



July 2025

# Terms & Conditions

## e-Careers Terms and Conditions of Sale

**Effective Date:** 24 July 2025

These Terms and Conditions apply to e-Careers Limited (Company No. 04561709), e-Careers Education Limited (Company No. 07609544), and all subsidiaries trading under [www.e-careers.com](http://www.e-careers.com) (“e-Careers”, “we”, “us”, “our”).

By purchasing any course, event, programme or service from e-Careers, the individual or organisation (“you”, “your”, “Customer”, “Client”, “Learner”) agrees to these Terms and Conditions in full.

### 1. Definitions

- **Course** – Any training product or service (online, virtual or classroom-based) offered by eCareers
- **Individual Customer** – A consumer purchasing a course for personal use, whether self-funded or funded through a third party.
- **Corporate Client** – An organisation purchasing a course for its employees or contractors
- **Apprenticeship Client** – An employer who has enrolled their staff as apprentice under a government-funded apprenticeship programme
- **Career Academy Learner** – A learner enrolled on e-Careers’ integrated training and work experience Career Academy programme
- **Event** – A scheduled training session, exam, class or workshop (virtual or physical)
- **Career Pass** – A pre-paid, transferable but non-refundable (under any circumstances) training credit with a 12-month = validity
- **Learning Voucher** – A unique code issued to access purchased training
- **Working Days** – Monday to Friday excluding UK public holidays
- **ESFA** – Education and Skills Funding Agency (UK government funding body)

### 2. Scope

These Terms apply to all purchases, enrolments, and course participation including:

- Self-funded learners
- Training funded by any Government Body
- Apprentices funded via ESFA
- Corporate clients under commercial contracts
- Career Academy participants

Supplemental policies also apply and are available on our website.

### 3. Placing an Order

### **3.1 Individual Customers**

Orders may be placed online, over the phone, by email, or through an authorised e-Careers advisor. Once payment is confirmed, you will receive an order confirmation and a Learning Voucher which will contain the access instructions.

### **3.2 Apprenticeship Clients**

Enrolment is subject to:

- Completion of ESFA-mandated documentation
- Satisfactory completion of initial assessments and eligibility checks
- Confirmation from your employer
- Funding approval from the ESFA

Enrolment is only confirmed once all onboarding steps have been completed to e-Careers' satisfaction.

### **3.3 Corporate Clients**

Corporate clients may place orders via email, signed proposal or purchase order. By placing an order, the representative warrants they are authorised to bind their organisation. Access is granted once payment terms are agreed or credit is approved.

## **4. Prices and Payment**

### **4.1 Pricing**

All prices are quoted in GBP and include VAT (unless otherwise stated). Prices may vary due to supplier changes, exchange rate fluctuations or promotional campaigns.

- Promotional discounts may not be combined
- Quotes are valid for 7 calendar days
- Published prices do not include travel, accommodation or third-party exam fees unless explicitly included

### **4.2 Reward**

- The mystery reward is a fixed additional 10% discount applied when the code is used.

### **4.3 Payment Methods**

We accept:

- Debit/credit card
- Bank transfer

- PayPal
- Finance via approved third-party providers (subject to eligibility)
- Invoicing for corporate clients (subject to approval)

#### **4.4 Finance and Deposits**

- Deposits are non-refundable under any circumstances, unless statutory rights apply
- For financed courses, your agreement is directly with the finance provider; failure to pay may result in suspension of course access
- We reserve the right to cancel access if your loan status is marked as default or cancelled

#### **4.5 Corporate Invoicing**

- Standard payment terms are 30 days from invoice date unless agreed otherwise
- Overdue invoices attract interest under the Late Payment of Commercial Debts (Interest) Act 1998
- We reserve the right to suspend access for unpaid accounts

#### **4.6 Career Pass**

- Must be paid in full before any training begins
- Non-refundable under all circumstances
- Valid for 12 months only from the date of purchase
- Events booked using a Career Pass are subject to rescheduling fees and booking conditions

