



Terms & Conditions of Service

Version 1.0 — 02 May 2026

Learner-Friendly Summary

These Terms & Conditions explain how SBK Teaching Standards provides online courses, assessments, certificates, membership services, and support. They set out your responsibilities, our responsibilities, payment rules, refund rules, behaviour expectations, and what happens if policies are breached. By enrolling on a course or using our services, you agree to these Terms & Conditions.

1. Organisation Details

SBK Teaching Standards (sole trader: Clerissa)

Email: SBK-teaching-standards@outlook.com

These Terms & Conditions form a contract between SBK Teaching Standards and the learner.

2. Services Provided

SBK Teaching Standards provides:

- Online asynchronous courses
- Assessments
- CPD logs
- Certificates of completion
- Digital badges for courses
- Membership services
- Membership search facility on the website
- Access arrangements and special considerations
- Resit applications
- Website information
- Support via email, Moodle messaging, and Facebook message

3. Eligibility Requirements

3.1 Minimum Age

- Learners must be **18+**.

3.2 Additional Requirements

Learners must:

- Have a device capable of accessing MoodleCloud
- Have reliable internet access
- Submit all assessments and communication in **English**
- Be able to upload files in the required formats

4. Enrolment & Registration

4.1 Enrolment Process

Learners enrol through:

- Microsoft Forms
- Moodle registration
- Email confirmation (where applicable)

4.2 When Enrolment Is Complete

Enrolment is considered complete **after the registration form and any required payments are received.**

5. Payment Terms

5.1 Payment Method

- **Bank transfer only**

5.2 When Payment Is Due

- Payment must be made **before course access is granted.**

5.3 Refund Policy

Refunds are available:

- If the course has **not been accessed**
- For **administrative errors**
- If the **outcome of a complaint or successful appeal** requires a refund

No refunds are issued once course materials have been accessed unless required by the Complaints or Appeals process.

6. Course Access

6.1 Access Duration

Learners have access:

- **Until course completion**, or
- **1 month from enrolment**, whichever comes first

6.2 Access Removal

Access may be removed for:

- Breach of Terms & Conditions
- Misconduct
- Non-payment
- Academic malpractice
- Illegal activity
- Breach of any linked policy

7. Assessments

7.1 Assessment Rules

Learners must:

- Complete all assessments **within 1 month of enrolment**
- Submit assessments using the **correct file type**
- Follow academic integrity rules
- Follow AI use rules
- Follow resit rules
- Meet all assessment instructions and deadlines

7.2 Assessment Turnaround Time

SBK Teaching Standards aims to mark assessments within:

- **2 weeks or sooner**

8. Certificates & Digital Badges

8.1 Issuing Certificates

Certificates are issued:

- Once the course is complete **and all assessments are passed**

8.2 Format

- **Digital certificate only**, provided as a **PDF**
- No printed certificates
- **Digital badges** are issued for all completed courses

9. Intellectual Property

Learners **may NOT**:

- Share course materials
- Reproduce or distribute content
- Upload materials elsewhere
- Use content commercially
- Copy, modify, or adapt course content

All materials remain the intellectual property of SBK Teaching Standards.

10. Behaviour Expectations

Learners must comply with:

- Online Safety & Learner Conduct Policy
- Equality & Diversity Policy
- Safeguarding Policy
- Prevent Duty Statement

Failure to comply may result in removal of access or termination of service.

11. Data Protection

These Terms & Conditions link to:

- Privacy Policy
- Cookie Policy
- Data Protection & Information Security Policy

By enrolling, learners agree to the processing of their data as described in these policies.

12. Termination of Service

SBK Teaching Standards may terminate access for:

- Misconduct
- Harassment
- Academic malpractice
- Non-payment
- Breach of policies
- Illegal activity
- Behaviour that compromises safety or integrity

Termination may occur without refund where misconduct is confirmed.

13. Liability

SBK Teaching Standards is **not liable** for:

- Moodle Cloud outages
- Learner device issues
- Third-party service failures
- Loss of data caused by user error
- Inability to access the course due to internet or device problems
- Any expectation of specific learning outcomes

SBK Teaching Standards provides educational content but does not guarantee employment, certification acceptance, or professional advancement.

14. Governing Law

These Terms & Conditions are governed by the **laws of England & Wales**.

15. Review Cycle

These Terms & Conditions are reviewed:

- **Annually**, or
- When services or legal requirements change