

DCC Interactive Ltd

STANDARD TERMS AND CONDITIONS

Version 2.2 — Approved — September 2026

These terms and conditions of sale or service apply to any order, booking, licence, subscription, portal access arrangement, digital product purchase or service accepted by DCC Interactive Ltd, trading as DCC-i.

Date Approved by Organisational Owners	15 October 2026 — user instruction recorded in GOV-SIGNOFF-002
Date for next review	12 months from approval, or earlier following material legal, commercial or service change
Organisational owners	Chief Executive Officer
Status	Approved
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Approval note: This document is the controlled commercial terms template for DCC-i services. Organisational approval must be recorded before contractual publication or reliance; legal advice should be obtained where a transaction materially departs from these standard terms or raises novel consumer, regulatory or international issues.

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Support requests are handled through the published DCC-i support routes during normal business operations. Unless a separate service level is expressly agreed in an Order, response and restoration times are targets rather than contractual guarantees and will reflect severity, safeguarding or security risk, supplier dependencies and reasonable operational capacity.

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Where an individual purchases as a consumer, nothing in these Terms excludes or restricts rights that cannot lawfully be excluded under consumer law. Where statutory cancellation, refund, conformity or digital-content rights apply, those rights take priority over any inconsistent provision in these Terms. Information provided at the point of sale will explain any applicable cancellation right and, where relevant, any request for digital content or services to begin during a statutory cancellation period.

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34. Data Protection Roles and Processing Instructions

The parties will determine their data-protection roles from the actual processing undertaken. Where DCC-i processes personal data solely on the documented instructions of a Customer acting as controller, the applicable Order, data-processing schedule or other written terms will set out the subject matter, duration, nature and purpose of processing, categories of data and people, confidentiality, security, sub-processing, rights assistance, incident notification, audit cooperation and return or deletion requirements. Where DCC-i determines its own purposes and means of processing, it acts as controller for that processing. Contract labels do not override the factual relationship.

35. Cyber Security and Personal Data Incidents

Each party must take reasonable and proportionate steps to protect accounts, credentials, systems and information used in connection with the Order. A party becoming aware of a security incident or personal-data breach that materially affects the other party, DCC-i services, Customer data or users must notify the other party without undue delay through the agreed incident route, provide information reasonably required to assess impact and legal obligations, preserve relevant evidence, and cooperate with proportionate containment, investigation and recovery. Neither party will notify regulators or affected individuals on behalf of the other without authority, unless required by law.

36. Governing Law and Jurisdiction

These Terms, each Order and any non-contractual obligations arising from them are governed by the law of England and Wales. Subject to any mandatory consumer right to bring proceedings elsewhere, the courts of England and Wales have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms or an Order.

Schedule 1. Summary of Key Changes from 2024 Version

1. Scope of Agreement

This document sets out the business arrangements between DCC Interactive Ltd, trading as DCC-i, and any customer, commissioner, purchaser, organisation, delegate, learner, user or licence holder who procures, accesses or uses services, products, resources, digital content or learning provision from DCC-i.

These Terms and Conditions apply where a customer procures services from DCC-i without issuing a formal contract of terms and conditions from their own organisation, or where the customer's contract does not expressly cover the matter in question. Where a contract has been issued, signed by DCC-i and returned to the customer, that contract shall supersede these Terms and Conditions only to the extent that it expressly deals with the relevant issue.

For the purposes of this document, DCC Interactive Ltd is referred to as "DCC-i" or "we/us/our". The buyer, commissioner, organisation, learner or user is referred to as "the Customer", "the Delegate", "the User" or "you", depending on context. The work, booking, service, licence, subscription, digital product, portal access, training, consultancy, resource or commissioned activity is referred to as the "Order".

Upon acceptance of an Order, DCC-i will supply the products, services, portal access, learning resources or digital content specified in the Order according to these Terms and Conditions and the specific details agreed in the relevant Order. If the Customer cancels, delays, varies, misuses or fails to support the Order, these Terms and Conditions shall apply.

