



# Cenelec Standards Inspections Course Guide



## CompEx Training Courses



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## Introduction

Personnel operating in potentially explosive atmospheres involving Electrical Installation, Inspection or Maintenance need to have the technical knowledge and understanding of the theoretical and practical requirements to EN and IEC standards.

IEC standards are the foundation of international harmonisation, with some regions looking to adopt them as regulations subject to legal enforcement.

In Europe, demonstration of competency is also a requirement of the ATEX Directive 1999/92/EC. ATEX is enforced in the UK through DSEAR (The Dangerous Substances and Explosive Atmospheres Regulations) by the HSE and other regulators.

The IEC standard 60079-14: 2013 details the core competencies for personnel working in potentially explosive atmospheres.

The current best available technique to demonstrate these competencies is through an Internationally recognised scheme which will assess the underpinning knowledge (theory) and validate the competency (practical assessment) of individuals.

This system known as 'CompEx' is leading the global challenge for the demonstration of core competency in explosive atmospheres for the successful practitioners.



## Why CSI as a Training Provider?

Cenelec Standards Inspections Ltd have been at the forefront of Hazardous Area inspection and maintenance since our formation in 1982, providing CompEx approved electricians as part of a wealth of services to blue chip clients across the globe.

Being a PAS99 registered company, which is the complete umbrella hallmark of quality management systems, ensures that all candidates will benefit from the highest quality of service.

Our state of the art training facilities provide a relaxed training atmosphere with friendly, approachable staff who are there to help you learn and grow your skills.

The JTL approved lecturers and assessors at our centre are primarily former inspectors, keen to share their skills and extensive knowledge obtained whilst working in a myriad of locations from petro and agrochemical plants to offshore platforms and mobile land rigs in hostile environments.



## Ex F CompEx Foundation Course

**Providing an understanding of the requirements of safe working practices within a potentially explosive atmosphere.**

Foundation is a very popular training unit in the CompEx range, which has been specifically developed to assist personnel gain a broader understanding of what their company or colleagues face when working within a hazardous environment.

All non-technical personnel, supervisors and contract managers who attend ExF can expect to gain a greater appreciation of CompEx core competency and the promotion of safe working; or can use it as an introduction to the main CompEx courses.




**Duration**  
2 Days  
Available as an Evening Class

**Location**  
Newcastle upon Tyne (NE23 7BF)  
or Client Premises dependant on class size

**Class Size**  
Maximum of Ten Delegates

**Pre-requisites**  
No prior knowledge required

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
Multiple-choice paper

**Certification Issued**  
CompEx Certificate of Core Competence which will acknowledge basic awareness

**To Book**  
Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

### Summary

Upon completion of the course assessment the delegate will have the following:

- Understanding of the current directives and regulations relating to hazardous areas
- Awareness of typical flammable atmospheres and forms of release
- Awareness of various ignition sources and potential consequences
- Understanding of the characteristics of gases, vapours and dusts
- Understanding of the basic principles of area classification including zone, apparatus groups and temperature classification
- Awareness of the types of explosion protection for equipment for use in hazardous areas
- Understanding of the IP code for ingress protection
- Understanding of identification for hazardous area equipment

### Who Should Attend?

This course contains no practical skills training or practical assessment and is therefore more suited to anyone involved in Hazardous Area work that does not actually conduct installation or inspection of electrical equipment. Unlike the other CompEx units, no prior knowledge of hazardous areas is required for full participation in this unit.

