

Terms and Conditions – EPA Courses

These terms govern every registration for the online course *Ins and Outs of Entrustable Professional Activities* offered by the HPE Entrust Foundation.

Article 1 – Definitions

In these Terms and Conditions the following words have the meaning given below.

Term	Meaning
Foundation	Stichting HPE Entrust Foundation, Jacob van Lennepkade 155 H, 1054 ZL Amsterdam, the Netherlands; Chamber of Commerce (KvK) no. 42103057; RSIN 869743260. Also referred to as "we" or "us".
Course	The online course <i>Ins and Outs of Entrustable Professional Activities</i> ("EPA course" or "Course"), generally consisting of preparatory materials and four live online sessions, as described on the Website.
Registrant	The natural person or organization (for example an employer or university) that registers for participation in a Course by one or more individuals and is responsible for payment of the Course Fee.
Participant	The natural person who takes part in the Course. The Registrant and the Participant may be the same person.
Course Fee	The fee for the Course as published on the Website at the time of registration, including any reduced fee for eligible participants.
Foundation Manager	The person who, on behalf of the Foundation, handles course registrations and payments, to be reached at courseadmin@hpeentrustfoundation.org
Program Director	The person who, of behalf of the Foundation, oversees and is responsible for the planning and quality of the courses
Course Faculty	The course director and faculty members who deliver and coordinate a Course.
Oversight Committee	The EPA Courses Oversight Committee of the Foundation, composed of experienced Course Faculty.
Website	https://hpeentrustfoundation.org , which includes an EPA Courses page (https://hpeentrustfoundation.org/epa-courses/)

Term	Meaning
Agreement	The agreement between the Foundation and the Registrant for participation in a Course.
Days	Calendar days.

Article 2 – Applicability and course information

2.1 These Terms and Conditions apply to every offer, registration and Agreement relating to the Course. By registering, the Registrant accepts these Terms and Conditions.

2.2 General terms and conditions of the Registrant (for example purchasing conditions of an employer) do not apply, unless the Foundation has accepted them in writing.

2.3 The content, format and nature of the Course correspond with the description of the Course on the Website at the time of registration.

2.4 The Foundation provides adequate and timely information to prospective and registered Participants about the procedures, schedule and content of the Course. This includes the session dates and times, access to the online sessions and the preparatory materials.

2.5 Questions from Registrants, Participants, Course Faculty or others are answered within two (2) weeks of receipt. Questions can be sent to courseadmin@hpeentrustfoundation.org.

2.6 The Terms & Conditions for use of the Website and the Foundation's Privacy Statement also apply. Where these documents conflict with these Terms and Conditions on a matter relating to the Course, the EPA Courses Terms and Conditions prevail.

Article 3 – Registration and formation of the Agreement

3.1 Registration takes place through the registration form on the Website. The Registrant must provide complete and accurate information.

3.2 The Agreement is formed when the Foundation confirms the registration by e-mail. Registrations are processed in order of receipt. If a Course is full, the Registrant may be placed on a waiting list or offered a place in a later Course.

3.3 The Course is primarily intended for experienced educators, curriculum leaders, educational program directors and faculty developers in health professions education. The Foundation may decline a registration that does not fit this target group, in which case any amount already paid is refunded in full.

3.4 A Registrant may, free of charge, replace a registered Participant with another person from the same organisation who meets the target group conditions in Article 3.3 up to seven (7) days before the first session, by notifying the Foundation in writing. Replacement only becomes final once the Foundation

has agreed to the proposal by mail. If the substitute falls under a different fee category, the difference is charged or refunded.

3.5 Participation in the Course is personal. Access links and login details may not be shared with persons who are not registered.

Article 4 – Course Fee and payment

4.1 The Course Fee is stated in euros on the Website. The Course Fee covers the preparatory materials, participation in all course sessions and continued access to the course materials after the Course.

4.2 The Foundation applies a tiered Course Fee. The applicable category is based on the World Bank income classification as published on the OECD website and includes four categories: High-income countries; Upper-middle-income countries; Lower-middle-income countries; Low-income and least developed countries. The course fees are published on the EPA Courses webpage.

