

# Continuing Professional Development

## Terms & Conditions

These Terms and Conditions apply to all Continuing Professional Development (CPD) courses, short courses, masterclasses, workshops, and professional training programmes delivered by Ravensbourne University London.

By registering for a CPD course or programme, participants agree to be bound by these Terms and Conditions.

## Registration and Booking

Registration for CPD courses is completed through the Ravensbourne University London booking system or another approved registration method.

A place on a course is only confirmed once:

- full payment has been received; or
- an invoice arrangement has been agreed in writing with the University.

Ravensbourne reserves the right to decline or cancel registrations where eligibility requirements are not met or payment has not been received.

Where courses have limited capacity, places will be allocated on a first-come, first-served basis.

## Course Fees and Payment

Course fees will be published on the Ravensbourne website or provided during the booking process. Fees must be paid in full prior to the course start date unless an alternative payment arrangement has been agreed.

Where an organisation is sponsoring a participant, the organisation remains responsible for ensuring payment is made in accordance with the invoice terms. Failure to pay course fees may result in withdrawal from the course and withholding of certification.

## Course Delivery

Ravensbourne endeavours to deliver CPD courses as advertised. However, the University reserves the right to make reasonable changes to:

- course content
- instructors or speakers
- venue or delivery location
- course schedule
- delivery format

CPD courses may be delivered in one or more formats:

- On-campus at Ravensbourne University London
- Online via digital learning platforms
- Hybrid or blended learning

Where necessary, Ravensbourne may change the delivery mode (for example, from in-person to online) due to operational or external circumstances.

### **Online Learning and Digital Platforms**

Some CPD courses may be delivered through Ravensbourne's online learning platforms or partner digital platforms.

Participants are responsible for ensuring they have appropriate:

- internet access
- compatible devices
- required software

Participants must not share login credentials or allow others to access course materials using their account. Recording of online sessions, downloading of restricted materials, or redistribution of learning resources is prohibited unless explicitly permitted.

### **Accreditation and Certification**

Where applicable, CPD courses may be accredited or recognised by professional bodies or industry organisations. Accreditation status will be clearly stated in the course description where applicable.

Participants will receive a certificate of attendance or completion provided that they:

- attend the required sessions; and
- complete any required assessments or activities.

Ravensbourne reserves the right to withhold certification where course requirements have not been met.

### **Participant Cancellation**

Participants wishing to cancel their place must notify Ravensbourne in writing.

Refunds will be issued in accordance with the following schedule:

- More than 14 days before the course start date: 80% refund of the course fee (20% administrative charge may apply).
- 14 days or fewer before the course start date: no refund will be issued.

Participants may request to transfer to a later course date where available. Transfers are granted at the discretion of the University. Substitutions may be permitted where another suitable participant from the same organisation attends in place of the original delegate.

### **Cancellation by Ravensbourne**

Ravensbourne reserves the right to cancel or postpone a course due to:

- insufficient enrolment
- staff availability
- operational issues
- circumstances outside the University's reasonable control.

If Ravensbourne cancels a course, participants will be offered:

- a place on a rescheduled course; or
- a full refund of fees paid.

Ravensbourne will not be liable for travel, accommodation, or other expenses incurred by participants.

### **Employer-Sponsored and Corporate Bookings**

Where participants are sponsored by their employer, the sponsoring organisation may be invoiced directly. The organisation is responsible for ensuring payment is made within the agreed payment terms. Cancellation terms apply equally to employer-funded bookings.

Ravensbourne may offer customised CPD training or corporate programmes subject to separate contractual arrangements.

### **Participant Responsibilities and Conduct**

Participants are expected to behave professionally and respectfully towards staff, instructors, and other delegates. Ravensbourne reserves the right to remove participants from a course without refund where behaviour is:

- disruptive
- inappropriate
- discriminatory
- unsafe

Participants attending on campus must comply with all University policies and safety requirements.

### **Intellectual Property**

All course materials, teaching resources, and learning content remain the intellectual property of Ravensbourne University London or the relevant course provider. Course materials are provided for personal learning purposes only.

Materials may not be:

- copied
- reproduced
- distributed
- shared publicly

without prior written permission.

### **Equality, Diversity and Accessibility**

Ravensbourne University London is committed to equality, diversity and inclusion. The University aims to provide inclusive learning environments and reasonable adjustments where required. Participants requiring accessibility support are encouraged to notify the CPD team in advance of the course.

### **Data Protection and Privacy**

Ravensbourne processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the University's Privacy Policy.

Participant data may be used for:

- course administration
- certification and records
- communication regarding relevant CPD opportunities.

Participants may opt out of marketing communications at any time.

### **Liability**

Ravensbourne accepts no responsibility for loss, theft, or damage to personal belongings while attending CPD courses. To the fullest extent permitted by law, Ravensbourne shall not be liable for indirect or consequential losses arising from participation in CPD courses. Nothing in these Terms limits liability for death or personal injury caused by negligence.

### **Force Majeure**

Ravensbourne shall not be liable for failure or delay in delivering CPD courses where such delay or failure results from events outside its reasonable control, including but not limited to:

- natural disasters
- pandemics

- government restrictions
- industrial disputes
- technical failures.

### **Governing Law**

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising in relation to CPD programmes will be subject to the jurisdiction of the courts of England and Wales.

### **Contact**

For queries relating to CPD courses or these Terms and Conditions, please contact:

**Ravensbourne University London**  
Continuing Professional Development (CPD)

Email: [ravensbournepro@rave.ac.uk](mailto:ravensbournepro@rave.ac.uk)

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