

IoL LANGUAGE SERVICES LTD

TRAINING COURSES

NOTES TO DELEGATES

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GENERAL CONDITIONS

By completing an IoL Language Services Ltd Registration Card and paying the Delegate Fee, the Delegate is agreeing to abide by the regulations contained in this document.

These Delegate Regulations are valid from: 01/09/2009 until 31/08/2010

DELEGATE REGULATIONS

Training Conditions

IoL Language Services Ltd (LSL) makes every effort to ensure that Delegates are able to work in good Training Conditions. Any disruption to Training Conditions must be brought to the attention of the Trainer or LSL representative at the time of the Training Course and be reported in writing to LSL within 10 days of the Training Course.

Please note that if a Delegate wishes to leave early or arrive late for the Training Course the material missed will not be revisited.

Training Fees

Training Fees are published in September of each year. Delegates are to ensure that they have the most up-to-date Fees List.

Training Material

All materials handed out to Delegates on the day of the Training Course are for the Delegates to take home to assist with their Continual Professional Development (CPD).

Training Schedule

Delegates will receive written confirmation of the Training Course at least two weeks before the date of the Course.

Delegates with Special Needs

Delegates with special needs must inform LSL of their requirements at the time of registration for the Training Course, specifying what, if any, special provisions they might need. (See Training Arrangements for Delegates with Disabilities).

Concessionary Rates

Members of the Chartered Institute of Linguists and Registrants of the National Register of Public Service Interpreters (NRPSI) are entitled to a 10% discount on all Courses.

Dates of Training Courses

For information regarding the types of Training Courses available and the dates on which they will be running please visit our website www.iol.org.uk.

Please note that, even if a Course is listed on a particular date, each Course requires a minimum number of Delegates in order to be held on that particular date. Should the aforesaid minimum number of Delegates not be reached, LSL will move the Course to a later date.

LSL will not be responsible for any consequential losses to Delegates arising from such problems.

Data Protection Act 1998

An administration fee will be charged for the disclosure of information under the Data Protection Act 1998.

Dictionaries

Dictionaries and glossaries are permitted and Delegates are advised to bring them to the Training Courses.

Please note that access to online dictionaries will not be available at any of the Training Courses.

Disclaimer

LSL organises a large number of Training Courses every year. The vast majority proceeds as planned. However, unforeseen problems may arise, such as a Trainer falling ill on the day or a venue not being available. In such circumstances LSL always does its best to rectify these problems on the day, but may have to make alternative arrangements, such as, postponing the Training Course to a different date or venue. LSL will not be responsible for any consequential losses to Delegates arising from such problems.

Duplicate Certificates

Duplicate Certificates can be issued at a charge of £25 per Certificate. All such Certificates will be marked "Duplicate".

If a Delegate requests replacement of the Training Materials, these will be charged at £80 per copy.

Feedback on Performance

Feedback is not provided from the Training Courses unless specifically stated on the Course Specification Sheet.

IT Facilities

There are no IT facilities at any of the venues for personal computers, word processors etc.

Language Pairs

Delegates are to note that LSL runs non-language specific Training Courses.

LSL Trainers

LSL uses Trainers who have been recruited against set criteria and trained for the specific purposes of the Training Courses. Delegates are expected to be able to cope with regional accents or language variations demonstrated by the Trainers.

Late Arrival at the Training Centre

Delegates will be allowed into the Training Room at a convenient time to the Trainer. Material which has already been covered will not be revisited.

Misconduct

Any case of alleged malpractice will be investigated to establish the full facts and circumstances relating to the case. The Trainer/LSL representative will normally be asked to submit a written report to the Director of IoL Language Services Ltd on the case and to provide appropriate supporting documentation.

Each alleged case of Misconduct will be investigated, considered and judged on an individual basis in the light of all the information available. The outcome could range from a caution or to disqualification from the entire Training Course or from any other Institute activity for a period of time to be defined. More serious action may also be taken if the type of Misconduct is regarded as severe.

Abusive or unprofessional behaviour towards LSL staff or representatives will not be tolerated and could result in immediate removal from the Training Course with no refund of fees. It could also mean that permanent disqualification from any of the Chartered Institute of Linguist's activities.

All telephone calls to LSL offices are now recorded for monitoring purposes.

Mobile Phones

All mobile phones must be switched off on entering the Training Room. Delegates are politely requested to take calls/check messages at break times only.

Payment

Where payment is made directly to LSL; giros, sterling cheques or Postal Orders, made payable to "IoL Language Services Ltd", are accepted. LSL cannot accept post-dated cheques.

Delegates should note that LSL does not allow Delegates to attend a Training Course unless full up-front payment has been received.

Quality Assurance

Training Materials are subject to a rigorous moderation i.e. a checking procedure to ensure they meet the specification requirements of the particular Course and maintain parity with the same component in other Training Courses.

