

Cosain Consultancy Course Booking Terms and Conditions

1. Non-Refundable Bookings

- All course bookings are non-refundable.
- Once payment has been made, it cannot be refunded under any circumstances.

2. Booking Transfers

- If you are unable to attend your booked course, your booking can be transferred to an alternative course date.
- Requests for a booking transfer must be made via email to **info@cosainconsultancy.com** at least **14 days** prior to the course start date.
- Transfers are subject to availability and may be made up to a maximum of **two transfers** within **12 months** of the original booking.

3. Participant Substitutions

- If you are unable to attend, you may nominate a substitute participant for your booking.
- Substitutions must be notified in writing to **info@cosainconsultancy.com** no less than **7 days** before the course start date.

4. Course Changes

- Cosain Consultancy reserves the right to reschedule or cancel a course in exceptional circumstances.
- In the event of a cancellation, you will be offered an alternative course date.

5. Attendance Requirements

- It is the participant's responsibility to ensure they meet the entry requirements and pre-requisites for the course.
- After attending the course, participants will be required to complete and submit workbooks within **7 days** of the course, no later than **18:00 on the 7th day**. Late submissions will incur a fee of £150 or non-certification

6. Entry Requirements for QNUK Assessment

To be eligible to take the QNUK assessment, participants must meet the following criteria:

- Be a minimum of **21 years of age**.
- Have achieved and be able to provide a copy of their certificate for a **Level 2 Conflict Management qualification** (the qualification body accepts Level 2 Conflict Management units embedded within SIA licence-linked qualifications as equivalent).
- It is recommended (but not essential) to hold a **Level 3 Close Protection qualification** to underpin the knowledge required for this course.

- Provide either **1 form of photographic ID** or **2 forms of non-photographic ID**.
- Possess a minimum of **Level 2 in literacy and numeracy** (or equivalent) and a basic understanding of security risks and procedures.

7. Liability

- Cosain Consultancy is not liable for any additional costs incurred by participants, such as travel or accommodation, in the event of course rescheduling or cancellation.

By completing your booking, you acknowledge and agree to these terms and conditions.