line with clause 2.1, these Terms outline the key responsibilities and obligations of both SEI Tech International Ltd and the learner, including but not limited to matters concerning **fees and payment**.

2.3 When you enrol in a qualification programme, your **contract** is directly with SEI Tech International Ltd. The relevant Awarding Body is **not a party** to that contractual agreement.

2.4 No employee, representative, or agent of SEI Tech International Ltd is authorised to make any statement or commitment about our services unless confirmed in **writing**. By entering into an agreement with us, you confirm that you have not relied upon, and waive any claim related to, verbal or unconfirmed representations.

2.5 SEI Tech International Ltd reserves the right to correct any typographical, clerical, or factual errors appearing in brochures, quotations, price lists, invoices, or other issued materials without incurring liability.

2.6 If any hardware or software provided under this agreement is subject to statutory controls, licensing terms, or intellectual property rights, you agree to comply fully with those conditions. You must not breach such terms and will indemnify SEI Tech International Ltd against any non-compliance by yourself or any third party who subsequently uses the materials.



3. Payment of Fees

3.1 Payment must be made in full, with a minimum deposit, or accompanied by an **official purchase order** at the time of application. Where a purchase order is issued, invoices are payable within **30 days**. Sponsors or employers remain liable for all fees at all times.

3.4 You may incur **additional charges** (e.g., remarking, missed interviews, registration renewals, or administration fees OR extension) not expressly stated in your initial agreement.

3.5 Bank charges associated with payments are your responsibility. Any shortfall resulting from such deductions will be invoiced separately and must be paid in full.

3.6 Accepted payment methods include **credit/debit cards, bank transfers, cheques** (subject to bank clearance fees), and **Klarna**.

3.7 All exam and booking fees **expire after 12 months** if unused. Examinations must fall within your active enrolment period (typically 12 months). Learners without active enrolment or with outstanding balances cannot book examinations.

3.9 Similarly, **Klarna** payment options are managed solely by Klarna. SEI Tech International Ltd does not influence credit checks or decisions. By choosing Klarna, you agree to **Klarna's terms and privacy policy**.

3.10 SEI Tech International Ltd reserves the right to decline any **Payment Plan** application without explanation.

3.11 All balances must be cleared before **exam registration** or issuing of certificate

3.12 Payment plans must be **agreed in writing** with your course advisor before starting your qualification.

3.13 Failure to maintain payments may result in your **course access being suspended**.

3.14 Suspended accounts will incur a **£20 monthly administration fee** until payments are brought up to date.

3.15 A **closing interview** is required following certain exams to verify your identity and exam integrity, as per the Awarding Body's regulations. Missing a confirmed slot will incur a **£40 booking fee**.

3.16 Exam fees must be paid **in full** before the final registration date. Purchase orders are accepted only if their due date precedes the registration deadline.

4. Enrolment, Transfer, Deferral, and Cancellation

4.1 By enrolling (either directly or through a representative), you accept these Terms and Conditions in full.



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4.2 You are responsible for ensuring all application details are accurate and submitted in good time to allow SEI Tech International Ltd to deliver its services properly.

4.3 Your enrolment is confirmed only once SEI Tech International Ltd has issued an **official receipt** and received the full **enrolment fee** (and any other applicable fees).

4.4 A valid **photo ID** must be submitted within **5 days** of enrolment. Failure to provide ID may result in temporary account suspension.

4.5 By enrolling, you agree to comply with SEI Tech International and all **Awarding Body regulations** related to your qualification.

4.6 Qualifications, whether partially or fully completed, **cannot be transferred** to another individual.

4.7 You have a **14-day cooling-off period** from the date of purchase to cancel your course and request a refund. Requests must be emailed to **customer@seitechinternational.org**. Refunds will be processed to the original payment method within **30 days** where accepted.

4.8 Refunds are **not available** once a course has been partially or fully completed.

4.9 No refund will be issued if **course materials** have been accessed or downloaded.

4.10 Classroom courses must be attended within **12 months** of paying the deposit. After this time, the booking will be cancelled without refund.

4.11 For certain qualifications (e.g., Diplomas), SEI Tech International Ltd will register learners with the Awarding Body for up to **three years**, irrespective of the e-learning access period.

4.12 Cancellations made **after** the cooling-off period remain fully payable.

4.13 Any costs already incurred by SEI Tech International Ltd (e.g., registration or exam fees) will be **deducted** from any approved refund.

4.14 Deferrals may be granted at SEI Tech International Ltd's discretion and must be confirmed **in writing**. Deferred learners should note that **tuition fees, modules, and course structures may change**. Up-to-date details will always be available on our website: www.seitechinternational.org.uk.

