

TERMS AND CONDITIONS FOR THE DELIVERY OF TRAINING AND TRANSFORMATION SERVICES.

VERSION 1.8.25

Thank you for your order for Transformation and Training Services at Computeam. These Terms and Conditions outline how we work together to ensure a smooth, impactful experience for your staff.

1 Communication and Collaboration

- 1.1 All training-related communication should be via email, Microsoft Teams, or Google Chat. We avoid using personal messaging apps to maintain data protection and security.
- 1.2 Please nominate a lead contact to coordinate training logistics and feedback. We ask that you respond promptly to ensure smooth planning and delivery.
- 1.3 We value collaboration and will use staff voice audits or feedback forms to tailor delivery to your team's needs.

2 Working with Us

- 2.1 Training may be delivered in-person or remotely.
- 2.2 Formats will be agreed in advance and tailored to your staff roles and availability.
- 2.3 We commit to providing qualified trainers and relevant materials. Any changes will be communicated promptly.
- 2.4 When you place a training order, we commit to delivering it within an agreed timeframe.
 - a) For a single training session this is usually within a 6-month period after the order is placed.
 - b) For longer training programmes, this will usually be between a 1–5 year timeframe.
 - c) This will be clearly stated in your order agreement contract.
- 2.5 When training is linked to project work (e.g. a cloud migration), we aim to plan well in advance. However, due to the nature of project timelines, last-minute changes may occur. We will communicate these with as much notice as possible. Please ensure staff availability to attend training as scheduled to support successful project delivery, including a pre-migration training session.

3 Cancellations and Rescheduling

- 3.1 Cancellations made in writing 5 working days or more prior to the booked delivery date will be rescheduled or refunded without charge. Any preparation work already undertaken will be deducted from the refund in the event of a full cancellation.
- 3.2 Cancellations between 5 days and 24 hours of the booked training date will incur a charge of 50% of the agreed fee.
- 3.3 Cancellations within 24 hours will incur a charge of up to 100%.
- 3.4 Rescheduling requests must be made in writing and are subject to trainer availability and the cancellation terms above, however where possible we will work to find a suitable alternative date for both parties.
- 3.5 If disruption occurs (e.g. illness, school closure), we'll work with you to find a suitable alternative.
- 3.6 In exceptional circumstances that are beyond the control of the client we may waive or reduce the cancellation fee however this is strictly at the discretion of Computeam Ltd.

4 Information Sharing and Preparation

Following order confirmation, we will assume you have reviewed, and are happy with the following information at quotation stage:

- 4.1 The proposed length of training session(s). *Please note: We may not be able to divide a full-day training into smaller sessions due to the planning and delivery time required.*
- 4.2 The format of delivery, e.g. in-person or remote. *Please note: We may not be able to deliver in-person training if this was not agreed at the quotation stage due to the planning and travel time required.*
- 4.3 To ensure high-quality delivery, please provide the following at least 5 working days before training:
 - a) Staff roles and approximate numbers expected to attend.
 - b) Accessibility or safeguarding considerations.
 - c) Any relevant internal data (e.g. staff voice, digital confidence scores).
 - d) The results of any pre-survey.
 - e) Confirmation that members of staff will have a device to join in with interactive elements of the training. Where applicable to the training content, this should also include the type of device (E.g. iPad, Chromebook, Windows Laptop).
- 4.4 In-person delivery only: Details of the display device that will be used by the trainer and the connections available e.g. HDMI.
- 4.5 Remote delivery only: Details of how staff will join the remote link (e.g. all together viewing on a large screen in a hall or similar or accessing from their own device screen in individual rooms).

Missing information may affect the quality or feasibility of the training.

5 Our Commitment to You

- 5.1 We deliver training aligned with current education standards, including Keeping Children Safe in Education and digital safeguarding.
- 5.2 Training will be inclusive, accessible, and tailored to your team's needs.
- 5.3 We maintain transparency in scheduling, trainer qualifications, and feedback reporting.

6 Your Commitment to Us

- 6.1 You are responsible for ensuring your staff are available and prepared to attend training at the agreed date and time.
- 6.2 In remote sessions, support a 'cameras on' approach to ensure maximum staff engagement in your investment.
- 6.3 Promote training initiatives across all staff groups, including senior leadership where appropriate.
- 6.4 Participate in post-training evaluation and follow-up actions where applicable.