2. Definitions

Term	Meaning
Blended Learning	a learning model that may combine live virtual sessions, face-to-face sessions, hybrid delivery, self-directed activities, digital content, reading, reflection, toolkits, communities of practice, supervised exercises, learning checks and follow-up tasks.
DCC-i Portal	the digital learning and resource platform operated or made available by DCC-i, including any associated learning management system, membership area, download library, resource hub, learning pathway, toolkit area, community space or digital service.
Digital Products	downloadable, streamable, view-only or otherwise digitally accessible resources, including workbooks, toolkits, templates, videos, recordings, e-learning modules, CPD activities, infographics, prompts, practice tools and other online materials.
Organisational Licence	an arrangement under which an organisation purchases permission for specified staff or users to access DCC-i Portal services, digital resources, blended learning materials or learning programmes.

Term	Meaning
User	any person who accesses DCC-i services, the DCC-i Portal, digital resources, learning content, training sessions or associated materials.
Order	any accepted booking, commissioned project, quotation, confirmation email, purchase order, subscription, licence, portal arrangement, product purchase, training course, learning pathway or consultancy service.

3. Price and Payment Terms

The prices payable by the Customer for goods, services, digital products, portal access, licences, subscriptions, consultancy, training or blended learning provision will be specified in the applicable Order, quotation, booking form, confirmation email, portal checkout, invoice, licence arrangement or written agreement.

Unless otherwise expressly stated in an Order, all prices exclude shipping, travel, accommodation, venue charges, VAT or other applicable taxes and disbursements. Any additional charges will be identified where applicable.

Payment terms are net twenty-one (21) calendar days from the date of invoice unless otherwise expressly agreed in writing. If the Customer does not pay an invoiced amount within terms, the Customer shall pay finance charges of one and one-half percent (1.5%) per month on the late balance.

DCC-i reserves the right to withhold provision of the Order, suspend portal or digital access, withhold certificates, pause delivery, delay release of materials, or revoke any credit extended to the Customer until payment is made.

If the Customer's account is more than ninety (90) days in arrears, the Customer shall reimburse DCC-i for reasonable costs, including legal fees, incurred in collecting such amounts.

In the event of a genuine invoice dispute, no finance charges will apply while the matter is being resolved, provided written notice of the dispute is given before the due date for payment.

4. Customer Materials and Data

The Customer represents and warrants that any materials, data, content, artwork, logos, case examples, documents, datasets, recordings, images, instructions, specifications or information provided to DCC-i for the performance of services do not infringe copyright, trademark or other intellectual property rights, are not defamatory or unlawful, do not invade any person's privacy, and do not otherwise violate laws or third-party rights.

The Customer warrants that it has the right to provide DCC-i with any personal data supplied for course administration, portal enrolment, registration, evaluation, certification, communication, safeguarding, emergency procedures, learning analytics or service delivery. Personal data will be processed in accordance with the UK GDPR, the Data Protection Act 2018 and DCC-i's applicable privacy information and data protection policies.

Where an organisation provides delegate or user lists, the Customer is responsible for ensuring that the data is accurate, up to date, necessary for the stated purpose and shared lawfully. DCC-i may reject data supplied in formats that cannot reasonably be processed securely or effectively.

5. Intellectual Property and Digital Licences

All intellectual property, research, training materials, learning designs, toolkits, templates, prompts, assessment tools, portal content, digital resources, workbooks, slide decks, graphics, videos, recordings, written materials, trade names, commercial symbols, know-how, methods, service models and other materials created by or for DCC-i shall remain the sole and exclusive property of DCC-i unless expressly agreed otherwise in a signed contract.

Any intellectual property existing and owned by the Customer before the Order shall remain the property of the Customer. The Customer grants DCC-i a licence to use, reproduce, adapt, display, distribute and sub-license Customer materials only to the extent reasonably necessary to perform the Order.

Unless expressly stated otherwise, access to DCC-i Portal materials, digital products, downloadable resources, training materials or blended learning content grants the User or Customer a limited, non-exclusive, non-transferable, revocable licence to use those materials for personal professional learning, internal practice support and the purposes expressly stated in the Order.

Users, delegates and customers must not, without express written permission from DCC-i:

- re-sell, sub-license, copy, publish, upload, scrape, extract or commercially exploit DCC-i materials;
- share DCC-i resources beyond the permitted licence group or outside the purchasing organisation;
- upload DCC-i materials to third-party platforms, intranets, learning management systems or AI training datasets;
- create derivative training programmes, paid resources, toolkits or service-development products based substantially on DCC-i materials;
- remove copyright notices, watermarks, branding, attribution or usage restrictions;
- record live sessions, copy portal content, distribute recordings or repurpose resources unless expressly agreed.

