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TERMS AND CONDITIONS FOR TRAINING SERVICES – WDO NQF5

1. Definitions

- **Agreement-** means the terms and conditions and the registration form and acceptance of the registration form.
- **Fees-** means the fees payable for training services as set out in the information brochure and on the registration form.
- **The client-** means the company or private individual requesting the services of PCITA.
- **The student-** means the person/student identified on the registration form.
- **Dates for training services-** means the date/s upon which the training will take place or date/s as per the registration forms.
- **PCITA-** means the Pest Control Industries Training Academy as the Accredited Training Provider delivering the training services.
- **The Venue-** means the venues booked for training.
- **Training services-** means the services of training provided by the Assessors under the PCITA terms and conditions.

2. Training services and venues

- Students shall provide PCITA with a request for training via e-mail or electronic registration forms.
- The minimum requirement to enroll for the NQF level 5 courses are grade 12 equivalent to standard 10.
- As all courses are presented in English, it is important for all students to be able to speak, read, write and understand English.
- Candidate competence within the English language is a prerequisite for enrolment in this programme.
- Training shall commence on the dates specified by the PCITA on acceptance.
- Registration forms shall include: the students name, surname, identity number, scheduled training date, region, name of company, contact numbers, e-mail address, SAPCA membership number if applicable and residential address.
- PCITA will provide the dates for all training across South Africa.
- All students/companies must send their registration form/s to the course coordinator at the PCITA's office together with proof of payment and copy of ID document after receiving an invoice.
- It is the responsibility of the prospective student to register for the skills course. No student will automatically be enrolled in a course without proof of payment and registration.
- Once proof of payment and the registration form has been received by the course coordinator, the assessment packages and books will be sent to the Assessor assigned to the course.
- Last minute bookings will be considered subject to availability of space.
- All student information and payments are confidential and will be handled as such.
- Any other delivery arrangements of study guides will be for the students own account.
- No student will be allowed to attend a skills course without the relevant fees being paid in full prior to the commencement of the course.
- No student will receive any certificate if any fees are still outstanding.
- All students will be required to attend all 3 full days in class.
- Students that enroll late / cut-off date will automatically be moved to the following date of presentation.
- Once students have registered with PCITA they will be informed of the course dates, times, venues and Assessors via email, SMSs.
- Any course will be presented at the discretion of the PCITA depending on the total number of registrations received.
- Once the student has been found competent on his practical assessment, a certificate will be issued by the PCITA.

- It is expected of all students to work under supervision of a qualified pest control operator for a minimum of 6 months for WDO before they can apply to the Department of Agriculture for their P-registration certificates. The P-number certificate will enable the student to do pest control independently.
- Students must please take note that a **light snack** will be provided each day during lunch hour break.
- Students with specific allergies and other dietary requirements are to supply their own meal.

3. Transfers, Cancellations

- Students agree to pay current fees for training according to PCITA's published prices as of the date of PCITA's acceptance of training requested, unless otherwise agreed.
- Clients are responsible for ensuring that the learners are suitable for the training course they are attending and understand the course content. PCITA will not be liable for any refunds should the learner be found unsuitable once training has commenced.
- PCITA reserves the right to cancel or reschedule training should it be necessary.
- All payments must be received at least five (5) days prior to the commencement of training.
- PCITA is a section 21 company and not registered for VAT.
- No books will be sold separately. The books are included in the course fees.

4. Payment (EFT-Electronic fund transfer)

- All payments must be processed in South African Rands. PCITA does not accept other currencies.
- Credit / Debit card facilities are also available at the PCITA head office in Centurion.
- In order to pay via EFT, you will have to load the PCITA as a beneficiary on your internet banking and use the invoice number or your name in the reference line for your payment. This should speed up the process of your registration. Bank costs for overseas students using the swift code will be carried by the student/client.

5. Direct deposit

- The student may pay by way of a direct deposit at the bank or EFT.
- Please email proof of payment to the course coordinator to ensure your payment is confirmed as soon as possible.
- Cheque: PCITA accepts payment via cheque, but it will be cleared by the Bank first. Cheque payments need to be done at least **15 days** in advance for clearance to be confirmed.

6. Refund policy

- In case of registrations, all cancellations must be emailed to the e-mail address provided either on the website or on the registration form. All cancellations must be done no later than **three (3)** working days prior to the commencement of the course due to venue hire, invigilators, Assessors and catering costs incurred. If a student cannot for any reason attend the booked course, the PCITA will require proof of non-attendance (e.g. a doctor's letter which must be verifiable) and accepted by the CEO to be able to receive a refund. Please note that any costs already incurred by PCITA will be deducted from the amount.
- Any other cases will be discussed with the CEO and treated individually.
- Should a student not arrive for the course and no written cancellation has been received and confirmed, the **full** course fee will be payable.
- If for any reason a student needs a refund, a bank letter with account confirmation along with copy of ID of account holder will be requested. Refunds will take 21 – 30 days to process.

7. Property of PCITA

- PCITA own copyright on all intellectual property and all assessment packages, including documentation and manuals.
- Students are strictly prohibited from copying or disclosing any material. The prohibition includes not discussing or disclosing any information on the internet, on blogs, or chat rooms or through any other public platforms and means.

8. Students and assessments

- All Assessors are accredited and registered with AgriSETA.
- Any findings of any assessment will be accepted by the PCITA as final. PCITA has sole discretion as to Assessors allocated to training programmes.
- No student will be allowed to enter the course venue under the influence of any narcotic substance and alcohol.
- Violating any terms stated in this agreement will be just cause for dismissal. No refund will be provided to learners dismissed from the course.
- Learners may not bring weapons of any kind to class.

9. Responsibility of the client/student

- The client/student shall be liable for any training fees payable to the PCITA. It is the responsibility of the client/student to make sure that PCITA receives the registration form & the proof of payment.

- It is the responsibility of each student to be always on time. If a student arrives late for the course the Assessor has the authority to decide if the student/client can still attend the relevant course.

10. Travel & Accommodation

PCITA does not provide accommodation. It is the responsibility of students to make travel/accommodation arrangements and payments to attend training.

11. Disclaimer

- It is the responsibility of the client/student to follow up on e-mails and documents sent to the PCITA. No email shall be deemed received or acknowledged unless a response is issued by the PCITA.

12. Limitation of liability

- Under no circumstances and in no event shall PCITA be held responsible for any loss of profit or contracts, income, revenue, business, financing expenses, travelling costs, accommodation, nor for any indirect losses due to students registering or attending courses.
- PCITA has the right to change the skills course costs at any time without prior notice but undertake to send out new prices and costs to all students and clients on our Database /website.
- Students will be held liable for any damages caused by any uproar or neglect on the part of the student at any course venue.

13. Privacy policy

- We at PCITA are firmly committed to the privacy of its students and clients. No client/student information will be made public without written consent of the client/student.

14. Changes to this privacy policy

- PCITA reserves the right to make any changes to documents, books, guidelines, website, assessment packs, procedures and presentations without prior notice to its students or the public.

15. Re-issue of lost, stolen or damaged certificates

This office has strict procedures for re-issuing of lost, stolen or damaged certificates.

Should the original certificate be lost, stolen or damaged you may request a copy of the original certificate.

The following are required when applying for a copy of your certificate:

- An Affidavit certified by a Commissioner of Oath explaining why you need a reprint.
- Proof of payment of R400,00 re-print fee.

The student/client hereby acknowledges that he/she has read through and understand the Terms and Conditions and understands the content thereof.

Contact information

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