

Document Title	Document Nr	Approved by	Revision	Implementation	Review date
Terms and Conditions for training ONLINE	TRC 016B	Pat Wessels	03	February 2023	January 2025

Terms and Conditions for training at your venue:



HOW TO REGISTER - ONLINE TRAINING

1. Requested training dates will be provisionally booked and invoiced accordingly.
2. Dates will only be kept for five working days from day of invoice. Should full payment not be received within the stipulated time frame the dates will automatically be cancelled without further notice.
3. Your booking forms must reach us five working days before the course due date.
4. Once full payment has been received your booking will be confirmed and date will not be changed.
5. Full payment is due prior to the confirmation and commencement of training.
6. Clients who wish to book dates in advance for training at their venue will be required to pay a R1000.00 (one thousand rand) per day, non-refundable booking fee to confirm the dates, after which the date cannot be changed for any reason. The booking fee paid will be deducted from your final invoice.
7. All details will be emailed to the delegates email address supplied by the person doing the booking. Please ensure that email addresses are correct when submitted.
8. A Non-Disclosure and Intellectual Property Rights Security Agreement will automatically link to the online booking form that needs to be read prior to being able to submit any booking form.
9. Training materials will be couriered to the company / delegate in the week before training.
10. Login details will be emailed to the delegate the week prior to the training.
11. Log into ZOOM class by 07h45 by using the links emailed to you. Training will start at 08h00 promptly.
12. Any delegate that tries to logon after 08h25 will not be able to access the course and shall forfeit their training. (08h25).
13. At all times, your video link must be on. As it will be proof of your attendance. Ensure your system is properly working the day before the training.
14. Ensure that there are systems in place to accommodate for loadshedding.
 - a. Breaks will be scheduled as follows unless otherwise requested by the client:
 - Tea – 10h00 – 10h15
 - Lunch – 12h00 – 12h30
 - Tea – 14h00 – 14h15.
 - b. Delegates must bring own stationery black or blue pens, highlighters and paper to training.
 - c. Delegates may not be disrupted during the training course for any reason.
 - d. Delegates will not be permitted to work on laptops or any other device while busy with the course.
15. If, however, you have less than 3 (three) delegates for training, a facilitator fee of R1800.00 (one thousand eight hundred rand) per day will be charged.
16. Top Compliance (Pty) Ltd reserves all rights to prioritise large group bookings.
17. Cancellations: a 50% refund will be given for cancellations made in writing 10 (ten) working days prior to the commencement of the course.
18. Any cancellations made due to terms and conditions not being upheld by client, will be liable for the full costs of the training.

19. No-shows will be charged the full course fee.
20. Substitutions are most welcome. Send through the details of the substitute delegate at least five working days before the course date. Send the following information: Name, surname and date of birth. In an online course substitution their email address needs to be submitted to email the links required.
21. Please note we are not responsible for spelling mistakes or incorrect date of births submitted to us.
22. Training is done in English. All training materials and assessments will therefore be in English.
23. Delegates are required to be present for the full duration of the course to qualify to do the assessments.
24. Pass marks are as follows:
 - a. All first aid courses Practical assessment #1 – CPR – 100%.
 - b. All first aid courses Practical assessment #2 – 50%.
 - c. All other courses Practical assessments – 50%.
 - d. All Summative assessments – 50%.
 - e. All Portfolio of Evidence (POE's) – 70%. It is the delegates responsibility to submit the completed POE within two weeks of the course, if not submitted on the day of course completion; It will remain the delegates responsibility to make the arrangements for the submission of their POE.
 - f. Should the delegate be found to be "*Not Yet Competent – NYC*", they will have a second opportunity to redo the assessment not achieved, which must be done within two months of the course. Cost of travel and hourly rate (including travel time) of the facilitator will be charged. Date and time will be confirmed by the facilitator once the delegate has indicated they are prepared for the assessment.
25. All certificates are valid for three years from date of course completion due to legislation and protocols constantly improving.
26. If the certificate needs to be posted to you by registered post, a fee of R150.00 (one hundred and fifty rand) will be charged.
27. Reprints will be charged at R50.00 (fifty rand) per print. Certificates are only issued to the delegate that successfully completed the training.
28. Should you require training on weekends or after-hours the following fees will be applicable:
 - a. Saturday R700.00 (seven hundred rand) per day.
 - b. Sunday R1550.00 (one thousand five hundred and fifty rand) per day.
 - c. After-hours (after 17h00) R1650.00 (one thousand six hundred and fifty rand) per hour.