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LearningLean T&Cs

Payment

Payment for your course will be taken through PayPal or Bank transfer. Access to courses will not be granted until the payment has been processed in full.

Cancellations

In accordance with the provisions of the Consumer Protection (Distance Selling) Regulations 2000 you have the right to cancel your contract within a period of 14 days (the cancellation period) from the day of purchase. Exceptions to this are when the course has been accessed or the materials downloaded. This right of cancellation shall not affect your statutory rights.

Should you wish to exercise this right of cancellation please send confirmation to the contact details provided as part of the booking process.

No refunds will be made if a delegate cancels within 14 days but has accessed the course or downloaded course materials.

You will not be able to cancel an order for any part of the course once it has been accessed.

The course will be deemed to have been "accessed" when the relevant online course is commenced or any associated materials are loaded or viewed by someone utilising your account.

Unforeseen circumstances

Courses are subject to cancellation or rescheduling at our discretion. We reserve the right to alter or amend course materials at any time.

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under an order that is caused by an event beyond our control.

Events beyond our control are any act or event beyond our reasonable control, including but not limited to server failures, software failures, industrial action, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, natural disaster, or failure of public or private telecommunications networks.

We try to ensure that our website is always available for you. In the event that our website is unavailable at any time and for any period (for whatever reason) we shall not be liable even if this means you cannot access your course during that period.

Training Materials

You agree not to reproduce, sell, hire or copy Training Materials (in whole or in part) and not to use such materials except for the purposes of post-course reference. You agree not to record (audio or video) a course or any part of a course using any recording device.

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Login Details

You are responsible for maintaining the confidentiality of your Login Details. You must keep your Login Details secret and take all reasonable precautions to prevent unauthorised or fraudulent use of them.

You must not disclose your Login Details to any other person or record your Login Details in any way that may result in them becoming known to another person. You agree to accept responsibility for all activities that occur under your account.

You should inform us immediately if you have any reason to believe that your Login Details have become known to anyone else, or if the Login Details are being, or are likely to be, used in an unauthorised manner.

Minimum system requirements

We are not liable for failure to read the minimum system requirements as detailed below in difficulties accessing the course.

Software required

- OS: Windows (recommended)
- Browser: Google Chrome (recommended)
- Adobe Flash player
- Adobe Acrobat PDF Reader
- Microsoft Office 2007 or newer, or Open Office (FREE open source software to read MS Office files)

Hardware required

- Screen Resolution – 1024 x 768 or higher
- Internet connection (broadband recommended)
- Sound card + speakers/headphones

Do you own a Mac? Our website and training courses will work, however Minitab is not currently compatible with a Mac (if you choose to use this).

Support

Our courses are not provided with tutor support as this is a self paced, online training course.

Minitab

Minitab is demonstrated within some of our courses (e.g. Green and Black Belt), and if you don't already have a full licence, we recommend taking their 30 day free trial. However, Minitab is not a requirement for our training, and is only recommended if you want to follow along. It is not needed for the exam either.