

International Training Center (ITC) - Terms & Conditions for Course Enrolment

Welcome to the International Training Center (ITC). To ensure a clear, safe, and compliant learning experience for all participants, please review our terms and conditions for course enrollment. By booking a course with ITC, you agree to abide by the policies outlined below.

1. Booking and Confirmation

- **Provisional Booking:** All bookings made via online web portal are considered provisional. You will receive an acknowledgment email / WhatsApp and an invoice for the full course fee.
 - **Confirmed Enrollment:** A place in the course is only confirmed after ITC has received the full payment. Once payment is received, you will be sent a booking confirmation email that includes all necessary pre-course information.
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2. Participant Responsibilities

- **Pre-Course Information:** It is the participant's responsibility to read and understand all pre-course information sent via email after confirmation. This includes details regarding course requirements, participant responsibilities, and mandatory contact hours.
 - **Identity Verification:** Participants must bring a form of signed or photographic identification to the course for verification. Certification may be delayed if identity cannot be authenticated during the course.
 - **Course Material Policy:** As per our training provider's international guidelines, **every student must have their own current and appropriate course textbook** readily available for use before, during, and after the course.
 - Textbooks are an integral part of the student's education. Our Center does not provide manuals for loan or rent, as this is prohibited. Failure to comply may result in the inability to issue a course completion card.
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3. Course Completion and Certification

- **Completion Requirements:** To successfully complete the course and receive an official course completion card, participants must attend and participate in the entire course, demonstrate proficient psychomotor skills in all required tests, and pass the written examination where applicable.

- **Assessment Criteria:** All courses are assessed, and candidates must meet the required criteria to earn certification. Full and active participation is required. If a participant fails to meet the standards, they will not be awarded the certificate, and the full course fee remains payable.
 - **eLearning / Blended Courses:** For blended learning courses, students must complete the online cognitive portion of the course prior to attending the hands-on skills session. A copy of the online course completion certificate must be presented to the instructor at the start of the skills session.
 - **Issuance of Course Completion Cards:** Upon successful completion of all course requirements, the official eCard will be issued **within 20 business days**.
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4. Cancellation, Transfer, and Refund Policy

- **Cancellation by Participant (More than 14 days' notice):** A full refund will be issued, or the participant may transfer to another course date at no additional fee.
 - **Cancellation by Participant (Less than 14 days' notice):** No refund or transfer will be offered.
 - **Non-Attendance and Punctuality:** Participants who do not attend their scheduled course for any reason will not be eligible for a refund or a transfer. Late arrival or leaving early will result in failure to meet the mandatory contact time, and no certificate will be awarded or refund issued.
 - **Cancellation by ITC:** In the unlikely event that ITC needs to cancel or reschedule a course, we will make every effort to contact attendees. In this situation, a full refund will be provided.
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5. General Policies

- **Special Accommodations:** Our training is practical and can be physically demanding. We are committed to providing reasonable adjustments for individuals with unique needs. Please notify ITC of any such requirements at least 10 working days prior to the course start date.
- **Age Requirement:** Attendees must be over 18 years of age. Individuals under 18 may attend only if accompanied by a parent or guardian, or with explicit written consent.
- **Code of Conduct:** All clients are expected to maintain an acceptable level of professional behavior. ITC reserves the right to ask any individual exhibiting

unacceptable behavior to leave the premises. The individual will be held liable for any malicious damage they cause.

- **Liability and Disclaimer:** The International Training Center shall not be liable for any loss, damage, expense, injury, or delay of any kind to the client, an employee of the client, or any third party resulting from any act, default, or omission, except where such liability cannot be excluded by law.