

STANDARD TERMS:

1. All quoted prices are exclusive of 15% VAT

Public Courses

2. Courses are presented between 08:30 and 16:00 on scheduled public course dates, at the discretion of KZN Business Training Centre ("KZNBTC"):
 - a. at our nominated premises, or
 - b. over MS Teams
3. Refreshments including tea, coffee, and a light lunch will be served
4. All notes and training material will be supplied electronically or in hard copy form, entirely at the discretion of KZNBTC
5. We require you to provide the following for your delegates should the course be delivered over MS Teams:
 - a. An appropriate workstation and a computer that has audio and video capability as well as MS Office installed
 - b. A stable internet connection with good bandwidth and speed that will accommodate the use of MS Teams for the duration of the training
 - c. Pre-training basic instruction for logging into the MS Teams applications
 - d. An IT representative on hand to assist with any difficulties
6. Should ("5c or 5d") above not be available, we will assist where possible, provided we are given adequate notice
7. A certificate of attendance will be issued to each person who completes the course

Exclusive Inhouse Course

8. The course will be presented either:
 - a. at your nominated premises in the stipulated area on dates, and at times to be agreed
 - b. on-line over MS Teams on mutually suitable dates and at times to be agreed
9. All notes and training material will be supplied electronically or in hard copy form entirely at the discretion of KZN Business Training Centre ("KZNBTC"). A certificate of attendance will be issued to each person who completes the course
10. We require you to provide the following on site for in-house face to face training:
 - a. An appropriate training venue, including the following if we are using our laptops for MS Office:
 - i. Sufficient space to accommodate the delegates to be trained, together with laptops
 - ii. Sufficient and appropriately located power points so as not to create any Health & Safety risk to the delegates
 - b. A functional data projector and screen for PowerPoint presentation
 - c. A "white board" or Flip Chart
 - d. Delegate and facilitator refreshments
11. Should any of the equipment set out in 10 above not be available, we will assist in arranging the supply thereof, provided we are given adequate notice
12. We require you to provide the following for your delegates attending virtual e-Training:
 - a. an appropriate workstation and a computer that has audio and video capability as well as MS Office with MS Teams installed
 - b. a stable internet connection with good bandwidth and speed that will accommodate the use of MS Teams for the duration of the training
 - c. pre-training basic instruction for logging into the MS Teams application
 - d. an IT representative on hand to assist with any difficulties
 - e. or set up boardroom style
13. Should ("12c") above not be available, we will assist where possible, provided we are given adequate notice
14. For each additional delegate over and above the number per course quoted, a further charge will be levied as per our current rates schedule

Accredited Courses

15. To receive a certificate of competency and credits for a course, delegates must attend and complete an accredited course, and in addition thereto:
 - a. complete and deliver a Portfolio of Evidence to our offices for assessment
 - b. be assessed competent and confirmed as such by a moderator
 - c. further moderated and confirmed "competent" by Services SETA
16. The course fee includes the cost of one assessment and moderation plus one re-assessment if required

Invoicing and Payment

17. On receipt of your booking, a tax invoice is raised, is due on presentation and payable by EFT into the KZN Business Training Centre bank a/c:
 - a. Standard Bank, Branch: 045526 (Kloof)
 - b. Cheque Account No: 251638421
18. If the payment terms set out above present administrative difficulties, alternative arrangements must be agreed in advance of your booking
19. Should payment not be received in advance of training, or alternative payment terms not agreed as provided for herein, KZNBTC reserves the right to cancel the booking without notice

Postponement, Substitution or Cancellation

20. KZNBTC reserves the right to postpone or cancel the course based on circumstances beyond its control, in which event a full credit will be processed

Exclusive Inhouse Course postponements and cancellations

21. Should you postpone or cancel a booking:
 - a. within 14 days of the scheduled course start date, you will be liable for 50% of the quoted price or
 - b. within 7 days of the scheduled course start date, or a delegate fail to arrive for training, you will be liable for 100 % of the course fee

Public Course postponements and cancellations

22. Should you postpone or cancel a booking:
 - a. within 10 days of the scheduled course start date you will be liable for 50 % of the quoted price
 - b. within 3 days of the scheduled start date, or a delegate fail to arrive for training, you will be liable for 100 % of the course fee.
23. The amounts referred to in 21 and 22 above are liquidated damages intended to defray our costs and will therefore not serve as a credit for future course bookings
24. Notwithstanding anything to the contrary contained herein, should any delegate fail to arrive for training on the scheduled dates, the full course fee will be due and payable without remission
25. Should you, your staff, an associated company or subsidiary, engage our facilitator for any purposes whatsoever, either directly or indirectly, within 36 months of date hereof, you will be liable to us at our prevailing rates, for the full cost of services received
26. All quotations are valid for 60 days from date thereof, subject to the availability of a seat on the course on date of registration