Delegates may use resources provided during training or via the DCC-i Portal to support their own professional learning and direct practice with service users. They may not distribute resources, reproduce them for wider training, or use them for service-development activity without express permission. Materials used with permission must be appropriately accredited to DCC-i.

6. Confidential Information

Any information received or accessed in connection with an Order, including commercially sensitive information, customer information, practice examples, service information, unpublished resources, platform information, learner data, delegate contributions, safeguarding information or internal business information, shall remain the property of the disclosing party and shall be treated as confidential.

Confidential Information does not include information which was already lawfully in the receiving party's possession, is in the public domain other than through breach, is obtained lawfully from a third party without confidentiality restrictions, is made available on an unrestricted basis, or is independently developed without reliance on the Confidential Information.

Confidential Information may be used only to the extent necessary to perform the Agreement. It may be disclosed to employees, associates, agents or subcontractors only where necessary and where appropriate confidentiality and data protection obligations apply.

Customers are not permitted to share commercially sensitive information about DCC-i, including pricing models, portal functionality, learning designs, unpublished materials, product roadmaps or proprietary service information, with competitors or third parties without express written permission.

7. DCC-i Portal Services

The DCC-i Portal provides access to digital learning resources, self-directed modules, toolkits, downloadable materials, e-learning courses, practice resources, CPD activities, learning pathways, communities of learning and other services offered by DCC-i.

Access may be granted through individual purchase, organisational licence, membership subscription, inclusion within another commissioned service, pilot arrangement, promotional access or any other arrangement agreed by DCC-i.

DCC-i reserves the right to add, amend, update, replace, archive or remove portal content to maintain legal accuracy, legislative compliance, relevance to contemporary practice, accessibility, technical performance, safeguarding standards and quality improvement. Portal content may be updated without prior notice where DCC-i considers this necessary or proportionate.

Portal access is provided subject to the access period, licence type, user limits, payment status and any specific restrictions set out in the Order. Access to one portal area, course, cohort or resource does not automatically entitle the User to access all DCC-i content or future releases.

8. User Accounts, Portal Access and Acceptable Use

Users are responsible for maintaining the security of login credentials and ensuring that account details remain accurate. User accounts are personal to the named user unless DCC-i expressly permits shared or organisational access under a written licence arrangement.

Users must not share passwords, permit unauthorised access, attempt to bypass access controls, copy restricted content, interfere with platform operation, upload harmful code, misuse discussion spaces, impersonate others, or use DCC-i Portal services for unlawful, unsafe, discriminatory, defamatory or commercially exploitative purposes.

DCC-i reserves the right to suspend, restrict or terminate access where there is suspected misuse, security risk, breach of these Terms, non-payment, inappropriate sharing, safeguarding concern, abusive conduct, intellectual property infringement or conduct that may compromise DCC-i, other users or the integrity of the service.

Where portal access is arranged through an organisation, the Customer is responsible for ensuring that authorised user lists are accurate and that leavers, role changes or access changes are notified to DCC-i promptly.

9. Blended Learning Provision

DCC-i utilises a blended learning methodology which may include live virtual training, face-to-face training, hybrid delivery, self-directed digital learning, reading and reflection activities, practical exercises, learning checks, communities of practice, digital resources, toolkits and follow-up learning activities.

Where a programme is described as blended learning, completion may require participation in more than one learning component. Attendance at a live session alone does not guarantee completion where additional self-directed or portal-based activities have been specified.

The Customer is responsible for ensuring that delegates understand the structure of the learning offer, including any preparatory work, portal access requirements, completion criteria, self-directed tasks, deadlines, attendance expectations and technology requirements.

DCC-i may adapt the sequencing, format or balance of blended learning activities where this is necessary to maintain accessibility, practice relevance, legal accuracy, learner safety or effective delivery, provided the overall learning purpose remains materially consistent with the Order.

10. Public Courses, Commissioned Training and Learning Cohorts

DCC-i may provide training through commissioned organisational courses, public courses, open-access events, learning cohorts, portal-supported programmes, face-to-face delivery, virtual delivery or hybrid delivery. The applicable format, dates, audience, cost, numbers, access requirements and completion criteria will be set out in the Order or course information.

Commissioned training is designed for the audience, purpose and learning outcomes agreed with the Customer. If there is a significant difference between the course commissioned and the needs, roles or expectations of a substantial number of delegates, DCC-i will contact the Customer to discuss an appropriate way forward.

