# Microsoft Office Courses

ALX Training

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BDO ADVISORY

# CONTENTS

# ABOUT US

We are a team of experienced IT Trainers & Software Adoption Specialists who help clients realise the full potential of their IT investment through creative design-led learning.

By helping you get the most from your software, you can achieve more.

ALX Training is part of C5 Alliance, working closely to help businesses and people succeed.

**Steven Emberson**
Senior Manager

**Roz Ibbotson**
eLearning
Specialist / Trainer

**Steven Barry**
Learning & Development
Administrator

**Alex Morel**
Senior Consultant
& Trainer

**Keyra Melendez**
Software Trainer

# EXCEL: AN INTRODUCTION

## The Need:

- To be able to organise & input data in an efficient & logical manner
- To be more confident creating formatted spreadsheets
- To know how to use Excel to carry out very basic calculations

## You will learn how to:

- Navigate around Excel
- Access Backstage View
- Enter data using different tips & tricks
- Apply basic formatting to an Excel workbook
- Use Excel to run basic calculations
- Copy & paste data within an Excel workbook

## Logistics:

The course can be delivered online or face to face in our training centre or at your place of work.  If you would like to have this class online you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites:

None.

## Includes:

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: THE ESSENTIALS

## The Need:

- To increase your confidence with Excel
- To re-organise data
- To find & view relevant information
- To write basic formulas & link cells

## You will learn how to:

- Navigate & select data with keyboard short-cuts
- Sort & filter data
- Write SUM, COUNT, MAX, MIN & AVERAGE formulas
- Calculate percentages
- Link cells together
- Reformat a spreadsheet effortlessly

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You must have prior experience using Excel & be able to carry out basic data inputting & formatting tasks.

## Includes

- All training spreadsheets for future practice
- Full-colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: PRESENTING DATA

## The Need:

- To become faster & more confident manipulating data
- To know how to use a wide range of tools to highlight KPI's
- To know how to apply & use charts & graphs

## You will learn how to:

- Format using cell styles & format as a table
- How to filter using Slicers
- How to use conditional formatting
- How to visualise data with charts, graphs & shapes
- Insert sparklines
- Add Headers & Footers

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials.

## Includes

- All training spreadsheets for future practice
- Full-colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: DATA ANALYSIS I

## The Need:

- To be faster & more confident analysing data in Excel
- To summarise data using a Pivot Table
- To visualise large amounts of data simply with a Pivot Chart

## You will learn how to:

- Understand the best way to arrange data in a spreadsheet
- Find & fix inputting errors
- Use Pivot tables to summarise & analyse data
- Use format, layout & design options
- Insert Slicers & timelines
- Insert Calculated Fields, using grouped dates
- Use the Subtotal function to calculate subtotals
- Copy & paste visible cells

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials.

## Includes

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: DATA ANALYSIS II

## The Need:

- To summarise data across multiple sheets with a Pivot Table
- To consolidate data from across multiple sheets
- To restrict how people input data into a spreadsheet
- To carry out more advanced ways of filtering data

## You will learn how to:

- Use Pivot tables across multiple consolidation ranges
- Use the consolidate tool & group sheets
- Use further Slicer & Timeline options
- Use Goal Seek & Scenario Manager
- Use the Watch Window
- Use Data Validation
- Use the OR criteria to run advanced filters
- Use New Data Types

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials.

## Includes

- All training spreadsheets for future practice
- Full-colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: FORMULAS & FUNCTIONS I

## The Need:

- To make logical comparisons between values & what you expect
- To know how to use If & Nested IF Formulas
- To summarise data using SUMIF & COUNTIF formulas
- To be able to write, troubleshoot & fix logical & mathematical functions

## You will learn how to:

- Read, write & edit IF formulas
- Nest multiple IF functions together
- Nest IF formulas using AND, OR & TODAY functions
- Use Sum, SUMIF, SUMIFS, MAX, MIN, MODE, AVERAGEIF, COUNT, COUNTA, COUNTIF & COUNTIFS functions

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials

## Includes

- All training spreadsheets for future practice
- Full-colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: FORMULAS & FUNCTIONS II

## The Need:

- To be able to combine, match & compare data across spreadsheets
- To know how to troubleshoot formula errors
- To protect formulas in cells & worksheets

## You will learn how to:

- Name cell ranges
- Use the VLOOKUP & XLOOKUP functions
- Know how to nest the IFERROR function
- Understand the meaning behind common error messages
- Troubleshoot common formula errors
- Protect cells & worksheets

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials.

