

Terms and conditions (Pilot).

1. "Our pledges, Our responsibilities."
 - a. We will provide you access to our learning environment to help you learn.
 - b. For each topic, we will provide you with notes, assignments, and feedback.
 - c. We will give you timely feedback. By timely we mean the maximum time for feedback will be one week; however, we will strive to provide feedback within a day (weekdays). We are not obligated to provide feedback or support on weekends.
 - d. If we fail to meet the 1 week feedback target, we will credit you an amount representing the fraction of the assignments in the topic represented by that assignment. For example, if the pilot rate for the topic is £5 and there are 8 assignments you will receive a credit of $£5/8 = £0.63$. This credit can be used towards additional topics/courses.
 - e. We will give you opportunities to improve your work in response to feedback and expect you to improve your work if asked by resubmitting. You will be given a maximum of 6 attempts at an assignment. If you take more than 3, we may require you to meet (online) with us to discuss the difficulty you are having. If asked to attend such a meeting, it is important to make yourself available. The meetings are to help you. Their purpose is for us to understand any difficulties you are having so we can address them – possibly with additional/revised learning materials. Beyond 6 attempts you will have to restart the topic and pay an additional £5.
 - f. If you are struggling, we will do our best to help you learn. Where appropriate, we will create additional materials to assist.
2. "Your pledges, Your responsibilities."
 - a. You will work to the best of your ability.
 - b. You will only submit your own work.
 - c. Unless directed to do so, you will not work with others on our material. The reason for this is that it interferes with our ability to assess your progress. It also will interfere with our ability to assess the quality of the materials we are providing you.
 - d. You will ask for clarification if you do not understand what we are asking on an assignment.
3. How our courses work.
 - a. "No submission, no progression". There is an order to our presentation. You must demonstrate competency to progress. Our courses are not designed like university courses that deliver materials regardless of engagement. Your progress will stop if you do not successfully complete the items in the order they are presented. This design is based on our understanding of how people learn. We believe people retain more doing many smaller things over longer time with rapid feedback than they do by trying to "cram" large amounts in a short time.
 - b. "Demonstrate competency to unlock material". Our assignments are designed around competency not "exposure to material". You must engage with your feedback and resubmit as needed to reach our standards. Meeting that standard will unlock further materials within topics and courses.

- c. "Topic and course completion by mutual agreement". Each "course" is composed of one or more "topics". The topics are mapped to items in our diagnostics. To progress, we must both agree that you have mastered the topic and are ready to move on. Since this is a pilot offering, if you have completed a topic and still lack confidence, we will work with you to address that lack of confidence.
 - d. "Here to learn". Our purpose is to teach people who want to learn so they can thrive in their workplaces and in University courses. We are not a University. We do not give certificates. We assume you want to meet our standards. Learn for you, not for our approval.
4. Hands-on and in-person training.
- a. "Just like a concert." In-person events including hands-on lab sessions are only for the day and times agreed. No refunds can be given for absence. Our costs depend on places booked and are non-refundable. We have to pay for venues and instrument time whether you attend or not.
 - b. "Late adds costs". It is unfair for you to disrupt the learning of others by late arrival. In recognition of this, we will charge you £5 for late arrival plus £1 per trainee for each 5 minutes you are late. If you arrive more than 15 minutes late, we may, at our discretion or at the discretion of the venue, ban you from the session. For example, if you arrive 20 minutes late to a scheduled event with an agreed starting time with 10 people in attendance, you will be charged £60 **payable on arrival**. £4 will be given directly to each attendee for the disruption. If you have a legitimate reason for being late (train cancellation, etc.), please contact us in advance of arrival and we will consider waiving these charges. Any waiver will be made in consultation with the other attendees; however, we are under no obligation to waive these charges.
 - c. "Non-engagement adds cost". Much of our offering is online without specific deadlines; however, for some in-person and hands-on sessions, you will be required to complete tasks to a schedule. This might include preparation of samples and other related tasks. We keep our prices low with streamlined and efficient delivery. When you do not engage or meet the schedule you may have nothing for to do during the in-person sessions. Being unprepared can make you disruptive during the session. We do not mind being asked for reasonable clarification and assistance, but we expect you to complete things to the agreed schedule. If you do not attend scheduled events or do not engage with learning materials, at our discretion we can terminate your training and require you to begin again with an additional payment the next time the course is run.