

KEEPING IT COMPLIANT

Provide. Protect. Prevent.



 Occupational Health & Safety

 Training & Education

 Occupational Hygiene

 Regulations & Policies

 Health & Safety Audits

 Ergonomic Compliance

 Risk Assessments

 Construction Risk & Compliance

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COURSE TERMS AND CONDITIONS

At Keeping It Compliant, our training goes beyond health and safety — we offer a wide variety of courses designed to equip people with practical knowledge and workplace-ready skills. Whether the focus is compliance, safety, personal development, or industry-specific learning, our goal is always the same: to deliver training that is engaging, relevant, and directly applicable in real-world settings.

We understand that investing in training is an important commitment for both individuals and organisations. That's why we aim to make the process as smooth and transparent as possible. The Terms and Conditions below set out what you can expect from us, and what we ask in return, so that every course runs professionally and to the benefit of all participants.

Please take a few minutes to read through them before enrolling or attending your course.

Course Registration and Payment

- Course fees must be paid in full no later than 10 calendar days prior to the course start date.
- Bookings are confirmed only on receipt of full payment.
- Late payments may result in forfeited bookings or rescheduling at the discretion of Keeping It Compliant.

Cancellations and Refunds

- Cancellations received 7-21 days prior to the course start date will incur a 50% cancellation fee.
- Cancellations received 1–7 days prior to the course start date will incur a 100% cancellation fee — no refunds will be issued.
- Non-attendance without written cancellation will be treated as a cancellation within 1–7 days.
- Requests for date changes will be considered on a case-by-case basis and are not guaranteed.

Course Attendance and Conduct

- Participants are expected to arrive on time and respect the scheduled start times of all sessions. Late arrivals may be denied entry and will not be eligible for refunds but will be eligible for rescheduling.
- Keeping It Compliant reserves the right to refuse entry or discontinue training for any participant suspected to be under the influence of alcohol or drugs.

- Disruptive, disrespectful, or unsafe behaviour will not be tolerated and may result in removal from the course without refund.

Face-to-Face Training Classes

- Participants must arrive at the venue at least 15 minutes prior to the scheduled start time. Late arrivals may be denied entry and will not be eligible for refunds or rescheduling.
- Students are required to wear clean, comfortable clothing suitable for a professional training environment. Safety-specific attire may be required depending on the course content, and participants will be notified in advance.
- Smoking is permitted only in designated areas and should be kept to a minimum to avoid disruption to the class.
- The possession or use of alcohol, narcotics, including marijuana (dagga) in any form is strictly prohibited. Any participant found under the influence will be removed from the training session immediately, with no refund or rescheduling permitted.

Assessments and Certification

- Participants will be assessed through tests and/or Portfolios of Evidence (POEs) as aligned with course requirements.
- Assessment outcomes will be communicated within 7–14 working days of course completion.
- Certificates will be issued only to participants deemed competent based on the relevant assessment criteria.
- Opportunities for reassessment may be provided and may be subject to additional administrative fees.

Disclaimers

Keeping It Compliant reserves the right to make changes to course schedules, facilitators, venues, or content where necessary.

Any such changes will be communicated timeously.

In the event of unforeseen circumstances (e.g., power outages, natural disasters, or other disruptions), training may be rescheduled without liability for compensation.

All course materials are provided for educational purposes and remain the intellectual property of Keeping It Compliant unless otherwise stated.

Participation in a course does not guarantee certification or competence without successful completion of the required assessments.

We look forward to welcoming you to one of our training sessions.

Your commitment to learning and safety is valued, and we're here to support you every step of the way.

Best of luck with your training – and thank you for choosing Keeping It Compliant!