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RPC Training Services Terms and Conditions

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SUMMARY

This document sets out the terms and conditions associated with the RPC Training Services and forms an important part of the relationship between the Client and RPC, enabling the two parties to work together effectively.

G-CLOUD FRAMEWORK AGREEMENT

As per the terms of the G-Cloud Framework Agreement, a Call-Off Contract between a Customer and RPC UK Ltd will be signed for each engagement. Each Contract will reference the following documents in order of contractual precedence:

1. Framework Agreement (between the Authority and RPC)
2. Order Form (setting out the details of the order)
3. General Terms and Conditions
4. Terms and Conditions Schedule (this document)

Each schedule sets out specific terms that pertain to each service, in this instance RPC Training Services

TERMS AND CONDITIONS FOR SUPPLY OF TRAINING SERVICES

1 DEFINITIONS

- a. RPC UK Limited means 1 The Courtyard, Hawkesworth estate, Guiseley, Leeds, LS20 8LG
- b. "The Purchaser" means the person, firm or corporate body wishing to attend or use the facilities/services and courseware.
- c. "The facilities/services" means the various training courses or other services provided by RPC UK Limited or its agents or partners at its premises, online or elsewhere as agreed with the purchaser.
- d. "Courseware" means the course companion, exercises and other relevant documentation made available to training delegates attending or using services provided by RPC UK Limited.

2 THE CONTRACT

- a. The contract for the supply of the facilities/services is agreed by the issue of RPC UK Limited's confirmation in the form of the invoice(s). Where the purchaser has not provided a written or formal confirmation, the issue of RPC UK Limited's invoice is deemed to be acceptance of a contract between the purchaser and RPC UK Limited. Clients wishing to refute this acceptance must do so by 5pm in writing on the third working day after the date stated on the invoice(s) at the RPC UK Limited address shown on the invoice.
- b. These terms and conditions supersede and replace any previous agreements, proposals or representations made between the purchaser and RPC UK Limited for the provision of the facilities/services. These terms and conditions shall prevail notwithstanding any terms and conditions contained in any order submitted by the purchaser. Any variation to these terms and conditions must be agreed in writing by RPC UK Limited.
- c. The waiver by RPC UK Limited of any breach of these terms and conditions shall not prevent its subsequent enforcement and shall not be deemed to be a waiver of any subsequent breach.

3 CANCELLATION

- a. The purchaser agrees to pay the following charges to RPC UK Limited in the event that for whatever reason, its representative fails to attend or withdraws from a training course without providing at least 28 days written notice prior to the scheduled commencement date. The following cancellation charges will apply, according to the length of written notice given:
 - i. 0-10 working days 100% of fee
 - ii. 11-20 working days 50% of fee
 - iii. 21+ days 25% of fee
- b. Irrespective of the notice period given, the purchaser will be entirely responsible for costs incurred by RPC UK Limited or any third party associated with the booking of the facility/service such as hotel, equipment or third party services.
- c. The purchaser agrees that notice of all cancellations, irrespective of the period of notice given, should be in writing, otherwise full payment will be required.
- d.

4 POSTPONEMENTS

- a. The purchaser agrees to notify RPC UK Limited in writing of any postponement which will be without charge provided a minimum of 28 days' notice prior to the scheduled commencement date is given. Otherwise the following charges apply, according to the length of written notice given:
 - i. 0-10 working days 100% of fee
 - ii. 11-20 working days 50% of fee
 - iii. 21+ working days 25% of fee
- b. Courses postponed and subsequently cancelled by the client will be subject to the cancellation fee that would have been applied if the course had been cancelled and not postponed in the first instance. If the subsequent cancellation period is less than originally given when postponed then the cancellation fee will be charged for both instances.

5 PAYMENT TERMS

- a. Payment is required in advance. Invoices are raised and submitted to the purchaser upon RPC UK Limited receiving oral or written confirmation of the booking of the facility/service. All fees are due for payment at least 14 days prior to the commencement of the course or service.
- b. RPC UK Limited reserves the right to charge the client the current base lending interest rate plus 3.5% on all unpaid fees plus all associated charges with recovery of overdue monies.

6 PURCHASER'S OBLIGATIONS

- a. Where training is provided on site at a location provided by the purchaser, the provision of adequate power outlets, extension cables and other facilities such as whiteboard, flipchart, OHP and screen, and WiFi as appropriate is, unless otherwise agreed in writing, the responsibility of the purchaser.
- b. Where training is to be delivered online, the following are required for all delegates:
 - i. stable internet connection
 - ii. access to a second screen
 - iii. access to the remote desktop as per joining instructions
- c. Expenses will be charged at cost for accommodation and subsistence and at standard HMRC mileage rates when training is provided on site at a location provided by the purchaser.
- d. Clients booking dedicated company courses are responsible for ensuring that all delegates are of an equal level in terms of current knowledge, abilities and capacity to learn, that they meet any relevant course prerequisites and that they are fully prepared to join the course at the designated time and place.
- e. The purchaser will inform RPC UK Limited of all relevant health and safety and security requirements that apply at the Customer's premises.
- f. The purchaser should attend or use the facilities/services on the commencement date specified by RPC UK Limited in its confirmation of booking or invoice. RPC UK Limited shall not be liable for any costs, damages or expenses suffered by the purchaser as a result of any cancellation or postponement of the facilities/services.

