

Terms and Conditions of Sale

Course Fees

All course fees are subject to VAT at the current rate or, for non-UK-based customers, any applicable local taxes. Any applicable taxes are automatically calculated during online checkout. Course fees include all relevant course materials.

For in-house course bookings, specific quotes and additional trainer expenses or room hire charges will be agreed upon in advance and detailed on the invoice. ATC Training does not provide lunch or delegate accommodation unless otherwise stated.

Payment (Personal Customers)

Payment is required at the time of booking; course access will be granted, or joining instructions will be issued upon receipt of payment. Candidates may purchase courses online through the website, email, or offline order form.

Customers completing online checkout will be presented with the option to pay using Klarna or PayPal Pay Later. Both offer interest-free credit, subject to status and availability. If either of these options is chosen, customers will enter into an agreement directly with Klarna or PayPal.

We may, at our discretion, offer direct debit payment plans. Payment plans must be completed in full before the certificate is issued. The payment plan can be stopped anytime, and the remaining balance can be paid in full. If a payment is missed or the direct debit is cancelled, the remaining balance will become due immediately, and the payment plan will be considered void.

Payment (Business Customers)

For business customers, course fees are to be invoiced at the time of booking, and candidates may be granted course access at our discretion, as an authorised purchase order may be accepted in lieu of payment at the time of booking. Acceptance of purchase orders is subject to ATC Training Limited's terms and conditions as set out here, and any other applicable policies are available on our website.

Invoice payments can be made through bank transfer or credit/debit card. Refer to the invoice for payment options and account details. Bank transfer is preferred. Our standard payment terms are 28 days.

We may agree to a request for a payment plan to assist with your budget or cash flow. If an employee enrolled in the course leaves the client's business by dismissal or resignation or chooses not to continue the course, the amount remains payable by the client. Should any missed payments occur, the payment plan will be considered cancelled, and the full remaining balance will be due immediately.

In-House Course Booking (In-person)

In-house courses shall be confirmed upon receipt of the completed order form, written confirmation by email to proceed, or receipt of a purchase order number.

Intellectual Property

All intellectual property rights, including copyright, patents, design rights and know-how in or relating to the course or course materials provided or made available in connection with the course, remain the sole property of ATC Training Limited or its licensors.

Course materials must not be accessed, copied, shared, reproduced or displayed in any way other than as intended for the candidate enrolled unless expressly agreed in writing by ATC Training Limited.

Privacy and Data Protection

Personal data may be collected to complete the course and only shared with third parties that require it to fulfil your booking.

ATC Training Limited complies with the Data Protection Act 2018 and the UK GDPR. Any data concerning EU citizens will also be processed or stored in compliance with the EU GDPR. ATC Training is registered with the Information Commissioners Office (ICO).

If an employer or other third party purchases a course, ATC Training reserves the right to share information with the purchaser regarding the candidate's progress on the course, including a copy of the certificate.

Visit our website for more information, refer to the Data Protection policy.

Refund and Cancellation

For online purchases of self-study distance learning courses, a full refund is available within 14 days of purchase if the candidate has not started or completed the course. Name changes are permitted as an alternative to a refund, subject to the same conditions. Refunds and name changes must be requested by email to support@atctraining.co.uk.

For scheduled open (public) courses, either in person or online, a full refund is available if a minimum of 28 days' notice is given before the start date of a course. A 50% refund will be provided if cancellation is notified within 15-28 days of the course start date. Refunds are not permitted for cancellations with less than 15 days' notice.

ATC Training reserves the right to withdraw a candidate from a course if they are disruptive, offensive, or have the potential to cause harm to the tutor or other candidates. Persistent lateness may also result in removal from a course. A refund will not be provided if a candidate is removed due to behaviour.

Cancelling an In-House Course

If the client wishes to cancel an in-house course, either in person or online, a full refund is available if a minimum of 28 days' notice is given before the start date of a course. A 50% refund will be provided if cancellation is notified within 15-28 days of the course start date. Refunds are not permitted for cancellations with less than 15 days' notice.

As an alternative to cancellation, date changes may be considered at the discretion of ATC Training, subject to availability. This is subject to charges for any financial loss, such as non-refundable costs related to room hire, travel or accommodation.

In rare circumstances, it may be necessary for ATC Training Limited to cancel a course without prior notice, although we will endeavour to inform you as soon as possible in any such instance. ATC Training cancellations will only take place under extenuating circumstances.

