

REAPIT TRAINING POLICY 2019

Minimum Training Standard for User

In order that each user is entitled to access the Technical Support Services it is expected that each user has completed a minimum of the Proficiency and Practitioner courses for their respective role within their business.

With regards to access to Client Accounts – due to the regulatory and financial considerations - Users will not be provided access to the Practitioner and higher security groups until training has been completed relative to that level.

Training Delivery Method

Customer	Training Delivery Method
SMB	Online (Video)
Enterprise	Online (Video), Classroom or Webinar

Training Entitlement per User

Training Format	Entitlement
OnLine Video	Un-limited
Live Training Events	Up to 2 per month
Scheduled Class Room Sessions	Up to 3 per year

Cancellation Policy – Customer

Reapit reserves the right to charge for any cancellation by a User or Customer or no-show for a confirmed public classroom training event. The charges will be as detailed

Delegate Cancellation Policy	Charge
No Show	£150

Cancelled within 1 working day	£100
Cancelled within 3 working days	£50
Cancelled > 3 working days	No Charge

In the case of a session being run on a client site

Course Cancellation Policy	Charge
Cancelled within 2 working days	Full charge of additional costs incurred (travel, shipment of kit)
Cancelled > 3 working days	No Charge

Cancellation Policy – Reapit

Reapit reserve the right to cancel scheduled training events, in the event that minimum numbers are not reached or the trainer is not available due to events beyond our control

Cancellation Policy	Notice
Min Number not reached	2 Days*
Cancelled on day (Force Majeure)	All candidates will be informed as early as possible*

*Reapit will not reimburse customers for any costs incurred

Reapit IQ Account - De-Activation

On a quarterly basis the access to Reapit Learning Management System (Reapit IQ) Will be reviewed. If a User which was created more than 2 Years ago and has not accessed the system for over a year, will be made in-active.

On request, the User can request that their account be made active via a request via Reapit IQ.

Travel Costs

Reapit reserve the right to charge for reasonable travel expenses if requested to attend a Customer's site to deliver a defined course that follows after the initial go-live of the Customer. The rates are as follows :

Travel Component	Rate
Mileage	45p per mile (if Training kit is shipped, this is increased to £1.45 per mile)
Train travel	As Incurred
Overnight Stay	£100
Lunch	£5 (unless provided)