

General Booking Information

Thank you for booking your training with The Builder Training Centre (The BTC). We look forward to welcoming you to our Centre and have detailed below some important and useful information for the duration of your time with us.

Your confirmation of booking email/letter includes information regarding the course/s you have booked, course times, payment received, payment due (if applicable) and any other information relevant to your chosen course/s. Please make sure you read this email/letter carefully and contact us immediately if you believe any of this information to be incorrect.

The following information is relevant to all students who attend The BTC.

PAYMENT

Any outstanding payment due must be made prior to commencing your course. Although this can be on your first morning, we would appreciate you making payment before attending to avoid queues on the day, potentially delaying the start of the course.

Payment can be made by one of the following methods:

- Bank transfer – Direct into our account by using your surname and first initial as a reference
Account Name: Builder Training Centres Limited
Bank: Santander
Account No: 89135825 Sort Code: 09-01-28
- By credit or debit card payment over the telephone, before you commence your course.
- By cash, credit or debit card payment in person, before you commence your course.
- By cheque, (made payable to 'Builder Training Centres Limited') to be received by us no later than 5 working days before your course start date.

Receipts for payment will be available at reception on your first day of training, unless agreed otherwise.

APPLICATION FORM

All students are required to complete an Application Form before commencing their course/s. We encourage all application forms to be sent on-line via our website. If requested to do so in your confirmation, please go to <https://thebtc.co.uk/prices/application-form-2/>, to complete the form and submit. This should be done as soon as possible to ensure we have the correct registration details for you. If you are unable to send an application form online, please call 020 8649 9340 to request an application form be posted to you.

REGISTRATION

Our centre opens from 8.00am until 5.30pm, 7 days a week. At weekends, we open 5 minutes earlier to allow time for registration. Please report to our reception, which is located at Waddon Train Station, for registration:

- **NO LATER THAN** 8.10am on the morning of your first day if you are attending a course commencing at 8.30am
- **NO LATER THAN** 8.30am on the morning of your first day if you are attending a course commencing at 9.00am
- for assessments and examinations, please refer to your confirmation email/letter.

This is to allow time for you to register and complete any additional paperwork that is required prior to you commencing your course. It will also allow time for you to prepare for a prompt start. Your first day will commence with a Health & Safety talk given by your tutor. It is very important that you are here for this part of your training as it outlines emergency procedures as well as information regarding your course and general information about the centre. If you are running late, for whatever reason, please call 020 8649 9340 to keep us informed. We cannot delay the course from starting, but this will allow us to let your tutor know when to expect you. If you arrive late, the Health & Safety talk will be given by a member of office staff.

STEEL TOE CAPPED BOOTS OR SHOES

All essential tools and materials will be provided for the duration of your course, but you will need to have a pair of steel toe capped boots or shoes which must be worn whilst attending our Centre. This is for your own safety as well as health and safety regulations. If you do not have them already, we can supply boots at a price of £20.00 per pair which can be purchased on your first morning. We stock sizes 3-13. Please note that should you fail to arrive with the required safety boots you will be expected to purchase a pair.

WHAT TO WEAR

You should wear comfortable working clothes, or overalls, which may get dirty. Please also note that you may be working outside (predominantly our Roofing and Bricklaying courses), or in areas that are unheated, so you should dress appropriately for the weather conditions, and refrain from wearing jewellery. If you are on the Fibreglass / GRP Roofing Course, you are advised to wear long sleeved top and suitable long trousers or long-sleeved overalls for the duration of the course.

LOCATION

Our full address is Waddon Station Buildings, Epsom Road, Croydon, Surrey, CR0 4UP. We are situated within Waddon Railway Station (put number 160 into your satnav), which is on a direct line from London Victoria, London Bridge or Clapham Junction Train Stations, so travelling by train may be the most convenient way to get here. The nearest Tram stop is Wandle Park which is approximately 10 minutes' walk away. You may find the following websites useful to help plan your journey: www.tfl.co.uk or www.nationalrail.co.uk. Please refer to your confirmation email with details of where best to park. Free parking is available within a few minutes' walk. If attending courses on a Sunday, you may park on the red routes in Epsom Road or Stafford Road. Please check all parking signs to ensure that your vehicle is not illegally parked. If you have paid in full and do not need to purchase safety boots and/or electrical books from us, and you are attending an Electrical or Washing Machine Repair Course, you can go direct to our dedicated Electrical Centre at 33-35 Stafford Road, Croydon, Surrey, CR0 4NG, just a couple of minutes' walk from Waddon Station (see 'parking directions' for further information, emailed with your confirmation of booking).

