



Claire Mountain

I P C C E L E B R A N T T R A I N I N G

LEARNER TRAINING AGREEMENT & TERMS AND CONDITIONS

NOCN-Awarded, Ofqual-Regulated Celebrancy Qualifications (Levels 3 & 4)

AGREEMENT DETAILS

This Agreement is between	the parties identified below and takes effect on the Effective Date.
Provider (“we”, “us”, “our”)	IPC Celebrant Training, the trading name of ICP Hospitality Trading FZ-LLC, a free zone company registered in the United Arab Emirates.
NOCN Approved Centre	Centre No. 30003224
Learner (“you”, “your”)	As named in the Learner Declaration (Section 20).
Contract Reference	ICP-TC-CELEBRANCY
Effective Date	Date of payment / signature (whichever is later)

1. Definitions & Interpretation

“Course” means the qualification(s) you have purchased, as set out in Section 3. “Awarding Body” means **NOCN**, the recognised awarding organisation for the qualification. “Regulator” means **Ofqual**, the Office of Qualifications and Examinations Regulation. “Materials” means all digital learning content, templates, briefs and resources provided to you. “Consumer Contracts Regulations” means the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Provider, Awarding Body & Regulatory Status

The qualifications delivered under this Agreement are **awarded by NOCN and regulated by Ofqual**. IPC Celebrant Training delivers them as an approved NOCN centre (Centre No. 30003224).

Although the Provider is constituted as a free zone company in the United Arab Emirates, **all courses are marketed, sold, delivered and assessed under the regulatory framework of England and Wales**. This Agreement is governed by the law of England and Wales (Section 19), and your consumer rights under that law apply in full.

3. Courses Covered by this Agreement

This Agreement applies to the qualification(s) you have purchased. The specific course is recorded in the Learner Declaration. Qualifications available under this Agreement include:



Qualification	Awarding Body	Ofqual / Unit Reference
NOCN Level 3 Certificate in Civil Celebrancy	NOCN	601/2508/1
NOCN Level 3 Diploma in Funeral Celebrancy	NOCN	601/1587/7
NOCN Level 3 Diploma in Couples & Naming Ceremonies	NOCN	601/1586/5
NOCN Level 4 Diploma in Advanced Practice Funeral Celebrancy	NOCN	610/2743/1
NOCN Level 3 Award in Understanding the Principles and Practices of Assessment	NOCN	Unit D/601/5313
NOCN Level 3 Certificate in Assessing Vocational Achievement (CAVA)	NOCN	Units D/601/5313, F/601/5319, H/601/5314
NOCN Level 4 Award in Understanding Internal Quality Assurance	NOCN	Unit 600/0734/5
NOCN Level 4 Award in Internal Quality Assurance	NOCN	Unit 600/0735/7
NOCN Level 4 Certificate in Leading Internal Quality Assurance	NOCN	Unit 600/0730/8

The Dual Qualification Pathway is a combined-purchase offer comprising the Level 3 Diploma in Funeral Celebrancy (601/1587/7) and the Level 3 Diploma in Couples & Naming Ceremonies (601/1586/5).

REVIEW NOTE — DELETE BEFORE ISSUING This schedule now lists every qualification offered on the website. Please verify each Ofqual qualification number and unit reference against your NOCN approval, as the Assessor and IQA items are shown with the unit codes published on your site, which may differ from the full Ofqual qualification numbers. Also confirm whether you wish to issue this single agreement for all qualifications, or a shorter, tailored version for the standalone Assessor and IQA awards.