Public courses and learning cohorts may be subject to specific booking terms, cohort rules, access limits, cancellation dates, transfer options and completion criteria published at the point of booking.

11. Digital Products, Toolkits and Downloadable Resources

Digital products and downloadable resources remain the intellectual property of DCC-i unless expressly stated otherwise. Downloading, viewing or accessing a resource does not transfer copyright ownership.

Digital products may include toolkits, guides, templates, workbooks, prompts, videos, recordings, reflective materials, checklists, practice aids, infographics, learning activities and related resources. Some digital products may be supplied as part of a course, portal subscription or commissioned service.

Users are responsible for checking that digital products are suitable for their intended use. DCC-i resources support professional learning, reflection and practice development; they do not

replace professional judgement, legal advice, supervision, local policy or statutory decision-making responsibilities.

Where digital products contain legal, regulatory or practice information, DCC-i may update, replace or withdraw them to ensure accuracy and relevance. Users should ensure they are using the most recent version available to them.

12. Subscriptions, Organisational Licences and Membership Services

Subscription services, organisational licences and membership services will operate according to the published terms, licence scope, user limits, access period, fees, renewal arrangements and cancellation provisions applicable at the point of purchase or agreement.

Organisational licences are restricted to authorised staff within the purchasing organisation unless expressly agreed otherwise. The Customer must not extend access to partner organisations, contractors, students, external trainers or third parties unless the licence expressly permits this.

Subscriptions, memberships and organisational licences do not renew automatically unless recurring renewal is expressly stated at the point of purchase or in the applicable Order. Where recurring billing applies, the renewal period, price or pricing basis, cancellation method and any notice period will be stated before commitment.

DCC-i may request reasonable evidence that use remains within the agreed licence scope, including confirmation of authorised-user numbers or domains. Any review will be proportionate and will not require access to unrelated customer information.

DCC-i may use aggregated or appropriately anonymised service analytics to understand platform performance, content use and service improvement. Analytics that identify an individual will be handled in accordance with DCC-i privacy information and applicable data-protection law.

Failure to pay renewal fees, maintain accurate user lists, comply with licence limits or follow acceptable use requirements may result in suspension or termination of access.

Unless expressly agreed otherwise, subscription and membership access ends when the subscription period expires, is cancelled, is terminated for breach, or payment is not received. DCC-i is not obliged to provide ongoing access to legacy materials after expiry.

13. CPD Records, Certificates and Digital Badges

Certificates of attendance, CPD records, digital badges or completion confirmations may be issued where the relevant completion criteria are met. Completion criteria may include full attendance, participation, completion of portal activities, submission of reflective tasks, learning checks, evaluation forms or other specified elements.

DCC-i reserves the right to withhold certification where mandatory learning activities have not been completed, attendance requirements have not been met, the delegate did not attend the full duration required, the user account cannot be verified, payment has not been received, or there is evidence of misuse or misrepresentation.

Where the Customer has requested certificates as part of a booking, DCC-i will provide certificates for eligible delegates. Otherwise, responsibility for recording CPD may rest with the Customer or individual learner.

14. Platform Availability, Maintenance and Changes to Content

DCC-i will make reasonable efforts to maintain access to digital services, the DCC-i Portal and online resources. DCC-i does not guarantee uninterrupted, error-free or permanent availability of any digital service.

Temporary interruptions may occur as a result of planned maintenance, software updates, cyber incidents, telecommunications failures, infrastructure outages, third-party provider issues, data protection or safeguarding concerns, force majeure events, or changes necessary for legal, technical or quality reasons.

Such interruptions shall not automatically give rise to compensation or refund. Where a significant issue materially affects access to a paid service, DCC-i will consider a reasonable

remedy, which may include restoration of access, extension of the access period, alternative access, replacement resource or other proportionate response.

DCC-i may update, remove or replace content where required to maintain legal accuracy, accessibility, quality, safeguarding standards, platform performance or relevance to practice. DCC-i is not required to preserve outdated content where doing so may create legal, professional or practice risk.

15. Accessibility, Inclusion and Reasonable Adjustments

DCC-i is committed to designing learning experiences that are accessible, inclusive, practice-focused and supportive of different learning needs. Reasonable adjustments should be requested at the earliest opportunity to enable DCC-i to consider and provide appropriate support wherever practicable.

The Customer is responsible for notifying DCC-i of known accessibility requirements relevant to venue, technology, materials, learning platform access, session format, communication preferences or delegate welfare, subject always to lawful and proportionate sharing of personal data.

