



WARNER SECURITY TRAINING LTD TERMS AND CONDITIONS

Payment Terms (unless funding is being paid via a Third-Party Provider)

- **Deposit:** A non-refundable deposit of 50% of the total course fee is required at the time of booking to secure your place. A receipt will be provided.
- **Balance:** The remaining balance must be paid in full no later than two weeks before the course commencement date. A receipt will be provided.
- **Late Bookings:** Any bookings made within two weeks of the course start date must be paid in full at the time of booking. A receipt will be provided.
- **Payment Methods:** We accept payments via our secure online website portal or via Faster Payments (Bank Transfer)

Statutory Right to Cancel ("Cooling-Off Period")

In accordance with UK Consumer Law, if you have booked your course online or over the phone, you have the right to cancel your booking within 14 days from the date the booking was made (the "Statutory Cancellation Period").

- If you cancel within this 14-day window, you will receive a full refund, including your deposit.
- **Exclusion:** If the course commences within your 14-day cooling-off period and you have provided express consent to start the training, your right to a full refund may be waived or pro-rata based on services already delivered.

Cancellation by the Candidate

Outside of the 14-day statutory period mentioned above, the following cancellation charges apply:

- **More than 4 weeks before start date:** The 50% deposit is retained; any further balance paid will be refunded.
- **Less than 4 weeks before start date:** 100% of the course fee is non-refundable.
- **Non-Disclosure of Prerequisites:** As stated in our joining instructions, failure to provide proof of mandatory medical qualifications, failure to disclose health/fitness issues that prevent participation, failure to provide the required documentation, or failure to pass the required literacy test on Day 1 will result in the forfeiture of all fees.

Cancellation by Warner Security Training Ltd

In the unlikely event that we must cancel or reschedule a course due to unforeseen circumstances (e.g., instructor illness or venue issues), candidates will be offered:

- A full refund of all monies paid; or
- A transfer to the next available course date. *Warner Security Training Ltd is not liable for any external costs incurred, such as pre-booked travel or accommodation.*

Transfers

Requests to transfer a booking to a later date must be made in writing. Transfers are granted at the sole discretion of the Head of Centre and may be subject to an administration fee. Transfer requests made less than 14 days before the course start date may be treated as a cancellation



Behaviour & Discipline

Warner Security Training Ltd maintains a professional training environment that mirrors the standards expected within the security industry. By enrolling in the course, you agree to adhere to the following standards of behaviour:

- **Professionalism and Respect:** Students must demonstrate respect and courtesy towards all training staff, instructors, fellow learners, and venue personnel at all times.
- **Property and Equipment:** You are required to treat the training venue, vehicles, and all provided equipment (including radios and medical aids) with care. Any malicious damage may result in liability for repair or replacement costs.
- **Safety and Scenario Realism:** While realistic language and high-pressure role-play may be used to enhance the learning experience, all students must immediately obey the **"STOP, STOP, STOP"** command and follow instructor safety briefings without question.
- **Substance Abuse:** Attendance under the influence of alcohol or illegal substances is strictly prohibited. For safety reasons, any student suspected of being under the influence will be immediately removed from practical exercises.
- **Mobile Phones:** The use of mobile phones during classroom sessions is strictly prohibited to ensure the highest standards of concentration and safety. The training environment requires full engagement with both theoretical concepts and practical safety briefings. Students must ensure that all devices are switched off or placed on silent and stored away during instruction hours. Unauthorized phone usage not only disrupts the learning experience of the cohort but can also pose a significant safety risk during Physical Intervention or tactical drills. Emergency contact procedures will be provided during the induction for students who may need to be reached for urgent family matters.
- **Equal Opportunities and Diversity:** We enforce a strict Zero Tolerance policy against any form of bullying, harassment, or bigotry based on race, religion, gender, sexual orientation, or background.
- **Right of Removal:** Warner Security Training Ltd reserves the right to terminate a student's participation in the course for serious or repeated breaches of conduct. In such instances, no refund of course fees will be provided.

Certification

- **To obtain an SIA security licence,** you must undergo a mandatory Disclosure and Barring Service (DBS) criminal record check as part of the application process. Previous criminal convictions or cautions do not automatically disqualify you, but they can directly affect whether the SIA grants your licence, depending on the offence's recency and severity. Because training fees are generally non-refundable, we strongly advise you to review the SIA's criminal record indicator tool or discuss your history with the training provider if you have any concerns. <https://www.gov.uk/guidance/check-if-you-can-get-an-sia-licence-with-a-criminal-record>
- **SIA Application Fee:** All courses provided by Warner Security Training Ltd do not include the cost of the SIA licence application itself unless a specific arrangement has been made with an agreed Third Party. The current rate for the SIA Licence is £204 (subject to SIA Changes)
- **Results:** Certificates may take 2–3 weeks post-exam. Do not call instructors for results. All enquiries must go to admin@warnersecuritytraining.co.uk
- **Reports:** Course reports are honest summaries of performance and may be shared with employers only with your consent.



