

iFundi Terms and Conditions of Enrolment

These Terms and Conditions govern the enrollment, payment, and participation in certificate courses offered by iFundi. By registering for a course, students or their guardians agree to these Terms and Conditions.

1. Course Details

1.1 Certification Bodies: Certificates are issued by the QCTO (Quality Council for Trades and Occupations) for Occupational Certificates or by the Services SETA for National Certificates.

1.2 Prerequisites for Enrollment:

- Students must have a Grade 12 matric certificate.
- Submit certified copies of ID and matric certificate (not older than three months).
- Complete the application form.
- Agree to the Terms and Conditions.
- Confirm readiness for online facilitation, including access to a personal computer, reliable data, and stable internet.

2. Payment Terms

2.1 Fee Structure: Fees vary based on the selected course. Payment options include:

- **Once-off Payment:** Pay the total fee upfront.
- **Installments:** Monthly payment plans are available.

2.2 Refund Policy: Refund requests are processed based on the notice period:

- 100% refund for cancellations made 14 days before the course starts.
- 75% refund for cancellations made 7-13 days before the course starts.
- 50% refund for cancellations made 6 days or fewer before the course starts.
- No refunds for withdrawals during the course; however, pro-rata credit is available for future course completion.

2.3 Additional Costs: Course materials are provided digitally at no extra cost.

3. Delivery Mode

3.1 Online Platform: Courses are facilitated via Microsoft Teams.

3.2 Technical Requirements: Students must have a personal PC, access to data, and stable internet.

3.3 Support for Technical Issues: The organization provides technical support for platform-related issues during the course.

4. Attendance and Completion Requirements

4.1 Attendance: Attendance is mandatory to qualify for certification.

4.2 Coursework: Completion of all assignments, projects, and the Portfolio of Evidence (POE) is required.

4.3 External Assessment: For QCTO courses, students must pass the External Integrated Assessment (EISA).

5. Conduct and Behavior

5.1 Classroom Etiquette: Students must:

- Actively participate in sessions.
- Mute microphones when not speaking to avoid background noise.
- Turn on cameras during presentations.
- Communicate respectfully and observe active listening norms.

5.2 Addressing Misconduct: Disruptive behavior will be handled according to the disciplinary code for teaching and learning.

6. Privacy and Data Protection

6.1 Data Collection: Personal data is collected to fulfill the requirements of educational accreditation bodies (e.g., SETA, QCTO).

6.2 Data Security: The organization complies with the South African Protection of Private Information (POPI) Act and has a Privacy Policy to secure student data.

7. Liability and Disclaimers

7.1 No Job Placement Guarantee: While the organization provides opportunities for work-integrated learning, it does not guarantee job placement.

7.2 Technical Support: Technical support is offered for online learning platforms during the course.

8. Parent/Guardian Involvement

8.1 Consent Forms: If the student is under 18, parents or guardians must sign additional consent forms.

8.2 Student Monitoring: While not required, parents/guardians are encouraged to stay informed about the student's progress.

9. Facilitator Roles and Responsibilities

Facilitators are subject matter experts responsible for:

- Delivering course content and providing after-hours support.
- Marking assessments and offering feedback.
- Reporting on student attendance and class conduct.
- Rating student participation.

10. Complaints and Disputes

10.1 Handling Complaints: Complaints from students or parents are addressed promptly and amicably.

10.2 Escalation Process: Unresolved complaints can be escalated to the organization's CEO for final resolution.

11. Work Experience Modules

Work experience opportunities are aligned with the course structure. Students will apply theoretical and practical knowledge during this time under guided supervision.

By enrolling, students and guardians agree to abide by these Terms and Conditions. For any inquiries, please contact the Academic Manager at Tel: 011 2905900/ info@ifundi.co.za