## Includes

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

# EXCEL: CLEANING DATA

## The Need:

- To review & clean an Excel spreadsheet
- To take raw data and change how it is presented
- To highlight & remove duplicates
- To find hidden formulas, formats, errors & blank cells
- To find and match data across sheets

## You will learn how to:

- Use text to columns & Flashfill to split data
- Use Flashfill & CONCAT formulas to join data
- Write TRIM, PROPER, LOWER & UPPER formulas
- Find, highlight & remove blank cells & duplicates
- Transpose data
- Write FIND, LEFT, LEN, RIGHT & MID formulas
- Use Xlookup to match data
- Record a very basic reformatting macro to clean data

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials.

## Includes

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# EXCEL: FINANCIAL FORMULAS

## The Need:

- To use formulas to calculate valuations, investment opportunities, compounding interest, savings & repayment plans
- To calculate capital & interest payments
- To round & depreciate values using Excel

## You will learn how to:

- Use PV, FV functions for present and future values
- Use PMT, PPMT & IPMT functions relating to payment values
- Use NPER and RATE functions for periods and interest rates
- Use the Goal Seek tool to find unknown values
- Write, nest & edit all ROUND formulas
- Use Date formulas such as EDATE, EOMONTH, NETWORKDAYS, WORKDAY, TODAY & NOW

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You need to be familiar with content covered in The Essentials

## Includes

- All training spreadsheets for future practice
- A copy of the presentation with answers in the notes section

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band B)

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# EXCEL: SUPER USER

## The Need:

- To become an advanced user of Excel
- To support your colleagues with Excel
- To design Excel solutions
- To troubleshoot problems as they arise

## You will learn how to:

- Use Shortcuts, tips & tricks to maximise efficiency
- Use Spreadsheet best practice principles
- Clean & manipulate data
- Analyse data
- Present data
- Use the top 15 most common formulas

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

This lesson is split into sessions totalling 10 hours of training.

## Prerequisites

You need to be familiar with content covered in The Essentials.

## Includes

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

10 Hours (4 x 2.5 hour sessions)

## Lesson Cost Category:

Please contact us for further details

# WORD: AN INTRODUCTION

## Outcomes

You will learn the very basics of Microsoft word to carry out simple tasks such as creating a how to guide, a letter or checklist

## Course Content

- Create a new document

- Navigate around Word

- The Ribbon & Quick Access Toolbar

- Basic keyboard skills

- Essential formatting tools

- Finding and re-opening a document

## Logistics:

The course can be delivered online or face to face in our training centre or at your place of work.  If you would like to have this class online you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites:

None.

## Includes:

- All training documents for future practice
- Full colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# WORD: SECRETS & SHORTCUTS

## The Need:

- To be able to quickly reformat a document
- To fix indent or margin problems
- To use bullets & numbering in Word
- To be become more efficient when using Word

## You will learn how to:

- Use shortcuts to navigate Word & select text
- Use shortcuts to help you reformat documents
- Set or change margins, indents & line spacing settings
- Bullets, Numbering & cross-references
- Insert, edit & format a table
- Save & insert Quick Parts
- Add, approve & reject tracked changes

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You must have used Word previously.

## Includes

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# WORD: ADVANCED USERS

## The Need:

- To create templates with in-built styles
- To set headers, footers, text & form controls to save time on producing a lengthy document
- To know how to add a table of contents to a document

## You will learn how to:

- Use new features in Word
- Add, insert & modify styles
- Insert a table of contents
- Working with complex tables
- Use advanced paragraph settings
- Headers, footers & section breaks
- Insert & manipulate images, graphs & diagrams
- Build read-only templates
- Merge & compare documents

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You must be familiar the contents of Word Secrets & Shortcuts.