## Lesson Plan

\* Timings are approximate

### Day 1

- **(08:30)** Registration & Introduction to CompEx Safe systems of work, ATEX & Hazardous Areas.
- Welcome delegates, introduction of staff, Induction of H&S procedures, facilities and Smoking policy.**
- **(09:45)** Refreshment break (15 minutes)
- **(10:00)** Equipment selection, Dust, I.P Codes, Certification and Labelling.
- **(12:00)** Lunch Break – 30 minutes
- **(12:30)** Types of protection, Exd/ Exe / Exn. I.S / Pressurisation/ Oil/ Powder and Non electrical. Cables and Glanding associated with each type of protection
- **(14:00)** Refreshment break (15 minutes)
- Continuation of Types of protection, Cables and Glanding associated with each type of protection. Exd/ Exe / Exn. I.S / Pressurisation/ Oil/ Powder and Non electrical. Inspections.
- **(16:00)** End

### Day 2

- **(08:30)** Review Day 1 with a question & answer session. Inspection Maintenance, safe systems of work, repair of mechanical or electrical equipment, Inspection Practice.
- **(09:45)** Refreshment break (15 minutes)
- **(10:00)** Inspection Maintenance, safe systems of work, repair of mechanical or electrical equipment, Inspection Practice.
- **(12:00)** Lunch Break – 30 minutes
- **(12:30)** Exam (Closed Book)



## CompEx 01-04 Gas Vapour

### Electrical and Instrument Installation, Maintenance & Inspection.

CompEx is the national training and assessment scheme for Electro-technical personnel who work in potentially explosive atmospheres. This is a structured course for personnel with an electrical or instrument background involved in the selection, installation, inspection and maintenance of electrical and/or instrument equipment for use in potentially hazardous areas onshore and offshore.

**CompEx**



**Duration**  
5 Days

**Location**  
Newcastle upon Tyne

**Class Size**  
Maximum of Ten Delegates

**Pre-requisites**  
Time served / NVQ3 in Instrument or Electrical. JIB or company letterhead verification

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
Online multiple choice assessment & Practical Assessment

**Certification Issued**  
CompEx Certificate of Core Competence (Valid for 5 years)

**Cost**  
£790 GBP +VAT

#### To Book

Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

## Summary

Dangerous substances can put people's safety at risk from fire and explosion. Under DSEAR (Dangerous Substances and Explosive Atmospheres Regulations 2002) employers and the self-employed have a duty to protect people from risk of fire, explosion and similar events in the workplace. This includes members of the public who may come into contact with work activity.

Dangerous substances are any substances used or present at work that could, if not properly controlled, cause harm to people as a result of a fire or explosion. This includes such things as solvents, paints, varnishes, flammable gases, such as liquid petroleum gas (LPG), dusts from machining and sanding operations and dusts from foodstuffs. CompEx is a national joint training initiative developed and implemented by the Engineering Equipment and Material Users Association (EEMUA) and JTL and is supported by the Health and Safety Executive (HSE).

## Course Contents

- **COMPEX EX01** - installation of Ex D, E, P and N systems
- **COMPEX EX02** - maintenance of Ex, D, E, P and N systems
- **COMPEX EX03** - installation of Exia and Exib intrinsically safe systems
- **COMPEX EX04** - maintenance of Exia and Exib intrinsically safe systems

## Who Should Attend?

Personnel with an electrical or instrument background involved in the selection, installation, inspection and maintenance of electrical/instrumentation equipment for use in potentially hazardous areas onshore and offshore.

## CompEx Gas Vapour Units

The CompEx course currently consists of twelve knowledge and assessment units (EX01-12). These units can be studied individually or as complementary pairs. In Addition there are Ex Foundation Courses and Refresher Courses (EX01R - EX04R and EX07R - EX08R)

The underpinning knowledge and practical assessment programme is provided for electrical personnel who undertake the physical installation and assembly of new 'Ex' equipment and, who perform preventive maintenance and inspections on previously installed equipment.