TAKING NOTES

Please bring a notepad and pen if you wish to take notes. Where applicable, your course notes will be emailed to you, however, in some circumstances it is prudent for these to be provided in hard copy. Your course tutor will advise you accordingly, however, if you would prefer to receive a hard copy, please advise a member of the office staff.

CLOAKROOM FACILITIES

Due to the nature of our courses, and health and safety regulations, coats and bags are considered a hazard so will not be permitted in the work areas. These can be left in our cloakroom areas. The BTC cannot take responsibility for any belongings left on site, so you may wish to consider using one of the storage lockers in our canteen area – £5 cash deposit will be required for a padlock which is refundable upon its safe return. We have toiletry facilities available for men and women at both centres.

FOOD & DRINK

We have a canteen where you can purchase hot and cold drinks, hot pies, crisps, snack bars etc (*cash only please unless purchasing food for more than £5.00 - minimum card payment*). Tea/coffee/hot chocolate is only £1.00 (or just 90p if you bring in your own re-usable cup). There are numerous places to purchase food within a few minutes' walk including a Café, McDonald's and Morrisons Supermarket (including café). Please note that no food or drink can be consumed in the working areas due to Health & Safety Regulations.

ADDITIONAL COURSES

If you have not done so already, you may be interested in booking a multi-course package which includes discount. Providing you come and see us before the end of your course, we will still include this course as part of a package providing you book a minimum of 3 more courses with us. Furthermore, if you need to, you can leave a couple of the dates to be confirmed, providing all courses are attended within 12 months of booking. Normal terms and conditions of booking apply.

COMPLETION OF COURSE/S

On completion of your chosen course/s you will be asked to fill in a Comments Form. We find this feedback invaluable in assisting us to continually raise the standard of teaching and service on offer to you. If you are a Service Leaver attending training courses on resettlement from the MOD, you will also be sent a link from the ELCAS to an online evaluation questionnaire. We are very grateful to students for taking the trouble to complete the forms.

Students attending Foundation/Advanced courses will be awarded a Certificate of completion and attendance on full completion of their chosen course/s.

Students attending electrical qualification course/s will be awarded the appropriate Certificate by City & Guilds/EAL on successful completion of the relevant units. Certificates are applied for by the Centre and sent out by post (unless specified otherwise) after being checked. Certificates take on average between 10 to 14 working days. You will receive an email from 'info@thebtc.co.uk' when your Certificate is being posted to you. It is very important that you advise us if you do not receive your certificate within 10 days of our email being sent as we are only able to request a duplicate certificate free of charge within a set timescale; any requests after this time will incur a fee.

All qualifications must be completed within 3 years from time of booking, or earlier if a qualification is being withdrawn by City & Guilds/EAL.

Please enter 'info@thebtc.co.uk' as one of your contacts so that our emails automatically go to your inbox.

SUGGESTIONS / COMPLAINTS / APPEALS

Should you have a Suggestion / Complaint / Appeal you would like to raise with us, please request a form from Reception, or send an email to info@thebtc.co.uk and a copy will be forwarded to you. Any complaints must be received within 20 days of completion of the course or in the case of an appeal within 20 days of being notified of the assessment decision.

If you disagree with a decision City & Guilds or EAL have made regarding your examination result, you can appeal against it. You currently have 20 days from the day City & Guilds notified you of the decision to appeal against it, and 20 working days for EAL. Full details are available from Reception or can be viewed on our noticeboards.

It is always our intention to resolve any concerns that you may have.

ANY QUESTIONS

If you have any queries or questions about any aspect of your course, please do not hesitate to contact our office on 020 8649 9340 or email info@thebtc.co.uk.

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