



Proforma Agreement

Reference no: 8365932

PO-CO-MD (Monthly invoiced)

Application date: 30 May 2018

This document summarises our offer to you for Services. If you accept the terms of this offer, please complete and sign below.

Customer details: Account no: 3354601 Example Customer Ltd 1 Example Lane Example Town EG1 1EG	Invoice to: our ref: 3354601 / LTD_055 Example Customer Ltd 1 Example Lane Example Town EG1 1EG
For the attention of: Mr Example Booker Example Job Title Example Department t: 01234 567 890 e: example@email.com	Your QA contact: QA Web Booking Administration Team t: 0113 220 7103 or 0345 074 7855 e: web.bookings@qa.com QA Ltd 11 Albion Street Leeds West Yorkshire LS1 5ES

Total fees payable: (excluding VAT)	£10,000.00 (£12,000.00 inc VAT)	Start date: 30 May 2018 End date: 30 May 2019 (12 months)
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Invoice arrangements:	An invoice will be raised at the end of each QA Ltd financial period (of 4 or 5 weeks) for training taken within that period. Payment is due 15 working days from date of invoice.
<i>Please ensure the invoicing details on this form are correct. If you need to make any amendments, please advise your QA contact above.</i> I confirm that I have read the terms and conditions of business and the terms of this document (please see last page) in particular Clause 3 relating to the delegate's prerequisites requirement.	
Signature:	
Job Title:	
Purchase Order Number: <i>If your company uses PO numbers, please ensure you have entered your PO number above prior to eSigning as we will be unable to confirm your booking without one.</i>	
Please indicate if you wish to pay by debit/credit card: If you wish to pay by credit card, please enter the card holders name and contact details below and we will contact the card holder to arrange payment.	
Card Holders Name:	
Telephone Number:	

Description of Courses/Services and Rates Applicable:

Business Systems Development

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
BCS Business Systems	All	Fast Track	Scheduled	All	Per Delegate	0	-
BCS Business Systems	All	Performance	Scheduled	All	Per Delegate	0	-
BCS Business Systems	All	Specialist	Scheduled	All	Per Delegate	0	-

Business Applications

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
Microsoft	All	Essentials	Scheduled	All	Per Delegate	0	-
Microsoft	All	Performance	Scheduled	All	Per Delegate	0	-
Microsoft	All	Performance Plus	Scheduled	All	Per Delegate	0	-
Microsoft	All	Specialist	Scheduled	All	Per Delegate	0	-

IT

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
Amazon	All	Fast Track	Scheduled	All	Per Delegate	0	-
Amazon	All	Specialist	Scheduled	All	Per Delegate	0	-
Cyber	All	Performance Plus	Scheduled	All	Per Delegate	0	-
Cyber	All	Premium	Scheduled	All	Per Delegate	0	-
Cyber	All	Specialist	Scheduled	All	Per Delegate	0	-
Microsoft	All	Essentials	Scheduled	All	Per Delegate	0	-
Microsoft	All	Fast Track	Scheduled	All	Per Delegate	0	-
Microsoft	All	Performance	Scheduled	All	Per Delegate	0	-
Microsoft	All	Performance Plus	Scheduled	All	Per Delegate	0	-
Microsoft	All	Premium	Scheduled	All	Per Delegate	0	-
Microsoft	All	Specialist	Scheduled	All	Per Delegate	0	-

Professional Development

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
Professional Development	All	Essentials	Scheduled	All	Per Delegate	0	-
Professional Development	All	Performance	Scheduled	All	Per Delegate	0	-
Professional Development	All	Performance Plus	Scheduled	All	Per Delegate	0	-

Project and Programme Management

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
PRINCE2 (R)	All	Performance	Scheduled	All	Per Delegate	0	-
PRINCE2 (R)	All	Specialist	Scheduled	All	Per Delegate	0	-

ITIL and Service Management

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
ITIL	All	Essentials	Scheduled	All	Per Delegate	0	-
ITIL	All	Performance	Scheduled	All	Per Delegate	0	-
ITIL	All	Performance Plus	Scheduled	All	Per Delegate	0	-
ITIL	All	Specialist	Scheduled	All	Per Delegate	0	-

The Training Foundation

Vendor	Subject	Type*	Event Type	Course Code	Pricing Basis	% Disc	Price
TAP	All	Premium	Scheduled	All	Per Delegate	0	-

Extra details:

3rd Party bookings are excluded from this agreement.

