

Change Management Library – Online Instructor-Led Course Policy

Effective Date: January 2026

Review Cycle: Updated annually

This Policy forms part of Change Management Library’s Terms and Conditions of enrolment and is legally binding once payment is made.

This Policy applies to all **live, online, instructor-led training** provided by **Change Management Library Ltd** (“CML”, “we”, “us”, “our”).

It operates as a **binding agreement** between you (“Learner”, “you”) and CML.

By enrolling and making payment, you confirm that you have read, understood, and agreed to this Policy.

This Policy is separate from, and does not replace, any **self-paced e-learning platform terms**.

1. Nature of the Training (Important Legal Clarity)

1.1 CML provides **professional education and training**, not consultancy, legal advice, HR advice, or guaranteed outcomes.

1.2 Courses are delivered:

- live, online
- instructor-facilitated
- to a defined syllabus, timetable, and learning objectives

1.3 The training is **not bespoke** unless expressly agreed in writing.

1.4 Participation does not create:

- an employment relationship
- an agency relationship
- a partnership or joint venture

2. Enrolment, Acceptance & Authority

2.1 Enrolment is confirmed when payment is received or a booking is otherwise accepted by CML.

2.2 If you are enrolling on behalf of an organisation, you confirm that:

- you have authority to bind that organisation
- each participant will comply with this Policy

2.3 CML reserves the right to refuse or cancel enrolment where:

- inaccurate information is provided
- payment is incomplete
- participation would disrupt the course or other learners

3. Fees, Invoicing & Payment

3.1 Course fees are stated at the time of booking. Where VAT is applicable, it will be charged at the prevailing rate and shown clearly at checkout and/or on the invoice.

3.2 Method of Payment

Payment for Online Instructor-Led Courses is made by **bank transfer**, unless otherwise agreed in writing.

3.3 Payment Options

Fees must be paid using one of the following options:

- **in full at the time of booking**, or
- **by deposit**, where offered and agreed in advance.

3.4 Deposits

Where a deposit option is offered:

- a **30% non-refundable deposit** is required at the time of booking to secure a course place;
- the **remaining balance must be received in full no later than seven (7) working days before the course start date.**

Payment is deemed received only when cleared funds are received into CML's bank account.

3.5 Late or Failed Payments

Late, incomplete, or uncleared payments may result in:

- suspension or refusal of access to live sessions or materials;
- removal from the course;
- withholding of certificates or confirmation of completion;
- cancellation of the booking without refund of any deposit paid.

3.6 Non-Transferability

Course places are non-transferable without CML's prior written consent.

4. Attendance, Participation & Technical Responsibility

4.1 Learners are responsible for:

- attending sessions on time
- ensuring suitable internet access, hardware, and software
- joining from a professional and appropriate environment

4.2 CML is **not responsible** for missed sessions due to:

- connectivity issues
- device failures
- personal scheduling conflicts
- late arrival or early departure

4.3 Where attendance is a requirement for certification or completion, failure to attend may result in:

- non-completion
- no certificate issued
- no refund

5. Course Changes, Substitutions & Cancellations

5.1 CML may:

- update course content
 - substitute instructors
 - adjust delivery methods
- provided the overall learning objectives are met.

5.2 If CML cancels or materially reschedules a course, you will be offered:

- a transfer to a future course, or
- a refund of fees paid

CML shall not be liable for any additional costs incurred by you (e.g. time, travel, accommodation, or internal staffing costs).

6. Cancellation & Refund Policy

6.1 Statutory Cooling-Off Period

You may cancel your booking within **14 calendar days** of payment in accordance with statutory consumer rights.

A full refund will be provided where:

- the course has not started; and
- you have **not attended any live session**; and
- you have **not accessed any online or foundation materials**, preparatory content, or resources.

Where a learner has requested or accessed any course materials, preparatory work, or administrative processing during the cooling-off period, CML reserves the right to retain up to **25% of the course fee** to reflect reasonable administrative and preparation costs incurred.

Upon cancellation and refund (whether full or partial), the learner's access to all course materials, platforms, and live sessions will be withdrawn immediately. Access includes logging into, downloading, viewing, or otherwise using any course-related materials.

7. Recordings, Photography & Use of Live Sessions

7.1 No Session Recordings

Online Instructor-Led Courses are delivered **live only**.

Live sessions **are not recorded**, and learners will not be provided with recordings after the session.

7.2 Learner Recording Prohibited

Learners must not, without CML's prior written consent:

- record live sessions in whole or in part;
- photograph slides, materials, or screens;
- capture audio or video by any means;
- share or reproduce any live session content.

Any unauthorised recording or reproduction is a breach of this Policy and may result in removal from the course without refund. Learners acknowledge that all live session content is confidential and protected by intellectual property rights

7.3 Trainer Photography for Marketing

CML trainers or representatives may take **photographs during live sessions** for:

- marketing, promotional, or informational purposes;
- internal communications or quality improvement.

Photographs will not be used to identify individual learners by name without consent.

7.4 Opt-Out of Photography

Learners who do not wish to appear in photographs must notify CML in advance of the session or at the start of the course. Reasonable steps will be taken to accommodate such requests.

8. Intellectual Property & Licence to Use

8.1 All course materials, including:

- frameworks
- methodologies
- slides
- templates
- recordings
- written or visual content

are the exclusive intellectual property of CML or its licensors.

8.2 Learners are granted a limited, personal, non-exclusive, non-transferable licence to use materials solely for their own professional development.

8.3 You may not:

- reproduce or distribute materials
- share content with colleagues or third parties
- use materials to train others
- upload materials to internal or public platforms without prior written consent.

Breach of this clause may result in legal action.

9. Behaviour, Conduct & Removal

9.1 Learners must behave professionally and respectfully at all times.

9.2 CML reserves the right to remove a learner without refund for:

- disruptive behaviour
- harassment or discrimination
- misuse of materials
- breach of this Policy

This decision is final and taken to protect the learning environment.

10. Data Protection & Privacy

10.1 CML processes personal data for:

- enrolment and administration
- course delivery
- attendance tracking
- certification
- quality improvement

10.2 Data is processed in accordance with applicable data protection laws and CML's Privacy Policy.

10.3 Learners may exercise their data rights where legally permitted.

11. Limitation of Liability

11.1 To the fullest extent permitted by law:

- CML does not guarantee outcomes, results, promotions, or organisational success
- training is provided “as is”

11.2 CML’s total liability is limited to the course fee **paid**.

11.3 CML is not liable for:

- indirect or consequential loss
- loss of business, opportunity, or reputation

12. Governing Law & Jurisdiction

This Policy is governed by the laws of England and Wales.

The courts of England shall have exclusive jurisdiction.

13. Policy Updates

We may update this Policy from time to time.

Unless required otherwise by law, the version in force at the time of enrolment will apply.

14. Entire Agreement

This Policy constitutes the entire agreement between the Learner and CML in relation to Online Instructor-Led Courses and supersedes any prior discussions, representations, or understandings relating to the subject matter.