4.3 The Foundation may ask the Registrant to substantiate the fee category, for example with proof of employment. If a lower category was claimed incorrectly, the Foundation may charge the difference, and Article 4.6 applies until payment has been paid.

4.4 The Course Fee must be paid in full no later than twenty-one (21) days before the first session of the Course. Registrations made within 21 days of the first session must be paid immediately upon registration. Reasoned exceptions can be made by the Foundation Manager.

4.5 Payment is made in the manner stated in the registration confirmation or invoice. Bank and transfer charges are for the account of the Registrant.

4.6 If the Course Fee has not been received on time, the Foundation may refuse the Participant access to the Course and release the place to another applicant, after first reminding the Registrant.

4.7 The Foundation may change its Course Fees for future Courses. A change does not affect registrations already confirmed.

Article 5 – Withdrawal by the Registrant and cancellation by the Foundation

Withdrawal by the Registrant

5.1 The Registrant may withdraw a registration by written notice (e-mail is sufficient) to courseadmin@hpeentrustfoundation.org.

5.2 If the notice is received no later than seven (7) days before the first session of the Course, the Course Fee is refunded in full.

5.3 If the notice is received less than seven (7) days before the first session, or after the Course has started, no refund is given. The same applies if a Participant does not attend (all or part of) the Course without withdrawing.

5.4 Instead of withdrawing, the Registrant may replace the Participant in accordance with Article 3.4.

5.5 A Registrant who registers as a consumer (a private individual not acting for a profession or business) has a statutory right to withdraw within fourteen (14) days after the Agreement is formed. If the Course starts within that period, the consumer is asked during registration to expressly request that the Course starts on the scheduled date, and to agree that access to the preparatory materials is provided before the withdrawal period ends. On withdrawal after the Course has started, the consumer owes a proportionate part of the Course Fee for the sessions already delivered. Where Article 5.2 is more favorable, Article 5.2 applies.

Cancellation or changes by the Foundation

5.6 The Foundation may cancel a Course if fewer than fifteen (15) Participants have registered fourteen (14) days before the first session. The Foundation may also cancel or postpone a Course due to circumstances beyond its control, such as illness of Course Faculty or technical disruption.

5.7 If a Course is cancelled or postponed, the Foundation informs the Registrant as soon as possible. The Registrant may then choose either a place in a future Course at no extra cost, or receive a full refund of the Course Fee. If part of the course is cancelled or disrupted, the Foundation (i.e. the course director) will negotiate with participants and course faculty a date that seems most suitable for replacement. Participants who cannot attend the new date will receive a part-refund or will be offered a place for this specific session in a new course.

5.8 Refunds under this Article are made within thirty (30) days to the account from which the payment was made. The Foundation is not liable for other costs the Registrant has incurred because of a cancellation.

5.9 The Foundation may make minor changes to the program, schedule or Course Faculty, provided the nature and quality of the Course are maintained. The Foundation will inform Participants of such changes in good time.

Article 6 – Course delivery and participation

6.1 The Course is generally delivered online in small groups. It consists of preparatory literature and video clips, followed by four interactive live sessions spread over two weeks. Session dates and times are published on the Website and confirmed to the Participant. Courses that are delivered in a different structure (such as in-person, or in a different time arrangement), are clearly announced on the website.

6.2 The Participant is responsible for a working internet connection, a computer with camera and microphone, and the software needed to join the online sessions. The Foundation is not responsible for technical problems on the Participant's side.

6.3 Because the Course relies on active small-group work, Participants are expected to complete the preparatory materials and to attend all sessions with their camera switched on where possible.

6.4 Participants are expected to treat fellow Participants and Course Faculty with respect. The Foundation may exclude a Participant from (part of) the Course in case of serious misconduct, without refund of the Course Fee.

6.5 Sessions are not recorded without the prior consent of all those present. Participants are expected not to make their own recordings of sessions.

6.6 After the Course, Participants keep access to the course materials for as long as the Foundation offers them and are regularly invited to open Q&A sessions with Course Faculty.

6.7. After the course, Participants receive a Certificate of Participation if all sessions have been attended. If a participant has missed a maximum of one session, this certificate will only be provided upon approval of the course director, after hearing the reason for non-participation.

