Course Provider Terms & Conditions

**Dentistry Directorate YH**

Thank you for agreeing to deliver a course on behalf of NHS England Yorkshire and the Humber. This document outlines the course policies and procedures applicable to all courses commissioned by and delivered for Dentistry Directorate YH. It outlines what you can expect from the NHSE admin team, and what we expect from you as the course provider.

# Course administration

* The NHSE admin team will set up and manage bookings on all courses via the agreed course management system (Maxcourse or Blackboard).
* If a virtual event is being held on Blackboard Collaborate, the NHSE admin team will create the joining link. If another platform is being used, including MS Teams or Zoom, the course provider should create the virtual joining link.
* Standard participant course reminders will be sent by the NHSE admin team. Any course welcome or course preparation should be sent to the NHSE admin team for circulation/upload to the course management system.
* Course providers should share any handouts and virtual meeting links at least two weeks before the course. These will be uploaded to course management system by the NHSE admin team for booked participant access only.

# Finance arrangements

* All course facilitators must be eligible to work in the UK.
* Course providers are responsible for ensuring that income tax etc. is paid in line with rules set by HMRC.
* A purchase order for each course will be requested by the NHSE admin team and shared with the course provider when payment is requested to a business account.
* To enable a purchase order to be requested, course providers will be asked to provide a formal quote. The quote must normally be provided on company letterhead.
* Course providers should familiarize themselves with the NHS Shared Business Services [good invoicing guidelines](https://www.sbs.nhs.uk/supplier-information/good-invoicing-practice/).
* In particular, course providers must clearly quote the relevant purchase order number on each invoice to prevent delays in payment.
* Invoices should be submitted for payment as soon as possible following each course. For multisession courses, invoices should be submitted after the final session.
* Invoices should normally be submitted directly (as a PDF document) to NHS Shared Business Services at [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net) or via [Tradeshift](https://nhssbs.support.tradeshift.com/).
* Payments requested to a personal account can be claimed via an NHSE claim form.
* Course facilitators must liaise with the NHSE admin team to ensure that they are set up as a supplier on NHSE’s system in order for payment to be made.
* Invoices/claim forms received up to a maximum of three months after the event will be processed for payment, but we do not pay any invoices received after this deadline.

# Cancellation arrangements

* NHSE will make every attempt to run courses that have been arranged. In the event that a course needs to be cancelled via NHSE – either due to low attendance or travel disruption, for example - then a percentage of the course fees will be payable in accordance with the following:

|  |  |
| --- | --- |
| **Cancellation confirmed** | **Cancellation course speaker fee** |
| 29 Days prior to the course date | No cancellation fee payable |
| Between 28 and 15 days prior | 50% of the agreed course fee |
| Between 14 and 0 days prior | 100% of the agreed course fee |

* If a course is cancelled by the course provider, the course fee will not be payable.
* If agreed by both NHSE and the course provider, courses may be postponed as an alternative to cancellation in exceptional circumstances but ordinarily not in the situation where minimum numbers have not been met.
* Except for facilitator illness/emergencies, course postponements must be agreed in advance of the original course date in accordance with the following:

|  |  |
| --- | --- |
| **Postponement agreed** | **Type of Postponement** |
| 29 Days prior to the course start date | By agreement[[1]](#footnote-2) |
| Between 28 and 1 day prior | Exceptional circumstances only |
| On the day of the course | Facilitator illness/emergency only |

* If a postponement is agreed, a cancellation course fee will not be payable for the original course date.

1. [↑](#footnote-ref-2)