



Turtle Life Support cc, Postnet Suite 014, Private Bag X 1037, Germiston, 1400

TERMS AND CONDITIONS

1. Our banking details are: Account Name: Turtle Life Support cc, Standard Bank, Branch Code: 051001, Account Number: 020455380. If applicable, any alteration thereto will be confirmed with the client and must be accompanied by an original letter from our directors supported by a certified copy of a letter from our bankers at the time confirming our banking details. The client is responsible to ensure the banking details are legitimate.
2. Full payment of course fees, as invoiced, is required to be received within seven (7) days of registration and enrolment of students for the online first aid theory module.
3. All proof of payments are required to be submitted to Turtle Life Support cc on email address admin@tls.za.com using the invoice number as payment reference.
4. The practical skills workshop (PSW) date scheduled is only confirmed once payment notification has been received.
5. Cancellation of course attendance after a student's enrolment has been processed is subject to a fifteen (15%) administration fee of the course fee at the time of enrolment.
6. For companies, schools and other groups, the invoiced number of students will be charged for, unless seven (7) days' prior notice (i.e. of the practical skills workshop) has been received in writing on admin@tls.za.com for a reduction of number of students invoiced.
7. Students are required to complete the online theory module and attend a practical skills workshop (PSW) within six months of initial registration. Where the practical skills workshop (PSW) is attended before completing the online theory module the student is required to complete the online theory module within thirty (30) days of the practical skills workshop (PSW). In the event of this protocol not being followed, the student will be required to redo both modules, and course fee will once again be due to complete the certification.
8. No refunds will be processed. A credit for future training may be agreed between Turtle Life Support cc and the client. Any additional travel and accommodation costs, to facilitate additional course/s, will be for the client's account.
9. In the event of a practical skills workshop (PSW) being facilitated at the client's selected venue an Off-Site Training Centre Requirements Checklist, as provided by Turtle Life Support cc, is required to be signed off by the client.
10. Student certificates will only be issued when the following criteria have been met:
 - 10.1. Full payment has been received. Clause 3 above applies.
 - 10.2. The theoretical summative assessment has been completed by the student.
 - 10.3. The student has attended a practical skills workshop (PSW) evidenced by signing an attendance register.
 - 10.4. A recently certified copy of the student (i.e. certified within three (3) months of the date of the PSW) has been received by Turtle Life Support cc, either uploaded on the online module, or on email address admin@tls.za.com or on the date of the practical skills workshop.
 - 10.5. A First Aid Service Register, issued to the student during the PSW, is completed and received by Turtle Life Support cc.
 - 10.6. Refreshers: where a student is attending a refresher course, a certified copy of their current first aid certificate is submitted to Turtle Life Support cc on email address admin@tls.za.com. The current first aid certificate is required to have expired no more than six (6) months of attending the refresher course. The refresher course is a practical evaluation of first aid skills.
11. Student certificates will be either personally delivered or couriered to the client within seven (7) working days after all the above criteria have been met. Turtle Life Support cc accepts no responsibility for courier's physical delivery thereof. The courier's waybill receipt will be emailed to the client as sufficient evidence of despatch thereof.
12. The client has fourteen (14) working days to advise Turtle Life Support cc of incorrect personal information printed on any student certificate issued. Turtle Life Support cc will issue a complimentary replacement thereof. Thereafter a two-hundred rand (R200) administration fee will apply for adjustment thereof, excluding courier costs thereto. Clause 3 above applies.
13. In the event of a student requiring a re-issue of a certificate a two-hundred rand (R200) administration fee will be required to be paid for replacement thereof, excluding courier costs thereto. Clause 3 above applies.
14. Turtle Life Support cc is not obliged to arrange an alternative practical skills workshop in the event of a student not attending the original confirmed practical skills workshop. However Turtle Life Support cc will endeavour to make alternate arrangements.
15. In the event of a student being replaced by another student, a two-hundred rand (R200) administration fee will be levied to cover the costs of administration of deregistration of the former student and enrolment of the new student.
16. The option to elect a replacement enrolment will expire six months (6) from the date of the original student enrolment.
17. If applicable, it is the student's responsibility to complete the South African Council for Educators (SACE) register on the day of the practical skills workshop (PSW) in order to apply for professional development credits. Turtle Life Support cc submits the register to SACE within seven (7) working days of the practical skills workshop. Turtle Life Support cc accepts no responsibility for the allocation of professional development credits by SACE thereafter.

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