

The Arb Team Training School



Terms & Conditions, Policies & Learner Rules

Last updated: January 2026

These Terms & Conditions apply to all training and assessment services provided by **The Arb Team Training School** ("we", "us", "our"). By booking, attending, or participating in any course or assessment, you agree to the policies below.

1. Definitions

- **Learner / Candidate / You:** the person attending training and/or assessment
 - **Course:** any training programme delivered by The Arb Team Training School
 - **Assessment:** a City & Guilds / NPTC assessment conducted by independent assessor
 - **Awarding Organisation:** City & Guilds / NPTC
 - **Booking:** your confirmed place on a course or assessment
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2. Bookings & Course Places

2.1 Booking Confirmation

A place is only confirmed when:

- payment is received in full, or
- an invoice/credit arrangement has been agreed in writing.

2.2 Course Capacity

Course places are limited for safety and quality. Places are allocated first-come, first-served.

2.3 Entry Requirements

Some units require prerequisites (e.g. chainsaw maintenance before felling). It is your responsibility to ensure you meet requirements before booking.

3. Fees, Payments & VAT

3.1 Fees

All prices are in GBP (£). VAT is charged where applicable.

3.2 Payment Deadline

Payment must be completed when booking the course unless agreed otherwise.

3.3 Late Payments

Late payment may result in:

- loss of course place
- refusal of certification paperwork
- cancellation of the booking

4. Cancellation, Refunds & Transfers

4.1 Learner Cancellation – Training including assessment

Refunds are based on notice given:

- **14+ days before start:** full refund (minus admin fee if applicable)
- **7–13 days before start:** 50% refund
- **Less than 7 days:** no refund
- **After course start:** no refund

4.2 Transfers

Transfers may be offered at our discretion:

- **14+ days notice:** 1 free transfer
- **7–13 days notice:** transfer fee may apply
- **Less than 7 days notice:** transfers not guaranteed

4.3 Non-Attendance (No Shows)

If you do not attend, you are not entitled to a refund or free transfer.

4.4 If We Reschedule or Cancel

We may reschedule or cancel due to:

- trainer illness
- unsafe weather
- equipment failure
- low enrolment
- venue or site access issues

If we cancel, you will be offered:

- transfer to a new date, or
 - a full refund.
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5. Weather Policy (Outdoor Training)

Arboricultural training is often outdoors and weather dependent.

Where conditions are unsafe (e.g. high winds, lightning, extreme ice), we may:

- adapt the day to theory/workshop training, and/or
- reschedule practical elements.

Safety always comes first.

6. Attendance & Punctuality

To complete training and progress to assessment, learners must attend in full.

6.1 Late Arrival

Learners arriving late may be refused entry where it affects safety or awarding body requirements.

6.2 Leaving Early

Leaving early may result in:

- incomplete course status
 - no completion evidence
 - inability to proceed to assessment
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7. Health & Safety Rules

Learners must comply with:

- trainer instructions
- site rules and risk assessments
- UK health and safety legislation including the Health & Safety at Work Act 1974

We operate a zero-tolerance approach to unsafe behaviour.

8. Drugs & Alcohol Policy

No learner may attend training or assessment under the influence of:

- alcohol
- illegal drugs
- impairing medication

Anyone suspected of impairment will be removed immediately without refund.

9. PPE Policy (Mandatory)

Learners must bring and wear correct PPE for practical arboricultural training.

Typical minimum PPE includes:

- chainsaw boots (EN ISO 17249)
- chainsaw trousers (Type A or Type C as required)
- helmet with visor & ear defenders (EN 397 / EN 352)
- chainsaw gloves
- suitable outdoor clothing

Please check your course joining details for the specific PPE for your course.

10. Equipment & Chainsaw Standards

Learners may use their own equipment where suitable.

All chainsaws and equipment must be:

- safe and in working order
- correctly maintained
- fitted with chain brake and relevant safety features
- appropriate for the unit being trained/assessed

We reserve the right to refuse unsafe equipment and all equipment must be checked by the instructor/assessor prior to use.

11. City & Guilds / NPTC Assessment Rules

11.1 Training Does Not Guarantee a Pass

Assessment is independent. A pass cannot be guaranteed.

11.2 Candidate Responsibilities

Candidates must:

- arrive on time
- bring required PPE
- bring suitable equipment
- Have supplied a copy of their ID prior to the start of the course
- meet the required standard on the day

11.3 Certification

Certificates are issued electronically by City & Guilds. Timelines vary and may be outside our control.

12. Retakes / Resits

If you do not meet the standard on assessment day:

- feedback will be provided

- a retake can be booked (additional fees apply)
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13. Equality, Diversity & Inclusion

The Arb Team Training School is committed to equal opportunity and respectful learning.

We do not tolerate discrimination or harassment based on:

- age
- disability
- gender or gender identity
- race, nationality or ethnicity
- religion or belief
- sexual orientation
- pregnancy or maternity

Reasonable adjustments may be considered where safe and permitted by awarding body rules.

14. Safeguarding Policy

We take safeguarding seriously. Any safeguarding concerns will be handled confidentially and acted upon appropriately, including reporting where legally required.

15. Complaints Policy

If you are unhappy with any aspect of training or service:

1. Raise it informally with your trainer where possible
2. If unresolved, please read our full complaints policy on our website about details of how to submit a written complaint.

We aim to respond within **10 working days**.

16. Appeals Policy (Assessments)

Assessment appeals must be submitted in writing to City & Guilds within **10 working days** and include:

- candidate name
- unit and date
- reason for appeal

Assessment appeals are managed by City & Guilds following their procedures.

17. Data Protection (UK GDPR)

We collect and store personal data for:

- bookings and communication
- awarding body registration
- certification and compliance
- legal and regulatory requirements

We may share relevant data with:

- City & Guilds / NPTC
- regulators where required
- payment processors

We do not sell personal data.

18. Photography & Social Media

We may take photos or videos during training for:

- marketing
- social media
- promotional materials

If you do not want to appear in photos or video, you must notify us before the course begins. We will always respect opt-outs.

19. Intellectual Property

All training materials remain the property of The Arb Team Training School.

Learners may not:

- copy manuals
 - distribute materials
 - upload content
 - share resources without written permission.
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20. Recording Policy

Audio/video recording is not allowed during training or assessment unless:

- written permission is granted by us, and
 - all parties present consent.
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21. Liability & Personal Property

21.1 Training Risk

Arboriculture is a high-risk industry and training involves controlled risk activities.

We are not liable for injury caused by:

- failure to follow instructions
- unsafe behaviour
- unsuitable PPE
- misuse of equipment
- undisclosed medical conditions

21.2 Personal Equipment & Belongings

Learners are responsible for their own equipment and belongings. We are not liable for loss, theft, or damage unless caused by our negligence.

22. Fitness to Train

Learners must be physically and mentally fit to take part.

If you have a condition that may affect safety (e.g. seizures, heart conditions), you must inform us in advance via the booking form so we can assess suitability.

23. Force Majeure

We are not liable for disruption caused by events beyond our control, including:

- extreme weather
 - national emergencies
 - government restrictions
 - major incidents
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24. Governing Law

These terms are governed by the laws of **England & Wales**.

25. Contact

The Arb Team Training School

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