



Course Kings Ltd Training Product Guarantee

Course Kings Ltd prides itself in delivering Training programs to the highest professional standards by Qualified instructors who have both qualifications in teaching and knowledge of the material they are presenting, Instructors at Course Kings Ltd are frequently monitored and given feedback by a peer and also by feedback forms from course participants. With this in mind Course Kings Ltd offer the following guarantee to all individuals that attend a course delivered by Course Kings Ltd;

Course Kings Ltd guarantee that we will deliver any course again for free to any individual candidate Or company or group or candidates that feels the learning objectives were not covered adequately or achieved. A money back guarantee is in place only where it could be proved that an instructor was insufficiently qualified or delivered the course to unacceptable standards or where a course could not be delivered adequately due to unforeseen occurrences such as extreme lateness or sickness or natural disaster.

Conditions of Guarantee

Unacceptable standards include an inability to convey course objectives to different learning styles of candidates, failure to check if learning has taken place during and at the conclusion of a training program before a test or an assessment is given in order to give candidates the chance to let the instructor know they are not happy , a deliberate failure to ask or answer questions that would highlight areas where more clarification or repetition or an adjustment in the way a section of a course is being presented. (This does not include any unreasonable questions or where the instructor could supply more information which would require further research which would be on the understanding that the instructor will return or deliver the researched information within a reasonable time by email or a return visit to a client which would be agreed by the instructor and the group or student.)

A full refund will be given only if the course has been paid for in full, and on the understanding that No certificate will be given if funds are returned.