CEP TRAINING CREDIT PACKS

Process, Terms and Conditions

1.   GENERAL PROCESS

Initial purchase

- The purchaser orders a pack of training credits using the online application form.

- Training credits may be assigned to self-directed training modules or left unassigned in any combination at the time the order is placed.

- When CEP receives the order, an invoice will be issued.

- When the invoice is paid, CEP will generate access codes for the assigned modules and issue these access codes to the purchaser.

- The purchaser distributes the access codes among staff as desired.

- Each student redeems one access code to access the assigned module for that code.

Assigning credits at a later date

- The Credit Pack Coordinator (see below) submits an assignment request using the online form.
- CEP generates access codes consistent with the request and issues these to the purchaser.

2.   CREDIT PACK COORDINATOR

- When a training credit pack is ordered, the purchaser must nominate a primary contact within its organisation, referred to as the Credit Pack Coordinator.

- CEP will only accept assignment instructions from the Credit Pack Coordinator.

- The Credit Pack Coordinator is responsible for managing training credits and access codes, including their security. Any codes redeemed in error or compromised due to a security breach will be cancelled and are not eligible for refund or transfer.

- The Credit Pack Coordinator must notify CEP immediately by email if an error or breach of security is suspected.

- The purchaser must notify CEP promptly if the designated Credit Pack Coordinator changes.

3.   TERMS AND CONDITIONS

- Training credit packs are available in bundles of 20 or 50.

- Training credits are valid only for CEP self-directed modules in the CEP1001–CEP1020 series. They cannot be used for live training modules.

- One training credit provides one person with access to one self-directed training module. One person may enrol in multiple modules but a different access code is required for each module.

- Credits cannot be used for CEP Badge Exams (micro-credentials) or Experience Assessment applications.

- Credits unassigned at time of purchase may be assigned at any time and in any combination within 12 months of purchase.

- Unassigned credits will expire 12 months after the date of purchase.

- Once assigned, access codes cannot be transferred to a different module.

- Access codes expire 12 months from the date of issue.

- An access code is deemed used once the associated module is accessed for the first time.

- Training credits are not transferable to other organisations or individuals outside the purchasing organisation.

- Access codes are non-transferable and may only be redeemed by the purchaser or employees of the purchasing organisation.

- Expired training credits or access codes are non-refundable.

4.   NOTES ON EXPIRY

- Unassigned training credits expire 12 months from the purchase date.

- Access codes expire 12 months from the date of issue.

- That is, access codes do not have to be redeemed within 12 months of training credit purchase but within 12 months of issue. For example, if a training credit is unassigned at purchase and assigned 6 months after purchase, the access code will remain valid for 12 months from its issue, which would be 18 months from purchase.

- Once a module is accessed, the student has 12 months to complete it.