Where a requested adjustment requires additional resource, specialist provision, alternative formatting, venue changes or substantial adaptation, DCC-i will discuss the implications with the Customer and may need to agree revised arrangements or additional costs.

16. AI-enabled Tools and Digital Decision-support Resources

Where DCC-i provides AI-enabled tools, prompts, learning assistants, digital decision-support resources, reflective tools or automated learning aids, such tools are intended to support professional learning, reflection, analysis and development. They are not a substitute for professional judgement, supervision, legal advice, statutory decision-making or local policy.

Users remain responsible for checking outputs, applying professional judgement, maintaining confidentiality, following local governance arrangements and ensuring that any use of AI-supported materials is lawful, ethical and appropriate to context.



Users must not enter personal, confidential, commercially sensitive or case-identifiable information into AI-enabled tools unless they have lawful authority, appropriate safeguards and express permission to do so.

17. Indemnification

The indemnifying party shall indemnify, defend and hold harmless the indemnified party, its officers, directors, employees, agents, subsidiaries and affiliates from and against any claims, damages, liabilities and expenses, including reasonable legal fees, arising from a third-party claim based on breach of representations, warranties, covenants, obligations, gross negligence or wilful misconduct under the Order or this Agreement.

DCC-i shall not be responsible for claims arising from compliance with instructions, requirements, specifications, data, materials, artwork, logos, trademarks or content provided by or required by the Customer.

Neither party shall be responsible for indemnifying the other where the basis of the claim arises from the other party's own negligence or wilful misconduct. The indemnified party shall promptly provide notice of any claim, tender the defence where appropriate and cooperate reasonably in the defence of the claim.

18. Limitation of Liability

Neither party shall be liable under this Agreement for incidental, special, indirect, consequential or punitive damages, loss of profit, loss of business, loss of anticipated savings, loss of goodwill or indirect losses, even if advised in advance of the possibility of such damages.

Any liability for damages under this Agreement in respect of an Order shall be limited to the total fees paid or payable for the invoice or Order upon which the claim is based, except where liability cannot lawfully be limited or excluded.

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that cannot lawfully be excluded or limited.



19. Breach and Suspension of Access

If either party breaches any term of the Order or this Agreement, the non-breaching party may terminate the Order immediately upon written notice and may seek appropriate injunctive or other relief to prevent or remedy the breach.

DCC-i may suspend portal access, digital services, learning resources, certificates, live delivery or other services where there is non-payment, suspected account misuse, breach of intellectual property terms, safeguarding concern, unlawful activity, abusive behaviour, security risk, confidentiality breach or material failure by the Customer to support delivery.

Failure to demand compliance or performance of any term shall not constitute a waiver of DCC-i's rights. Before making a claim for non-conformance or breach, the Customer shall provide reasonable written notice of alleged deficiencies and allow DCC-i a reasonable opportunity to investigate and remedy the matter where appropriate.

20. Warranty and Service Quality

DCC-i warrants that the Order shall reasonably conform to the agreed specifications in all material respects. Where applicable, DCC-i may provide or the Customer may request an online proof, project plan, learning outline, portal description, course outline or service specification for approval.

Once a proof, project plan, learning outline or service description has been approved, the Customer will be liable for all fees associated with the Order as specified. DCC-i will not provide refunds for any Order that conforms to agreed specifications in all material respects.

In respect of training provision, DCC-i offers a quality assurance guarantee for sessions where there is sufficient delegate feedback. Where at least 85% of attendees provide feedback and at least 30% of those respondents score the learning outcomes at 5 or lower, DCC-i will discuss a proportionate remedy with the commissioner and, where appropriate, rectify the issue at a cost-neutral position for the commissioner.

In respect of consultancy and project work, where the Customer can explicitly evidence that the work or product does not meet the agreed project plan, the Customer's exclusive remedy shall

be that DCC-i shall, by agreement, repeat, revise or replace the work at no cost to the Customer.

DCC-i makes no other warranty, express or implied, that services performed, digital products, portal content, learning materials or items produced will be merchantable, uninterrupted, error-free or fit for any particular purpose or use. DCC-i will not refund monies paid except in exceptional circumstances where DCC-i is unable to undertake the Order, no work has been completed and DCC-i has informed the Customer that the company is no longer able to fulfil the Order.

