

Terms and condition for Canine Oral Hygiene

Bookings and dates agreed are not confirmed until the deposit has been paid.

Postal Address: 75 Nursery Road, North Anston, Sheffield, S25 4BT
Training Centre Address: Green Scene Side Farm, Sheffield Road, Todwick, Sheffield, S26 1DJ
Contact email: thardwick27@gmail.com

Halifax	Terri Hardwick
Sort Code	11/08/72
Account Number	01566999
Your Ref	H Hounds Student

Hardwick Hounds terms, conditions and important information about our courses

1. The iPET Network Level 3 Award in Canine Oral Hygiene is delivered online and learners must attend the online meetings.
2. The registration period is a maximum of 6 months to allow for internal and external quality assurance.
3. The written assessments on the e-portfolio must be completed within 4 weeks of the final day of practical training.
4. The full course fee is required in full in order to enrol and is non-refundable.
5. The learner must be able to access suitable IT equipment that will enable them to use MS Teams, MS Word and a web browser.
6. It is the learner's responsibility to make us aware of any additional needs that may require reasonable adjustments. Failure to do so exempts Hardwick Hounds from any or all liability.
7. Your tutor will provide verbal and written instruction throughout your course and if further support is required the learner should use the email address above to seek additional support.
8. We encourage all students to visit us prior to attending any course to trial the journey and view the premises. We want you to be happy in your training provider choice and we feel confident that you will love our grooming school.
9. You will be provided with your iPET Network Student Handbook which will contain all the information you need. The online meetings make up the guided learning hours and all learners are also required to complete self-guided learning to meet the total qualification time.
10. Our cancellation policy is outlined below.
 - All requests for cancellations and/or date transfers must be received by email to thardwick27@gmail.com
 - Scheduled online meetings may be transferrable with prior agreement, but the registration cannot be extended.
 - Absence requires 48 hours notice. Your tutor will try to allocate a place on other scheduled meetings if there are other available, suitable meetings already scheduled for other cohorts. If there aren't other suitable meetings available, the learner is liable for additional charges for extra meetings that are required to meet the guided learning hours.
 - Learners cannot get a refund for cancelled, unused dates once a course has begun. We stress that in order to complete the qualification, you must undertake the appropriate number of guided learning

hours (9) required in order to pass. Therefore, online meetings that are missed for any reason will have to be made up if you still wish to gain the qualification or accreditation. Any online meetings missed can be re-booked at a discounted rate of £75 per online meeting in order to successfully complete your course.

- Courses must be completed within a 6-month period and any unused online meetings will be forfeited outside of this time. This includes 3 months allocation for internal and external quality assurance processes.
11. During your training course, we will publish updates on your progress via social media websites. However, if you would rather we didn't name you/use your picture please tell your tutor prior to starting the course to avoid any mistakes.
 12. Please feel free to join the 'iPET Network Student Group' group on Facebook. This is a friendly chatroom just for our current and past students to share ideas and support each other.
 13. We rely on your feedback throughout the course and ask that you inform us as soon as possible if we can make your experience better in any way. We pride ourselves on having a friendly and professional team who can assist you with most requests.
 14. On completion of your course we will again ask for feedback via a questionnaire. Your views and reviews are important to us as they help other students decide on the course for them. You can leave us a review on Facebook or Google and we really appreciate them. The only thing we ask is that if you are dissatisfied in any way, you will provide us with the opportunity to discuss improvements prior to publishing your comments so we can address them immediately.
 15. The qualification is a pass or fail and therefore it is important that all the requirements of the course are completed thoroughly with respect to the number of learning hours and days completed. The successful completion on the assignments and the dog grooming assessment are completing with no major faults or issues. Once you have completed the course it may take up to 4-6 weeks for your Tutor to provide feedback and up to 6 months to receive your certificate from iPET Network.
 16. Hardwick Hounds operates an Equality and Diversity policy which ensures students, our staff and the general public are not discriminated against for their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.
 17. Ask lots of questions have lots of fun and leave us with amazing ability and confidence in your new skills!