

FirePro UK Terms & Conditions – Approved Ambassador Training

FirePro UK has set out these Terms and Conditions to outline the expectations for both FirePro UK and attending engineers. By attending or being enrolled for a session, attendees agree to comply with the terms outlined below.

1. TRAINING ATTENDANCE

- FirePro UK mandates training for all engineers and relevant personnel to ensure safety, consistency, and alignment with recognised industry standards and manufacturer requirements.
- Engineers are not permitted to install, maintain, or otherwise handle FirePro equipment until the required training has been successfully completed and certification has been obtained.

2. BOOKING AND CONFIRMATION

- Training dates are coordinated between a designated organiser (per company) and FirePro UK's Business Administration Manager, Lucy Bates.
- Confirmation will be issued via email, including a Microsoft Teams link for all attendees to access the session.
- Full names and email addresses of all attending engineers must be provided at the time of booking. Any amendments must be communicated to FirePro UK promptly and no later than 48 hours prior to the session.
- Attending engineers are responsible for ensuring their availability for the full duration of the session (minimum 1.5 hours).

3. DELEGATE ALLOCATION

- Where fewer than six (6) delegates are nominated or attend from an individual Ambassador company, FirePro UK reserves the right to allocate any unfilled places to delegates from other Ambassador companies in order to maximise course capacity and ensure effective delivery of the training programme.

4. PRICING AND PAYMENT

- Upon confirmation of the training date, an invoice will be issued to the organiser (or nominated accounts department). Payment is required within 30 days of the invoice date.

5. CANCELLATIONS AND NON-ATTENDANCE

- The host of the training session will start the Microsoft Teams session 5 minutes before the scheduled start time; engineers must ensure that they join within this period.
- Failure to attend without prior notice to FirePro UK will result in the individual being marked as absent, and certification will not be issued.

6. ORGANISERS RESPONSIBILITIES

- The organiser is responsible for ensuring FirePro UK receives a complete and accurate list of attendees in advance of the session, including any updates or changes.

7. CONDUCT DURING THE SESSIONS

- Attendees are required to keep cameras on throughout the session to support engagement.



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- Microphones must remain muted, unless at indicated sections in the sessions where the host will invite questions and discussions.
- Disruptive behaviour may result in removal from the session.

8. TRAINING MATERIALS AND SUPPORTING DOCUMENTS

- All training materials and documentation provided are confidential and must not be copied, shared, or distributed without prior permission from FirePro UK.
- Following certification, supporting documents will be issued via WeTransfer for the sole use of the certified individual.

9. DATA PROTECTION

- Personal data will be processed in line with applicable data protection regulations and internal policies.

10. CERTIFICATION

- Certificates will be issued to individuals following successful completion of the FirePro UK Approved Ambassador Training Test & Feedback Form, which a link will be provided to the attendees before close of session.
- Individuals who do not achieve the required pass mark will not receive certification and must resubmit.

11. FEEDBACK AND EVALUATION

- Feedback is welcomed and can be provided via the feedback section of the training form. Alternatively, feedback may be submitted at any time via email or telephone.



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FirePro UK is certified by BSI to ISO 9001 and is an active subscribing member of the following trade associations

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