21. Notice and Changes to Bookings or Services

Where DCC-i assesses that an element of a project, service, portal arrangement, digital product, blended learning programme or booking cannot reasonably be delivered due to issues within the Customer organisation, DCC-i reserves the right to give notice on that element of the project or service.

Examples include restructure, change in direction, priorities or staffing; failure to provide agreed information; failure to supply delegate lists or user data; failure to confirm venues or technology; insufficient sign-off; delays; inappropriate delegate allocation; or other organisational issues that prevent delivery in the manner or timescales agreed.

DCC-i will provide the rationale for this decision and, where possible, suggest an alternative offer that protects the Customer's investment while maintaining safe, lawful and effective delivery. If the Customer asks for a booking or project to be significantly delayed, recommencement will be subject to newly agreed terms, availability and pricing.

Where a booking requires a significantly higher level of input from DCC-i because of organisational issues not declared or not present at booking stage, DCC-i reserves the right to issue revised costings and to withdraw from the service if those revised terms are not accepted.

Any notice sent pursuant to the Order or this Agreement shall be sent by email to the appropriate DCC-i email address. General correspondence should be sent to crew@dcc-i.co.uk. Finance correspondence should be sent to accountspayable@dcc-i.co.uk. Confidential matters,

complaints or governance concerns should be directed to the Chief Executive Officer via crew@dcc-i.co.uk, or to another nominated senior manager or organisational owner as identified by DCC-i from time to time. Customers should use read receipts where they need evidence that correspondence has been received and read.

22. Assignment

The Order and this Agreement shall be binding upon and inure to the benefit of the parties' successors and lawful assigns unless superseded by a specified and dated contract. The Customer may not assign, transfer or sub-license portal access, digital products, licences, subscriptions or training places unless expressly permitted by DCC-i in writing.

23. Status of the Parties

The Customer and DCC-i are separate entities. Nothing in the Order or this Agreement shall be construed as creating an employer-employee relationship, partnership, agency relationship or joint venture unless expressly agreed in a signed contract.

24. Compliance with Law

Each party shall comply with all relevant laws and regulations applicable to its performance under this Agreement, including applicable data protection legislation, intellectual property law, equality law, safeguarding requirements, health and safety obligations, professional standards and contractual duties.

Where DCC-i materials relate to legal, social care, mental health, safeguarding, capacity, best interests or professional practice issues, such materials are intended to support learning and reflective practice. They do not constitute legal advice and should be applied alongside current law, local policy, professional standards and appropriate supervision.

25. Force Majeure

Neither party shall be liable for any failure to perform or delay in performance to the extent that such failure arises from acts of God, war, civil insurrection, disruption, riots, government act or

regulation, strikes, lockouts, labour disruption, pandemic, cyber or hostile network attacks, platform failure, telecommunications failure, inability to obtain materials, inability to secure transport, illness, venue closure, significant safeguarding incident or any cause beyond that party's commercially reasonable control.

26. Management Charge

DCC-i will charge management costs on contracts to cover overheads, insurance, quality assurance, administration, service management and management of work undertaken. For individual projects, consultancy and products this will usually be charged at 20% unless otherwise agreed.

DCC-i reserves the right to apply a sliding scale where appropriate to the work product, including higher management input for development and lower ongoing costs for repeat or maintained services. DCC-i will ensure that management costs are explicit and stipulated at the outset of the agreement where they apply.

Training course prices are inclusive of management and overhead costs as standard. Additional charges may apply for travel, accommodation, venue requirements, course development, bespoke digital build, platform administration, cohort administration, certificates or other agreed services. These costs will be specified where required.

27. Cancellation, Rearrangement and Refund Policy

27.1 DCC-i Cancellation of Commissioned Training

DCC-i will make every effort to ensure that training courses are delivered on agreed dates in accordance with the commissioned arrangement. If DCC-i is forced to cancel a course, DCC-i will endeavour to give at least six weeks' notice wherever practicable and will offer alternative course dates.

Where DCC-i cancels a commissioned course with less than two weeks' notice, the replacement course will be offered at 75% of the original course cost. Where DCC-i cancels on the day of delivery, the replacement course will be provided at no additional charge.

27.2 Customer Cancellation or Rearrangement of Commissioned Training

If the Customer wishes to cancel or rearrange a course, six weeks' notice must be given for no charge to be incurred. If the course is cancelled or rearranged with less than six weeks' notice, the following sliding scale shall apply to the total cost of the training course excluding travel and accommodation. Travel and accommodation will only be charged if already paid and unrecoverable.