## Includes

- All training spreadsheets for future practice
- Full-colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# WORD: MAIL MERGE

## The Need:

- To carry out a mail merge to create multiple letters or emails
- To carry out a mail merge to produce labels
- Edit merged date and number fields so that are in the correct format within the document

## You will learn how to:

- Edit the data source in Excel
- Create a mail merge for letters
- Use a mail merge to print labels
- Send emails from mail merge
- Edit the pictures switch codes to change the formatting
- Customise the If….Then….Else...rule

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You must be familiar with basic Word functionality.

## Includes

- All training spreadsheets for future practice
- Full colour booklet to accompany the lesson

## Duration:

1.5 Hours

## Lesson Cost Category:

Bitesize (Band A)

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# POWERPOINT: PRESENTATIONS

## The Need:

- To become faster & more confident when putting professional presentations together
- To include a wide range of diagrams, images, graphs, links & video content
- To be confident with the technology when sharing a presentation via Teams or face to face.

## You will learn how to:

- Work with your Slide Master
- Create, edit & reuse content
- Add text, images, video, diagrams, charts & links
- Add animations & transitions
- Review & restructure your slides
- Preparing handouts, notes & delivery
- Save & share your presentation

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You must have basic IT skills.

## Includes

- All training spreadsheets for future practice
- Full-colour booklet to accompany the lesson

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

# OUTLOOK: THE BASICS

## The Need:

- To read, respond to and file incoming mail
- To send new emails
- To quickly find sent and received mail
- To track, share and view other people's diary commitments
- To stay organised using the inbox, calendar and tasks

## You will learn how to:

- How to process & organise incoming mail
- Structure an email
- Use Quick Steps & Quick Parts to automate repetitive steps
- Find emails using Search
- How to add a meeting request and invite others
- How to flag email to follow-up
- How to add individual and group contact details

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone. You will need to have access to your Outlook desktop application and your mailbox.

## Prerequisites

None.

## Includes

Copy of presentation which includes step by step instructions.

## Duration:

1.5 Hours

## Lesson Cost Category:

Bitesize (Band A)

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# MASTER YOUR MAILBOX

## The Need:

- To dramatically reduce the size of your inbox
- To know how best to process and prioritise emails quickly
- To track outstanding tasks so they are not forgotten
- To accurately identify time to carry out tasks & actions
- To automate repetitive processes
- To regain a sense of control over your mailbox
- To become proactive rather than reactive to messages

## You will leave the lesson with:

- Outstanding emails only in your inbox
- Simplified folder structure
- A prioritised list of tasks
- A list of emails you are waiting for a response on
- A calendar which accurately reflects your commitments
- A notebook with reference material

## Logistics

The course is a face-to-face session which can take place in our training centre or at your place of work. You will need access to your Outlook desktop application and your mailbox.

## Prerequisites

You must have basic IT skills.

## Includes

Copy of presentation which includes step by step instructions.

## Duration:

1 Day

## Lesson Cost Category:

Extensive (Band C)

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# VISIO

## The Need:

- To produce a flow chart to document a process
- To document an organisation or company structure
- To produce a timeline for a project
- To standardise how Visio diagrams look across a team

## You will learn how to:

- Create basic and cross-function flowcharts
- Construct an organisation chart and company structure
- Draw a Gantt chart & timeline
- Customise your stencils and toolbars
- Apply backgrounds to Templates
- Edit shape data and graphics
- Link and embed Visio diagrams

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone. Please send any specific diagrams to us at least 48 hours before the class is due to start.

## Prerequisites

You must have access to the Visio desktop application

## Includes

Full-colour booklet to accompany the lesson.

## Duration:

3 Hours

## Lesson Cost Category:

In Depth (Band **B**)

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# ACCESSIBILITY TOOLS

## The Need:

- The ability to track messages you are waiting for a reply on.
- Is it difficult to remember the priority of work outstanding?
- Do you forget tasks you have said you would do?
- Group emails relating to the same bit of work
- Quickly create appointments from emails.