- EX01** The preparation & installation of Ex 'd', 'n', 'e' and 'p' electrical equipment in explosive atmospheres
- EX02** The inspection and maintenance of Ex 'd', 'n', 'e' and 'p' electrical equipment in explosive atmospheres
- EX03** The preparation & installation of Ex 'i' equipment and systems in explosive atmospheres
- EX04** The inspection and maintenance of Ex 'i' equipment and systems in explosive atmospheres



## CompEx 1-4 Lesson Plan

\* Timings are approximate

### Day 1

- **(08:30)** Registration & Introduction to CompEx, Standards and Area Classification

**Welcome to delegates, introduction of staff, Induction to H&S procedures and smoking policy. Check names against photo I.D./Check certificates against registration forms**

- **(09:45)** Refreshment break (15 minutes)
- **(10:00)** Continue Area Classification. Ex01 Protection concepts/Gland requirements. EExd to EExm
- **(12:00)** Lunch Break – 30 minutes
- **(12:30)** Continue Area Classification. Ex01 Protection concepts/Gland requirements. EExd to EEx
- **(14:00)** Refreshment break (15 minutes)
- Continue Area Classification. Ex01 Protection concepts/Gland requirements. EExd to EExm
- **(16:00)** End

### Day 2

- **(08:30)** Review Day 1 with a question & answer session. Ex03 Protection concepts/ Gland requirements. EExp and I.S.
- **(09:45)** Refreshment break (15 minutes)
- **(10:00)** Ex03 Protection concepts/ Gland requirements. EExp and I.S.
- **(12:00)** Lunch Break – 30 minutes
- **(12:30)** Ex03 Protection concepts/ Gland requirements. EExp and I.S.
- **(14:00)** Refreshment break (15 minutes)
- Continuation of Ex03 Protection concepts/ Gland requirements. EX02/4 Inspections. Use practical rig to enable delegates to practice the use of inspection tables.
- **(16:00)** End

### Day 3

- **(08:30)** Continue inspections Ex02/Ex04 Gland & Cable practice
- **(09:45)** Refreshment break (15 minutes)
- **(11:00)** Continue inspections Ex02/Ex04 Gland & Cable practice
- **(12:00)** Lunch Break – 30 minutes
- **(12:30)** Continue Gland & Cable practice
- **(14:00)** Refreshment break (15 minutes)
- **(14:15)** Continue Gland & Cable practice
- **(16:00)** End

