

Scheduled Training Courses

Terms and Conditions

1. Terms for enrolling on our courses

So that we create a wide-ranging and balanced learning environment, we welcome applications from candidates throughout the world. To ensure the quality of a training, we will not accept an applicant if we feel they are not suitable for a course. While we try to give you all the information you need to select a course, please make sure you have chosen a course that will meet your needs. For online training we will confirm your place on the course by e-mail and send an invoice.

For face-to-face training, once you have completed an introductory Zoom call with a member of our team and returned your Confirmation of Sponsorship form, we will confirm your place on the course. We will then send an invoice, along with a visa support letter where applicable.

2. Payment terms

For face-to-face training, once you are enrolled on a course, we need full payment of the course fees at least six weeks before the course is due to start. If we do not receive your payment six weeks before the course, we cannot guarantee your place on the training.

Once you are enrolled on an online course, we need full payment of the course fees before the course is due to start. If we do not receive your payment before the course, we cannot provide you with the training course access codes and your start will be delayed.

You can pay fees securely by an international transfer to our account. Our account details are on the invoice. Please quote your invoice number in the description on the bank transfer. We prefer to receive the course fees in full, however, we do offer payment by instalments, which we ask you to indicate on your application form. We can also accept Credit Card payment, please contact us if you wish to do this.

3. Discounts

Any individual who has completed an IMA training before, will be eligible for 20% alumni discount. The individual can be working for the same or a different organisation, however evidence may be requested from the IMA Admin team to locate the individual's previous records.

If you have any questions about the discounts IMA International offer, please contact our Course Administration team on courses@imainternational.com

4. Transferring to another course

For Online Training - If you have opted to pay the flexible rate and decide to transfer to another of our scheduled online courses, we will be happy to move your application at any time in the run up to the start date. You can also swap to a F2F course however will need to pay any difference in price between your new course and the original course you applied for.

If you have paid the non-flexible rate, we charge a transfer fee of £150. If you cancel your place it is 100% cancellation fee.

For face-to-face training please tell us 4 weeks before your course takes place if you are unable to attend to receive a full refund. If you are unable to attend your course within 4 weeks of your course start date, please see below for further information.

5. Terms for cancelling a course (face to face training)

If you cancel for any reason at least 4 weeks before the start of your course, we will charge a cancellation fee of £150 and refund the remainder of the course fee received from you.

If you cancel within 4 weeks of the start date of your course we will charge 100%. However, as a gesture of goodwill we will offer you or a colleague a free place on an upcoming online course instead. If you opt to rebook another face-to-face course place, you will be charged the alumni rate (20% discount).

IMA International reserves the right to cancel or postpone a course up to 4 weeks before the start date for face-to-face training, and 1 week before for online training. In these cases, participants will be offered alternative dates, a credit note or a full refund. Please do take this into account if you are booking flights and accommodation.

In the unlikely event a course must be cancelled for reasons of force majeure, (war, civil unrest, fire, flood, action by any government, or any event beyond the reasonable control of IMA International) we shall promptly notify participants and seek alternative solutions.

6. Visas (face to face training)

It is your responsibility to get any visa you need for the country the course is taking place in. Please see our website or get in touch for more information about applying for a visa. The visa procurement process can take some time so please begin this as soon as possible. This includes returning your Confirmation of Sponsorship form as soon as you can so we can issue your visa support letters.

7. Health and travel insurance (face to face training)

You need to arrange health and travel insurance before coming on an IMA course. We cannot help with insurance. You will need to pay any medical bills you may have during the course.

8. English language

We carry out all our scheduled courses in English. You need to have good spoken English skills so that you can share learning with others on the course and so that our trainers can work effectively. Much of the content of our courses is technical and our approach is participatory (where we actively involve you as much as possible). This means you need to be able to communicate well in English. Your English needs to be of an intermediate standard or higher (or an IELTS score of 6 or above, a paper TOEFL score of 550, or a computer TOEFL score of 210). We can cancel your application if your English skills are not to the required standards.

9. Course materials

Approximately 1 week before the start of the course, you will be given access to our online learning platform. For online courses, this will contain all the course modules, resources and necessary information for your training, to complement the live webinar sessions. For our face-to-face courses, our online learning platform serves as a place to find extra resources to complement the hard-copy booklets and materials you will be given in-person on the first day of your training. While we encourage people to share knowledge and experience, if either you or an organisation uses these materials as a basis for training, please could you make it clear where they came from. We can change the aims, timetable or format of our courses for your benefit without giving any notice.

10. Social events (face to face training)

We organise social events during each scheduled course. You can choose to join the group for informal events, which are all included in your course fee.

11. Issuing certificates

At the end of the course, we will present you with your IMA certificate. We do this as long as:

- Face to face - You have completed at least 90% of the course
- Online – You have completed 100%
- you have completed and presented any assignments needed
- you have paid your course fees in full; and you do not owe any money to IMA, the training venue or hotel, if this applies.
- We understand there can be circumstances which make completion of an online course difficult. If you face these, you have up to 12 months from the course start date to complete your course and receive your certificate.

12. Data protection

We are committed to protecting your information. We treat all the information we collect on our website strictly in line with the law. We will not share your personal information with other organisations.

If you have applied for a course, we will share your details with the other people in your cohort. This information includes the name, organisation, e-mail and responsibilities you gave on your application form. For face-to-face training, these details will be in your course folder when you arrive at the training venue. If you do not want us to share this information, please let us know.

13. Publicity

During our face-to-face training courses, we often photograph group activities. We sometimes use the photographs for publicity, and they could appear on our website, our brochure, our social media pages, newsletters, or in our advertisements. We also sometimes use screenshots of our webinars for online training promotion. If you'd prefer not to appear in our publicity material, please tell your trainer or contact us at post@imainternational.com.

14. Conduct

Community Groups are moderated. Please be respectful with comments, and keep them relevant to the course content. If we notice any inappropriate behaviour on the Community Groups, participants will be removed from the course and you will not be given a refund. You can report any inappropriate behaviour or comments by emailing post@imainternational.com.