Notice before planned intervention	Payment to be made to DCC-i
28–42 days	25% of the agreed fee
15–27 days	50% of the agreed fee
7–14 days	75% of the agreed fee
Less than 7 days	100% of the agreed fee

Where there are exceptional circumstances, the Customer may contact DCC-i to discuss whether DCC-i can use discretion to waive or reduce fees. Where bookings are made via a third-party or brokering service, fees will only be waived if the broker guarantees that the waiver is passed on to the Customer and does not continue to apply charges.

27.3 Public Courses and Learning Cohorts

Public courses and learning cohorts may have specific cancellation, transfer and refund terms published at the point of booking. Where no specific terms are published, cancellation or transfer requests will be considered at DCC-i's discretion, taking account of notice given, cohort viability, administrative costs, access already provided and any unrecoverable costs.

27.4 Digital Products, Portal Access and Downloadable Resources

Digital products, downloadable resources, recordings, portal access and self-directed learning materials are normally non-refundable once access has been provided, content has been

downloaded, a user account has been activated, or the learning resource has been released, except where required by law or expressly agreed by DCC-i.

Where a digital product is defective or materially not as described, DCC-i may provide a corrected version, replacement access, alternative resource, technical support or other proportionate remedy. Refunds will not normally be provided where the User has changed their mind, failed to use the resource, failed to meet technology requirements, or used the resource outside the licence terms.

27.5 Subscriptions and Organisational Licences

Subscription and organisational licence cancellation, renewal and refund terms will be set out in the relevant Order or subscription information. Unless expressly agreed otherwise, fees already paid for an active subscription period or organisational licence are non-refundable once access has commenced.

28. Safeguarding, Professional Standards and Welfare Concerns

DCC-i works in accordance with professional codes of conduct, relevant professional registration requirements and the standards applicable to its accredited provider arrangements. Staff, associates and delivery personnel are subject to appropriate safer recruitment processes, including relevant DBS disclosure and professional references where required.

Complaints or concerns raised in relation to DCC-i staff, associates, trainers, portal conduct, learning activity or delivery will be treated seriously, with relevant legal, safeguarding, contractual and professional regulatory processes applied where appropriate. Professional staff registrations can be verified via the relevant professional register.

Delegates, customers and users will be informed of confidentiality arrangements applicable to each activity. Usual boundaries apply in relation to fitness to practise, safeguarding concerns, risk of harm, legal duties and professional responsibilities. Where confidentiality is breached in accordance with safeguarding or legal duties, DCC-i's data protection and safeguarding arrangements will apply and the commissioner will be informed where appropriate.

DCC-i reserves the right to pause or remove a delegate, user or participant from a live session, learning cohort, portal community or digital activity where behaviour creates safeguarding risk, welfare concern, discriminatory or abusive conduct, disruption, confidentiality risk or professional standards concern.

29. Delegate Numbers, Course Administration and Portal Enrolment

Unless otherwise specified in the booking, the maximum number of delegates for live interactive training is 25. Due to the interactive nature of DCC-i courses, at least four delegates must attend the full session. DCC-i therefore asks that at least six delegates are booked onto a course, recognising that cancellations on the day are not unusual.

If a register has only six people on it, DCC-i may ask the Customer to contact delegates to confirm their intention and availability to attend the full course. If, on the day, four delegates are not able to attend the full duration, DCC-i reserves the right to cancel the session.

For commissioned courses, the register must be provided one week before the course wherever possible. Additional names can be added up to 4pm on the last working day before the course date. If the register is not sent by 48 hours before commencement, DCC-i reserves the right to cancel or postpone the course.

DCC-i requires the specified Excel template for registers unless an alternative format has been agreed. DCC-i cannot reliably process PDF files, informal lists of names, email addresses, job titles in an email, or Word documents for course administration.

For portal enrolment, organisational licences and blended learning cohorts, the Customer must provide accurate enrolment information in the format requested by DCC-i and must promptly identify staff who should be added, removed or amended.

If a delegate attends a course and cannot commit to the full course, or does not belong to the audience for which the course was commissioned, DCC-i reserves the right to advise that the delegate is not able to attend or complete the course.

30. Delegate and User Email Addresses

Delegate and user work email addresses are requested for course administration, calendar invites, joining links, portal registration, learning access, joining instructions, learning materials, reminders, emergency contact procedures, evaluation forms, CPD records, certificates, digital badges and relevant follow-up resources.

