



BVRLA's e-Learning Platform Terms and Conditions

BVRLA's e-Learning Platform enables members to evidence compliance with the BVRLA's Code of Conduct and the Financial Conduct Authority's (FCA) training and competence regime. Members can access a scalable branded experience for their customer-facing staff.

For full details of each e-learning package available, please visit our website <https://www.bvrla.co.uk/product/e-learning-subscription.html>

The integrated management reporting system allows for real-time tracking of learner progress. Individual learners are accredited and re-certification is necessary by renewing our e-learning subscription every year.

The BVRLA is the trade body for the vehicle rental and leasing sector. The BVRLA collects personal data about individuals working for or on behalf of its members. Our privacy Policy can be viewed here: <https://www.bvrla.co.uk/privacy-policy.html>

BVRLA's e-Learning Platform Services and Access

- The BVRLA provides hosting services that allow Registered Users to access and use the platform via the website <https://www.bvrlatraining.co.uk/>.
- Only Registered Users may access the BVRLA's online learning materials and the management reports.
- The BVRLA undertakes that the services will be performed with reasonable skill and care.
- The BVRLA may suspend or limit access to the services for system maintenance or other reasonable activities at any time.
- Registered Users shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the services and in the event of any such unauthorised access or use, promptly notify the BVRLA.
- Registered Users are solely responsible for ensuring that they have sufficient and compatible hardware, software, telecommunications equipment and internet service necessary for use of the BVRLA's e-learning platform.
- Access to the e-Learning platform may be withheld or cancelled if the appropriate annual licence fees are not paid or the business discontinues its membership of the association.

BVRLA's e-Learning Subscription Annual Licence Fees

- All e-learning subscription licences run for a period of twelve months and grant access to BVRLA's e-learning material and achievement history to a single learner via the website.
- E-learning subscription licences are assigned to individuals who as registered users are given unique login details. Those log-in details may not be shared or transferred to other individuals.
- Registered Users will receive an electronic notification that their licence is due for renewal one month prior to the end of the 12-month licence period.
- Unless notified to the contrary and in writing, the BVRLA reserves the right to automatically renew the individual learner's e-learning annual subscription. This ensures continuity of access to the learning material and to the individual's learning and achievement history.
- No refunds will be given if a registered user does not fully use the e-learning service during the twelve-month subscription period or if the individual ceases to be employed by their employer.
- E-Learning subscription licences are activated from the date of invoice and not date of payment, however the e-learning content cannot be accessed until payment is received.

Please contact us if you have a complaint about our service, a suggestion or idea about how it can be improved or if you are experiencing technical issues. Telephone on 01494 545719 or by email training@bvrla.co.uk