

First Intuition Terms and Conditions

Exam Plus Pathway and Exam Pathway

These terms and conditions apply to all Exam Plus Pathway and Exam Pathway programmes provided by First Intuition Limited (“First Intuition”, “we”, “our”) to employers (“you”, “your”). By enrolling a learner onto an Exam Plus Pathway or Exam Pathway programme you agree to the following terms and conditions.

1.0 Bookings and enrolments

1.1 All Exam Plus bookings must be made through your First Intuition centre or account manager.

1.2 The agreement is always between First Intuition and the employer. Learners are not responsible for payments under this agreement.

2.0 Pathway Invoice and Payment Terms

2.1 The programme price will be confirmed during the onboarding process and agreed in writing with the employer.

2.2 The programme price will be divided into monthly instalments, calculated as the agreed total programme price divided by the planned programme duration, with the end date being the month of the learner’s final course or impact skills module.

2.3 Invoices will be issued on or around the 25th of each month, with the first invoice being issued on the first day dated on or around the 25th following the learner’s start. Further instalments will be invoiced monthly thereafter, until the month in which the planned programme end date falls.

2.4 Payment terms for each invoice is 30 days from the month of invoice date. Payment via direct debit or Stripe is preferred and will be agreed during onboarding. Payment by electronic bank transfer is subject to appropriate credit checks.

2.5 Late payments may be subject to interest in line with our standard terms and conditions and may also result in suspension of further bookings or services.

2.6 Exam Plus and Exam Pathway pricing cannot be combined with other promotions or discounts

3.0 Withdrawals and cancellations

3.1 If a learner withdraws from the Exam Plus Pathway or Exam Pathway programme, you will remain liable for payments up to and including the month of withdrawal. No further instalments will be taken from the following month. No refunds will be made.

3.2 You must notify First Intuition immediately if a learner withdraws. We process withdrawal notices within 30 days of receipt; however, the date we are notified will be recorded as the learner's official end date. Please note that no refunds are issued for partial months

3.3 Where a learner transfers to a standard Exam Pathway, the Exam Plus Pathway programme will be withdrawn under these terms and conditions and a new agreement will be put in place for the Exam Pathway.

3.4 You must notify us, by email, of cancellations and withdrawals from the programme.

4.0 Change of employer

4.1 If a learner changes employer during the Exam Plus Pathway or Exam Pathway programme, the programme will be paused until a new agreement and price is agreed with the new employer, based on the remaining programme.

5.0 Resits and pass guarantee

5.1 Resit courses and materials are subject to the same terms as our standard pass guarantee. The relevant sections of our standard terms and conditions apply.

6.0 Early and late completion

6.1 If a learner completes the programme earlier than planned you will continue to be invoiced for the remaining cost of the programme until the total balance, as agreed at start, has been paid.

6.2 If a learner completes later than planned, additional monthly charges will apply. Details of these charges are available from your First Intuition centre.

7.0 Default on payments

7.1 If you default on payments or have outstanding invoices, this may affect future bookings and the availability of credit terms for future invoicing. We reserve the right to review each case individually and this may result in service suspension and attempts to collect the remaining balance until the account is settled.

8.0 General

8.1 These Exam Plus terms and conditions are to be read in conjunction with our standard First Intuition terms and conditions (available at www.firstintuition.co.uk/terms-conditions). Where there is any conflict between the two, these Exam Plus terms and conditions take precedence.