Booking Notes:

Definition of our course types*:

Essentials:	A range of courses covering core skills that may lead to taking vendor or accredited body certifications.
Specialist:	Often vendor accredited, covering specialist technology areas beyond the initial accreditation levels.
Performance:	QA's performance courses are often written by QA subject matter experts to fill a gap in the training market.
Performance Plus:	Often exclusive to QA, these courses harness our experience to ensure training with real-world application.
Fast Track:	Accelerated learning programmes to achieve faster accreditation, plus our assessment centres.
Premium:	Often exclusive to QA, these courses harness our experience to ensure training with real-world application.

Privacy

QA respects your rights to privacy and understand the importance of protecting personal information that we hold about you. We have set out in our privacy notice (available at <https://www.qa.com/legal/privacy-notice>) information about what personal information we collect and how it is used and shared. Our privacy notice also includes details of who to contact if you have any questions about our privacy and data protection practices.

QA Terms and Conditions

1. Terms and conditions This document is entered into between you and QA Limited (company number 02413137) with registered office at Rath House, 55-65 Uxbridge Road, Slough, Berkshire, SL1 1SG ("we", "us" or "our"). It should be read together with our terms and conditions of business available at www.qa.com/tandcs.

Together they contain legal rights and obligations which are part of your relationship with us. Defined terms used in this document shall have the same meaning as terms defined in our terms and conditions of business.

2. Payment and cancellations by you Payment shall be due as indicated on the front of this document. All fees are exclusive of value added tax which shall be charged at the applicable rate. All fees are also exclusive of travel, meals and other related expenses which shall be payable by you upon presentation of invoices by us. Please note that you may not attend any courses and we will not provide any Services if your payment to us is overdue.

3. Consumer Rights If Client is a consumer (and has not purchased Services in person at the Company's business premises), Client shall have the right to cancel this Agreement without any liability within 14 days of date of Agreement provided that Services have not commenced. Except when cancelled under this clause, cancellation and/or re-scheduling fees below shall apply to cancellation or re-scheduling of any course by the Client. The Company shall issue a supplementary fee invoice to Client for any such cancellation and/or re-scheduling fees and Client and due for payment within 15 working days of the date of the invoice.

If you have made a provisional booking, we will hold such booking for 10 calendar days after which the provisional booking will be automatically cancelled.

Where a third party, including but not limited to vendors, certification bodies and other third party suppliers, materially increases the cost of their courseware, examination fees, courses prices or operating model, the Company reserves the right to increase the fees for the relevant courses either by adjustment to course prices or pre-existing discount rates, notwithstanding any agreed fixed pricing or discount rates given to the Client for these courses.

4. Bookings and prerequisites Your unique reference number is 8365932 and must be quoted at the time of making a booking with us unless administered by our Project Management or Customer Service Desk resources. For public scheduled courses you are expected to book each course at least three weeks prior to the course start date. It is your responsibility to ensure that all the course delegates meet the course prerequisites which can be found on the QA website or on the course outline and which will be confirmed on the joining instructions.

5. Cancellations by us We reserve the right, at our discretion, to change course schedules, change course content, discontinue courses, limit class size and cancel courses in which event we will notify you 10 days prior to the course start date. In the event of such changes or cancellations, we will refund to you 100% of the fees already paid by you in advance but we shall have no further liability to you whatsoever.

6. No guarantee as to availability Whilst we aim to offer flexibility with course bookings we cannot guarantee availability of any individual course.

7. Attendance at courses Once you have agreed to the terms of this document, any of your employees may attend the courses covered by this document provided that they meet the prerequisites for the relevant course (if any).

8. Variations This document may only be varied in writing by an authorised representative of each party. Please note that no other form of contract or communication sent by you to us in relation to this document shall be deemed accepted by us except where our authorised representative expressly agrees to such contract or communication in writing.

Tables of Cancellation and Re-scheduling Rates:

Public scheduled courses other than APMPQ:

Date of Cancellation / Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
15-11 clear Working Days prior to the start of the course	50%	25%
10-6 clear Working Days prior to the start of the course	75%	50%
Fewer than six (6) Working Days prior to the start of the course	100%	100%

APMPQ - APM Practitioner Qualification Assessment Centre (residential):

Date of Cancellation / Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
31 or more Working Days prior to the start of the course	0%	0%
Fewer than thirty one (31) Working Days prior to the start of the course	100%	100%

All other Services:

Date of Cancellation / Rescheduling	Cancellation Fee Payable	Rescheduling Fee Payable
20-11 clear Working Days prior to the start of the course	50%	25%
10-6 clear Working Days prior to the start of the course	75%	50%
Fewer than six (6) Working Days prior to the start of the course	100%	100%

