

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

Terms and Conditions for training at your venue:



HOW TO REGISTER - ONSITE 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. We are willing to do the training at your venue provided that:
 - a. Event coordinator must ensure that the below mentioned requirements are in place.
 - b. The venue to be available 30 minutes prior to training. Thus be available to the facilitator by 07h15.
 - c. Breaks will be scheduled as follows unless otherwise requested by the client:
 - Tea – 10h00 – 10h15
 - Lunch – 12h00 – 12h30
 - Tea – 14h00 – 14h15.
 - d. All training courses start with registration at 07h45 and training officially starts at 08h00 promptly unless otherwise specified in writing five working days prior to the training.
 - e. Your company must comply with the Occupational Health and Safety Act. A member of your staff must inform the Facilitator and delegates of your site-specific emergency evacuation and duress procedures at 07h40 on day one of training.
 - f. Any delegate that arrives more than 40 minutes late will be refused entry and shall forfeit their training. (08h25).
 - g. You need to have a venue that is conducive to a professional learning environment: chairs, tables, good lighting and proper cross ventilation, and must be clean.
 - h. All windows and doors to be open during training. This will apply for all seasons. Should the venue not have windows to ensure adequate cross ventilation the training will be cancelled with cost.
 - i. Delegates must bring own stationery black or blue pens, highlighters and paper.
 - j. Air conditioners will only be permitted to be used if serviced by an Approved Inspection Authority including a certificate of compliance with the current OHS directives.
 - k. The use of fans with open doors and windows will be permitted.
 - l. Delegates may not be disrupted during the training course for any reason.
 - m. Delegates will not be permitted to work on laptops or any other device while busy with the course.
 - n. Anyone who appears visibly ill and is coughing or sneezing will be asked to leave and to attend on another day. Additional costs may be incurred.
 - o. If possible, have plans in place for loadshedding should the venue be dark and escape routes not suitably lit in the event of an emergency.

8. 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.
9. Top Compliance (Pty) Ltd reserves all rights to prioritise large group bookings.
10. Cancellations: a 50% refund will be given for cancellations made in writing 10 (ten) working days prior to the commencement of the course.
11. Any cancellations made due to terms and conditions not being upheld by client, will be liable for the full costs of the training.
12. No-shows will be charged the full course fee.
13. 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.
14. Please note we are not responsible for spelling mistakes or incorrect date of births submitted to us.
15. Training is done in English. All training materials and assessments will therefore be in English.
16. Delegates are required to be present for the full duration of the course to qualify to do the assessments.
17. 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.
18. All certificates are valid for three years from date of course completion due to legislation and protocols constantly improving.
19. If the certificate needs to be couriered to you, a fee of R150.00 (one hundred and fifty rand) will be charged.
20. Reprints will be charged at R50.00 (fifty rand) per print. Certificates are only issued to the delegate that successfully completed the training.
21. Training at your venue will include a travel fee of the facilitator depending on the travel distance. This will be indicated on the invoice.
22. 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.