## You will learn how to:

- Customise your Outlook settings related to tasks & calendar
- Use the To Do bar to add and track tasks
- Use Viva Insights & Team posts to add items to your Task List
- Prioritise tasks with categories
- Create Tasks from Emails
- Able to add new emails to existing Tasks
- Able to track tasks delegated to others

## Logistics

The course can be delivered online or face to face in our training centre or at your place of work. If you would like to have this class online, you will need access to two screens, a webcam, speakers & a microphone.

## Prerequisites

You must have basic IT skills.

## Includes

Copy of presentation which includes step by step instructions.

## Duration:

1.5 Hours

## Lesson Cost Category:

Bitesize (Band A)

# FEES TABLE

| Lesson Type | Up to 6 Delegates | 7 to 12 Delegates |
|---|---|---|
| Bitesize (Band **A**) | £390 | £780 |
| In Depth (Band **B**) | £600 | £1200 |
| Comprehensive (Band **C**) | £930 | |
| Power BI Course Per Day (Band **D**) | £1200 | |
| | | |
| 1-2-1 Lesson Rate (Per Hour) | £115 | |

All fees exclude any local taxes that may be applicable
Delegate details must be provided ahead of the session to ensure correct attendance

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# FURTHER INFORMATION

**Classroom Options:**

We have fully equipped IT training rooms at Windward House in St Helier, Jersey which can comfortably seat 8 delegates or more. We are also able to deliver sessions online using Microsoft Teams to an unlimited number of delegates.

**Online Option:**

For online classes, each delegate will need two screens, a web-cam, speakers & a microphone.
If you would like to test compatibility ahead of the session, we can arrange a 15-minute test with one of our trainers.

**Equipment Hire:**

If you would prefer to use your own premises, we can deliver up to 6 laptops and a projector to an office in Jersey at an additional fee of £115.

**Tailor Made:**

Each short session is very hands-on and practical. We can incorporate your files into the class to maximise the relevance of each point covered. Although our sessions are pacey, there is still plenty of opportunity to ask questions.

**Mix and Match:**

If you would prefer to create your own unique lesson, you can mix & match topics from across this catalogue. When you send us your requirements, we can then calculate how long the lesson will be and we can give you a quote.

**1-1 rates:**

If you only have 1 delegate, we have a discounted 1-1 rate of £115 per hour. We find in a 1-1 class, delegates typically need less time to cover the same material than a class takes. We will therefore adjust the length of the class accordingly.

