

TRAINING ACADEMY



INFORMATION GUIDE

WITH TERMS and CONDITIONS

FOREWORD

Our beloved teacher and leader of all time, Nelson Rolihlahla Mandela once said "Education is the most powerful weapon one can use to change the world. It is the engine of personal development. Through it, a daughter of a peasant can become a doctor, a son of a miner can become the head of a mine, a child of a farmer can become the president of a great nation. It is what we make of what we have and not what we are given, that separates one person from another".

It is with this philosophy that we take pride in our Training Academy. As the leader in professional training, we draw on our 60 years of global experience to provide effective learning and development opportunities. We make a difference to individuals, teams and businesses, nurture talent and enable continuous organizational progression.

The SABS Training Academy is accredited to offer lead auditor courses in Quality, Environmental and Occupational Health and Safety Management Systems with the Southern African Auditor and Training Certification Authority (SAATCA Registration number 003).

The Academy also carries provisional accreditation with SERVICES SETA for Quality Management Systems. Proud to be the first training course provider in Africa, we remain among the elite 18 course providers in the world to hold accreditation with the Global Foods safety Institute's scheme owner to offer training in FSSC 22000.

Improving service delivery and enhanced customer experience, motivates the Academy's continued journey through technological advancement. The transformation from manual to online registrations, the issuing of perpetually accessible digital training certificates and the flexible course delivery formats are some of the ways in which we strive to retain excellence. Courses are offered at the four regional venues, onsite at clients' premises and in some cases, non consecutive attendance, affording learner's to develop whilst minimizing absence from the work place.

For further information please visit our website at www.sabs.co.za to access the online course information, course schedules, or to submit a query and a faculty member will gladly revert.

THE SABS TRAINING ACADEMY GENERAL MANAGER

TERMS AND CONDITIONS

- All learners applying for training courses must first hold a valid account with the SABS Training Academy. A customer may open an account by completing and submitting an AA88 form;
- If you have registered for a training course in the last 12 (twelve) months, you will already hold such an account. If not, a new account application is required to be processed;
- The details supplied on this form should reflect the full details of the individual or entity liable for the payment of training fees and signed by the individual or the authorised person on behalf of the entity. The complete form AA88 shall be forwarded to the identified contact of the relevant faculty;
- A booking may be completed via the SABS Online Booking System, the terms and conditions acknowledged by ticking the relevant box and the booking request submitted. An email with the quote and AA88 form will be sent to the chosen e-mail address and the booking confirmed once the invoice is paid and the required forms are signed and submitted to the relevant faculty;
- To access the online booking portal please visit www.sabs.co.za and select "Training";
- A booking request does not constitute a confirmation of booking;
- Financial clearance procedures require verification prior to seat confirmation and financial clearance depends on the SABS Training Academy receiving official purchase order documentation and / or proof of payment;
- Final course confirmation will be sent from the relevant faculty via email once sufficient seats are secured, within 5 working days of course commencement;
- Entrance to a course depends on the fulfilment of pre-requisite conditions specific to each course offered to the learner, said pre-requisite conditions set out in the General Information Guide;
- Review of the compliance with the required pre-requisites may only be concluded once records of prior-learning evidence are submitted to the SABS Training Academy for verification. Please refer to our General Information Guide for more information;
- Course fees are charged per person per module;
- Fees are payable in full and in advance. Pro-forma invoices will be supplied to the learner once he / she applies for a course and payment thereof must be made to secure attendance to the course. If payment cannot be made on a pro-forma invoice arrangements can be made with the faculty co-ordinator for tax invoices;
- Tax Invoices may only be provided upon receipt of an official purchase order document and / or proof of payment and ONLY upon completion of service delivery (unless special arrangements are secured in advance of training date);
- Course fees include the course classes and all learning material. The SABS is the proprietor of the copyright in all learning material provided to each learner and said copyright shall be strictly enforced in the event of any unauthorised use of the content thereof;
- All courses require 100% attendance for exam and certification purposes. Should a learner not attend the full course duration, admittance into the exam will be prohibited however, the full course fee will be payable;
- Cancellations and postponements of confirmed bookings must be received in writing at least 5 working days prior to commencement of the course. Failure to do so may result in pro-rata charges of 10% of course fees.
- Learners are responsible for their own travel and accommodation arrangements;
- Submission of an enquiry for on-site training, does not constitute a booking. Booking confirmation of on-site training will occur after dates, quotations and logistical arrangements have been negotiated and financial clearance has been confirmed;