### **5. Promotions and Referral Schemes**

- Promotional offers are time-limited
- Offers may not be used in conjunction with other promotions
- Referral schemes are available to active learners and rewards are issued after 30 days from the referred learner's confirmed start date
- Referrals must be new, genuine students (not already in our system)
- Any promotional items are dispatched or issued after the cooling-off period and may be subject to usage milestones

### **6. Cancellations and Refunds**

#### **6.1 Individual Customers or Corporate Clients**

Under this policy, you may cancel your purchase of the course within a period of 14 calendar days from the date on which the contract of purchase is concluded. This is called the "Cancellation Period".

Please note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials, and you acknowledge that you lose your right to cancel the purchase of the course and receive any refund.

To cancel, you must complete and submit the [cancellation form](#) and it submit to:

- [cancellations@e-careers.com](mailto:cancellations@e-careers.com) or,
- Cancellations Dept, Unit 6 Waterside Drive, Langley, SL3 6EZ, UK

If services have started, cancellation rights are waived.

### **Career Academy:**

Once a voucher is redeemed or training begins (including CV support or interview scheduling), no refund is given unless statutory rights apply.

## **7. Course Delivery, Attendance & Rescheduling**

### **7.1 Delivery Formats**

Courses may be delivered via:

- eLearning (on-demand)
- Virtual classroom (live online sessions)
- Physical classroom (in-person sessions at a designated venue)
- Workshops, labs, or blended programmes (including Career Academy)

Event details (venue, start times, joining links, etc.) will be confirmed prior to commencement.

### **7.2 Rescheduling and Attendance**

#### **Individuals & Corporate Clients**

##### **Time Before Event**

##### **(Working days)**

##### **Rescheduling Fee**

>30 days	£299 + VAT
15–30 days	50% of course fee
<14 days	100% of course fee

- Fees must be paid in full before rescheduling is confirmed
- Failure to attend is considered a cancellation with no refund

## **Career Pass Holders**

Events booked under Career Pass are also subject to the same rescheduling terms above. Career Pass is non-refundable under all circumstances.

## **Apprenticeship Learners**

Learners must maintain 100% attendance for scheduled training unless:

- Absence is pre-agreed and authorised by both employer and e-Careers
- Supporting evidence (e.g. doctor's note) is provided
- Unexplained absence may be treated as withdrawal and reported to the ESFA.

## **8. Course Materials and Equipment**

### **8.1 Courseware Delivery**

We will make every reasonable effort to ensure timely delivery of courseware. Delays due to thirdparty suppliers or transit are not grounds for refunds. Temporary digital access will be offered where possible.

### **8.2 Onsite Events**

When training is delivered at a client's premises, the following is required:

- Adequate room size for participants
- Screen or projector
- Whiteboard or flipchart
- Wi-Fi access
- Sufficient power outlets
- Safe, suitable environment for training delivery

We reserve the right to cancel or reschedule training if venue standards are not met.

## **9. Learner Responsibilities**

### **9.1 Suitability and Eligibility**

It is your responsibility to:

- Confirm the course is appropriate for your level and career goals
- Meet the technical or academic prerequisites stated
- Engage with a training advisor for guidance where needed

### **9.2 Conduct**

All learners must:

- Engage respectfully with staff, trainers, partners, and other learners
- Participate fully in all learning activities
- Attend scheduled appointments or events
- Not engage in plagiarism, misrepresentation, or abuse

Failure to comply may result in exclusion with no entitlement to a refund.

## **10. Career Academy Terms**

These apply to Career Academy learners enrolled on a structured training and work experience programme.