Insurance and Personal Liability

- **Personal Accident Insurance:** While Warner Security Training Ltd maintains full Public Liability and Professional Indemnity insurance, this does not cover students for personal accidents, loss of earnings, or injuries sustained through normal participation in training drills. It is strongly recommended that all students arrange their own personal accident and/or travel insurance for the duration of the course.
- **Personal Property:** Warner Security Training Ltd accepts no responsibility for the loss, theft, or damage of personal belongings, including but not limited to laptops, mobile phones, or vehicles, while attending the course.
- **Medical Costs:** The company is not liable for any medical expenses incurred by a student as a result of an injury sustained during training, provided that all safety protocols were correctly followed by the instructor.
- **Assumption of Risk:** By enrolling, the student acknowledges that security and close protection training is physically demanding and involves an inherent risk of minor injury (e.g., bruises or muscle strains) during Physical Intervention (PI) and tactical drills.

GDPR & Privacy:

Warner Security Training Ltd is committed to protecting your personal data. We collect information necessary for SIA registration and awarding body certification. Your data will be stored securely and only shared with Highfield Qualifications and the SIA for licensing purposes. Our full Privacy Policy is available upon request.

Force Majeure

Warner Security Training Ltd shall not be liable for any failure or delay in the performance of this agreement which is caused by circumstances beyond its reasonable control, including but not limited to: strikes, lock-outs, fire, flood, natural disaster, pandemics, or government-imposed restrictions.

Intellectual Property:

All training materials, handouts, digital content, and templates provided during the course remain the intellectual property of Warner Security Training Ltd. No part of these materials may be reproduced, distributed, or used for commercial purposes without prior written consent.

Appeals and Complaints:

Candidates have the right to appeal any assessment decision. Our Appeals Policy will be detailed during the induction. Any formal complaints regarding the course must be submitted in writing to admin@warnersecuritytraining.co.uk within 7 days of the course completion.

Media Consent:

Practical exercises will be filmed or photographed for assessment purposes as required by the awarding body. By enrolling, you consent to this filming, and written consent will be required at induction. You have an option to opt in or out of any filmed or photographed content being used by Warner Security Training Ltd for marketing purposes.

Policies and Procedures:

A copy of all Warner Security Training Ltd Policies and Procedures is available on request.



Mandatory Pre-Course E-Learning & Documentation

Any mandatory E-learning required for the course will be emailed to you alongside your joining instructions. E-learning **must** be completed before your course start date and submitted directly to Highfield if instructed to do so.

On **Day One** of your course, you must present the following mandatory documents:

- **ACT Certificates 1 & 2:** Please complete both modules, and bring printed copies or save a clear photograph of your certificates to your mobile device.
- **First Aid Evidence:** If you are not completing your First Aid training with **Warner Security Training Ltd**, you must present evidence of a valid First Aid certificate suitable for your chosen course. Your certificate must have a minimum of 12 months' validity remaining on the day your course commences.
- **Identity Documents:** Three separate original identity documents, one photographic and two proof of address, must be provided at induction. A full list of acceptable documents will be included in your joining instructions.

Further details on Mandatory Pre-Course E-Learning & Documentation will be included in the joining instructions.

Learner Eligibility & SIA Licensing Criteria

1. Course Entry & SIA Licence Requirements

Candidates booking SIA licence-linked courses must ensure they meet the mandatory criteria set by the Security Industry Authority (SIA). Passing a course with **Warner Security Training Ltd** demonstrates successful completion of training but does not guarantee the grant of an SIA licence, which is subject to independent assessment by the SIA.

2. Mandatory Criteria

Candidates must satisfy the following conditions:

- **Age:** Must be at least 18 years of age at the start of the course.
- **English Proficiency:** Must possess suitable English language skills (speaking, listening, reading, and writing) to a suitable standard to engage with training and examinations.
- **Right to Work:** Must hold valid legal status to work within the United Kingdom.
- **First Aid Prerequisite:** Must hold a valid Emergency First Aid at Work (EFAW) qualification (or equivalent) with at least 12 months remaining, or complete this training prior to course commencement.
- **Background & DBS Checks:** Must pass the required SIA criminal record checks (DBS). Candidates with prior convictions or cautions are responsible for checking the SIA's *Criminal Record Indicator* prior to booking.
- **Identity Verification:** Must provide valid, original identification and proof of address in strict accordance with SIA and awarding body regulations.
- **Physical Fitness:** Must be physically capable of participating in practical training modules, including Physical Intervention techniques where applicable.

3. Failure to Meet Criteria

Warner Security Training Ltd accepts no liability or responsibility for a candidate's failure to secure an SIA licence due to undisclosed criminal records, lack of entitlement to work, insufficient identification, or failure to meet SIA criteria. Fees paid for training are non-refundable in instances where a candidate cannot obtain a licence due to failing SIA background checks or eligibility criteria.

Any queries regarding the Warner Security Training Limited Terms and Conditions should be directed to the Head of Centre at info@warnersecuritytraining.co.uk