TERMS AND CONDITIONS

- On-site training requires that the client meets the minimum conditions as follows:
 - a minimum of 10 learners and a maximum of 16 learners are present for on-site training;
 - if a group of less than 10 learners will be present, the fee for 10 learners is still payable;
 - discounts are subject to the discretion of the SABS Training Academy and are influenced by location, volume and project extent;
 - the SABS Training Academy shall not be supplying refreshments for learners and facilitators, and they shall be provided by the client;
 - the venue shall have capacity to provide a classroom format for all learners, including facilities for data projection, HDMI cabling, flip chart paper and / or a white board for facilitation notes;
 - travel and accommodation for learners is not included in the quote issued for training;
 - additional travel and accommodation costs are applicable where trainer requires to travel, and these shall be clarified in the quote provided;
 - on acceptance of the quote, a detailed learner information list is supplied by the client at least 2 weeks prior to the date allocated to training;
- The SABS Training Academy shall not be liable for any damage and / or loss and / or injury of any kind suffered by the client and / or learners during training at the SABS and / or on- site training at client facilities, and the SABS is indemnified as such.
- Certificates of successful completion are issued to learners who have obtained at least the minimum pass mark and complied with the further requirements dictated by the course and the SABS Training Academy, as detailed in the General Information Guide;
- Certificates will be issued in digital format;
- Hard copies of certificates will be issued only upon request and at an additional cost of R200-00 per certificate (excl. VAT);
- 2 • Where no examinations are required, or a learner fails to achieve the required pass mark, Certificates of Attendance will be issued;
- All re-issue requests for certificates will be at a cost of R200 per certificate (excl. Vat);
- Where examinations are required, the following rules will apply:
 - the minimum pass mark shall be attained for a Successful Completion Certificate to be issued;
 - for courses where SAATCA certification is sought; the pass mark of 70% is required;
 - pass marks for SABS courses vary, and are detailed in the General Information Guide.
- should a learner achieve within 10% less than minimum pass mark, one re-write of the examination will be allowed within a 4-month period from the date of the initial results, at no charge;
- a cost of R500-00 (excl. VAT) will be charged for all re-writes beyond the 4 months period.
- re-writes are only allowed within a year of attendance, and if the course is not passed within a year of attendance, the course must be re-applied for;
- Results exceeding 10% lower than minimum pass mark will not be allowed a rewrite. The learner will need to re-attend the specific module or course, at the applicable additional cost of the course.
- Management decisions for final approval of any exemptions granted for a selected course will be based on accreditation compliance. Please refer to our General Information Guide for further information.

Note: The SABS Training Academy reserves the right to cancel any course for any justifiable reason including but not limited to insufficient number of attendees, but undertakes to inform all affected learners as early as possible regarding such cancellations. All monies paid for the cancelled course shall be returned to the learner or allocated to a re-scheduled course, depending on the instruction of the learner.

GENERAL INFORMATION

REGISTRATION PROCESS FOR QUOTATIONS

The academy offers training in three faculties:

- QMS Faculty: Quality management (ISO 9001)
- EnSHE Faculty : Environmental (ISO 14001) / Energy (ISO 50 0001/ Occupational Health and safety (OHSAS 18001)
- FoodGen Faculty: Food Safety and other general courses

Course information per faculty is available on the website www.sabs.co.za.

To receive a quotation, registration is essential and may be performed online. Select a course and follow the online booking prompts. Submission of registrations via the online booking portal will result in an immediate quotation. Single and group registrations may be conducted on the online portal as well as queries for onsite services. An online booking does not secure seats or constitute course confirmation.