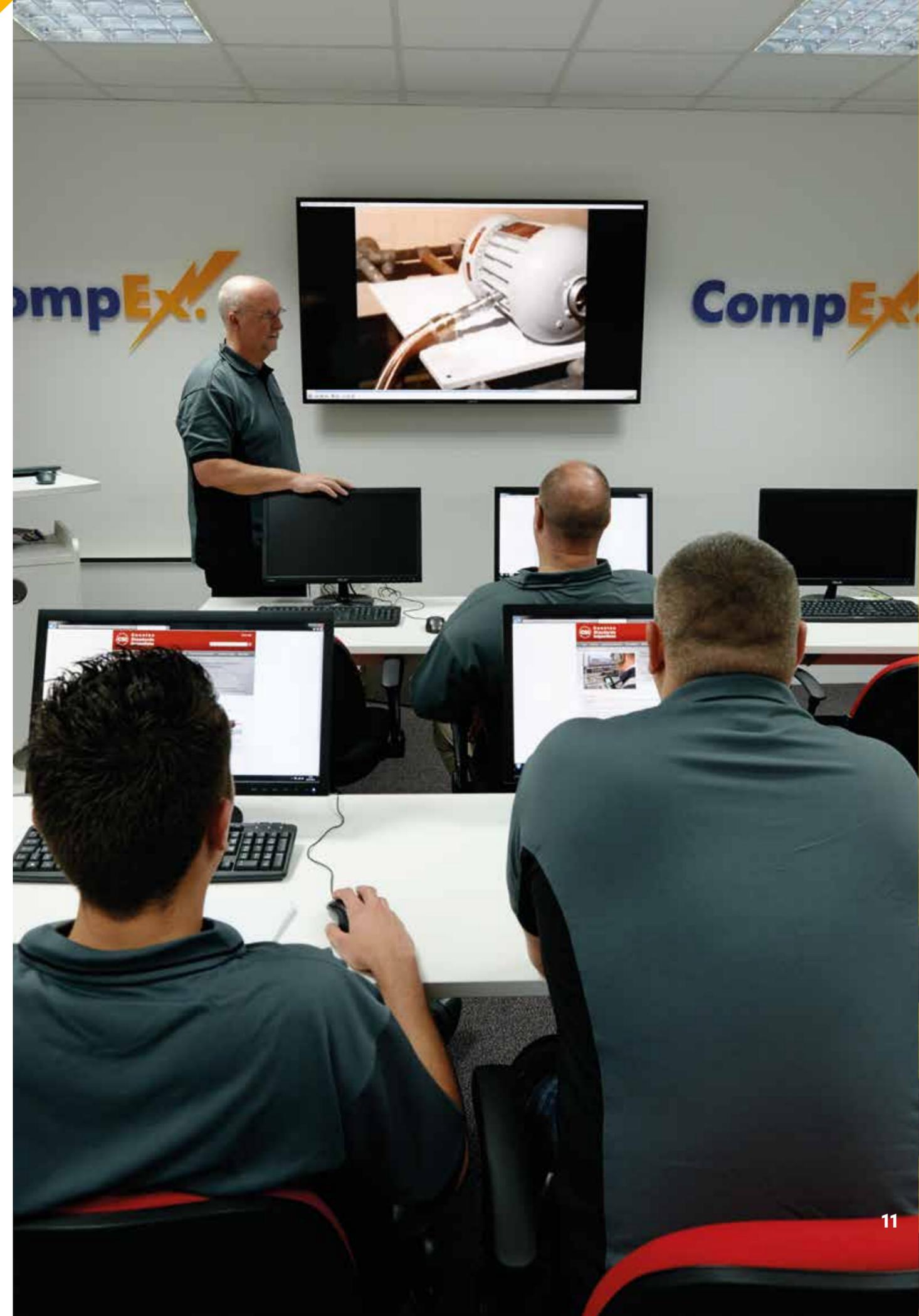
### Day 4

- **(08:30)** Ex01 Assessment (closed book) expected to end at 12:30
- **(12:30)** Refreshment & Lunch break (45 minutes)
- Ex02 Assessment Visual: 15 minutes, Close: 30 Minutes and Detailed: 30 Minutes
- **(15:00)** End

### Day 5

- **(08:30)** Ex03 Assessment (Closed book)
- **(11:30)** Refreshment & Lunch break (45 minutes)
- **(11:00)** Ex04 Assessment. Visual: 15 minutes, Close: 30 minutes, Detailed: 30 minutes
- **(13:14) Start exam (Time allowed 1HR 30M Closed book)**

**FOLLOWING EXAM CANDIDATES CAN LEAVE AFTER COMPLETING END OF COURSE ASSESSMENT**



# CompEx Refresher

## Refresher Course Covering CompEx Units 1-4

Refresh your skills and knowledge for working in potentially explosive atmospheres.

Our CompEx Refresher Course is intended for personnel who wish to update their knowledge and skills of electrical and instrumentation crafts within potentially explosive atmospheres in onshore and offshore situations.

The Refresher course contains training and assessment that, upon satisfactory completion, will lead to the renewal of the certificate of core competence for those who have previously completed the corresponding modules (EX01, EX02, EX03, EX04) of the basic CompEx course. Successful completion of this course and its Assessment will renew the attendees' certification for another 5 years (maximum allowable period).

**Duration**  
2 days  
Available as an Evening Class

**Location**  
CSI Training Centre  
Newcastle (NE23)

**Class Size**  
Up to Ten Delegates

**Pre-requisites**  
Attendees must be CompEx Certified

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
Paper-based Theory & practical board assessment

**Certification Issued**  
JTL Certificate of Core Competence valid for 5 years

**Cost**  
£460 + VAT  
Please enquire for an off-site price

### Summary

Using the JTL approved training aids the course will cover all aspects of the EX01-EX04 units in a format designed to keep all delegates up to speed with the core skills required to hold the CompEx certification for Gas and Vapours.

