

Terms & Conditions: Training

Terms and conditions contained in this document are applicable to companies and individuals unless otherwise stated.

1. Bookings, Enrolments & Payment

- 1.1. Full payment is to be made via EFT or direct bank deposit three working days prior to commencement of training. No cash payments will be accepted.
- 1.2. Proof of payment is to be emailed or faxed to ENJO Consultants.
- 1.3. Purchase orders are to be issued to ENJO Consultants for company bookings.
- 1.4. Company bookings, enrolments and scheduling may only be done by representative duly authorised to do so on behalf of the company.
- 1.5. Last minute bookings will be considered subject to availability of space.
- 1.6. The company is to notify ENJO Consultants who the representative(s) is for the company prior to bookings and enrolments.
- 1.7. The completed enrolment form along with a copy of the learner's ID is to be sent back to ENJO Consultants via email (training@enjoconsultants.co.za) or fax (086 514 7543) three working days prior to commencement of training.
- 1.8. The original enrolment form and a certified copy of the ID is to be handed to the facilitator on the first day or training.
- 1.9. The enrolment form does not serve as confirmation of booking. ENJO Consultants will confirm the booking on receipt of proof of payment and the payment reflects in ENJO Consultants bank account.
- 1.10. Terms and conditions negotiated different to that contained in this document must be communicated in writing and accepted by both the client and ENJO Consultants. Only duly authorised parties on behalf of the client and ENJO Consultants may enter into such an agreement.
- 1.11. Bookings and payments for training taking place at the client site within South Africa must take place five to ten working days prior to commencement of training. Later bookings and payments will only be considered depending on the availability of resources.
- 1.12. The training venue at the client site is to be suited to the training programme taking place at the client site.
- 1.13. Catering/refreshments for training at the client site remains the client's responsibility.
- 1.14. The client is to ensure that learners are duly informed of the training, venue and attendance of learners.

2. Costs and Special Offers

- 2.1. All quotes are valid for thirty days only unless otherwise stated.
- 2.2. Any discounts that may apply as part of an agreement or special promotion cannot be combined, unless specifically granted by ENJO Consultants in writing.
- 2.3. ENJO Consultants reserves the right to review and change course fees without notification. However, course dates that were booked prior to the price change, and for which ENJO Consultants has received payment, will be honoured at the fee that was applicable at the time of booking.

3. Late and Outstanding Payments

- 3.1. Late payments will incur interest calculated at 2% above the prime rate.
- 3.2. Overdue accounts where no arrangements had been made to settle the account will be handed over for collection after 120 days.
- 3.3. The collection and administration costs for an account being handed over for collection will be billed to the defaulting party.
- 3.4. Should any fees be outstanding with regards to the training programme, portfolios will only be assessed once outstanding payments have been paid.
- 3.5. Assessment results will only be uploaded to the relevant SETA once the outstanding amount has been paid.
- 3.6. Certificates will only be issued if payments with regards to the training are up to date.

4. Rescheduling, Cancellations and Substitutions

- 4.1. Clients are responsible for ensuring that the learners are suitable for the training course they are attending. ENJO Consultants will not be liable for any refunds should a learner be found unsuitable once training has commenced.
- 4.2. Should the booking for any training be cancelled after receipt of the booking form and payment, an administration fee of 15% of the total training cost, will be charged.
- 4.3. Rescheduling and cancellation of bookings must be done via email.
- 4.4. The client may substitute learner before the commencement of the course.
- 4.5. For company bookings no learner may reschedule or cancel training on behalf of the company. Rescheduling, substitutions and cancellations must be communicated by a representative duly authorised to do so on behalf of the company.
- 4.6. No refunds will be made for training fees paid, a credit will be passed for the same service originally charged for. Credit will be valid for a period of four (4) months only, thereafter the fees will be forfeited.
- 4.7. The client will be held liable for the full training fee for any cancellation made 48 hours or less, prior to the commencement of the training programme.
- 4.8. The client will be held liable for additional costs incurred for late cancellations or no shows.
- 4.9. ENJO Consultants reserves the right to cancel or reschedule training should it be necessary.