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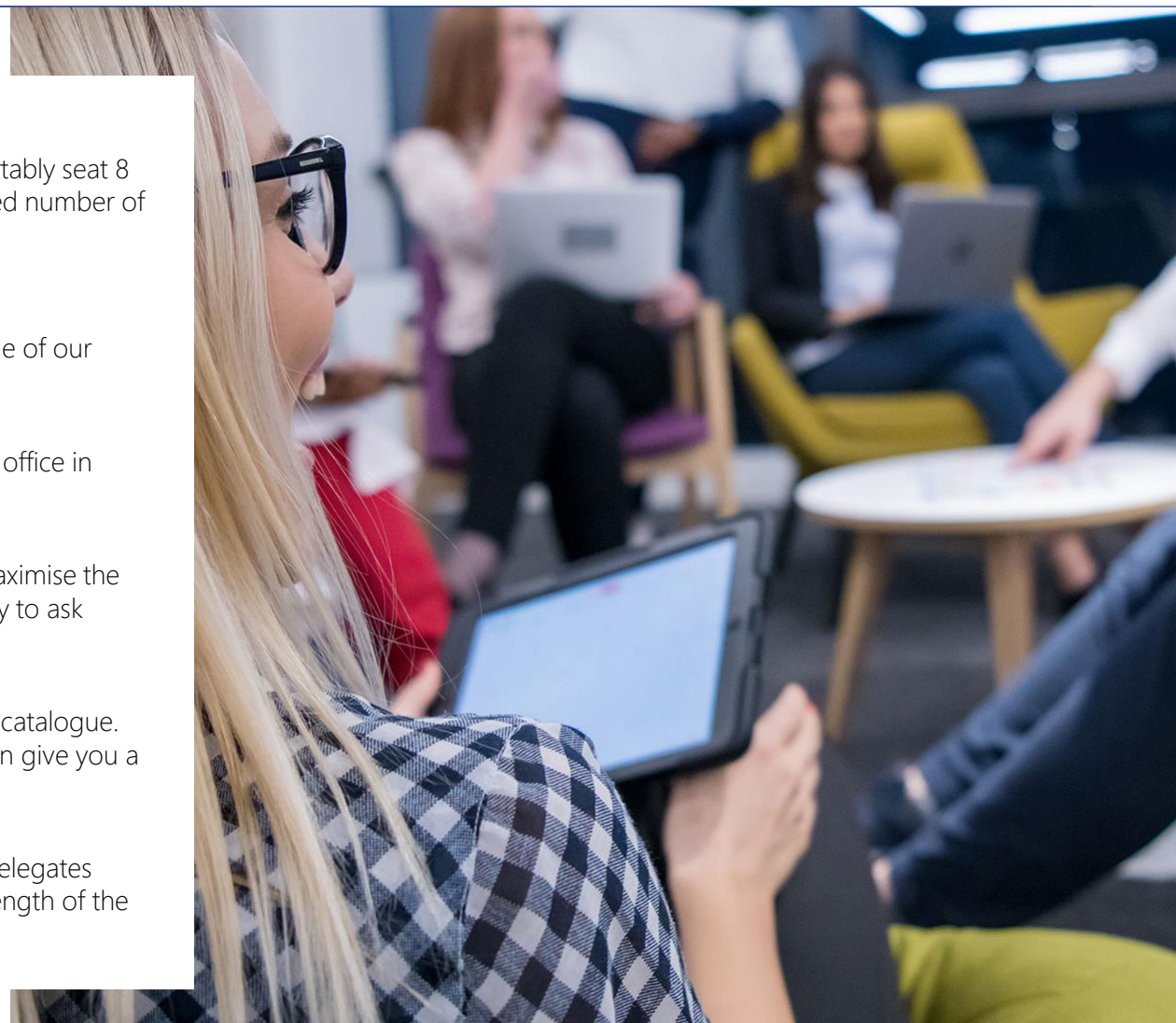
# TERMS OF BUSINESS

These terms and conditions and the booking confirmation form comprise the agreement pursuant to which ALX Training Ltd provides courses to the customer.

## 1. DEFINITIONS

1.1. "Courses" means educational training offered by ALX Training Ltd at locations specified by ALX Training Ltd.

1.2. "Client" means the person, firm or corporation identified as enrolling on a course by way of a relevant written confirmation of enrolment.

1.3. "Course Materials" means any documentation, listings instructions and statements in either machine-readable or printed form.

1.4. "Data Protection Legislation" means as they apply to each of us: (a) the Data Protection (Jersey) Law 2018, (b) the General Data Protection Regulation (Regulation (EU) 2016/679)("GDPR"), until such time as it might cease to apply; (c) any legislation ratifying or otherwise adopting, replacing or supplementing the GDPR; and (d) in respect of your obligations, any other laws and regulations relating to privacy or the processing of data relating to natural persons relevant to your obligations in any other jurisdiction.

## 2. PAYMENT TERMS

2.1. Full payment or authorisation to invoice an employer, must accompany the booking.

2.2. Where ALX Training Ltd has received authorisation to invoice the following payment terms apply:

2.2.1. Full payment is due within 30 days from the date of the invoice.

2.2.2. ALX Training Ltd reserves the right to charge late payment interest on any outstanding invoices, at a rate of 2.5% above the Bank of England base rate.

2.2.3. ALX Training Ltd reserves the right to recover any reasonable debt collection costs in connection with this Agreement.

2.2.4. The client is liable for all unpaid invoices.

2.3. Fees are inclusive of training fees, course materials, and reasonable use of training equipment by the Client for the period of the Course. The fees do not include examination fees, lunch, and any travel, accommodation or living expenses which the Client may incur in attending the course.

## 3. CANCELLATION, RESCHEDULING OR CHANGE OF A SHORT COURSE OR PROGRAMME

3.1. ALX Training Ltd reserves the right to cancel, reschedule or change the location of a course, if in the opinion of ALX Training Ltd, such an action is necessary. ALX Training Ltd will notify the Client as soon as the change is made. In such circumstances, the Client has the option to attend the rescheduled course, apply the fees to another course, or to receive a refund or credit note for the course fees paid but shall not otherwise be entitled to compensation or costs or damages arising from such a cancellation or changes.

