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www.twinuk.com

## **Twin Group Work and Study Programme Terms and Conditions**

These Terms and Conditions relate specifically to the Hospitality Training Programme and are in addition to the Twin Group standard terms and conditions as outlined in the company brochure and on the websites [www.twinuk.com](http://www.twinuk.com). Where any discrepancy shall arise it is the judgement of the company as to which condition or term shall take prevalence. Twin Group are a matching service only.

Please read this document carefully; it contains your Terms and Conditions for the Hospitality Training Programme and the free optional work placement which is offered alongside the paid section of the course. Ensure that you have read everything and filled in all the required information, including your acknowledgment of the Terms and Conditions. We cannot accept incomplete documents.

## **HTP Programme requirements and qualifications**

In order to be eligible for the Twin Hospitality Programme, you must:

- 1.1 Be at least 18 years of age at the start of the programme
- 1.2 Be an EU citizen/EEA passport holder
- 1.3 Maintain an average attendance of over 80% on the programme (HTP+4/ +8/ +12)
- 1.4 Have previous work experience in relevant industries
- 1.5 Be prepared to undertake the normal responsibilities of the working environment
- 1.6 Agree to the full length of your work placement as organised by Twin Group
- 1.7 Have the appropriate level of English
- 1.8 Display a high level of maturity and independence

## **Conditions of Replacement**

- 2.1 Replacements are only offered in exceptional circumstances with valid reasons and are provided at Twin Group's discretion. A £75 administration fee will apply to all replacement proposals.

## **Confirmation and acceptance**

- 3.1 On receipt of payment and documentation, your agent will send your Certificate of Enrolment, HTP Twin e-Learning user login and general placement details for working in the UK.

## **Programme termination and dismissal**

- 4.1 If you must leave the programme for any reason, you must inform Twin Group immediately.
- 4.2 If you fail to follow the rules and requirements set down by your employer, or Twin Group if your conduct is deemed by Twin Group to be detrimental to the Programme, you will be dismissed from the programme.
- 4.3 In the event of a dismissal, Twin Group shall not be held responsible for any additional expenses incurred by you, nor for any loss of earnings and shall not be required to return any fees paid by you to Twin Group.
- 4.4 If for any reason you are dismissed from the Twin Hospitality Training Programme, no replacement or refund will be given.

## Employment and job placement

5.1 When you have been placed in a job, you must meet all the terms and conditions as stated by Twin Group, including the start and end dates and job position you have agreed to accept.

## Twin Group will guarantee

6.1 One (1) job offer of work for you on the Twin Hospitality Training Programme.

## Twin Group will not guarantee

7.1 The type of work that will be offered: The type of work offered will be dependent on your work experience, level of English and the availability of jobs. Typical jobs that will be offered include, but are not limited to, jobs within the following sectors: Hospitality e.g. café/restaurant waiting tables, kitchen work, customer service or cleaning/housekeeping e.g. in a hotel; Please note that jobs may be restricted in some cases to the areas of hospitality and tourism, depending on the employment opportunities at the time.

7.2 The number of hours per week: Hours of work will be determined by the availability of work from your employer.

7.3 The length of employment: This can vary according to the time of year and economic situation in the UK.

7.4 The days or time of work: Your work shifts will depend on which days and hours an employer needs you to work.

7.5 To fulfil special requests e.g. specific location, to be placed with a friend

7.6 The job location: Placement locations vary and are often situated in remote or isolated areas within the UK.

7.7 More than one job placement: If Twin Group secures your first work placement and you leave this secured position without a valid reason, or are asked to leave by the employer for misconduct or inability to perform tasks required, your agent and Twin Group will not be responsible for securing an alternative placement.

7.8 Travel Expenses: it is your responsibility to ensure you arrive at the company in time for your placement start date- no earlier as Twin will not be liable for your travel or additional accommodation; therefore you are liable for your own travel arrangement.

## National Insurance Number

8.1 These are requirements and neither Twin Group, your agent, nor your employer is responsible for any problems with employment resulting from delays or complications in the application process.

## Employment termination and dismissal:

9.1 If you fail to meet your obligations and requirements set down by your employer and job agreement, you may be subject to dismissal from your employment. You will be subject to the same company standards and regulations as other related workers within the host organization/employer. If you are dismissed for any of these reasons from your employment, Twin Group cannot be held responsible for this and is not responsible for finding another job for you.

9.2 Reasons for dismissal from the programme include, but are not limited to, the following:

- Organising your own job
- Behaviour or conduct deemed by Twin Group to be dangerous to yourself or others, including violent behaviour or acts of emotional distress or mental illness
- Student's who conduct themselves in an unprofessional manner with their employer which is likely to jeopardise the college's relationship with the employer
- Violating the local laws and legal requirements of the UK
- Manipulating any official transcripts or documentation related to your course or job placement; affecting your admission into the Twin Hospitality Training Programme.
- Inability to speak and understand the English language to safely and properly function in the work place

- Frequent lateness or absence from scheduled work shifts by the employer
- Arriving after the start date of the job agreement and leaving before the end date of the job agreement
- Displaying an unprofessional attitude at work towards co-workers, supervisors, and customers

**Failure to:**

- Meet proper grooming standards and/or wearing the incorrect, required uniform at work
- Abide by the company policies and regulations set forth by the employer
- Inform Twin of anything that could compromise your placement at the time of booking such as: planned holidays or the planned retake of exams
- Inform Twin Group of any medical condition that could affect your placement

**Additional points**

10.1 Airport transfers, local bus or train travel, laundry service, room retainers, telephone costs, excursions, meals, change in accommodation, and medical costs, are not included in your Twin Hospitality Training Programme unless specifically stated on a valid invoice.

10.2 Students must inform us if there are any pre booked holidays or exams, before confirmation of booking.

10.3 You are responsible for assessing the suitability of any employment you are offered through the Twin Hospitality Training Programme.

10.4 By participating in the Hospitality Training Programme, you acknowledge that Twin Group and your agent cannot be held responsible or liable for work conditions, work ethics or work facilities in third party companies and in no way does an offer of employment to you through a third party employer constitute an endorsement by the Twin group of that employer.

10.5 Twin Group and your agent are not responsible for any complications or disputes between yourself and your employer.

10.6 Twin Group will not intervene with pay disputes due to our matching service only.

10.7 Twin Group will only intervene with disputes over working hours if they are below the stated standard hours.

10.8 Students accepted on the basis that they are available for 6 months, will be offered a placement between 4 to 6 months

10.9 Students accepted on the basis that they are available for 12 months, will be offered a placement between 7 to 12 months

## Payment Terms

Twin requires all bookings to be paid as per the following payment terms:

- 20% of the total invoice value - as soon as the applicant is accepted on the Hospitality Training Programme by Twin
- 80% of the total invoice value - as soon as a placement has been confirmed by Twin and prior to the placement start date.

## Cancellation Fees

If a cancellation is made:

- More than 2 weeks prior to placement start date: 20% of the net invoice value plus a £50.00 administration fee.
- Less than 2 weeks prior to placement start date 100% of the net invoice value plus a £50.00 administration fee

## Declaration

I confirm that I have read, accepted and agree to be bound by both the Twin Group General Terms and Conditions outlined at [www.twinuk.com](http://www.twinuk.com) and the specific terms and conditions relating to the Twin Hospitality Training Programme outlined above.

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Agent Name: \_\_\_\_\_

Agent Signature: \_\_\_\_\_

Agent stamp (if applicable):