



STANDARD TERMS and CONDITIONS

PUBLIC COURSES

1. The courses will be presented **between 08:30 and 16:00** on scheduled public course dates as follows, at the discretion of KZN Business Training Centre ("KZNBTC"):
 - a. at our nominated premises, or
 - b. over either MS Teams or Zoom
2. Refreshments including tea, coffee, and a light lunch will be served
3. All notes and training material will be supplied electronically or in hard copy form, entirely at the discretion of KZNBTC
4. We require you to provide the following for your delegates should the course be delivered over MS Teams or Zoom:
 - 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 Zoom or MS Teams for the duration of the training
 - c. Pre-training basic instruction for logging into the Zoom or MS Teams applications
 - d. An IT representative on hand to assist with any difficulties
5. Should ("4c or 4d") above not be available, we will assist where possible, provided we are given adequate notice
6. A certificate of attendance will be issued to each person who completes the course

Accredited Courses

7. 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. be further moderated and confirmed "competent" by Services SETA
8. The course fee includes the cost of one assessment and moderation plus one re-assessment if required

Invoicing and Payment

9. A tax invoice will be raised on receipt of your booking and is due and payable forthwith by EFT into the bank account of KZN Business Training Centre:
 - a. Standard Bank, Branch: 045526 (Kloof)
 - b. Cheque Account No: 251638421
10. If the payment terms set out above present administrative difficulties, alternative arrangements must be agreed in advance of your booking
11. 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

12. 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
 13. 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, will be liable for 100 % of the course fee.
 14. The amounts referred to in 13 above are liquidated damages intended to defray our costs and will therefore not serve as a credit for future course bookings
 15. 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
 16. 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
 17. All quotations are valid for 60 days from date thereof, subject to the availability of a seat on the course on date of registration
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