

BioGrad Education Terms & Conditions

Thank you for taking time to read below the terms and conditions of BioGrad Education (a trading name of BioGrad Examination Centre at Liverpool Science Park Limited) prior to booking one of our courses. If you have any questions regarding the below, please do not hesitate to contact us via email at: student.services@biograd.co.uk or via telephone on +44 345 565 1725 (option 4).

Health and Safety

The health and safety of all students is of upmost importance to us at BioGrad Education. As such, upon booking a course or shortly thereafter, students will be asked to complete some mandatory documents including a Student Medical and Inclusion form. As part of this form, students will be asked to declare any mental or physical disabilities or conditions that may affect their participation in the course, or have an effect on health and safety procedures in our laboratories, clinics and teaching spaces.

Such disabilities or conditions may include:

- pregnancy
- breast-feeding mothers
- those suffering from immunosuppression
- allergies
- any disorders that affect motor skills, sight and hearing.

The above list is not exhaustive and students should contact student.services@biograd.co.uk if they have any concerns in this regard, prior to attendance on any course.

We will always endeavour to make alterations to our provision to accommodate individual circumstances and needs. However, in all circumstances, we will require advanced notice in order to prepare Risk Assessments and order in alternative reagents etc as necessary. In all cases it is the responsibility of the student or parent/guardian of students aged under 18 to inform us of any such disabilities or conditions at least 28 days prior to course commencement. There may be occasions on which we are unable to make suitable adjustments to ensure the safety of all based on such disabilities and conditions, students will be contacted directly in this instance. Failure to inform us of such disabilities or conditions may lead to removal from the course without refund. BioGrad Education accepts no liability for any injury or harm resulting from any condition that a student has not declared.

Any declaration of any such disability or condition will be treated in the strictest confidence and in line with GDPR (The General Data Protection Regulations 2018).

Complaints Management Policy

BioGrad Education is committed to providing valuable and high-quality experiences to all our students. In order to maximise the value students get from their course, they may be asked for their course expectations and future aspirations at course commencement. Course leaders may be able to make small adjustments in order to ensure student expectations are met and their experience is useful in line with their future aspirations. Students are also given the opportunity to provide feedback during and after all of our courses. If a student does not wish to voice a complaint to their course leader, they are advised to speak to the Student Services team at any point.

We recommend that any complaints are dealt with as they arise, rather than at the end of the course, this provides us with an opportunity to make alterations based on student feedback. Complaints and expressions of dissatisfaction with our service will always receive a timely response from an appropriate manager. We listen to complaints, treat them seriously, and learn from them so that we are able to continuously improve our service.

How to Make a Complaint

Students can make a complaint in a number of ways as listed below:

E-mail: student.services@biograd.co.uk

Telephone: 0345 565 1725 (option 4)

Post: BioGrad, Liverpool Science Park, 131 Mount Pleasant, Liverpool, Merseyside, L3 5TF

Courtesy and Respect

From booking a course, all the way through to course completion, students can expect to be treated with courtesy, respect and fairness at all times by all members of BioGrad Education staff. We expect that students will also treat BioGrad Education staff with the same courtesy, respect and fairness, including in rare occasions when dealing with a complaint.

BioGrad Education will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they arise, we will cease communication with the complainant immediately and will inform the appropriate authorities as necessary.

Course Booking and Cancellation Policy

BioGrad Education has in place a Course Booking and Cancellation policy in place to ensure transparency for all when booking our courses, please see below. *The below policy was last reviewed on 1st September 2024 and is due for review on 1st September 2025.*

- All students must return their completed mandatory documents no later than 28 days prior to course commencement. Failure to do so may result in removal from the course without refund.
- Requests to change course/course date must be made more than 28 days before course commencement and are subject to availability.
- Any course/course date transfers will be subject to a £50 transfer fee.
- All deposits, course payments and accommodation payments are non-refundable.
- Courses may occasionally be subject to cancellation or transfer of date. In these situations, students will be notified no less than 7 days prior to course commencement, where possible. Cancellations can arise at short notice due to factors that are beyond our control such as illness.
- If the accommodation price increases between the final accommodation payment and the course start date, students may be liable to cover the additional cost.

Please be advised that if a student requests accommodation alongside their course and later chooses to transfer to a new date, they may be liable for the full accommodation cost for the original dates requested. If students require further guidance, please contact student.services@biograd.co.uk.

Payment

BioGrad Education does not store credit card details nor do we share customer details with any third parties.

Data Protection

Student registration details, feedback and photographs will be kept on file for 3 years after the course start date. This allows us to provide references to potential employers and universities for up to 3 years after a student attends a BioGrad Education course. If a student does not wish for BioGrad Education to keep a record of their attendance, they should inform us via email on student.services@biograd.co.uk) and we will remove their registration details from our system. Please be aware that we will no longer be able to provide references or confirm attendance on any course after student details are removed.

Updated September 2024, next review March 2025.