

Document Title	Document Nr	Approved by	Revision	Implementation	Review date
Terms and Conditions for training ONSITE	TRC 016A	Pat Wessels	04	February 2015	January 2028

Terms and Conditions for training at your venue:



HOW TO REGISTER - ONSITE TRAINING

1. Booking and payment

1. Requested training dates will be provisionally reserved, and an invoice will be issued accordingly.
2. Provisional bookings will be held for five (5) working days from the date of invoice.
3. Should full payment not be received within this period, the provisional booking will automatically lapse, and the dates will be released without further notice.
4. Completed booking forms are required no later than five (5) working days prior to the scheduled course date to ensure smooth administration and preparation.
<https://topcompliance.co.za/training/onsite-booking/>
5. Training bookings are confirmed upon receipt of full payment. Once confirmed, the allocated dates cannot be changed.

2. Advance bookings

1. Clients wishing to secure training dates in advance at their own venue are required to pay a non-refundable booking fee of R1,000.00 (one thousand rand) per day.
2. Once the booking fee has been paid, dates will not be changed.
3. The booking fee will be deducted from the final invoice.

3. Training at the client's venue

1. The client-appointed event coordinator or safety representative is responsible for ensuring that all requirements listed below are met.
2. The venue must be available at least 30 minutes prior to training, and accessible to the facilitator by 07h15.
3. Unless otherwise agreed, breaks will be scheduled as follows:
 - Tea: 10h00 – 10h15
 - Lunch: 12h00 – 12h30
 - Tea: 14h00 – 14h15
4. Registration takes place at 07h45, and training commences promptly at 08h00, unless alternative arrangements have been confirmed in writing at least five (5) working days prior to the course.
5. Delegates arriving more than 30 minutes late (after 08h15) will be refused entry and will forfeit their training fee.
6. Where fewer than three (3) delegates attend, a facilitator fee of R1,800.00 per day will apply.
7. Top Compliance (Pty) Ltd reserves the right to prioritise large group bookings.

4. Cancellations, no-shows, and substitutions

1. Cancellations must be submitted in writing.
2. A 50% refund will be granted for cancellations received ten (10) working days prior to course commencement.
3. Cancellations resulting from the client's failure to comply with these terms and conditions will be liable for the full training costs.

4. No-shows will be charged the full course fee.
5. Substitutions are permitted and encouraged, provided details are submitted at least three (3) working days before the course date. Required details: full name, surname, and date of birth.

5. Language, attendance, and conduct

1. Training, materials, and assessments are conducted in English.
2. Delegates must attend the full duration of the course to qualify for assessments.
3. Delegates may not be disrupted during training.
4. The use of laptops or electronic devices during training is not permitted.
5. Delegates must bring their own stationery (black or blue pens, highlighters, and paper).

6. Health, safety, and venue requirements

1. The client must comply with the Occupational Health and Safety Act.
2. A staff member must brief the facilitator and delegates on site-specific emergency evacuation and duress procedures at 07h40 on Day 1.
3. The venue must be suitable for professional training and include adequate seating, tables, lighting, cleanliness, and cross-ventilation.
4. All windows and doors must remain open during training, in all seasons. If adequate cross-ventilation cannot be achieved, training will be cancelled at full cost.
5. Air conditioners may only be used if serviced by an Approved Inspection Authority in the past 12 months.
6. The air conditioner temperature to be maintained at 20–22°C.
7. The use of fans is permitted provided doors and windows remain open.
8. Any delegate who appears visibly ill (e.g. coughing, sneezing, malaise etc) may be asked to leave and attend on another day. Additional costs may apply.
9. Where possible, clients should have loadshedding contingency plans in place, particularly where lighting or emergency escape routes may be compromised.

7. Assessments and competency

1. Pass marks are as follows:
 - First aid practical assessment 1 (CPR and choking): 100%
 - First aid practical assessment 2: 50%
 - All other practical assessments: 50%
 - Summative assessment: 50%
 - Portfolio of Evidence (POE): 70%
2. Delegates are responsible for submitting completed POEs within one (1) week of the course if not submitted on the final training day.
3. Delegates found Not Yet Competent (NYC) will be granted one re-assessment opportunity within two (2) months of the course date.
4. The following re-assessment or re-write fees apply:
 - Facilitator travel and hourly rate (including travel time), if being conducted at the client's venue.
 - Onsite rewrite fee: R200.00
 - ZOOM rewrite fee: R200.00
 - Portfolio of Evidence (POE) rewrite fee: R400.00
 - Re-assessment dates and times will be confirmed once the delegate confirms readiness within the two-month timeframe.

8. Certificates

1. Certificates are valid for three (3) years due to legislative changes and continuous improvement.
2. Courier delivery of certificates will incur a fee of R180.00.
3. Certificate reprints will be charged at R150.00 per copy if the certificate is still valid.
4. Certificates are issued only to delegates who successfully complete the training.

9. Additional fees

1. Training at the client's venue includes a facilitator travel fee, calculated based on distance and reflected on the invoice.
2. Weekend and after-hours training fees:
 - Saturday: R750.00 per day
 - Sunday: R1,600.00 per day
 - After-hours (after 17h00): R1,650.00 per hour