3.1.1. Clients may cancel a course providing that 14 days' notice is given to ALX Training Ltd prior to the start date of the course. In the case of such cancellations, the following clauses shall apply:

3.1.2. More than 14 days prior to start date no cancellation fee with be payable.

3.1.3. Less than 14 days prior to start date 50% of total Course fee will be payable.

3.1.4. Less than 7 days prior to start date 100% of total Course Fee will be payable.

## 4. INTELLECTUAL PROPERTY

4.1. ALX Training Ltd grants the Client a non-transferable, non-exclusive licence to use ALX Training Ltd products (including information, training material content, software and data) under the terms of this Agreement.
4.2. This licence terminates upon termination of this Agreement for whatever reason.

4.3. The Client warrants that they shall only use ALX Training Ltd products for their own educational purposes and shall not, without ALX Training Ltd's prior written consent, copy, make available, retransmit, reproduce, sell, disseminate, licence, distribute, publish, broadcast or otherwise circulate ALX Training Ltd's products (or any part of them) to any person other than in accordance with this Agreement.

4.4. The Client shall fully indemnify ALX Training Ltd in respect of any infringement of any intellectual property rights arising as a result of their use of ALX Training Ltd's products in breach of this Agreement.

## 5. FORCE MAJEURE

5.1. ALX Training Ltd shall not be in breach of these Terms and Conditions if there is any total or partial failure of performance by it or its duties and obligations under this contract occasioned by any act of God, fire, act of government or state, war, civil commotion, viral epidemic, insurrection, embargo, prevention from or hindrance from obtaining any raw materials or energy, sickness or other causes beyond its reasonable control.

## 6. DATA PROTECTION

6.1. The terms 'data controller', 'data processor', 'data subject', 'personal data', 'processing' and 'appropriate safeguards' shall be interpreted in accordance with the applicable Data Protection Legislation.

6.2. The Firm is registered under the Data Protection (Jersey) Law 2018 ('DPJL'). Each of us shall comply with the Data Protection Legislation as it applies to each of us in connection with this Engagement.

6.3. Where you transfer or otherwise make available personal data to us in relation to this Engagement, you shall ensure that (i) you have the necessary rights to transfer or make available such personal data to us (including that you have, or have procured, the necessary legal authority, permissions and/or consents for us to process the personal data to provide the services); (ii) your instructions to us comply with (and will not cause us to be in breach of) the Data Protection Legislation; and (iii) that you have taken reasonable steps to ensure that any data subjects are aware of the nature of the processing to be undertaken.

6.4. Where we act as data controller in respect of any personal data processed in relation to this Engagement (including where you are an individual):

6.5. we shall process or arrange for processing of the personal data only in accordance with the details set out in the BDO Privacy Notice;

6.6. if you provided us with or gave us access to the personal data, you shall take reasonable steps to ensure that the relevant data subjects are aware of our processing activities and the BDO Privacy Notice; and

6.7. both of us shall co-operate with the other, and promptly provide such information and reasonable assistance as the other may reasonably require to enable it to comply with its obligations under the Data Protection Legislation in respect of this Engagement, and to deal with and respond to all investigations, complaints, and requests for information from any regulator or data subject relating to such personal data.

6.8. Where we process personal data as a data processor on your behalf we shall:

6.9. only process such personal data in accordance with your written instructions from time-to-time (including as set out in the Engagement Contract) or as required for us to provide, manage and facilitate the provision of the services, and only in respect of the subject matter, duration, nature and purpose of the services, and the type of personal data and categories of data subject relevant to the services;

# TERMS OF BUSINESS

6.10. ensure that only persons authorised by us process such personal data and that such persons are subject to appropriate obligations to maintain the confidentiality of such personal data.

