

Terms and Conditions for booking and cancellation of CTP training courses

These terms and conditions are approved by MoD.

A Service leaver (SL) must register with the Career Transition Partnership (CTP) using the relevant JPA workflow, generated after receiving their Resettlement Advisory Brief (RAB) by a Service Resettlement Advisor (SRA), to be eligible to book CTP training courses.

Meaning of Terms:

1. **Contract Funded (CF) course** – CTP CF courses are heavily subsidised by the MOD and are priority one resettlement training. The remaining costs are paid by the SL's IRTC at £26.70 per day from the £534 training grant. The IRTC can fund up to 20 days of CF course training.
2. **Non-Contract Funded (NCF) course** NCF training is not subsidised but is MOD approved and priority two resettlement training. All course costs are met by the SL, who may be able to use their IRTC, SLC, ELC or other funding sources. All Non-Contract funded courses require a minimum £50 deposit, payable at the time of booking.
3. **Provisional Booking** – the period between when a booking is made and CTP receiving the GRT absence request via JPA.
4. **Confirmed Booking** – a booking is only confirmed when CTP receives a GRT absence request.
5. **Receipted Booking** – when all payment is received in full.
6. **Reserve Booking** – is when there are no places available on a course, but you have added your name to a list of reserves to be contacted as a vacancy arises. No deposit is taken for reserve bookings.
7. **Standby Booking** – is for those who are eligible (in JSP 534) for a place on a CF course but do not have IRTC or GRT available, SLs registered for ESP and those in the 2-year post discharge period of resettlement. Standby places only become available once those on the reserve list have been offered a provisional place.

Booking a Course

8. You are required to ensure that you are eligible to attend your selected course prior to booking by having the correct pre-requisites. The eligibility criteria are available within the course description section on the CTP website. Course bookings must be made by calling the Course Booking and Information Centre (CBIC) on 02894 456200 or Mil: 94915 6200.
 - 8.1. When you book a course with CBIC, your place is provisional until CTP receives your GRT absence request from JPA which must be within 28 days of provisional booking.
 - 8.2. Provisional places will be reallocated to other SLs if we do not receive your GRT absence request within the specified timeline. Please be aware that it can take up to 1 week for your GRT absence request to reach CTP.

- 8.3. If you are on a reserve list and a place becomes available then you will be contacted and invited to book a provisional place, in this case the booking and payment process outlined in paras 8.1 and 8.2 are followed. To be a reserve for a CF course you must still have sufficient IRTC entitlement available for that course.
- 8.4. If you are on a standby list and a place becomes available then you will be contacted and invited to book a provisional place, 10 days prior to the course start date. In this case the booking process outlined in paras 8.1 and 8.2 must be completed prior to start of course.
- 8.4.1. Standby Course fees are charged at a rate of £26.70 per day and these are paid directly to MOD on the first day of the course at the Training Venue by credit or debit card.
- 8.4.2. All other exam assessment or registration fee payments are made in accordance with the booking process.
- 8.5. For CF training you must have the required amount of IRTC available to make a booking on a CF course otherwise you will be placed on a standby booking.
- 8.6. For NCF training, all courses require at least a £50 deposit payable at the time of provisional booking. Some courses require a higher deposit, see price list [web link](#). No booking will be accepted without a deposit.
- 8.7. Some CF/NCF courses have exam or registration fees which need to be paid at the time of making a provisional booking. This payment of exam or registration fees is required when the date of the provisional booking is after the awarding body's exam or registration deadline. SLs must note that exam and registration fees cannot be refunded for any reason. The payment process of the CF/NCF course is described in paras 9, 10 and 11 of this document.
- 8.8. You will be sent a reminder (10 weeks before the course start date) if additional payment is due. Failure to make the necessary payments 8 weeks before the course start date may result in you losing your place on the course.

Payment of Contract Funded course/exam/registration fees

9. Course fees for CF training are taken directly from your IRTC once you have submitted your GRT absence request on JPA.
- 9.1. If you have already used or allocated your full IRTC to another course, you may book onto a CF course on a standby basis.
10. Exam/registration or assessment fees must be paid 8 weeks before the course start date or at the time of booking for certain courses; you will be advised at the time of booking when your fees need to be paid.

Note: Resettlement entitlements for CF courses are not paid directly to CTP/Right Management, with the exception of standby bookings. Service leavers should seek guidance from their Service Resettlement Adviser regarding the use of these entitlements.

Payment of Non-Contract Funded course/exam/registration fees

11. Payment in full is required for NCF training and no later than 8 weeks prior to course start date.
- 11.1. If eligible, you may be able to use ELCAS to pay up to 80% of the course fees through a Claim Authorisation Note (CAN). Subsequently, you are required to pay the remaining personal contribution by credit or debit card over the phone to

CBIC. Please note that a CAN will not be taken as a guarantee of you attending and payment of the full amount is still required.

- 11.2. If you are utilising other entitlements to pay for your training such as IRTC or SLC then you will be required to pay for the training in full by credit or debit card over the phone to CBIC and claim the funds through your Service Resettlement Advisor/Education Staff. The process of claiming the funds is the responsibility of the person booking the course and is not related to these terms and conditions.
- 11.3. If you are booking a course within 8 weeks of the course start date, then payment is required within 3 working days of provisionally booking the course.
- 11.4. If payment is not received within 3 working days of provisionally booking, then you may lose your place on the course.

