

# REAPIT TRAINING POLICY

## Minimum training standards for all user

We recommend that all users complete the Proficiency and Practitioner courses in relevant disciplines to ensure they are optimally positioned to be effective in the use of their products. Please note: Where this has not been undertaken, Reapit reserves the right to decline access to our Technical Support Services where the impact to both the user and ourselves is seen as unreasonable to ensure all customers receive fair levels of Support.

## Training delivery method

To ensure users can learn with consideration to their individual circumstances, Reapit training is delivered using the following approaches:

Customer type	Delivery format
Small Business	Online video (On Demand) and Webinar
Enterprise	Online video (On Demand), Classroom and Webinar

## Training entitlement per user

Each user is entitled to the following training (dependent on Type as above):

Training format	Entitlement
Online video	Unlimited
Webinar training events	Up to 2 per month
Scheduled classroom sessions*	Up to 3 per year

\*at Reapit sites (London, Solihull, Leeds & Exeter TBC)

## Cancellation policy – customer

Reapit reserves the right to charge for cancellation by a user or customer, or a no-show for a confirmed classroom training as detailed below:

Course Location	Delegate cancellation policy	Charge
Reapit	No show	£50 per delegate
Reapit	Cancelled > 3 working days	No charge
Off Site	Cancelled <= 5 days	Costs incurred (travel, shipment) plus £250 cancelation fee

## Cancellation policy – Reapit

In the unlikely event that we (Reapit) need to cancel a training session we will inform you at the earliest opportunity to minimise disruption and impact to you. Our target timescales are below:

Cancellation policy	Notice
Minimum number not reached	2 days*
Cancelled on day (Force Majeure)	All delegates will be informed as early as possible and a new date offered*

\* Please note: Reapit will not be responsible for general costs incurred by the customer unless they relate to an additional cost incurred directly by the customer for facility costs, specifically for the event that cannot be refunded or re-scheduled (please note, a copy of the invoice would be required)

## Travel Costs

If requested to attend a customer site to deliver a defined course following the initial go-live of the customer, Reapit reserve the right to charge for reasonable travel expenses, as shown below:

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)

\*Mileage charged from closest Reapit office

\*\* Training Kit consist of 14 Laptops and is shipped by a third-party carrier

## Bespoke Course Request

If you would like to request a bespoke training event, then please discuss this with your Client Success Manager. We are more than happy to provide this service, which covers the following:

- Define, design and build the training material
- Deliver the training content

Please note: This service is subject to the following Training Consultancy Charge

Component	Rate
Training Consultancy Charge	Minimum £500 +VAT
Travel	As quoted in <b>Travel Costs</b> section ( <i>above</i> )

## Reapit IQ – Account De-activation

Reapit will review access to Reapit IQ (Reapit’s Learning Management System) on a quarterly basis.

If a user account created more than 2 years ago has not accessed Reapit IQ for over 1 year, it will be made inactive.

A request can be made via Reapit IQ to reactivate any users previously made inactive.