

Academy Learner Terms and Course Order

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Template for completion and approval before individual issue. Uncompleted copies do not form an agreement. Blue bracketed fields are the particulars to enter; the clauses below contain the substantive terms.

Particulars

Learner and email	{{learner_name}} / {{learner_email}}
Order reference and date	{{order_reference}} / {{order_date}}
Course and format	{{course_name}} / {{delivery_format}}
Price and tax	GBP {{course_price}} including any applicable tax
Access period	{{access_start}} to {{access_end}}
Assessment and certificate	{{assessment_rules}} / {{certificate_description}}
Contact	hello@nurseflex.co.uk
Early supply election	Not selected unless a separate express request and acknowledgement is recorded

1 Supplier and order

Flexero Ltd, company number 16633410, trading as NurseFlex Academy, with registered office at 3rd Floor, 86 –90 Paul Street, London, England, EC2A 4NE, supplies the course identified in the Course Order to the named learner. These terms and the confirmed course description form the contract when NurseFlex accepts the order and confirms access. Before payment, the learner will be shown the total price, course features, duration, technical requirements and these terms in a form they can retain. References to NurseFlex in the course-supplier obligations mean Flexero Ltd trading as NurseFlex Academy; staffing services remain separate.

2 Separate optional training service

The purchase is a separate training service. It does not buy a job, a guaranteed assignment, professional registration or a right to practise. NurseFlex will not make purchase of its additional training service a condition of providing work-finding services. Demonstrating competence for a role remains a separate requirement and may involve assessment of suitable equivalent external evidence.

3 Course content and delivery

NurseFlex will supply the course with reasonable care and skill and substantially as described at purchase. The course description states the learning outcomes, delivery format, prerequisites and any practical assessment required. An online completion certificate alone does not authorise clinical procedures or prove practical competence. Only verified accreditation or recognition expressly stated in the course description is promised.

4 Access and licence

The learner receives a personal, non-transferable right to access the course during the agreed period for their own learning. They must keep credentials secure, not impersonate another learner, and not copy or redistribute materials except as permitted by law or written permission. NurseFlex retains its intellectual property and will not use this clause to restrict statutory exceptions.

5 Assessments certificates and accessibility

Assessment rules, pass requirements, resits and any separate cost must be disclosed before purchase. A certificate will be issued only when the stated requirements are genuinely met. Suspected dishonesty may be investigated fairly and a decision explained. Learners may request reasonable accessibility support; NurseFlex will explain available adjustments before an assessment wherever practicable.

6 Price and additional charges

The price in the order is the total agreed price including applicable tax. No later subscription, certificate or resit fee is due unless clearly disclosed and separately agreed. If an obvious price error is discovered before acceptance, NurseFlex will contact the learner with the correct price and permit them to cancel rather than silently charging more.

7 Consumer cancellation

Where a statutory distance-contract cancellation right applies, the learner may cancel by a clear statement to hello@nurseflex.co.uk within the applicable period, normally 14 days after the contract is made. A cancellation form is optional. Statutory exceptions and the distinction between services and digital content will be explained before supply. A cancellation right is not lost merely because an account was created or these terms were accepted.

8 Early services and digital content

For a service begun during a cancellation period, NurseFlex will obtain any legally required express request and may charge only a lawful proportion for service actually supplied if cancellation follows. For digital content supplied immediately, loss of a statutory cancellation right requires the learner's prior express consent and acknowledgement and the required confirmation. Those choices must be separately recorded, not preselected or inferred from continued use. Without the necessary conditions, statutory rights remain.

9 Additional agency service notice

Where this purchase is an additional service supplied to a work-seeker under employment-agency rules, the learner may cancel by the legally applicable notice, generally five working days for training services. NurseFlex will not impose an unlawful penalty for giving that notice. Where several cancellation protections apply, NurseFlex will apply them consistently and will not use this clause to reduce a consumer's more favourable statutory right.

10 Refunds and service failures

A refund lawfully due will be made using the original payment method unless another method is expressly agreed, within the statutory deadline where one applies. There is no blanket no-refunds rule. If content is faulty, materially misdescribed or a service is not supplied with reasonable care and skill, the learner retains statutory remedies including appropriate repair, repeat performance, price reduction or refund.

11 Changes outages and closure

NurseFlex may make reasonable technical or legally necessary updates without materially reducing the purchased service. It will notify a material adverse change or prolonged loss of access and offer an appropriate remedy. If NurseFlex cancels an undelivered course, it will refund the undelivered service or offer an alternative only with the learner's agreement. It will not promise uninterrupted internet access but remains responsible for remedies required by law.

12 Suspension and complaints

NurseFlex may proportionately restrict access to investigate serious misuse, security risk or fraudulent assessment, explaining the reason where lawful and allowing a reasonable response. A learner may complain to hello@nurseflex.co.uk with the order reference. NurseFlex will investigate and communicate the outcome and available escalation without preventing statutory claims.

13 Privacy liability and legal rights

Personal information will be handled under NurseFlex's privacy information and applicable law, not blanket consent in this contract. Neither party excludes liability that cannot lawfully be excluded, including fraud or death/personal injury caused by negligence. Consumer statutory rights and rights concerning reasonably foreseeable loss are preserved. England and Wales law applies subject to mandatory consumer protections and the learner's legally available home-court rights.

14 Cancellation statement

To cancel, send: "I give notice that I cancel order [{{order_reference}}](#) for [{{course_name}}](#). My name is [{{learner_name}}](#). Order date: [{{order_date}}](#). Notice date: [{{notice_date}}](#)." A different clear written statement is equally valid. Do not include payment-card details.