Upon acceptance of quotation and payment of fees, a seat is secured. Once sufficient delegates are secured, the actual course confirmation email from the relevant faculty will follow. For those with no access to the online booking portal, hard copy registration forms are available at the end of this guide. Complete the relevant faculty registration form for the selected course and submit to faculty email addresses as provided below together with the following documentation:

- Copy of Delegates Identity
- Completed AA88 account application form

For ISO 9001 Quality management related courses :
QMSBookings@sabs.co.za

For ISO 14001 Environment / ISO 50 001 Energy Management OR OHSAS 18001 Occupational Health and Safety Courses: EnSHEbookings@sabs.co.za

For HACCP / FSSC 22000 and other Food Safety Courses OR General Courses:
FoodGenbookings@sabs.co.za

Upon receipt of documentation and completed registration forms the faculty coordinator will

- Verify account status
- Supply proformer (if cash payment is required).
- Await receipt of purchase order documentation and proof of payment
- Provide seat confirmation via email notification to delegates.
- NB proof of payment is required to secure seat.

COURSE CONFIRMATION

Courses will only be confirmed when the following criteria are met:

- A minimum of 4 – 6 delegates are registered and financially cleared per class
- All financial processes for registered minimum number is verified

Once sufficient seats have been filled per class, course confirmation will be emailed within 2 – 4 working days prior to scheduled course date. Application forms should reach the Training Academy 20 working days prior to the commencement of the course to allow for the above verification process.

Based on the above, please note that dates published may change. Written notification of changes, postponements or cancellations will be sent to registered delegates.

COURSE ASSESSMENTS

Courses will be presented in English only. Special needs will, however be considered in line with our language policy, especially in cases where in-house courses are presented.

100% ATTENDANCE IS MANDATORY on ALL examinable courses

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

All course fees are charged per person and per module [i.e. module 1 (Understanding and Implementation) is charged separately from module 2 (Lead Auditor)]

5

Should you or your company NOT have an account with the SABS, please ensure that your Training Course Application form is accompanied by the completed Account Application form (AA88).

All Credit Account holders must submit a legitimate Purchase Order on their company's official letterhead and signed by their company's authorised personnel, 15 days prior to scheduled course commencement.

All Cash account holders must submit proof of payment 15 days prior to scheduled course commencement.

Refer to relevant course calendar on the website for course fees and further details.

Course fees are payable in full and in advance. Failure to provide proof of payment will lead to the learner being refused entry to the course..

Tax Invoices will be furnished upon completion of delivery. Should tax invoices be required prior to course delivery to effect payment, special arrangements may be made with faculty coordinator

POSTPONEMENT and CANCELLATIONS

All cancellations and postponements of confirmed bookings must be received in writing at least 5 working days prior to the commencement of the course. Failure to do so or late notifications may result in pro-rate charges of 10% of course fee.

Note: *The SABS Training Academy reserves the right to cancel any course for any justifiable reason including but not limited to insufficient number of delegates but undertakes to inform all learners as early as possible regarding such cancellations*

All monies paid for cancelled courses shall be returned to the learner or allocated to the rescheduled course, depending on the instructions received from the learner.

TRAVEL AND ACCOMMODATION

Learners 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 but the SABS will not be held liable if conditions of these places do not meet your expectations.

COURSE EXEMPTIONS

Where a course consists of more than one module, it is COMPULSORY that the modules be done in sequence (i.e. Module 1 first and then Module 2) or alternatively if the learner has completed the module 1 with a different institution, he/she can apply for an exemption.

The exemption would require a learner to submit the following documentation for evaluation :

- Proof of attending the Understanding and Implementation Programme for the relevant Code Of Practice i.e (ISO 9001 / ISO 14001 or OHSAS 18001)
- Proof that the course duration was a minimum of two days culminating with an examination
- Proof of successful completion certificate with marks attained
- Proof of accreditation status of the service provider and recognition by the South African Auditor and Training Certification Authority (SAATCA), for applications in accredited lead auditor courses

Should one or more of the above elements be lacking , the delegate may be subjected to a written Module 1 examination at the SABS Training Academy at a cost of R500-00. Upon successful completion with minimum score of 60% , the delegate can gain entry into Module 2.

This decision remains at the discretion of the discipline experts and Training Manager from the review of proof and documentation submitted.