5. Programme of Study

5.1 Study materials are developed to meet the **syllabus requirements** in effect at the time of your enrolment.

5.2 Each enrolment grants access to **one named learner** only. Login credentials must not be shared.



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5.3 All published prices are **accurate at the time of release** but may change without prior notice.

5.4 Tutor support is available via **email, telephone, forums, or post** during normal UK business hours.

5.5 Standard course access lasts **12 months** from the date of purchase.

5.6 SEI Tech International Ltd cannot accept responsibility for syllabus or assessment changes made by the Awarding Body. Where a syllabus is withdrawn, extensions can only apply up to the final valid date. Transfers to new syllabuses may incur **additional costs**.

5.7 Learners must use a **modern device** and **updated web browser** for online learning. A **minimum internet speed of 20 Mbps** is recommended for effective use.

6. Eligibility for Study

6.1 All qualifications are delivered and assessed **in English**, unless explicitly stated otherwise.

6.2 If English is not your first language, it is your responsibility to ensure sufficient **spoken and written proficiency** to complete your studies and exams.

6.3 Qualifications labelled “**National**” are based on **UK legislation** and intended primarily for UK learners.

6.4 Qualifications labelled “**International**” are based on **global best practice** rather than specific national law.

6.5 SEI Tech International Ltd reserves the right to **refuse examination registration** if entry criteria are not met.

7. Assessments and Reasonable Adjustments

7.1 Under the **Equality Act 2010**, learners with disabilities are entitled to **reasonable adjustments** to prevent substantial disadvantage during assessment. Adjustments are tailored individually and must not compromise the integrity or safety of the assessment process.

7.2 It is your responsibility to register for the correct **exam, date, and venue**. SEI Tech International Ltd accepts no liability for errors made by the learner.

7.3 Assessment registration deadlines are set by SEI Tech International Ltd and may differ from those of the Awarding Body.

7.4–7.5 Late assessment applications may be **refused** or accepted subject to **additional charges**.



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7.6–7.9 Applications for reasonable adjustments must be supported by **evidence** and submitted before the exam registration closing date to customer@seitechinternational.org.uk or the company's postal address. Implementation of adjustments may incur **additional costs**.

8. COURSE Assessment Registration

8.1 By registering for any qualification assessment, you agree to comply with all assessment regulations outlined in the relevant **COURSE Guide** for that qualification.

8.2 Examination registration fees are determined by **COURSE** and are subject to change at the discretion of the Awarding Body. While SEI Tech International Ltd charges exams at the official COURSE rate, each booking will also attract an **exam administration fee of 2%** (plus VAT where applicable).

8.3 Refunds for cancelled examination registrations will only be granted if supported by a **valid medical certificate** or **doctor's note**, confirming that illness prevented attendance. In such cases, refunds will be issued less a **30% administration deduction**. Exam booking fees (2% + VAT) are non-refundable. Refund claims must be submitted **within one calendar month** after the examination date, and SEI Tech International Ltd will not cover any additional costs incurred by the candidate.

8.4 Registration and booking fees are **non-transferable** between candidates or future examination sessions.

8.5 All exam fees must be **fully paid** prior to SEI Tech International Ltd's closing registration date. Purchase orders will only be accepted if the payment due date precedes the registration deadline.

9. Limitation of Liability

9.1 SEI Tech International Ltd shall not be liable for:

- **9.1.1** Loss or corruption of data, emails, or software; malfunction or non-function of hardware, programs, or systems.
- **9.1.2** Damage or loss to property, except where caused by the negligence of SEI Tech International Ltd or its employees.
- **9.1.3** Loss of profits, income, business opportunities, or any indirect or consequential loss resulting from breach, negligence, or omission by SEI Tech International Ltd, its agents, or employees, whether arising in contract or tort.

9.2 SEI Tech International Ltd shall not be held responsible for delays or failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to:

(a) natural disasters, fire, floods, or accidents;

(b) war, civil unrest, or acts of terrorism;



(c) government restrictions or legal prohibitions;

(d) trade embargoes or import/export regulations;

(e) industrial action or strikes;

(f) power outages or equipment failures.

9.3 SEI Tech International Ltd accepts no liability for any temporary or permanent unavailability of its website, interruptions in access, or presence of viruses. No guarantees are made regarding continuous, error-free service.

9.4 While SEI Tech International Ltd endeavours to accurately describe all available courses, enrolment does not guarantee future success or employment outcomes. Learner achievement depends on factors such as individual skill, motivation, and effort, which lie beyond SEI Tech International Ltd's control.