### **10.1 Programme Inclusions**

- Training via eLearning or virtual classroom
- CV, LinkedIn and interview skills support
- Employability course
- Guaranteed remote unpaid work experience with a third-party host company

### **10.2 Work Experience Process**

- Must complete training, exam(s) and employability steps first, as applicable
- Must attend scheduled interviews and respond within 72 hours
- Must accept a suitable work placement when offered
- May not be refunded or rebooked if a placement is declined without valid reason
- Must adhere to work placement host rules, professionalism, and attendance expectations

### **10.3 Conduct and Confidentiality**

- Treat all work placement host data, systems, and IP as confidential
- Breach of confidentiality may result in dismissal from the programme
- Maintain professional standards and communication throughout

### **10.4 Health and Medical Declarations**

Inform us of any relevant conditions prior to your placement. We will make reasonable accommodations but reserve the right to decline placement if unable to safely support your needs.

Failure to comply with any of these terms may result in exclusion with no entitlement to a refund.

## **11. Employer and ESFA Responsibilities (Apprenticeships)**

### **11.1 Employer Responsibilities**

Employers participating in ESFA-funded apprenticeships must:

- Provide the learner with paid time to complete the agreed off-the-job training weekly
- Support the learner with any projects or related work as required by the apprenticeship
- Participate in regular reviews and complete employer documentation • Confirm learner eligibility and submit declarations as required

### **11.2 Learner Responsibilities**

Apprentices must:

- Engage fully with scheduled training, assessments, and reviews
- Submit work on time
- Notify their coach of changes to employment or circumstances
- Maintain accurate timesheets and off-the-job records

### **11.3 ESFA Compliance**

e-Careers is required to:

- Collect and retain evidence of learning and progress
- Report non-engagement to the ESFA
- Suspend or withdraw learners where funding conditions are not met

## **12. Liability**

### **12.1 General Liability**

e-Careers is not liable for:

- Any indirect or consequential losses of any kind
- Changes made by third-party certification bodies
- Delays due to circumstances beyond our control
- Any employment outcomes arising from your course

Our total liability is capped at the amount you paid for the course, product or service in question.

### **12.2 Physical Attendance Events**

e-Careers will not be liable for:

- Travel, accommodation or any other costs incurred due to event cancellation or rescheduling

- Personal belongings lost during training
- Medical conditions unreported in advance

### **13. Intellectual Property**

All course content, materials, trademarks, logos, branding, and digital assets are the intellectual property of e-Careers Ltd or its licensors.

You may not:

- Copy, reproduce, distribute, modify, or republish any course content without express written consent
- Share login credentials, download materials unlawfully, or enable unauthorised access • Use any part of the materials for commercial use or re-sale

Breach of this clause may result in suspension of access and legal proceedings.

### **14. Certification and Exam Booking**

#### **14.1 Internal Assessments**

Some programmes include quizzes or tests. These must be passed to receive internal certification or proceed to external assessments.

#### **14.2 External Vendor Exams**

Where included:

- Exam vouchers must be used before expiry
- Exam dates are subject to availability and booking policies of third-party providers
- If you miss an exam without prior notice, rebooking/resit fees may apply

Career Academy or Apprenticeship learners must meet minimum training and assessment milestones before being booked for external exams.

### **15. Governing Law and Jurisdiction**

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

In the event of any dispute or claim arising out of or in connection with these terms, both parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.

## **16. Amendments to Terms**

e-Careers reserves the right to amend these Terms and Conditions without prior notice to:

- Reflect changes in legal or regulatory obligations
- Improve clarity or service delivery
- Respond to business or market developments

You are advised to review these terms periodically.

## **17. Third-Party Providers**

We may engage carefully selected third-party providers for the delivery of courses, training, exams, employability services or Career Academy placements. These providers remain bound by our quality standards, and we accept no liability for delays or issues caused by their acts or omissions unless required by law.

## **18. Contact and Complaints**

If you have any questions about these Terms or wish to raise a complaint, please contact us via:

- Email: [info@e-careers.com](mailto:info@e-careers.com)
- Phone: +44 (0) 20 3198 7700
- Post: e-Careers Ltd, Unit 6, Waterside Drive, Langley, Slough, SL3 6EZ, United Kingdom

We aim to resolve complaints within 14 working days of receipt and in line with our internal complaints procedure.