In these instances, you will be offered alternative dates. If we cannot agree on a suitable alternative date, we will provide a full refund of the course fees paid or a credit note to cover the outstanding invoices due. ATC Training Limited shall not accept liability for any consequential loss and shall have no liability for reimbursement for any other costs that may have been incurred, including transport costs, accommodation, etc.

Malpractice and the Misuse of AI

All assessments completed must be the learner's work. If a learner commits plagiarism or uses artificial intelligence to produce coursework, we may withdraw the candidate from the course, and a refund will not be provided. Refer to the Malpractice policy for further details.

Force Majeure

ATC Training Limited shall not be liable for refund of fees or any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause beyond their control.

Governing Law

These terms and conditions shall be deemed a contract made in England and shall be construed and applied in all respects following English law, and the parties hereto submit and agree to the jurisdiction of the English courts.

Bulk Licence Purchases

Employers and agencies may purchase licences for online courses in bulk to benefit from discounted rates. Discounts are applicable based on licences being purchased in a single transaction. These may be purchased online or by email, with invoicing terms.

Each candidate must have an individual email address (work or personal) to be issued a course. The purchaser must provide the first and last name, with an email address to ATC Training for a license to be issued. This may be provided in bulk.

Alternatively, ATC Training may provide the purchaser with access to an online form that enables courses to be issued using the purchased licenses on demand, without the need to contact ATC Training. This is useful for employers who are issuing multiple courses frequently.

Licences are purchased in advance and credited to the online account for use as and when required. Licences can be topped up by purchasing additional licenses at any time to avoid disruption to courses being issued.

ATC Training may also, at discretion, provide nominated individuals access to the ATC Training system to monitor employee progress.

Bulk Licence Expiry

Licences do not expire if not used (i.e. a licence is used to issue a course to a candidate). Once issued, the standard course access period will apply (e.g. 3, 6 or 12 months from registration/issue).

Licence Credits

If a licence is issued to a candidate and they do not start the course, the employer can request it to be re-credited at no cost. This is not available if the candidate has started the course (the course status will show as started if they have clicked on any part of the course).

If the employer administrator issues a course in error or creates a user with an invalid email address, the licence will be re-credited upon request, if the course has not been started.

Licence credits are subject to fair use, and the employer will be informed before additional purchase should the administration associated with credits result in it becoming un-viable.

Aviation Security Training

In accordance with EU regulation 2015/1998, the Department for Transport (DfT) states that security training cannot be delivered unless a background/employment check has been completed. This includes verification of a 5-year employment history (including any gaps), checking identification, and a criminal record check.

Employers or agencies purchasing aviation security training (e.g. GSAT, HBR, etc.) must ensure that course access is not requested or granted to candidates unless they have completed an aviation background check.

Providing false information to access the aviation security training material is an offence.

Audit and Compliance

ATC Training makes every effort to ensure that courses are designed to meet any relevant standards issued by an authority or recognised industry body. Where available, ground operations courses align with the IATA Airport Handling Manual AHM1110 syllabus requirements.

ATC Training will endeavour to provide the information requested for audits, e.g. ISAGO. For frequently audited courses (e.g. Dangerous Goods), a statement of compliance is available to provide key information to confirm suitability both before purchase and during an audit.

ATC Training provides training worldwide, and requirements may vary between countries. Therefore, the purchaser is responsible for ensuring the course meets the requirements of any relevant national or local authority before purchasing the course in bulk. ATC Training shall not be held liable for any losses due to non-compliance or negative audit results. ATC Training will review any audit findings relating to course content and will consider making amendments (if deemed appropriate), providing additional training information, or recommendations for an alternative response.

Online training provides a cost-effective solution for the training of operational employees. The employer should determine any topics that should be followed up locally with practical training or assessment to ensure employees demonstrate competency or are familiarised with local procedures.

Managing Employee Expiry

Employers are responsible for managing their own employee training validity as determined through company procedures. ATC Training does not actively monitor the expiry or upcoming expiry of employee training. Upon request, ATC Training may provide reports from the system with competition data, including completion dates.

Airside Practical Training

ATC Training may provide practical training or assessment in airports and airfields which may involve an ATC Training employee or associate attending in person. This person should be considered a 'visitor' and the appropriate ID pass arranged. ATC Training shall not be liable for any costs relating to the ID pass issue.

The employer should ensure that any required prior approval from the operator, equipment manufacturer, or airport authority has been granted before training is arranged. The employer must ensure that adequate insurance is in place in the event of personal accident or injury, or damage to aircraft, equipment, or property.

View our policies in full at <https://atctraining.net/our-policies>.