

REGISTRATION GENERAL INFORMATION

REGISTRATIONS

The registration/booking form is attached at the back of the brochure and should be faxed to **0865447916** after completion or alternatively these can be scanned and e-mailed to info@tiqms.co.za

Please state clearly if a PRO FORMA invoice is required

REGISTRATIONS AND TAX INVOICE

After receipt of a completed booking form a tax invoice and confirmation will be sent.

CANCELLATIONS

Cancellations must be in writing and faxed or e-mailed.

Cancellation 7 - 10 days before start of Training programme : 50% of the fee

Cancellation 0 - 7 days before Training programme: 100% of fee

Should a delegate not attend a course without providing prior notification for cancellation then the full course fee will be payable.

TIQMS reserves the right to cancel any course, but undertakes to inform all affected delegates as early as possible regarding such cancellations. The only reason that a course would be cancelled and/or postponed will be due to insufficient number of delegates.

FEES

All course fees are charged per person and per course. Course fees are indicated with and without VAT (Value Added Tax) to accommodate delegates from countries that are exempted from VAT.

PAYMENT

Course fees are payable in full and in advance unless otherwise arranged with TIQMS.

Payment can be done via electronic transfer cheque or cash. Cheques to be made payable to TIQMS Training in Quality Management Systems CC

Proof of payment must be faxed to 0865447916 or e-mailed to info@tiqms.co.za prior to attendance of course.

Please use Invoice Number as reference when making payment

Payment can be made electronically into the following account:

Account Number: 4056976516

TIQMS

ABSA Centurion

Branch Code: 630445

A 10% discount will be awarded where 3 or more delegates from the same organisation attend the same course at the same time and are paid for on the same date. (Not applicable to In-house courses where a separate quote will be issued for the presentation of that course.)

TRAVEL AND ACCOMMODATION

Delegates are responsible for their own travel and accommodation arrangements. As per request, we can assist by supplying contact numbers of guesthouses, hotels or bed and breakfast establishments in the vicinity.

COURSE PRESENTATION

Courses will be presented in **English only. 100% ATTENDANCE IS A REQUIREMENT.**

Courses are presented using a variety of training methods and techniques, and these include lectures, videos, assignments, handbooks and exercises. Group participation is encouraged throughout, as it enhances the learning experience.

CERTIFICATION

100% **attendance is required** from each delegate for certification purposes .

Where examinations are required, the following rules will apply:

The pass mark for all courses is 50%. For courses where SAATCA certification is sought; the pass mark required is 70%. In both instances a certificate of achievement will be issued. Should a delegate fail **one** re-write of the examination will be allowed within a **4-month period** from the date of the initial examination at **no charge**.

Re-writes requested beyond the stipulated period will be charged at R200 within the year of attendance, otherwise delegates will be required to re-attend at a fee.

Where no examinations are required, certificates of attendance will be issued

RE - ISSUE OF CERTIFICATES

Certificates will be issued within 2 weeks of completion of training, provided all necessary requirements have been fulfilled and full payment has been received. All re-issue certificates required after the stipulated period will be done at a cost of R300 per certificate.

IN-HOUSE PRESENTATION OF COURSES

All courses can be presented In-house i.e. TIQMS trainer(s) will be sent to present the training at your organisation. These training courses are customized to suit the client's organisational requirements.

Only written requests for In-house training will be accepted and these should be accompanied by the client's proposed training dates. A quotation will then be sent. On acceptance of this quotation, the client will be expected to provide a written acceptance of quotation with the purchase order number alternatively, proof of payment prior commencement of the course.

To facilitate professional service and efficient planning, a client is requested to provide notification of where the training will be presented one week prior the agreed dates. In-house courses will be presented to a minimum of 10 and maximum of 20 delegates per session.

The client or organisation will be responsible for providing a suitable training room with audiovisual equipment and all necessary training tools (including projectors, flip charts etc.) as well as refreshments and lunch.