- **EX01** - Preparation and Installation of Ex'd', Ex'e', Ex'n' and Ex'p' systems in potentially explosive atmospheres
- **EX02** - Inspection and Maintenance of x'd', Ex'e', Ex'n' and Ex'p' systems in potentially explosive atmospheres
- **EX03** - Preparation and Installation of Intrinsically Safe Circuits in potentially explosive gas atmospheres
- **EX04** - Inspection and Maintenance of Intrinsically Safe Circuits in potentially explosive gas atmospheres

### Who Should Attend?

This course is only suited to skilled CompEx practitioners who hold a current CompEx National Certificate of Core Competence requiring renewal. Prior to booking acceptance, we require evidence of current CompEx certification. Your booking will be valid and fully confirmed on receipt.

This course offers an update to the latest standards and practices for those who hold a CompEx Competence Certificate.

## Lesson Plan

\* Timings are approximate

### Day 1

- **(08:30)** Registration & Introduction to CompEx, Standards and Area Classification

**Welcome to delegates, introduction of staff, Induction to H&S procedures and smoking policy. Check names against photo I.D/Check certificates against registration forms**

- **(09:45)** Refreshment break (15 minutes)
- **(10:00)** Continue Area Classification. Protection concepts/Gland requirements inspection regime
- **(12:00)** Lunch Break - 30 minutes
- **(12:30)** Continue Area Classification. Protection concepts/Gland requirements, Inspection Regime
- **(14:00)** Refreshment break (15 minutes)
- **(14:15)** Continue Area Classification. Protection concepts/Gland requirements, Inspection Regime
- **(16:00)** End

### Day 2

- **(08:30)** Review Day 1 with a question & answer session
- **(09:45)** Refreshment break (15 minutes)
- **(10:00)** EX01/EX03: Simulated installation exercise carried out on boards that simulate an installation. (CLOSED BOOK)
- **(12:00)** Lunch Break - 30 minutes
- **(12:30)** EX02R & EX04R: Identification of faults from photographs and Identification of maintenance requirements from supplied inspection reports. (CLOSED BOOK)
- **(14:00)** Refreshment break (15 minutes)
- Multi-matrix examination. The multi-matrix exam is an open book examination. The 'book' is the latest edition of the CompEx Tool Box Guide (EEMUA Publication 214)
- **(16:00)** End



## Courses designed with you in mind Basic Awareness / Explosion Protection Awareness

**Tailor made course raise awareness of the challenges of Explosive Atmospheres.**

Our one day overview of Explosive Atmospheres can be tailored to suit you by the inclusion of any particular elements of importance to your business. With over 30 years of proven, credible experience in fields such as Inspection & Maintenance, Rig verification and Hazardous Area Classification, we are proud to be extending our knowledge through our Training Centre.



**Duration**  
1 Day

**Location**  
Client Premises

**Class Size**  
Maximum of Ten Delegates

**Pre-requisites**  
No prior knowledge required

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
None

**Certification Issued**  
Certificate of Attendance

**Cost**  
Bespoke pricing based on location

**To Book**  
Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

### Summary

The course will primarily cover the following aspects:

- Global Regulations (NEC / IEC / ATEX / DSEAR (UK)...)
  - Hazard Appreciation
  - Hazardous Area Mechanical and Electrical Equipment
  - Risk Assessment and Area Classification
  - Training and Competence

### Additional points

The benefit to rolling out an awareness overview to your personnel is that any relevant units may be added to help solve some of the issues that your business faces on a daily basis or raise awareness

Feel free to contact our Training Department who will happily discuss your requirements and work with you to get the content exactly right for you.

### Who Should Attend?

This course is aimed at staff requiring the basic awareness of Explosive Atmospheres to effectively carry out operations within their working domain. This course will also benefit anyone who could encounter an Explosive Atmosphere during their day-to-day work where basic knowledge would improve safety and decrease risk.