ENJO Consultants (Pty) Ltd

Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543
Web: www.enjoconsultants.co.za | Email: info@enjoconsultants.co.za



Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion

5. Meals and Refreshments – Training taking place at ENJO Consultants

- 5.1. Tea, coffee and refreshments will be served on arrival and at teatime.
- 5.2. Course fees does not include lunch as a complimentary free light lunch is served at lunchtime.
- 5.3. Learners have a choice between a normal diet and a vegetarian diet, the choice is to be indicated on the enrolment form.
- 5.4. Learners with specific allergies and other dietary requirements are to supply their own meals.

6. Travel & Accommodation

- 6.1. ENJO Consultants does not provide accommodation. It is the responsibility of clients/learners to make travel/accommodation arrangements and payments to attend training.

7. Training Programmes Include

- 7.1. Learner Guide, Portfolio of Evidence (PoE) and handouts where applicable will be provided to learners. The costs of the initial and two re-assessments are included in the initial costs of the programme.
- 7.2. Assessments/PoE's are assessed by assessors that are subject matter experts in the programmes that the learners attended, and are accredited with the relevant Sector Education and Training Authority (SETA).
- 7.3. Feedback will be given to learners with regards to the outcome of the assessment.
- 7.4. Certificates of Attendance/Competency depended on the relevant SETA specification will be issued accordingly.
- 7.5. The Statement of Results (SoR) will be forwarded via email or mail once received from the relevant SETA.

8. Course Content

- 8.1. ENJO Consultants reserves the right to amend the content of any course without notice to the participants where, at the sole discretion of ENJO Consultants, such amendment is deemed not to fundamentally change the content of such course.
- 8.2. All course content including presentations and supplemental materials are only available in English.

9. Copyright/Intellectual Property Rights/Right of Usage

- 9.1. The copyright in and all other intellectual property rights relating to the course documentation, and any other training materials provided to learners, are solely owned by ENJO Consultants.
- 9.2. Learning material may only be utilised for the purpose of studying for the qualification, module(s) or unit standard(s) by learners enrolled for that particular qualification, module(s) or unit standard(s).
- 9.3. Other training providers may not make use of any part of the training material/course documentation to present as their own unless the training material/course documentation has been purchased from ENJO Consultants legally.
- 9.4. Under no circumstances may the whole or any part of the course documentation be produced or copied in any form or by any means or translated into another language without the prior written permission of ENJO Consultants.
- 9.5. Training materials are defined to also include all electronic knowledge products or learning systems, which have been given to the participant on a storage device or made accessible via the Internet.
- 9.6. Offenders are liable for payment of damages.

10. Presentation and Facilitators

- 10.1. ENJO Consultants endeavours to deliver training of the highest quality and makes use of qualified and experienced facilitators.
- 10.2. ENJO Consultants has sole discretion as to facilitators allocated to training programmes.
- 10.3. Examples used during training are of a general nature and not industry specific.
- 10.4. ENJO Consultants reserves the right to record training sessions as a means to improve on the quality of training programmes.

11. Portfolios of Evidence/Assessments

- 11.1. Portfolios are to be completed in full by the learner prior to assessment.
- 11.2. Learners are responsible for delivery and collection of portfolios to and from ENJO Consultants.
- 11.3. The costs of the initial and two re-assessments are included in the initial costs of the programme.
- 11.4. Subsequent assessments will be charged at R250.00 (VAT included) per assessment.
- 11.5. Once assessments have been completed and results communicated to the learner, learners are to make arrangements for collection of the portfolio of evidence from ENJO Consultants within one month on being notified.
- 11.6. After assessment and verification notification will be sent to learners to collect portfolios, uncollected portfolios will be destroyed after 30 days of the notification if not collected.
- 11.7. Learners who wish to have their portfolios returned via courier can notify ENJO Consultants for a quote for the delivery.

12. Distance Learning

- 12.1. Distance learning is non-refundable.
- 12.2. The learning material will be made available within 3 working days upon receipt of payment.
- 12.3. Learning material is to be collected from ENJO Consultants, alternatively the material can be couriered to the client. The client will be provided with a quote/invoice for the costs of the courier.

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Payment in full or deposit indicates the understanding of ENJO Consultants' terms and conditions related to training and is then therefore legal and binding of the above terms and conditions between yourself and ENJO Consultants and indicates that you have registered yourself or learners onto the training programme as indicated on either the invoice, quotation or enrolment form and you are therefore bound to honour the payments.

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