



onlinefirstaid.co.za

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. Enrolment for the online first aid theory module will be processed once payment reflects in our account.
3. All payment receipts are required to be submitted to Turtle Life Support cc on email address admin@onlinefirstaid.co.za using the invoice number as payment reference.
4. The practical skills workshop (PSW) date scheduled is only confirmed once payment reflects in our account.
5. For companies, schools and other groups, the invoiced number of students will be charged for, unless fourteen (14) days' prior notice of the practical skills workshop has been received in writing on admin@onlinefirstaid.co.za for a reduction of number of students invoiced. Clause 5 will apply.
6. 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.
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 achieve the certification.
8. 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.
9. Student certificates will only be issued when the following criteria have been met:
 - 9.1. Full payment has been received. Clause 3 applies.
 - 9.2. The theoretical summative assessment has been completed by the student.
 - 9.3. The student has attended a practical skills workshop (PSW) evidenced by signing an attendance register.
 - 9.4. A recently certified copy of the student (i.e. certified within six (6) months of the date of the PSW) has been received by Turtle Life Support cc; either uploaded on the online module, emailed to admin@onlinefirstaid.co.za, or by handing in a hard copy on the date of the practical skills workshop.
 - 9.5. A First Aid Service Register, issued to the student during the PSW, is completed and received by Turtle Life Support cc.
 - 9.6. 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@onlinefirstaid.co.za. 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.
10. 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 thereof.
11. The client has fourteen (14) working days to advise Turtle Life Support cc of incorrect personal information printed on any 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.
12. 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.
13. 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 in this regard.
14. 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.
15. 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.