4. Acceptance & Formation of Contract

By signing this Agreement (electronically or in writing) and completing payment, you confirm that you have read, understood and accept these Terms and Conditions. **The Agreement becomes legally binding once it is signed and payment is received.**

5. Fees & Payment

- **Fees:** The full course fee, as published at the point of sale and confirmed at checkout, is payable in advance unless a payment plan has been agreed in writing.
- **Inclusions:** Your fee includes NOCN registration and External Quality Assurance (EQA) fees, learning materials, assessment, the support set out in Section 9, and your **digital NOCN certificate** on successful completion. A printed hard-copy certificate is available at an additional £60 (see Section 10).
- **Payment plans:** Interest-free monthly payment plans are available for the main qualifications, as set out in the IPC Celebrant Training Payment Plan Terms & Conditions, which form part of this Agreement. Plans are collected as equal monthly payments by card via Stripe, with the first payment taken at booking. Where you pay by instalments, your course materials are released in stages in line with the payments received; the final stage is released on receipt of your final payment, and your NOCN certificate is claimed and issued only once all fees have been paid in full. Non-payment of an instalment may result in suspension of access under Section 17.

REVIEW NOTE — DELETE BEFORE ISSUING Course fees are now aligned at Funeral £2,500 and Dual £3,500 to match the Stripe payment links, and the equal instalment payment plans total each fee exactly. Before issuing, confirm these figures against Stripe one final time, as charging more than the advertised price is a consumer-law risk.



6. Cancellation, Withdrawal & Refunds

The Course comprises **digital learning content together with associated online tutoring, assessment and quality-assurance services.**

- **Express request to begin immediately:** By signing this Agreement and completing payment, you expressly request that supply of the digital content and the associated services begins immediately, and before the end of the statutory 14-day cancellation period.
- **Waiver of the cancellation right:** You acknowledge and agree that, once we have issued any of your course materials, you lose your right to cancel under the Consumer Contracts Regulations. This acknowledgement is required by, and given in accordance with, those Regulations.
- **No refunds:** Once this Agreement is signed, payment (or your first payment under a payment plan) is received and any of your course materials have been issued, **all fees are non-refundable**, as the digital product and services are treated as having been supplied.
- **No cancellation once materials are issued:** Because this is a digital course, once any part of your course materials has been issued the course cannot be cancelled or withdrawn for a refund. Fees paid are non-refundable, and any amount outstanding for materials and services already provided remains payable. Where you are paying by instalments, the remaining stages of the course are released only as your payments are received (see Section 5).
- **Extensions instead of refunds:** To support your success, we offer course-time extensions where appropriate (see Section 7) rather than refunds.
- **Statutory rights preserved:** Nothing in this Section affects your statutory rights set out in Section 18.

7. Course Duration & Extensions

- The **standard completion period for all courses is twelve (12) months** from enrolment, unless otherwise agreed in writing. This covers all learning, portfolio work and assessment.
- Extensions may be granted on a case-by-case basis where appropriate. An administration fee may apply for extended periods, advised in advance.

8. Delivery of Digital Materials & Access

- Access to the Materials will be provided within **seven (7) days** of cleared payment (or, on a payment plan, your first payment) and completion of registration requirements. Where you pay by instalments, materials are released in stages aligned to the payments received, with the final stage released on your final payment (see Section 5).
- Materials are delivered online. You are responsible for ensuring you have suitable internet access and equipment.

9. Learning Support, Assessment & Feedback

- **Induction:** A one-to-one online induction with a Senior Trainer & Assessor.
- **Progress support:** Monthly one-to-one progress meetings and structured written feedback throughout your studies, as described for your chosen course.



- **Assessment approach:** This is a supportive, developmental programme. You submit video demonstrations and written documentation; experienced assessors review your work against the required professional standard and provide detailed feedback until the standard is met.
- **Feedback timeframe:** Assignments are marked in order of receipt. Written feedback is normally provided within **four (4) weeks** of receipt.

10. Awarding Body Registration & Certification

- You will be registered with NOCN within **ninety (90) days** of purchase, subject to submission of the required documentation.
- On successful completion to the required standard, NOCN issues your **Ofqual-regulated qualification**. The certificate is awarded by NOCN as the recognised awarding organisation.
- **Payment plans:** where you are paying by instalments, your certificate is claimed and issued only after your final payment has been received and all fees are paid in full (see Section 5).
- **Certificate format:** Your NOCN certificate is **included in the course fee and issued in digital format**. A printed hard-copy certificate is available on request at an additional charge of **£60**.

