



Standard Terms

for the

Provision of Online Training Services

Including Public Sector Addendum (CCS G15 Framework)

Supplier: TripleAconsult Ltd trading as Triple A Solutions

Framework: Crown Commercial Service (CCS) G15

Document Type: Contractual Terms



Standard Terms for the Provision of Online Courses

Document Control

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Standard Terms for the Provision of Online Courses

1. Introduction and definitions

These Standard Terms for the Provision of Online Training Services (“Terms”) apply to the provision of online training services, learning content, analytics and associated materials (“Services”) by TripleAconsult Ltd trading as Triple A Solutions (“we”, “us”, “our”) to customers (“Customer”).

Where the Customer is a public sector body purchasing the Services under a Crown Commercial Service (CCS) framework agreement, including the G15 framework, these Terms apply only to the extent they are consistent with the applicable Call-Off Contract and the Public Sector Addendum (CCS G15 Framework).

Order of precedence:

1. CCS Call-Off Contract
2. Public Sector Addendum
3. These Terms

2. Provision of the Services

The Services are delivered online and provided as described at the point of order or under an applicable agreement.

3. Access and acceptable use

Access is provided to authorised users only. Customers are responsible for ensuring users comply with these Terms.

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4. Pricing and payment

Pricing is as agreed or as set out in the applicable pricing schedule. Purchases under CCS frameworks are governed by the applicable Call-Off Contract.

5. Cancellation and termination

Where the Services are purchased under a CCS framework, cancellation and termination are governed exclusively by the applicable Call-Off Contract. For non-CCS customers, either party may terminate for material breach following written notice.

6. Intellectual property

All intellectual property rights in the Services remain with TripleAconsult Ltd t/a Triple A Solutions. Customers may use training materials internally for training, assurance and compliance purposes.

7. Data protection

Each party shall comply with UK GDPR and the Data Protection Act 2018. Roles and obligations shall be determined by the Call-Off Contract and associated data processing agreement where applicable.

8. Information security

Appropriate technical and organisational measures are maintained to protect information processed in connection with the Services.

9. Liability

Nothing limits liability for death, personal injury, fraud or liabilities that cannot be limited by

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law. For CCS purchases, liability is governed by the Call-Off Contract. For others, liability is capped at fees paid.

10. Assignment

Assignment is permitted subject to any restrictions in the applicable Call-Off Contract.

11. Force majeure

Neither party shall be liable for failure or delay due to events beyond reasonable control.

12. Governing law

These Terms are governed by the laws of England and Wales.

13. Public Sector Addendum – CCS G15 Framework

For purchases made under the G15 framework, TripleAconsult Ltd t/a Triple A Solutions contracts using the standard CCS G15 Call-Off Contract. In the event of any inconsistency, the Call-Off Contract takes precedence over any standard or consumer-facing terms.