



# Course and Exam Booking Form 2018/2019

11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park, Cambs, PE29 6FY

Tel: 0844 375 4301

Email: [jo@property-care.org](mailto:jo@property-care.org) Website: [www.property-care.org](http://www.property-care.org)

## Contact Details

Please complete **ALL SECTIONS**, if any sections have not been completed we will **not** be able to process your booking.

Candidate Name(s)		Mr/Miss/Mrs/Ms			
Company/Organisation					
CITB Number (if applicable)					
Date of Birth (DD/MM/YYYY)		National Insurance			
PCA Member? (Please tick)		Yes		No	
Address for Correspondence					
Invoice Address					
Telephone Number					
Candidate Mobile Number					
Email Address					
Candidate Email Address					
Contact Name					
How did you hear about our training?		Received Training Prospectus		PCA Website	
Recommendation		Search Engine		Other	

**Note:** If you are sitting examinations, please state the address that you will be travelling from on the day of the examinations, as this will be used to determine timings for the day.

## Additional Information

**ABBE:** If you are sitting any of the following modules: Timber, Damp, Legal, Health & Safety or Structural Waterproofing, please be aware that we will be sharing the data you have provided on this form and through the exam process with the Awarding Body for Building Education (ABBE). This is part of the ABBE accreditation process for the CSDB, CSTDB and CSSW qualifications. By signing this booking form you agree to the PCA sharing data with ABBE. The PCA will not share this data with any other third parties. There is a fee of £45 + VAT registration and certification for each qualification.

**CITB (if applicable):** On completion of an eligible course those companies entitled will now receive their grant funding payment automatically and the candidate will be added to the [Construction Training Register](#) (a CITB register of individuals and the training they have completed). In order for the grant to be processed and individual to appear on the Construction Training Register we are collecting your company CITB number, candidate date of birth and National Insurance number upon booking. On completion of the course this information will be submitted to CITB and any grant automatically paid to your company/employer. By signing this booking form you agree to the PCA sharing data with CITB. The PCA will not share this data with any other third parties. If you do not want to appear on the Construction Training Register (and subsequently not receive funding), please let us know before attending each course. For more information contact [lisa@property-care.org](mailto:lisa@property-care.org).

**Dietary Requirements:** Refreshments and lunch are provided at PCA courses. Please remember to advise us of any special dietary requirements by contacting Jo on 01480 400 006 or email [jo@property-care.org](mailto:jo@property-care.org). You will need to notify us of any dietary requirements each time you attend training. Due to the timings on examination days we are not able to provide lunch.

**Educational Requirements:** Please note that examinations can be adapted to accommodate those with learning difficulties, such as dyslexia, if advanced notification is given and the candidate has evidence of a professional assessment. Please contact Jo on 01480 400 006 or email [jo@property-care.org](mailto:jo@property-care.org) to discuss at time of booking.

## Surveyors Training, Exam Preparation & Exams

(Please tick all relevant courses and exams and fill out dates)

<input checked="" type="checkbox"/>	Surveyors Course	Date
	Surveying Timber & Dampness in Buildings: Damp	
	Surveying Timber & Dampness in Buildings: Timber	
	Surveying Timber & Dampness in Buildings: Legal Aspects	
	Structural Waterproofing Surveyors Training	
	Structural Waterproofing: Legal Aspects	
	Control and Eradication of Japanese Knotweed	
	Property Flood Resilience Training for Surveyors	
	Evaluating Ventilation in Existing Buildings	

<input checked="" type="checkbox"/>	Exam Preparation Courses	Date
	CSTDB Exam Preparation: Timber	
	CSDB/CSTDB Exam Preparation: Damp	
	CSSW/CSDB/CSTDB Exam Preparation: Legal, Health & Safety	
	CSSW Exam Preparation	
	CSJK Exam Preparation	

<input checked="" type="checkbox"/>	Exam Bookings	Date
	CSTDB Timber Exam	
	CSDB/CSTDB Damp Exam	
	CSDB/CSTDB/CSSW Legal and Health & Safety Exam	
	CSSW Exam	
	CSJK Exam	

## Technicians Training

(Please tick all relevant courses and fill out dates)