- g. The purchaser shall not assign its booking without prior written consent of RPC UK Limited.

7 RPC UK LIMITED'S OBLIGATIONS

- a. RPC UK Limited will issue all delegates who successfully complete a course with the applicable certification and proof of training.
- b. RPC UK Limited will deliver training programs in a professional, timely and effective manner and will ensure that all trainers possess the necessary qualifications, experience and expertise to do so effectively.
- c. Where training is conducted on site at RPC UK Limited premises, RPC will ensure that all relevant health and safety requirements are met.
- d. Joining instructions for online courses are issued one week prior to the start date. For courses conducted on site at RPC UK Limited premises, joining instructions are issued at the time of booking.

8 PROMOTIONAL OFFERS

- a. Occasionally, RPC UK Limited will initiate promotional offers, which may vary the terms and conditions stated above as well as offering discounts. In such instances, RPC UK Limited reserves the right to withdraw any promotional offer at any time without providing any due reason. Any discounts offered will be based upon current standard prices.
- b. Clients who already benefit from a discounted price may select either the promotional offer or their agreed discount, but not both.

9 COURSE CONTENT, COPYRIGHT AND ADMINISTRATION

- a. The purchaser will not, unless authorised by RPC UK Limited disclose, provide or make available to any person other than the delegates in whole or in part any of the courseware or any copies thereof.
- b. All courseware is the copyright of RPC UK Limited.
- c. Course durations are approximate and based upon eight delegates of average ability proceeding at a normal rate of progress. Early completion of the course does not qualify the purchaser for either a proportional rebate or for delegates to train in other areas.
- d. RPC constantly updates its course material and therefore reserves the right to amend without notice the course contents and structures. The Course Outlines listed on the RPC website are intended only as a guide and do not form part of any contract with the client.



Cloud Sell expertise in:

Oracle Aconex Cloud

in EMEA-UK & Ireland

Oracle Primavera P6 EPPM and Primavera Cloud

in EMEA-UK & Ireland

Oracle Primavera Unifier Cloud

in EMEA-UK & Ireland

Oracle Textura Payment Management Cloud

in EMEA-UK & Ireland

License and Hardware expertise in:

Oracle Primavera Unifier

in EMEA-UK & Ireland

Oracle Primavera P6 EPPM

in EMEA-UK & Ireland



Find out more here:



RPC UK Ltd is based in a semi-rural setting on the edge of Guiseley, West Yorkshire.

In 2023, RPC UK Ltd transitioned to a 100% employee ownership model, in which every member of our growing team has an equal stake in the business, reinforcing and fostering the exemplary team ethos and high level of client satisfaction of which we were already very proud.

Oracle Primavera Specialists

RPC UK Limited (RPC) is the UK and Ireland's foremost supplier of enterprise project management and planning solutions.

Having been an accredited Primavera partner since 1992, we are now a member of the Oracle Partner network in the Cloud Sell and License and Hardware tracks.

Delivering Software Solutions

RPC has gained a strong reputation for successfully delivering tailored and integrated project controls software solutions to our clients in boutique to blue chip organisations in both the public and private sectors. We work across multiple industry verticals with particular expertise in the following areas:

- Engineering and Construction
- Aerospace and Defense
- Travel and Transportation
- Utilities
- Professional Services

We configure and implement solutions built in the Oracle Primavera toolset and also develop our own custom solutions to expedite the execution of common project controls processes including Earned Value Management, Contract Management, Risk Management, Change Management and more.

Alongside this, we also offer Primavera P6 Hosting on a secure Oracle Cloud Infrastructure platform and a subscription Support service.

Oracle Primavera Training

RPC is an Oracle Approved delivery partner for Primavera product education and training throughout the UK and Ireland, and we deliver training to clients worldwide, both in person and via our online training model.

We can deliver standard curriculum courses or bespoke training, as required, from our own training venue on the outskirts of Leeds, on client premises or online via Microsoft Teams. We also offer eLearning via our own hosted platform, for delivery via a client's own LMS system or fully bespoke as an enterprise solution.

Oracle Global Partner of the Year

In 2025, RPC was awarded the Oracle Global Partner of the Year Award in the Construction and Engineering Industry Solutions category in recognition of our innovative work in creating and licensing to Oracle a NEC4 Contract Management solution for Oracle Unifier. This global award puts RPC firmly on the map as the UK's Oracle Primavera Partner of choice and aligns with our company mission to create and deliver Oracle project controls solutions that empower project teams.



Oracle Global Partner Award Winner
Construction & Engineering
Industry Solutions

