

Itad online training terms and conditions

Team Leader Development Programme

(Practical Training for Emerging Leaders in Evaluation, Learning and Strategy)

These Terms and Conditions apply to all registrations, invoices, and participation in online training programmes provided by Itad Ltd ("Itad", "we", "us", "our"), including the Team Leader Development Programme ("the Programme").

The Terms and Conditions were last updated on 30 April 2026.

Key points at a glance

- The Programme is delivered live online and requires active participation.
- Session recordings are not provided.
- Places are limited and confirmed only once payment is received.
- You may cancel for a full refund up to 14 days before the first session of your enrolled module only.
- We are committed to delivering inclusive, respectful learning spaces. Participants are expected to behave respectfully and in ways that support an inclusive environment.

1. About Us

Itad Ltd provides evidence, learning, and strategy services to help organisations solve complex challenges. This includes providing paid online professional training and development programmes.

Our full contact details are available on invoices, booking confirmations and on the [Itad website](#).

2. Eligibility

2.1 To take part in the Programme, participants must:

- meet the criteria outlined in section 3.2
- be at least 18 years old; and
- legally capable of entering into a binding contract.

2.2 By registering, you confirm that you meet these requirements and that the information you provide is accurate.

3. Programme Description and Delivery

3.1 The Programme provides practical training and learning for emerging and established leaders in evaluation, learning and strategy. It is designed to address the gap in support for professionals transitioning from technical expertise into team and project leadership roles.

3.2 The Programme is designed for professionals who are:

- Transitioning into team or project leadership roles
- Independent consultants seeking structured leadership development
- Technical specialists wishing to grow as project leads
- Established team leaders seeking targeted skill-building

3.3 By registering, you confirm that you meet these criteria and that the information you provide is accurate.

3.4 The Programme is delivered online and is cohort-based, interactive, and practitioner-led. Learning is built around live discussion, reflection and peer exchange.

3.5 Each module typically includes:

- Two live online training sessions (approximately three hours each); and
- One facilitated group coaching session.

3.6 Programme dates, content, facilitators, and delivery formats are provided at the point of booking.

Where necessary, we may make reasonable changes to dates, content, facilitators or delivery format. Where possible, we will offer suitable alternatives and communicate changes clearly.

Live participation and recordings

3.7 Live attendance is an essential part of the Programme. Sessions rely on interaction, shared reflection, and confidentiality within the cohort. For these reasons, session recordings **are not provided or made available after sessions conclude**. We encourage participants to consider their availability carefully before registering. Missing a session does not entitle a participant to a recording, refund, or alternative session, unless explicitly stated in the Programme's refund or rescheduling policy

4. Accessibility and Reasonable Adjustments

4.1 We aim to create inclusive and accessible learning environments.

4.2 If you have access requirements or need reasonable adjustments (for example relating to participation, materials, or facilitation), please contact us as early as possible so we can discuss what support may be available.

5. Pricing and Payment

5.1 Fees are charged per module. The current fee is **£450 per module**, exclusive of VAT, unless otherwise stated.

5.2 All prices are stated in GBP (£). VAT will be charged at the prevailing UK rate where applicable, depending on the participant's location and status (individual or organisation).

5.3 Fees are invoiced in advance and are payable in full within **7 days of the invoice date**, unless otherwise agreed in writing.

5.4 Where a booking is made within **7 days of the module start date**, payment is due immediately upon invoicing.

5.5 We may withhold access to the Programme if payment is not received by the due date.

6. Registration, Places and Access

6.1 Places on the Programme are limited to support meaningful participation, peer engagement, and facilitated discussion.

6.2 A place is confirmed only when:

- Your registration has been accepted by Itad; and
- Full payment has been received.

6.3 Access to the Programme and materials is provided on a **personal, non-transferable** basis, unless prior written consent is provided by Itad.

7. Cancellations, Refunds and Credits

7.1 Participant cancellations:

- Cancellations made **more than 14 calendar days** before the first scheduled session of a module are eligible for a full refund for that module.
- Cancellations made **14 days or fewer** before the first scheduled session are non-refundable.

7.2 If you are unable to attend after payment has been made, we may, at our discretion, offer a **credit** towards another Itad course. Credits are subject to availability and any validity periods we communicate at the time.

7.3 Non-attendance at part or all of a module does not entitle you to a refund or partial credit.

7.4 Once access to the live online sessions has been granted, fees are **non-refundable**, except where required by law.

8. Changes or Cancellation by Itad

8.1 We may cancel, postpone, or reschedule a module due to unforeseen circumstances, low enrolment, or operational requirements.

8.2 In the event of cancellation by Itad, you will be offered either:

- A full refund for the affected module; or

- Transfer to a future module.

8.3 We are not responsible for any additional costs incurred by participants, such as travel, accommodation, or loss of earnings.

9. Intellectual Property

9.1 All Programme materials, including slides, exercises, templates and written content, remain the intellectual property of Itad or its licensors.

9.2 Materials are provided for personal professional development only. They must not be copied, shared, recorded, sold, or used for commercial training without prior written permission.

10. Learning Environment, Conduct and Recording

10.1 We aim to create respectful, inclusive and psychologically safe learning spaces. Participants are expected to contribute in ways that support learning for themselves and others.

10.2 Participants must not:

- Engage in behaviour that is unlawful, discriminatory, or harmful
- Record sessions or use AI-based note-taking or recording tools

10.3 Any breach of these Terms may result in immediate removal from the Programme and exclusion from future Itad courses, with no refund.

11. Certificates and Outcomes

Participation in or completion of the Programme does not guarantee employment, promotion, certification, or regulatory approval.

12. Limitation of Liability

12.1 The Programme is provided for professional development purposes only and does not constitute consultancy or professional advice.

12.2 To the extent permitted by law, our total liability in connection with the Programme is limited to the fees paid for the relevant module.

13. Questions, Feedback and Concerns

13.1 If you have questions about these Terms, accessibility needs, or concerns during the Programme, please contact us at itadlearning@itad.com. We welcome feedback and will aim to address issues promptly and fairly.