CERTIFICATION AND RE-WRITE PROCESS

100% attendance is compulsory from each learner for certification purposes.

Where examinations are required, the following rules will apply:

The minimum pass mark for the particular course must be attained for a SABS Successful Completion Certificate. For the lead Auditor Module 2 courses, where SAATCA certification is sought, a pass mark of 70% is required.

Should a delegate fail to attain the minimum pass mark, a Certificate of attendance is provided. For lead auditor courses, results of between 60- - 69% will be issued with a NON SAATCA SABS Successful Completion Certificate,

In the case of failures, one re-write of the examination will be allowed within a 4-month Period from the date of the initial examination at no charge, only if the failure does not exceed 10% of the pass mark. i.e

Pass mark of 60% : one re-write allowed for results between 50 – 59%

Pass mark of 70% : one re-write allowed for results between 60 – 69%

Pass mark of 80% : one re-write allowed for results between 70 – 79%

Should a learner request a re-write beyond the 4 months Period, a cost of R500 will be payable. This is only allowed within the year of attendance, otherwise learners will be required to re-attend the entire course at the regular fee.

If a learner achieves lower than 10% of the pass mark, for the specific module or course, no re-write will be allowed. He/she will be required to re-attend the course at own cost prior to the next exam attempt.

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

CERTIFICATES WILL NO LONGER BE SUPPLIED IN HARD COPY OR POSTED.

In an attempt to improve our lead times and remain technologically innovative, certificates are generated electronically in digital format and learners are notified via email and sms.

These digital certificates are perpetually available (Life Long), to all candidates trained at our academy through the retention of these records in individualized vaults. The delegate will receive the access codes via mail and sms. Should hard certificates be required, and upon written request, the academy will provide this at a charge of R200 - 00 per printed copy.

ISSUE/RE - ISSUE OF CERTIFICATES

NOTE: *In all cases where certificates have been issued and posted, and a delegate /organization is in possession of the advised tracking number, it remains the responsibility of the delegate to ensure that the certificate is received. The Training Academy cannot carry the responsibility of keeping certificates which have either not been collected by the delegates themselves OR claims are made of non-receipt.*

IN-HOUSE PRESENTATION OF COURSES (on-site)

An in-house presentation means, a trainer representing SABS is sent to the customer's site or their preferred venue at the customer's cost to conduct the requested training. All SABS Training Academy courses can be presented as In-house training courses. These training courses can be customized to suit the customer's requirements.

Only written requests for In-house training will be accepted. A quotation will be provided. Upon receipt of a signed quotation and only upon receipt of the official purchase order documentation (in the case of account holders) and payment in advance (in the case of cash clients), will proposed training dates and facilitators be secured for service delivery.

Pricing : In-house training may be presented to groups of less than 10 delegates however a minimum class charge of 10 delegates will be applicable.

To facilitate professional service, efficient planning and supply of competitive quotation, a customer is requested to provide notification of where the training will be presented and a number of People to be quoted on. Remember,

The customer or organization will be responsible for providing a suitable training venue with audio-visual equipment and all necessary training tools (including projectors, flip charts etc.) as well as refreshments and any amenities they see fit.

CONTACT DETAILS

For course information and quotes please consult the website on : www.sabs.co.za and follow prompts on course calendar on the online booking portal.

Or contact relevant departments:

- Quality Management: qmsbookings@sabs.co.za
- Environment, Occupational Health & Energy Management : EnSHEbookings@sabs.co.za
- Food Management and General Course Offerings: FoodGenbookings@sabs.co.za

For on-site and specially arranged project bookings, submit request via online portal or

E-mail: TCPSales@sabs.co.za

Tel: +27 (0) 12 428-6334

Call Centre

Tel: 0861-277-227

Website: www.sabs.co.za

© SABS, 2016

The copyright in this document is proprietary to the South African Bureau of Standards ("SABS"). The learner undertakes to treat the content embodied in this document as proprietary to the SABS and acknowledges that any unauthorised dissemination, distribution, reproduction, or disclosure, in any form, of the content included in this document, is forbidden. The SABS will strictly enforce its rights against any acts of unauthorised use of the content embodied in this document.