## Technical Person With Executive Function

**This detailed course addresses all of the main points for a senior person requiring a more informed understanding of their working environment and meeting deliverables of BSEN 60079-17.**

The course content aims to empower site Engineering Leads with the knowledge to guide personnel forward to industry standards.



**Duration**  
1 Day

**Location**  
Newcastle upon Tyne or at your company premises

**Class Size**  
Maximum of Ten Delegates

**Pre-requisites**  
No requirement

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
None

**Certification Issued**  
Cenelec Standards Inspections  
ISO accreditation

**Cost**  
Bespoke pricing based on location

**To Book**  
Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

### Summary

A Technical Person with Executive Function is a person providing technical management of the skilled personnel working within potentially explosive atmospheres.

A course ideally suited to Business owners, Managers, Supervisors, Permit Writers who have daily contact with suitably qualified personnel.

Active participation would gain the attendee the following:

- Adequate knowledge in the field of explosive protection
- Familiarity with the local conditions (zoning, protection concepts etc)
- Familiar with methods of installation and equipment used
- Will have suitable knowledge in the isolation of plant within hazardous area



## Inspection and Maintenance IEC 60079-14 AND IEC 60079-17

This course is intended, primarily, to give personnel an understanding of the requirements of Inspection and Testing within a potentially explosive atmosphere.

The course has been specifically designed for personnel, actively working within Potentially Explosive Atmospheres. Who have a requirement to inspect and maintain equipment within these areas.



## ATEX/DSEAR Awareness Explosion Protection Awareness

A one day overview for personnel requiring awareness of the potential risks inherent in working with equipment that can produce explosive atmospheres.

Dangerous substances can put people's safety at risk from fire and explosion. Under DSEAR (Dangerous Substances and Explosive Atmospheres Regulations 2002) employers and the self-employed have a duty to protect people from risk of fire, explosion and similar events in the workplace. The ATEX 137 User Directive (and ATEX 95) became part of DSEAR in 2006.



**Duration**  
2 Days

**Location**  
Client Premises

**Class Size**  
Maximum of Ten Delegates

**Pre-requisites**  
Time Served, Min NVQ L3,  
Signed company letterhead

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided  
Power point presentation.  
Practical examples on client premises.

**Assessment**  
Multiple-choice paper

**Certification Issued**  
Cenelec certificate in core competency

**To Book**  
Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

### Summary

Upon completion of the course assessment the delegate will have the following:

- Understanding of the current directives and regulations relating to Inspection and Maintenance within hazardous areas.
- Zoning within Hazardous Areas
- Selection of Equipment
- Types of Protection
- Temperature Classification
- IP (Ingress Protection)
- EPL( Equipment Protection Levels)
- Inspection and Maintenance
- Type and Grade of Inspection

### Who Should Attend?

Skilled personnel who require an insight into the inspection and Maintenance of Equipment located within Hazardous Areas.

Practitioners who play an active role in the maintenance and inspection on Equipment within a Hazardous Area.

The course is designed with your needs in mind, to be delivered at your location, minimising travel and disturbance to the people attending the course.

**Duration**  
1 Day

**Location**  
Client Premises / Offshore

**Class Size**  
Up to Ten Delegates

**Pre-requisites**  
No prior knowledge required

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
None

**Certification Issued**  
Cenelec Certificate of Attendance (ISO Accredited)

**Cost**  
Dependant on class size, please enquire for further details

**To Book**  
Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

### Objectives

The course will outline the following aspects:

- ATEX
- DSEAR
- Installation
- Area Classification
- Flammable Materials
- Requirements and responsibilities
- Main principles of directive 94/9/EC
- Explosion Protection Concepts (Ex'd/Ex'e/Ex'i/Ex'p/Ex'n)
- Apparatus Grouping and Temperature Classification
- Inspection, Maintenance, Repair and Testing

### Who Should Attend?

This course is aimed at personnel requiring the basic awareness of Explosive Atmospheres to effectively carry out operations. This course will also benefit anyone who could encounter an Explosive Atmosphere during their day-to-day work where basic knowledge would improve safety and decrease risk.

