



TERMS & CONDITIONS

COURSES AND ASSESSMENTS:

All course materials, assessments, and interactive sessions are conducted in **English**. Please ensure that participants can read, write, and understand English. FMR cannot be held responsible if a participant fails to meet course outcomes due to language barriers.

Assessment requirements vary by course and will be explained to learners at the start of training.

If a learner does not meet the required outcomes, they may complete one (1) rewrite within 2 months of the original assessment date at no cost. Additional costs for travel or accommodation may apply where relevant.

Important: It is the client's/employer's responsibility to ensure that learners are capable of benefiting from the training and physically able to complete practical activities such as CPR, bandaging, splinting, or using a fire extinguisher. Each learner must complete both a written and practical assessment (depending on the course) to determine their competency.

ONLINE TRAINING:

All scheduled facilitator-led online training sessions are hosted on Microsoft Teams.

FMR cannot be held responsible for technical faults such as connection failures, sound or video problems, or any costs incurred (e.g., data, device rental, or internet access). If any course content becomes inaccessible, alternative links or materials will be provided.

Learners who miss an online session will need to complete the course via our pre-recorded training/self-study materials that are available on the learner profile and must still be completed within the agreed timeframe.

Important: FMR reserves the right to reject any assessment that is not authentic, valid, current, or reliable. All submitted work must be completed by the learner.

CANCELLATIONS AND NON-ATTENDANCE – PLEASE TAKE NOTE:

Due to rising operational costs, the following cancellation terms applies:

Classroom (face-to-face) Training:

- R150 per learner - for cancellations made 1 day prior to the course.
- Full course fee - if a learner does not arrive or cancels on the day of training.

Online Training:

- R150 re-registration fee for learners who do not complete their course within the 14-day access period.
- Re-registration fee (R150) will only be applicable to re-registrations within 60 days of the initial registration and will also be limited to 2 (two) re-registrations per learner.
- Full course fee will be applicable should the learner not complete the online course within 2 (two) months or if they've exhausted the 2 (two) re-registrations.
- Once a learner has been registered for an online course, they cannot be changed to classroom (face-to-face) training - full classroom course fee would be applicable.
- Online re-registration fees are only applicable to the one and/or the same learner and cannot be used for another staff member. If a course is cancelled by the client within the applicable period, the learner will have 60 days to complete the training. Failure to do so will result in forfeiture of any fees paid, and no credits will be issued, please also refer to *payments*.

TRAINING TIMES:

All learners must arrive by 8:45am. Training begins promptly at 9:00am. Courses for large groups may run until 4:30pm. Any learners that arrive late will not be allowed to attend training.

MEALS AND REFRESHMENTS:

Tea and coffee are provided throughout the day; however, lunch and additional refreshments are not included unless otherwise arranged. Clients are responsible for their own meals during training.

PAYMENTS:

- Booking/registration will only take place once payment/s have been made. Upon payment, availability of course/training dates will be shared with the client.
- Accounts outstanding over 60 days may be handed over for collection.
- Any training that is paid for and not utilized within the financial year (March to February) will be forfeited (unless refunded).
- FMR cannot provide any form of confirmation that a learner has attended training in order for payment to be made by the client.
- Purchase (PO) and/or Order (ON) numbers does not constitute as payment.

OUT-OF-TOWN TRAINING:

For training conducted outside of our local area, FMR may require a 50% deposit or full payment before the scheduled date to confirm and secure the booking.

Additional travelling expenses such as petrol/fuel and accommodation costs may be applicable depending on the distance to training site.

CERTIFICATES:

- Certificates are issued only when the learner successfully completes the course, full payment has been received and all required documentation has been submitted.
- Assessments are internally assessed and moderated, which may take up to five (5) working days. Clients will be notified electronically once results are finalized.
- Certificates will be sent as downloadable PDF documents. Clients may print their own copies - this does not affect authenticity or validity.
- FMR is accredited with the Department of Labour (DoL), MerSETA, and the QCTO. However, note that all learner certification is issued under our DoEL accreditation to ensure uniformity, regulatory compliance, and adherence to statutory certification standards.

REQUIRED DOCUMENTATION:

As an accredited provider with the Department of Labour (DoL), SETA and QCTO, we require the following documentation from all learners:

- A clear copy of the learner's ID or driver's license.
- A one-page CV (course dependent).
- Proof of highest education (course dependent).

ROLES AND RESPONSIBILITIES:

Learner: Complete and submit all evidence by the assessment date; understand rights, appeal processes, and reassessment policies; may appeal an assessment outcome with valid reasons (any associated costs will be for the learner's account).

Learners must communicate any special needs (e.g., language or disabilities) before assessment and ensure all evidence is valid, authentic, reliable, current, and sufficient.

Assessor: Evaluate learner evidence against relevant unit standards and criteria; provide feedback within one (1) month; maintain confidentiality. One re-assessment opportunity is included in the original fee. If competence is still not achieved, an action plan will be discussed.

Moderator: Ensure the quality and fairness of all assessments. Assessment results may change after moderation.

Client: Ensure the staff that is sent on training can read, write and understand English and that will be able to perform and implement their new skills and knowledge.

CONTACT INFORMATION:

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