<input checked="" type="checkbox"/>	Technicians Training	Date
	Damp & Timber	
	Structural Waterproofing	
	Japanese Knotweed	

## PCA Member Only Courses

(Please tick all relevant courses and fill out dates)

<input checked="" type="checkbox"/>	PCA Member Only Courses	Date
	Business Management Workshop	
	Customer Service and Administration Workshop	
	Expert Report Writing Workshop	
	Social Media Workshop	

## Other Training Courses

(Please tick all relevant courses and fill out dates)

<input checked="" type="checkbox"/>	Other Training Courses	Date
	A Diagnostic Approach to Understanding Condensation, Atmospheric Moisture & Mould	
	Alternative Repair Strategies in Ancient Buildings	
	Basement Water Management Course	
	Contract and Client Relationships Workshop	
	Ground Gas Protection Measures: Getting it Right	
	Ground Gas Protection Measures: Installation & Verification	
	Health & Safety e-learning Course	
	Residential Ventilation Masterclass	
	Retrofit Insulation Masterclass	
	Safe Use of Biocides for Professional Users	
	Structural Implications of Waterproofing	
	Thermography Course	
	Understanding Traditional Building Construction Principles	
	Waterproofing Awareness	
	Wood Identification for the Infestation Surveyor	
	Other course:	

## Payment

**Please note that bookings are not confirmed until full payment is received**

We are able to accept payment by:

- debit and credit card
- BACS
- cheque payments

For payment by debit/credit card contact us on 0844 375 4301 and payment can be made over the telephone.

For payment by BACS our bank details are: Barclays Bank , Sort Code: 20-43-63, Account no: 70522619

For payment by cheque please make payable to Property Care Association.

## Signature

Please tick this box and sign below to accept our Terms and Conditions of booking (see overleaf for full details).

Signature

Date

Name



## 1. About these Terms and Conditions

1.1 These Terms and Conditions (the “Conditions”) form the whole of our ‘Agreement with you.

1.2 In these Conditions ‘we’ and ‘us’ means the Property Care Association; ‘you’ means the individual or organisation booking a course, exam, product or service under these Conditions. ‘Booking’ means a request by you to book a course or exam with us; ‘Consumer’ means any natural person who, in contracts to which the Consumer Protection (Distance Selling) Regulations 2000 apply, is acting for purposes which are outside his business, ‘Course’ means a Property Care Association course, ‘Exam’ means a Property Care Association exam, ‘Delegate or Candidate’ means an individual enrolled on a course or exam by you.

1.3 These Conditions replace all other terms and conditions previously applicable and shall apply to any booking to the exclusion of any other terms and conditions.

## 2. Booking

2.1 You may make a booking by telephoning 0844 375 4301, or downloading a booking form from our website ([www.property-care.org](http://www.property-care.org)) and returning by email or post.

2.2 Booking a Course or Exam shall be regarded as an offer by you to book a Course or Exam under these terms and conditions.

2.3 As soon as reasonably practicable you shall provide us with the name of the Delegate(s) and any special requirements they may have particularly with regard to diet, mobility, access, educational needs, etc.

2.4 Substitution of a Delegate will be allowed up to the commencement of the Course or Exam without charge subject to clause 2.3.

2.5 Any data collected during the booking process will be kept secure in accordance with our Privacy Policy.

2.6 Places are only confirmed on receipt of full payment.

## 3. Confirmation

3.1 Acceptance of your offer will take place on receipt of full payment. Our acceptance of your Booking brings into existence a legally binding Agreement between us.

3.2 Written Course or Exam confirmation will be forwarded to you prior to the start date, usually 14 days before the event.

## 4. Price

4.1 Standard Course and Exam prices are as listed on our website. We reserve the right to change prices listed without notice.

4.2 The price of bespoke Courses or Exams are as confirmed in our written quotation.

4.3 Course prices include a buffet lunch. Regrettably, due to timings we are unable to provide food on examination days and would advise candidates to bring their own.

4.4 Course and Exam prices do not include, and are not limited to: printed copies of course notes, travel, accommodation, parking costs or any other cost incurred as a result of attending a PCA Course or PCA Examination.