9.5

Where liability cannot be excluded, the total aggregate liability of SEI Tech International Ltd, for any and all claims arising under these Terms, shall be limited to an amount equal to the **total fees paid by you** to SEI Tech International Ltd during the **preceding six months**.

11. Termination of Enrolment

11.1 SEI Tech International Ltd reserves the right to terminate your enrolment or registration at any time, by written notice, if:

- **11.1.1** You breach any part of these Terms and Conditions, or other related policies issued by SEI Tech International Ltd or the Awarding Body;
- **11.1.2** You fail to make required payments;
- **11.1.3** You have supplied false, inaccurate, or misleading information;
- **11.1.4** You fail to meet academic or administrative requirements set by the Awarding Body;
- **11.1.5** Any circumstance listed in clause 12 occurs; or
- **11.1.6** You are involved in malpractice, as defined by the Awarding Body's Malpractice Policy.

11.2 If your enrolment is terminated, SEI Tech International Ltd is under **no obligation to refund** any fees already paid.

12. Physical or Verbal Abuse

SEI Tech International Ltd maintains a **zero-tolerance policy** towards physical or verbal abuse directed at its staff, tutors, or representatives.



Depending on the severity or repetition of such incidents, SEI Tech International Ltd may:

- a) Restrict future communications to written correspondence only (e.g., by letter or email); or
- b) Terminate your enrolment and/or exclude you from future courses or registration with SEI Tech International Ltd and the Awarding Body.

13. Intellectual Property Rights

13.1 All course materials and related content remain the **intellectual property** of SEI Tech International Ltd. Such materials may not be copied, reproduced, or distributed in any form without written consent from SEI Tech International Ltd or unless otherwise permitted by law.

13.2 Access to SEI Tech International Ltd's website is subject to its **Terms of Use**. You are responsible for maintaining the confidentiality of your login details and must not share your password or student ID with third parties.

14. Data Protection and Privacy

14.1 When processing your personal data, SEI Tech International Ltd guarantees that:

- a) It will only use your data as outlined in this clause;
- b) It maintains appropriate organisational and technical safeguards against unlawful or unauthorised processing, loss, or corruption of data; and
- c) It will not transfer your data outside the **European Economic Area (EEA)** without prior written consent, except as specified in clause 14.4.

14.2 In the event of any data loss or damage, SEI Tech International Ltd will make all reasonable efforts to **restore information** from its most recent secure backup. The company accepts no responsibility for any data loss caused by third parties.

14.3 SEI Tech International Ltd will use and retain your personal data for the following purposes:

- Processing your application and managing course enrolments;
- Verifying qualifications with employers or recruitment agencies;
- Responding to your queries or those from the Awarding Body;
- Handling disciplinary or financial matters;
- Issuing assessment results and certificates;
- Communicating information on current and future courses (unless you have opted out);
- Conducting internal research to improve service quality;
- Any other lawful purposes permitted by data protection legislation.



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14.4 If you study outside the EEA, SEI Tech International Ltd may need to transfer your personal data to training partners or Awarding Bodies in that region. By enrolling, you expressly **consent** to such international transfers, acknowledging that data protection standards may differ from those within the EEA.

14.5 You consent to SEI Tech International Ltd sending your **results by email**, publishing anonymised achievement details on its website, and confirming results to legitimate third-party verifiers when required.

14.6 Upon termination of enrolment, SEI Tech International Ltd may securely **delete or dispose** of your personal data unless a written request for its return is received within **10 days** of termination. Reasonable costs for retrieval or transfer of such data may apply.

15. Confidentiality

15.1 Both SEI Tech International Ltd and the learner agree to keep all confidential information obtained through this agreement private and not disclose it to any unauthorised person.

15.2 Disclosure will only occur where required by law or explicitly authorised in writing.

15.3 The following categories of information are **not considered confidential**:

- Information already known to either party before disclosure;
- Information that is public knowledge prior to or after disclosure (through no fault of the recipient);
- Information expressly authorised for release in writing.

16. Miscellaneous

16.1 Failure by SEI Tech International Ltd to enforce any part of these Terms does not constitute a waiver of its rights. Any waiver must be confirmed in writing.

16.2 Certificates or parchments are sent via **standard Royal Mail**, unless you request and pay for recorded delivery. SEI Tech International Ltd cannot be held responsible for lost mail.

16.3 If any clause within these Terms is deemed invalid or unenforceable, the remaining provisions shall continue in full force and effect.

16.4 No third party shall have rights under this agreement, in accordance with the **Contracts (Rights of Third Parties) Act 1999**, except where expressly stated.

16.5 These Terms and Conditions are governed by **English law**, and both parties agree to submit to the **non-exclusive jurisdiction of the English courts**.