

AUA Terms and Conditions – Lean Six Sigma Courses

1. These Terms

1.1 These are the terms and conditions which will apply to any bookings you make for Lean Six Sigma courses (Yellow Belt and Green Belt) offered by the Association of University Administrators and delivered by The University of Nottingham.

1.2 Please read these terms carefully before registering for a place on the Lean Six Sigma courses. Please note our cancellation and withdrawal policy (see table under 5.1).

2. Information about us and how to contact us

2.1 When registering for a place on the Lean Six Sigma courses you are entering into a contract with AUA Enterprises Limited (“AUA”). Our address is [The University of Manchester, Sackville Street Building, Sackville Street, Manchester, M60 1QD] and our company number is 07814323 and our VAT number is 130 2859 35. AUA is the subsidiary trading company of the Association of University Administrators (a charitable incorporated organisation registered in England and Wales 1179422).

2.2 You can contact us by telephoning our customer service team on +44 (0)161 528 0531 or by emailing us at hello@aua.ac.uk.

2.3 If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us when registering your place on the course.

3. Our contract with you

3.1 You can register for a place on the Lean Six Sigma courses via the online web form.

3.2 Our acceptance of your booking request will take place when we email you to accept it and confirm your place, at which point a contract will come into existence between you and us.

3.3 If we are unable to accept your place on the course we will inform you of this and will not charge you. This might be because we have no availability for the relevant course or because we have identified an error in the price or description of the course.

3.4 On attending the Yellow Belt and Green Belt course you are also entering into a relationship as a course participant with the University of Nottingham Lean Team. Further details outlined in section 9.

3.5 By registering for a place on the courses you are agreeing to the AUA’s privacy statement: <https://aua.ac.uk/aua-privacy-statement/>

4. Payment and fees

4.1 The costs of a place on our courses are displayed to you on our website, in our email correspondence or as told to you over the telephone.

4.2 Once your course registration has been accepted and we have sent you a confirmation of your course place, you will be issued with an invoice for the total fees payable. Payments are due

within 30 days of the invoice date, however if you are booking on a course that takes place within the next 30 days, AUA require immediate payment or a valid purchase order number in order to accept your booking request. Separate provisions also apply to international bookings, as set out below. Participants will not be able to attend the courses if they have not paid.

4.3 Your invoice is only deemed to have been settled when the full amount has been paid and received by AUA in cleared funds. For bank transfers, it can take up to ten working days for funds to be cleared and with AUA.

UK Direct Bank Transfer payments

4.4 If you wish to make a direct bank transfer payment from a UK or ROI account, please contact the AUA Office for our bank account details.

4.5 If you wish to make a payment by direct bank transfer from a UK or ROI bank account, please ensure this is accompanied by a remittance advice and emailed to finance@aua.ac.uk.

4.6 Please note that the AUA must receive the full amount shown on the invoice. Any fees or charges which are levied by the bank for you to make this payment should be paid by you directly and should not come out of your AUA fee payment. If you do not pay these bank charges you will still be liable for the difference between the amount that is paid to us and your total fee payable. Any shortfalls in the fee must be paid before your attendance at the event.

International Bookings and Payments

4.7 The AUA require upfront payment for all international event bookings in order to accept your booking request. Should AUA not receive immediate payment, participants will receive notification requesting the outstanding balance be settled within 7 days. Booking requests that remain unpaid after the 7-day period will be automatically cancelled and credited. Should you need to book onto the event again, the attendance rate at the point of the new booking will apply.

4.8 Once payment is received, a receipt will be sent to you free of charge.

4.9 Please note that the AUA must receive the full amount shown on the invoice. Any fees or charges which are levied by the bank for you to make this payment should be paid by you directly and should not come out of your AUA fee payment. If you do not pay these bank charges you will still be liable for the difference between the amount that is paid to us and your total fee.