There may be occasions where delegates or users are sent additional training resources by email or through the DCC-i Portal before, during or after a course or programme. Evaluation forms may be emailed or made available digitally after delivery. Data will not be processed for unrelated purposes and will be handled in line with DCC-i's data protection arrangements.

Where delegate email addresses are provided by an organisation for the purpose of administering commissioned training, portal enrolment or learning services, the Customer is responsible for ensuring that the sharing is lawful. DCC-i generally processes such data to deliver the service requested and to support delegates before, during and after training.

31. Access to IT Facilities and Participation Requirements

Due to the interactive nature of DCC-i delivery methods, each delegate attending virtual or hybrid sessions should have access to an individual computer or device with working microphone, camera, speakers, stable internet connection and access to the relevant platform or portal unless an alternative has been agreed in advance.

If this is not possible, the Customer must agree alternatives with DCC-i in advance. If the Customer's IT provision is not sufficient for DCC-i to facilitate training or blended learning safely and effectively, DCC-i reserves the right to give notice on the booking or require modified arrangements.

DCC-i strongly recommends that chat functions, breakout rooms, links and interactive features are enabled where they are required for the learning model. These functions enable DCC-i to provide resources, prompts, support, registers, welfare checks, emergency contact links and responsive facilitation.

For portal-based learning, Users are responsible for ensuring they have suitable internet access, compatible devices, browser access and permission from their organisation to access the DCC-i Portal and any required digital tools.

32. Emergency Procedures Protocol

DCC-i has an Emergency Procedures Protocol for Virtual Training Sessions, which supports safe and responsible delivery of virtual and hybrid learning. The protocol enables DCC-i to support action where a delegate appears to require assistance from emergency services or where urgent welfare concerns arise during a session.

Customers may be required to complete an Emergency Procedures Protocol Response Form or provide an agreed alternative process before a booking is secured. Where a Customer elects to retain responsibility for emergency information and does not provide DCC-i with a means of accessing it directly, the Customer may be required to complete an appropriate disclaimer or written confirmation of responsibility.

For blended learning, portal communities or live digital activities, DCC-i may apply proportionate welfare, safeguarding and escalation procedures depending on the activity, level of interaction, risks identified and information available.

33. Entire Agreement

The Order, these Terms and Conditions and the operative provisions of any quotation issued by DCC-i and any purchase order issued by the Customer set forth the entire agreement and understanding between the parties as to the subject matter, and merge and supersede all prior discussions, agreements and understandings, other than a signed and dated contract.

No other document provided by either party shall amend these Terms unless expressly agreed in writing. Contradictory or additional terms shall be ineffective unless expressly accepted by DCC-i. Where a customer contract does not cover an issue arising, these Terms and Conditions are the default position.

In the event of ambiguity or conflict between these Terms and an Order, these Terms shall control unless the parties have expressly provided in the Order that a specific provision is amended or does not apply. The Order or these Terms may not be amended, supplemented, changed or modified except by written agreement.

Schedule 1. Summary of Key Changes from 2024 Version

Area	Change made	Why it matters
DCC-i Portal	Added dedicated clauses on portal services, account use, access rights and acceptable use.	Closes contractual gaps around digital learning and resource access.
Blended learning	Added blended learning scope, completion criteria and customer responsibilities.	Reflects live, self-directed, virtual, face-to-face and hybrid delivery.
Digital resources	Added digital product and download licence terms.	Protects DCC-i IP and clarifies usage restrictions.
Subscriptions and licences	Added organisational licence and subscription terms.	Supports future portal memberships and organisation-wide offers.
CPD records	Expanded certificates to include completion criteria, digital badges and portal completion.	Clarifies when evidence of completion will be issued.
Platform availability	Added maintenance, outage and content update provisions.	Manages expectations around digital services.

Area	Change made	Why it matters
Accessibility	Added dedicated accessibility and reasonable adjustments clause.	Aligns with inclusive CPD design and customer responsibilities.
AI tools	Added professional judgement and confidentiality safeguards for AI-supported resources.	Protects against over-reliance and inappropriate data entry.
Data protection	Updated wording to UK GDPR and Data Protection Act 2018.	Modernises previous GDPR wording.
Cancellation/refunds	Split policy across commissioned training, public courses, digital products and subscriptions.	Reflects the expanded offer and different refund positions.