Article 7 – Intellectual property

7.1 All intellectual property rights in the course materials (including texts, slides, videos, cases and exercises) belong to the Foundation, the Course Faculty or their licensors.

7.2 Participants may use the course materials for their own learning and, in line with the Foundation's mission, for non-commercial local faculty development in their own institution or region, provided the source is acknowledged as follows: "Source: HPE Entrust Foundation, EPA course *Ins and Outs of Entrustable Professional Activities*" (CC:BY:NC).

7.3 Any other use, including commercial use, sale, or publication of the materials (in whole or in part), requires the prior written consent of the Foundation.

7.4 Published literature provided as course reading remains subject to the copyright of its authors and publishers and is not covered by the permission in Article 7.2.

Article 8 – Liability

8.1 The Foundation performs the Agreement to the best of its ability and with due care. The Course is an educational activity; the Foundation does not guarantee any specific result from applying the course content in practice.

8.2 The Foundation's total liability under the Agreement is limited to the amount of the Course Fee paid for the Participant concerned.

8.3 The Foundation is not liable for indirect or consequential damage, including lost income, travel costs or costs of absence from work.

8.4 The limitations in this Article do not apply in case of intent or gross negligence on the part of the Foundation, or where Dutch mandatory law does not permit them.

8.5 The Foundation is not liable for failure to perform caused by force majeure, including failure of internet or video-conferencing services, illness of Course Faculty, or measures taken by authorities.

Article 9 – Personal data and confidentiality

9.1 The Foundation processes personal data of Registrants and Participants in accordance with the EU General Data Protection Regulation (GDPR) and its [Privacy Statement](#). Personal data are used to administer the registration, deliver the Course and handle payments.

9.2 The Foundation asks each Participant for separate, explicit consent:

- to share their name, institution, country, e-mail address and (optionally) a photo with fellow Participants and Course Faculty of the same Course; and
- to use their contact details to stay in touch after the Course, including invitations to alumni for meetings and Q&A sessions.

9.3 Giving this consent is voluntary and is not a condition for taking part in the Course. Consent can be withdrawn at any time, without affecting earlier processing.

9.4 Registrants and participants may at any time ask the Foundation to access, correct or delete their personal data by e-mail to info@hpeentrustfoundation.org. The Foundation honors such requests unless a legal obligation (for example financial record keeping) requires it to keep certain data.

9.5 Participants treat information shared by fellow Participants during the Course, such as cases from their own institution, as confidential and refrain from sharing such personal information with third parties, not involved in EPA courses or the Foundation.

Article 10 – Complaints

10.1 Complaints about the Course or the Foundation's services can be submitted in writing to info@hpeentrustfoundation.org, describing the complaint as clearly as possible.

10.2 Complaints are handled confidentially. The Foundation confirms receipt and sends a substantive response within four (4) weeks of receipt.

10.3 If the complaint is justified, the Foundation offers a suitable solution within a further four (4) weeks.

10.4 Complaints are handled by the EPA Courses Oversight Committee, which reaches a decision that is a recommendation for the Foundation. Members of the Oversight Committee who are directly involved in the complaint do not take part in its handling. The Foundation sends the complainant a reasoned written response and proposed resolution, and clarifies the next step if the complainant remains dissatisfied.

10.5 Each complaint and its handling are documented. This record is kept for at least one (1) year after the complaint has been settled.

Article 11 – Governing law and final provisions

11.1 The Agreement and these Terms and Conditions are governed by the laws of the Netherlands.

11.2 Disputes that cannot be resolved through the complaints procedure in Article 10 are submitted to the competent court in Amsterdam, unless mandatory law provides otherwise. A consumer keeps the protection of the mandatory law of their country of residence.

11.3 If any provision of these Terms and Conditions is void or annulled, the other provisions remain in force. The parties will replace the invalid provision with a valid one that reflects its purpose as closely as possible.

11.4 The Foundation may amend these Terms and Conditions. The version in force at the time of registration applies to that registration.

11.5 These Terms and Conditions are drawn up in English. If they are translated, the English version prevails in case of differences in interpretation.

11.6 These Terms and Conditions are version 1.0 and apply to registrations made from 1 November 2026.