6.11. taking into account the (i) state of the art, (ii) cost of implementation, (iii) nature, scope, context and purposes of the processing, and (iv) the risk and severity of potential harm, protect such personal data by putting in place technical and organisational measures to protect such personal data from a personal data breach;

6.12. taking into account the nature of our processing, put in place appropriate technical and organisational measures, insofar as is possible, to assist you to fulfil, at your cost, your obligations to respond to data subjects' requests to exercise their rights under the Data Protection Legislation over such personal data;

6.13. where reasonably requested, and taking into account the nature of our processing and the services and the information available to us, assist you, at your cost, in complying with your obligations under the Data Protection Legislation in respect of such personal data;

6.14. when we cease providing the services to you, and at your choice, either delete or return all such personal data to you and delete such copies of such personal data, unless applicable law or regulation requires storage of such personal data or deletion of personal data is not technically possible, using all reasonable efforts;

6.15. subject to reasonable access arrangements being agreed with us and save for disclosure of information which is confidential and/or privileged (or where access is otherwise restricted by applicable law or regulation), make available to you all relevant information necessary to demonstrate compliance with our obligations under this clause and allow for and contribute to audits, including inspections, conducted by you or another auditor mandated by you, at your cost;

6.16. be permitted to appoint other processors to process such personal data, provided (i) they process the personal data only for the purposes of assisting us with the performance of our obligations under this Engagement; (ii) we enter into a written agreement with them requiring them to process the personal data only in accordance with your or our written instructions, and to comply with obligations equivalent in all material respects to those imposed on us under this clause; and

6.17. not process or transfer such personal data outside Jersey, Guernsey or EEA unless (i) an adequacy finding has been made under the Data Protection Legislation that the relevant jurisdiction provides an adequate level of protection; or (ii) we have put in place appropriate safeguards as required under the Data Protection Legislation for such processing or transfers. Where the Engagement identifies that processing will take place in specified jurisdictions, you acknowledge that personal data will be transferred to or from, and/or processed from, those jurisdictions.

6.18. Where you instruct us to transfer personal data to anyone other than a processor engaged by us, you are responsible for ensuring that adequate arrangements are in place for transfer as required by the Data Protection Legislation.

## 7. CHANGE OF ADDRESS & OTHER CONTACT DETAILS

7.1. ALX Training Ltd must be notified in writing of any change in Client's contact details, including the email address specified on the Invoice Authorisation form.

## 8. SECURITY

8.1. Personal possessions are the sole responsibility of the Client and ALX Training Ltd accepts no responsibility for anything that is lost or stolen from its venues. Clients are advised to keep valuables with them at all times.

## 9. SPECIAL REQUIREMENTS

9.1. Should any of the delegates require special equipment or any other provision deemed necessary for the purposes of training, 72 hours' notice needs to be given to ALX Training Ltd.

## 10. NOTICES

10.1. Any notices required to be served by ALX Training Ltd will be deemed properly served if sent via prepaid postage to the postal address or emailed to the email address notified by the Client, at ALX Training Ltd's discretion.

## 11. LIMITATION OF LIABILITY

11.1. The liability for ALX Training Ltd for direct losses arising out of their negligence (other than in respect of liability for death or personal injury), breach of contract or any other cause of action arising out of or in connection with this Agreement shall be limited to the cash receipts from the Client (or employer) for the course or study materials.

11.2. ALX Training Ltd shall not be liable for any indirect or consequential loss whether arising from negligence, breach of contract or otherwise.

## 12. WARRANTY

12.1. ALX Training Ltd warrants that study materials will be of satisfactory quality but does not warrant that study materials will be error-free.

12.2. ALX Training Ltd warrants that it will perform any services under this Agreement with reasonable skill and care.

12.3. These warranties are provided in lieu of all other warranties express or implied which are hereby excluded to the fullest extent permitted by law.

## 13. VALIDITY

13.1. If any provision of this Agreement is held to be invalid or enforceable by any tribunal of competent jurisdiction, the remaining provisions shall not be affected and shall be carried out as closely as possible according to the original intent.

## 14. JURISDICTION

These Terms and Conditions shall be interpreted, construed and enforced in accordance with Jersey law and shall be subject to the exclusive jurisdiction of the Jersey Courts.

August 2020

# CONTACT DETAILS

For more information

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ALX

BDO ADVISORY