## Dust Awareness

**A carefully constructed course which aims to explore the hazards and consequences of poorly installed and maintained equipment within a dust environment.**

Many materials can become combustible under specific situations such as agricultural products, metals like aluminium and zinc as well as materials such as sulphur and coal. Understanding how to work in areas where there is a risk of explosion is most advantageous when considering the safety of yourself and others.



**Duration**  
2 Days

**Location**  
Newcastle upon Tyne

**Class Size**  
Maximum of Ten Delegates

**Pre-requisites**  
CompEx units 01-04, Time served / NVQ3 in Instrument or Electrical. JIB card or company letterhead verification.

**Delivery Method**  
Classroom-based  
Hard-copy course notes provided

**Assessment**  
Multiple choice paper Assessment

**Certification Issued**  
ISO accredited Certificate of Attendance

**For more information or to Book**  
Call: +44 (0) 191 250 2995  
Email: training@cenelec.com

## Summary

An entry level course ideally suited to craft personnel wishing to explore the dangers of the substance found in most dust atmospheres such as sugar mills, granaries and distilleries, commonly known as Combustible Dust. Through active participation delegates should expect to gain a wider knowledge through studying our informative module.

## Course Content

Topics covered during the module include:

- Appreciation that electrical items can be a source of ignition that could cause an explosion.
- Understanding zones, temperature factors and ingress protection codes.
- Understanding how gas vapour certified equipment might be used in combustible dust situations (BS 7535).
- Understand how BS 6467 part 2, IEC (or BSEN) 60079-17 and EN 50281 impacts upon areas of combustible dust.

Course content is ideally suited to those working as Supervisors and Technicians. Also highly beneficial for Electrical and Instrument Engineering personnel, who need to broad understanding of this dangerous substance. The course sits well within the personal development pathway that employers keep and allows delegates to demonstrate safety awareness when working within this type of environment.

## Terms and Conditions

These Terms and Conditions of Business are between Cenelec Standards Inspections Ltd and / or any subsidiaries or hereinafter called the "TRAINING PROVIDER" and the buyer of such services (hereinafter called the "CUSTOMER").

### 1.0 Course Booking

**1.1** Prior to the commencement of the training services the Course Booking Form must be completed, signed and returned either by fax, post or scanned and e-mailed to training@cenelec.com

**1.2** Upon receipt of the Course Booking Form (with the payment / Purchase Order details), the booking will be confirmed and the terms under clause 2 "Transfer, Substitutions or Cancellation" will apply thereafter.

**1.3** Late bookings are acceptable, subject to availability. The Course Booking Form must be completed as per 1.1.

**1.4** All booking correspondence should be supplied to: Cenelec Standards Inspections, Unit 22, Apex Business Village, Northumberland Business Park, Cramlington, Newcastle upon Tyne, NE23 7BF

**1.5** For courses delivered on the Training Provider's premises, lunch (on full day courses) and refreshments are provided.

### 2.0 Transfer, Substitutions or Cancellation

**2.1** The Training Provider will accept substitutions on all courses. Courses that require registration with an Awarding Body can be substituted (if within the Awarding Bodies' registration time-scale) but the registration fee would be charged for each individual.

**2.2** Full course fees must be paid for cancellations made within 20 working days of the course date. No charge will be made for cancellations outside of this time-scale. Any payments already received will be refunded to the Customer less a 20% administration charge.

**2.3** Written notification via e-mail or post is required to transfer, substitute or cancel a delegate from a training course. In all postal cases notification must first be given via phone on 0191 250 2995.

**2.4** If the customer reschedules any training already booked within 20 working days of the course date, they will be subject to a 15% administration fee. Courses rescheduled within 1 to 5 working days of the course date, will be subject to a 50% administration fee

**2.5** The Training Provider reserves the right to cancel a course at any time due to operational reasons beyond its control or if there is insufficient demand. An alternative date, credit or full refund will be given to the Customer.