5. Cancellation and Withdrawal Policy

5.1 If you wish to cancel your place, you must notify the AUA in writing to events@aua.ac.uk. Any charges and refunds due will be based on the cancellation notification date in relation to the following:

Payment Cancellation and Withdrawal Policy			
	Cancellation point prior to course start date	Charge due	Where full payment made
Yellow Belt Only course	30 days or more before	No charge	Full refund
	15 to 29 days before	50% charge	50% refund
	0 to 14 days	100% charge	No refund

	Withdrawal after start date	100% charge	No refund
Green Belt Only Course	60 days or more days before	No charge	Full refund
	31-59 days before	20% charge	80% refund
	21-30 days before	50% charge	50% refund
	20 days or less before	100% charge	No refund
	Withdrawal after start date	100% charge	No refund
	Cancellation after Yellow Belt course start date		
Combined Course Option: Yellow and Green Belt	60 days or more days before Green course start date	20% charge	80% refund
	31-59 days before Green Belt course start date	40% charge	60% refund
	21-30 days before Green Belt course start date	70% charge	30% refund
	20 days or less before Green Belt course start date	100% charge	No refund
	Withdrawal after start date of Green Belt course	100% charge	No refund
Cancellation prior to Yellow Belt course start date			
Combined Course Option: Yellow and Green Belt	60 days or more before Yellow Belt course date	No charge	Full refund
	31-59 days before Yellow Belt course date	20% charge	80% refund
	21-30 days before Yellow Belt course date	50% charge	50% refund
	20 days or less before Yellow Belt course date	100% charge	No refund
	Withdrawal after start date of Yellow Belt course	100% charge	No refund

5.2 If you fail to attend the course on the start date and do not give us prior notice you will be subject to the above cancellation and withdrawal policy.

5.3 No refund will be available if a participant chooses to withdraw from the course following the start date.

5.4 Any refund of the course fee, or portion thereof, will be made only to the individual or organisation which made the payment and by the original payment method.

6. Substitutions

Substitutions for Yellow Belt

6.1 You may substitute an original participant with another person before the course date by notifying us in writing to events@aua.ac.uk we will do our best to accommodate these requests.

Substitutions for Green Belt

6.2 You may substitute an original participant with another person up to 14 working days (inclusive) before the course date by notifying us in writing to events@aua.ac.uk. This is to ensure necessary arrangements can be made for course administration and delivery. Any substitute participant should have completed Yellow Belt training. Within 13 days (inclusive) of the course start date, substitution of one participant for another cannot be made and the above cancellation and withdrawal policy will apply.

7. Our rights to make changes

7.1 We will always try and minimise making changes to our contract with you (including changes to the courses) and contact you as soon as possible to inform you of these changes. However, there may be times where changes are needed. For example, we may need to make changes from time to time for the following reasons;

7.1.1 unavoidable changes in the availability of course tutors/facilitators in order to deliver the course;

7.1.2 unexpected demand for events;

7.1.3 minimum participant numbers not being achieved; and/or

7.1.4 to meet applicable Governmental guidance or regulations, including, without limitation, as a result of ongoing COVID-19 or similar epidemic or pandemic restrictions.

Minimum numbers

7.2 If the courses are unable to run due to minimum numbers not being met your place will be moved to the next available opportunity/or preferred next course date. If you are unable to attend the rescheduled date, the AUA will refund all fees paid but will not be liable for any losses whether indirect or direct suffered by participants as a result of the rescheduling.

Events outside our control

7.3 If the course cannot be held because of circumstances beyond our control (including fire, explosion, act of terrorism, or any act or event beyond our control) or because of any industrial action or dispute involving the AUA or the University of Nottingham, or circumstances where the course delivery team are not available for reasons beyond our control and substitutes cannot be found, the AUA will refund all fees paid but will not be liable for any losses whether indirect or direct suffered by participants as a result of the cancellation of the course.

Other terms

8. AUA Membership

8.1 Where 12 months AUA membership is included in the non-member Green Belt course price AUA membership will be applied upon starting the Green Belt. Where the non-member Combined Courses option has been purchased AUA membership will be applied on attendance at the Yellow Belt one day course. If at any point the participant chooses to cancel their place, the inclusive AUA membership will also be cancelled.

9. Course delivery

9.1 The University of Nottingham are responsible for the delivery of the Lean Six Sigma courses (Yellow Belt and Green Belt).

9.2 Following confirmation of your course place your details will be passed to The University of Nottingham (and ILM for the Green Belt) for registration purposes.

9.3 Upon commencing the course, all course materials and information should be for registered participant use only and any information shared during the course should be treated as confidential.

9.4 By registering on the Green Belt course you are declaring that you have read the [Candidate Handbook](#) and understand the commitment involved in the course.