4.5 Accommodation provider details are available on request, however the Property Care Association can take no responsibility for the quality of any such accommodation. Please contact the office for further details.

4.6 Value Added Tax will be added to all taxable supplies at the current rate.

## 5. Payment

5.1 All payments must be made in UK sterling (GBP) and reference our invoice number where provided.

5.2 Payment must be received at time of Booking a Course or Exam or immediately on receipt of invoice.

5.3 No payment shall be deemed to have been received until we have received cleared funds.

5.4 Without prejudice to any other right or remedy available to us if payment is not received when due we shall be entitled to:

5.4.1 Cancel the Agreement; and/or

5.4.2 Suspend delivery of any other Course or Exam to you; and/or

5.4.3 Withhold the issue of any applicable Course or Exam material; and/or

5.4.4 If we must recover the outstanding payment recovery costs are to be paid by you.

## 6. Transfer & Cancellation by you

6.1 If you wish to transfer to an alternative date or cancel a Course or Exam booking your request must:

6.1.1 Be received or confirmed in writing by the Property Care Association.

6.1.2 In the event that Bookings are transferred or cancelled, an administration fee of £100 + VAT will be retained per course or exam.

6.1.3 Cancellations or transfers made less than 10 working days before the Course or Exam will incur the full cost of the Course or Exam.

6.2 In the event you are a Consumer:

6.2.1 You have the right to cancel the Agreement and receive a refund. You must inform us within 14 working days, starting the day after the Agreement is concluded (the ‘Cooling Off Period’).

6.2.2 If the Course or Exam start date occurs within the Cooling Off Period your cancellation rights will end when the Course or Exam starts.

6.2.3 Your statutory rights are not affected.

## 7. Cancellation by us

7.1 All Courses and Exams are subject to availability and demand.

7.2 We reserve the right at any time:

7.2.1 To cancel Course and Exams and refund in full or transfer Candidates to the next available dates. No further liability will be acceptable.

7.2.2 To vary Course and Exam dates, programmes, speakers and venues.

7.3 We shall endeavour to inform Candidates as soon as possible in the unlikely event that we are unable to run or if there are any variations to a Course or Exam.

7.4 Although every effort has been made to ensure accuracy of information contained within our literature and materials, including any Course or Exam descriptions, we do not accept responsibility for any errors or omissions. We reserve the right to cancel any Booking for a Course or Exam where any such error or omission has occurred, even after we have accepted such a Booking.

## 8. Delegates

8.1 Prior to making a Booking it is your responsibility to ensure that a Delegate has the:

8.1.1 Physical ability; and/or Communication skills; and/or

8.1.2 Literacy and/or numeracy skills;

That is/are required for a Delegate to attend and complete the Course or Exam on which they are enrolled.

8.2 For those Candidates with learning difficulties, such as dyslexia, if advanced notification is given and the candidate has undergone and provided evidence a professional assessment, we are able to adapt Exams to accommodate the Candidate.

## 9. Examinations

9.1 The marking process is as follows:

9.1.1 Completed papers are marked independently by two separate examiners with these marks being sent to the Chief Examiner for moderation. The Chief Examiner will award the result.

9.1.2 The Chief Examiner’s decision is final.

9.1.3 We will only notify Candidates of Pass/Fail results. Percentage marks awarded in the examination will not be released to the Candidate.

9.1.4 We regret that we are unable to return Candidates completed Exam papers to them.

9.2 Candidates may request a re-assessment or appeal against a result. Requests must be made in writing within three months of notification of results and will be subject to a £100 + VAT fee, which must be paid before the enquiry or appeal process takes place. The fee for a Candidate’s enquiry or appeal will be returned in the event that the enquiry or appeal leads to the result being amended.

9.3 Candidates that wish to obtain feedback, a fee of £100 + VAT is payable following a failed exam.

## 10. Intellectual Property

10.1 Attendance at one of our Courses or Exam days does not entitle you to use the Property Care Association logo. Only Members of the Property Care Association are entitled to use the logo, and there is no provision for third party membership through chemical manufacturers. If you would like to discuss Membership of our Association, contact the Membership Manager.

10.2 Copyright subsists in our literature (including training and examination material) and no part of our literature may be reproduced in any form without our prior written consent.