**2.6** The Training Provider reserves the right to ask any delegate to leave a course on the grounds of poor conduct or misbehaviour, under these circumstances any fees paid will not be refunded and the full cost of the course must be paid under the terms stated in clause 3 "Fees and Payments".

**2.7** Full course fees must be paid for delegates who fail to attend or leave the training course for any reason.

**2.8** The Training Provider reserves the right to modify the course content in its commitment to continuous improvement of its services to Customers.

**2.9** Due to unforeseen circumstances, the Training Provider reserves the right to amend course dates. In this instance, the Training Provider will inform the Customer should they have already booked onto the scheduled course date.

**2.10** The Training Provider reserves the right to move the venue of any course due to operational reasons beyond its control.

**2.11** The Training Provider reserves the right to change these terms and conditions at any time and will re-submit to the Customer a hard copy of the amendments.

**2.12** It is a contractual condition that clients will not offer employment to any personnel involved in the delivery of this training programme.

**2.13** These terms and conditions supersede all other Terms of Business.

### 3.0 Fees and Payments

**3.1** Private individuals are required to make payment for the training course before commencement. Access will be refused onto the course should payment remain outstanding on the first day of the scheduled training.

**3.2** For all training placed by a company (Purchase Order), payment is required 30 days from receipt of invoice (unless otherwise stated or agreed - see Section 12).

**3.3** All Training Courses delivered in the UK, are subject to VAT charged at the current HM Custom and Excise rate.

**3.4** Externally Accredited course fees incurred by the Training Provider will be charged to the Customer and cannot be refunded if the Customer cancels, reschedules to another course date or fails to attend the Training Centre.

**3.5** The following payment methods are acceptable: Credit/ Debit Card, Cheque made payable to Cenelec Standards Inspections Ltd, Cash, and BACS payment. A remittance advice should accompany all payments.

### 4.0 Accommodation

**4.1** All courses will be non-residential unless otherwise stated.

**4.2** Any accommodation and subsistence costs incurred which are not included in the course fees must be paid to the venue on departure by course members. It is not the Training Provider's responsibility.

**4.3** The Training Provider does not accept any responsibility for damage incurred to either personal property or a company's property during a residential visit.

### 5.0 Certification

**5.1** Subject to satisfactory completion, an ISO Accredited certificate will be awarded by Cenelec Standards Inspections as an approved course provider. On achievement of an externally accredited course, the Awarding Body certification will be issued. Note: Certificates will only be issued upon receipt of payment.

**5.2** In most cases replacement certificates can be supplied. The cost of the replacement certificate plus a £15 + VAT administration fee will be charged.

### 6.0 Customer Satisfaction

**6.1** Upon completion of the Course, an Evaluation Form will be completed by the course delegate. Any comments made will help to improve the quality of the training course.

**6.2** Official complaints must be made in writing within 30 days, from the last day of the course.

### 7.0 Data Protection

**7.1** We will use the information you give us to supply the services you have ordered, and to inform you of other goods and services that you might be interested in. We will store that information as securely as possible on company and / or paper-based systems.

**7.2** We will not pass your details to any other organisations without your authority to do so.

**7.3** We will pass your details to third parties (eg government agencies) where we are required to do so by law.

**7.4** We will not capture information about you without your knowledge, and your details will not be passed to organisations outside the European Economic Area.

**7.5** You are entitled to know what information is held about you upon application in writing accompanied by the appropriate fee (as stated on www.dpr.gov.uk).

### 8.0 Copyright

**8.1** The Training Provider reserves all rights on all course notes and material provided for a company or delegate and no part of the course notes or ??????



Cenelec Standards Inspections Ltd  
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Tel: +44 (0) 191 250 2995 (CompEx)  
Email: [training@cenelec.com](mailto:training@cenelec.com)