Recording of Training Courses

Recording of the Training Courses is not permitted. IoL Language Services Ltd reserves the right to remove the Delegate from the Training Course if they are found to be doing so.

Refunds, Transfer of Training Fees and Withdrawals

It is not always possible to arrange a Training Course on the date (if the minimum number of Delegates is not reached for example) or at the venue stated. If it becomes apparent that LSL cannot offer a particular Training Course as listed for this reason, a full refund will be granted or the option to defer, at no extra cost to the Delegate, to either the next date the Course is offered or to another Training Course with the same fee.

If there are no problems with the Training Course, etc. but a Delegate wishes to defer, s/he must inform LSL, **in writing**, at least three weeks before the date of Training Course.

- 90% of the fee will be transferred if three weeks notice is given;
- 50% of the fee will be transferred if less than three weeks notice is given;
- 0% of the fee will be transferred if less than one weeks notice is given.

In all cases the Delegate must pay the outstanding balance before the revised date.

Please note that only one deferment at the Delegate's request is acceptable.

The transferred fee is **non-refundable** if the Delegate later decides to withdraw from the Training Course.

Transfers of fees are at the discretion of IoL Language Services Ltd. In all cases, however, the venue fee will be forfeited and any difference arising out of an increase in fees at the next Training Course will be payable.

If a Delegate wishes to withdraw, s/he must apply for a refund, **in writing**, stating in full the reason why they do not wish to take the Training. If a written request is received before the three week deadline period 50% of the fee is non-refundable; the other 50% is left to the discretion of LSL.

No refund will be given if a Delegate fails to attend a Training Course.

Delegates whose absence from a Training Course is caused by personal ill health may have 50% of their Delegate fee transferred to the next course upon submission of a certificate from a qualified medical practitioner within two weeks of the Training Course date. In the absence of any such proof, Delegates are liable to forfeit the whole Training Course Fees paid.

Registration

Registration for different Courses must be made on separate Registration Cards. Extra Registration Cards are available from the LSL Training Department.

Training Materials

Training Materials remain at all times the property of IoL Language Services Ltd and are not to be duplicated by Delegates for their benefit or for the benefit of others in any circumstances.

Training Venues

Delegates must note that although LSL tries to ensure that the listed Training Courses for certain venues/locations will go ahead this is not guaranteed.

Writing Equipment

Delegates are instructed to bring their own writing equipment.

COMPLAINTS PROCEDURE

IoL Language Services Ltd makes every effort to ensure that the Training Course Procedures are carried out properly and fairly. The Complaints Procedure exists to deal with exceptional cases where a Delegate considers that something may have gone wrong.

All complaints regarding the Training Courses must be made in writing to the Director of IoL Language Services Ltd, as soon as possible.

Complaints must include the Delegate name, Course title and the name of the Training Centre. IoL Language Services Ltd will not respond to anonymous complaints.

Complaints received in this manner will be immediately acknowledged and an indication given of the time it will take to respond fully to the complaint.

IoL Language Services Ltd will pass on any complaint to the person being complained about in the interests of natural justice, so that the latter can respond, although it will not necessarily reveal the source of the complaint.

LSL does not provide individual reports on a Delegate's performance except where stated on the Course Specification Sheet.

TRAINING ARRANGEMENTS FOR DELEGATES WITH DISABILITIES

IoL Language Services Ltd's (LSL) policy is to give all Delegates equal opportunities and to provide Delegates with disabilities and learning difficulties with the same access to the Training Courses as other Delegates, where this does not invalidate the objective of the Training Course.

Delegates requiring reasonable adjustments must include their written request for such adjustments with their Training Course Registration Card. This must be received by IoL Language Services Ltd by the published closing date of the Course to be attended.

EQUAL OPPORTUNITIES POLICY FOR DELEGATES

IoL Language Services Ltd is committed to equality of access to its Training Courses. This commitment applies to all Delegates, regardless of gender, age, ethnic origin, nationality, creed, sexual orientation, marital status, employment status or disability.

IoL Language Services Ltd seeks to ensure that:

- ✓ the content of its Training Courses are non-discriminatory and are appropriate to the knowledge and skills specified
- ✓ the style and language of its documentation are readily understood and do not reflect stereotyped or biased attitudes
- ✓ its Trainers and all those associated with its Training Courses apply a fair and just process.

In the case of a query relating to this policy, Delegates should contact the Director of IoL Language Services Ltd in writing.

CUSTOMER SERVICE STATEMENT

Quality of Service

IoL Language Services Ltd is committed to providing customers with a quality service that is:

- ✓ consultative and responsive
- ✓ open and informative
- ✓ prompt and efficient
- ✓ streamlined and manageable
- ✓ cost effective.

Performance indicators

IoL Language Services Ltd welcomes feedback from Delegates and Trainers. Such comments are used in LSL's procedures for quality assurance of its Training Courses and Training Procedures.