11. Learner Responsibilities & Academic Integrity

- Complete all required documents, portfolios and self-directed study within the course timeframe.
- Submit work that is your own. Plagiarism, collusion or any form of malpractice is not permitted and may invalidate your registration.
- Video demonstrations must feature you conducting the ceremony or presenting the material.
- Respond to assessor feedback and make revisions as guided.

12. Intellectual Property

All Materials are the intellectual property of **IPC Celebrant Training / Claire-Michelle Mountain / Bainton**. Resale, sharing, copying, publishing or distribution is strictly prohibited. Any proceeds derived from unauthorised resale or distribution are legally payable to IPC Celebrant Training / Claire-Michelle Mountain / Bainton, without prejudice to any other remedy.

13. Equality, Reasonable Adjustments & Safeguarding

- We are committed to equality of opportunity and will make reasonable adjustments for learners with a disability or particular assessment needs, in line with the Equality Act 2010 and NOCN requirements. Please tell us at enrolment so adjustments can be arranged.
- We are committed to the wellbeing and safeguarding of all learners and the families they will serve, and expect professional, ethical conduct at all times.

14. Complaints & Appeals



- **Complaints:** Complaints should first be raised with us in writing, following the Complaints Procedure in your Training Portfolio. We aim to acknowledge within five (5) working days.
- **Assessment appeals:** You have the right to appeal an assessment decision under our Appeals Procedure.
- **Escalation to NOCN:** If a matter cannot be resolved with us, you may escalate to NOCN as the awarding organisation, and ultimately to Ofqual as regulator.

REVIEW NOTE — DELETE BEFORE ISSUING Add a brief, accessible Complaints & Appeals Procedure document on the website (currently it is only referenced inside the Training Portfolio). Regulated centres are expected to publish this.

15. Data Protection & Privacy

- We process your personal data in accordance with the **UK GDPR and the Data Protection Act 2018**. Data is collected for enrolment, course administration, assessment and certification.
- Your data, including required identification and registration details, will be **shared with NOCN** for the purpose of qualification registration and certification.
- Video and written submissions are treated confidentially, reviewed only by your assigned assessor(s) and internal quality assurer(s), your external quality assurer(s) at the NOCN and retained as part of your course and audit record.
- You have the right to access, correct or request erasure of your data (subject to awarding-body and audit retention requirements), and to complain to the Information Commissioner's Office (ICO).

16. Limitation of Liability

We are not liable for learner inactivity, technical issues outside our control, or for employment, business or income outcomes. Our liability for digital content is limited to re-supply of that content. Nothing in this Agreement limits liability for death or personal injury caused by negligence, for fraud, or for any liability that cannot be excluded by law.

17. Termination

We may suspend or terminate access without refund in the event of a material breach of this Agreement, misuse of Materials, malpractice or misconduct. This does not affect your statutory rights under Section 18.

18. Your Consumer Statutory Rights

Nothing in this Agreement excludes or limits your statutory rights as a consumer under the **Consumer Rights Act 2015**, including the right to receive digital content and services that are as described, of satisfactory quality, fit for purpose and supplied with reasonable care and skill. Where these statutory rights apply, they prevail over any conflicting term of this Agreement.

19. Governing Law & Jurisdiction

This Agreement and any dispute arising from it are governed by the **law of England and Wales**, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.



20. Learner Declaration & Signatures

By signing below, I confirm that I have read, understood and accept this Agreement, including: **the No-Refund Policy** and my express request to begin supply immediately with waiver of the cancellation right (Section 6); that this is a digital course and, once any materials are issued, it cannot be cancelled or withdrawn for a refund; for payment-plan learners, the staged release of course materials and the issue of certification only after final payment (Sections 5 and 10); self-directed learning requirements; intellectual-property restrictions; assessment timeframes; and registration to the correct NOCN qualification.

LEARNER DETAILS

Full Name: _____

Address: _____

Email: _____

Phone: _____

Course Purchased: _____

Date of Purchase: _____

Learner Signature: _____

Date: _____

FOR AND ON BEHALF OF IPC CELEBRANT TRAINING

Name: Claire Mountain

Position: Director of Industry Training

Signature: _____

Date: _____