Pre-Course Administration

- 12. Joining instructions (JIs) will be sent by email 10 weeks prior to the course start date to those with a confirmed booking, or, when confirmed, if booking within 10 weeks of start date.
 - 12.1. JIs will only be sent to those who have a confirmed booking.
 - 12.2. The JIs provide essential information on the training that you have booked, and these should be read and understood as soon as possible.
 - 12.3. You may be required to carry out pre course work or reading, attend webinars or prepare of materials, these actions will be detailed within the JIs.
 - 12.4. Information regarding accommodation booking (if required) is provided within the JIs and it is your responsibility to ensure that all travel and accommodation to enable you to attend a course with CTP is booked in advance. Queries regarding accommodation, subsistence and travel warrants for training should be directed to your Service Resettlement Advisor as CTP is not involved in these processes.
 - 12.5. A joining instruction from the CTP is not an authority to proceed with an absence and/or claim any travel and subsistence. Service leavers must obtain this authority via a JPA request and approval.

Cancellations

13. Cancellation of any CTP training places is the responsibility of the SL who made the booking. CBIC must be informed at the earliest opportunity when it is known that the place cannot be taken up. SLs must inform their SRA if a place is cancelled after it has been approved via JPA.

- 14. If a booking is cancelled by you, then you must notify us by either email at coursebookingS@ctp.org.uk or by telephone on 02894 456200.
 - 14.1. If you cancel your place on a CF or NCF course more than 6 weeks prior to the course start dates all training funds paid will be reimbursed.
 - 14.2. If you cancel your place on a NCF course within 6 weeks of the course start date your payment will not be reimbursed unless you have cancelled for operational/medical or compassionate reasons. SLs are required to provide official documentation (e.g., medical appointment letter) or a signed letter from your unit or SRA to support this requirement to withdraw; this will be verified by CTP prior to any refund.
 - 14.3. Exam/registration/assessment fees that have been paid in advance to awarding bodies external to CTP cannot be reimbursed.
 - 14.4. If you have previously transferred training funds to a new course that you are now cancelling, and your cancellation was within 6 weeks of the old course start date

then your deposit is not refundable whether or not the current cancellation is within 6 weeks.

15. If a course is cancelled by CTP, we will notify you as soon as possible by email or phone and offer you a place on the next available course. In this case all training funds paid will be transferred to the new booking.
 - 15.1. You will be required to apply for an amendment to your ELCAS CAN to reflect the new course date.
 - 15.2. You are required to inform your SRA to amend GRT and other entitlements accordingly.
 - 15.3. If a suitable date cannot be agreed, then you will receive a full refund of all funds paid to CTP and if provided we will also return your ELCAS CAN to you.
 - 15.3.1. You are required to engage with your SRA/Education Staff to complete the process of cancelling your ELCAS CAN.
 - 15.4. If CTP cancels a course that is part of a bundle of courses on an ELCAS CAN, CTP will offer you alternative course dates. If that is not possible, then CTP will refund the ELCAS CAN and personal contributions elements to both the MOD and you.
 - 15.5 CTP has no responsibility for accommodation booked, or any related costs.

During a course:

16. If you are unable to attend the course for any reason you must notify the venue you are attending immediately, using the contact details in your JIs.
 - 16.1. If you have any issues regarding your course whilst in attendance, please refer this to the course tutor in the first instance or a member of CTP staff as soon as the issue becomes apparent.
 - 16.2. Should withdrawal from a course in progress be due to Service, Medical or Compassionate reasons, CTP will offer a place on a later course subject to availability. In the event that exam registration has taken place with awarding bodies, you may be required to make a further payment for new examination dates.
 - 16.3. Should withdrawal from a course in progress NOT be due to Service, Medical or Compassionate reasons, then the full course cost is not refundable (including the ELC element). You will be offered a place on the next available course, but this will incur further charges to you.
 - 16.4. SLs must inform their SRA if they withdraw from a course.
 - 16.5. CTP has no responsibility for accommodation booked, or any related costs.
 - 16.6. A certificate of attendance will be issued at the end of the course. This certificate can be used as proof of attendance; it does not provide proof that you have passed any course that offers certifications or qualifications.
 - 16.7. You will be provided with an opportunity to complete an evaluation on the course delivery at the end of your course, this is an important aspect of CTP quality control, and we welcome all feedback provided. Please take time to complete the evaluation as your comments are important to us.

After your course:

17. Awarding Body Certificates for exams or assignments completed during courses which lead towards a qualification will be issued in accordance with awarding body timelines. Please be aware that this can take several months after completion date. Please ensure CTP has an up-to-date address to send the certificate.
- 17.1. You will be informed of your results in accordance with awarding body timelines.
- 17.2. If you have not achieved a pass on your course; you will be informed on how to re-sit exams or resubmit assignments. Any additional cost relating to exam re-sits or assignment resubmission is responsibility of the SL.

Exceptions:

18. Post Discharge – if you have left the Armed Forces then you may still book training with CTP for up to 2 years after your discharge date. However, you must have been registered with CTP before discharge date. In this instance the terms and conditions laid out are the same; however, as you do not have access to military administrative processes you are not required to submit a GRT absence request to confirm your place.