



Learner Induction, Registration, Code of Conduct and Terms and Conditions of training

Please read and sign the registration form and send back to us at bianca@iacademy.co.za
Tel: (011)425-1627, 30, 4th Avenue, Northmead, Benoni, www.infinityacademy.co.za
We just love empowering you in education!

Submission of this registration and application form is confirmation of your intention to enrol on the relevant training program, subject to access criteria in force, and as such binds you to the payment of the full amount for the program, independently of any decision you may make not to attend scheduled workshops, or to withdraw from the program during any phase thereof.

1. Payment terms

Payment plans are offered on 12–15-month qualifications and are only over a four-month succession payment period and is strictly broken down as follows:

1st payment as a deposit prior to the start of the training program as set out on the invoice supplied, and the balance of the three payments are to be paid as a 3-month succession plan for example:

- Training to start in April
- First deposit paid Prior to April
- Second payment at month end of May
- Third payment full and final at month end of June

If you have started and joined the course and breached the above, you will not be able to continue with the training and would forfeit your deposit and you would need to restart the course at your own cost.

Based on quotations supplied and indicated to the Learner, the EISA exam in some instances is not included in the quotation.

Infinity Academy Benoni Pty Ltd are bound by confidentiality agreements and will maintain confidentiality of all intellectual and personal data that you include in your portfolio of evidence, we require you to do the same and maintain confidentiality of all the intellectual property of Infinity Academy that you have access and not to be shared with any other parties either.

As the learner, I understand that the new learning process through QCTO is Knowledge, practical, and workplace components, and that I would need to prove competence on all 3 sections to gain entrance to write EISA exam. I also understand that in order to gain competence to the qualification, I would need to pass the said exam.

Although Infinity Academy endeavour to ensure commitment to you the learner, we do however, require your commitment in return too based on the following:

2. Attendance to Training modules and workshops

Full attendance is required for all workshops and training either face to face or on zoom through our webcam which ensures live and blended training for all. Although recommended face-to-face learning if situated in Gauteng.

We ask that you plan your diary in order to ensure that you arrive to the workshops on time. Should you attend via zoom, to ensure effective facilitation and learning, please ensure that you have enough data and computer access (working on a computer or laptop in working condition including that of sound and camera and not a cellular phone) during the training sessions to effectively work towards passing the exam.

3. Submissions and Deadlines

Deadlines of Knowledge, Practical and Workplace Portfolio of evidence submissions are set out on the first day of each training session/module through the assessment plan process (page 26 of your POE guide) and deadline dates are indicated by the Facilitator. You understand that you are bound to the training and submission deadline dates as agreed with Infinity Academy.

We allow for two no charge remedial submissions, however, please note, if not received on deadline date it is constituted as not yet competent, another week after the deadline date is construed as not yet competent again of which you will then be charged as follows:

- You will be charged at R300 each time a remedial is required
- Should you not adhere to the final third submission deadline, a penalty fee of R500 will be charged and an additional R500 per week will be payable for late further late submissions. In this instance, Infinity Academy will not accept the portfolio for assessment unless the penalty fees have been paid
- Any remedial work will need to be concluded within five working days of receiving feedback from your assessor and the portfolio or remedial needs to be re-submitted to Infinity Academy.

4. Process of submitting Portfolio's of evidence and components

Infinity Academy does not accept your submissions via email, Whatsapp or any electronic form whatsoever, our staff are not allowed to touch or co-ordinate your portfolios. During the onsite training at the Academy (in Benoni), the modules are printed out for your perusal during the training sessions and are thus handwritten, should you require soft copies via email, it is the learner's responsibility to print their POE's and submit the hard copies via POSTNET to POSTNET or any other affordable courier service, or deliver it to our Academy. All assessments are concluded on hard copies, including that of remedials too.

This is your career; we want you to further it, and we want you to work with us to endeavour your success

5. Acceptable Behaviour

You are required to act in an emotionally intelligent and respectful manner for the duration of the workshops, no acts of misconduct in the form of disrespect, violent actions, victimisation, intimidate etc against either the facilitator or other learners will not be permitted

This involves making sure that you do not display any of the following behaviours:

- No searing will be tolerated
- No slandering of other learners will be tolerated
- No slandering of the facilitator will be tolerated
- No cultural insensitivity will be demonstrated
- No deliberate and intentional conflict seeking will be tolerated and such incidents will be reported to the relevant persons within your organisation
- No copying in the assessment will be tolerated

6. Completing, support and queries

The facilitator will ask you to complete the following compulsory documents during the training sessions/workshop in order to facilitate us having the correct information in order to issue you with your statement of results

- Learner Registration from as per above
- Certified copy of your ID, Certificates (especially your matric certificate) and your updated CV- This is a strict requirement of QCTO we are not able to assess any POE's without it.
- Signing of the daily attendance register or link
- Facilitator evaluation form from facilitator and also
- Course evaluation in your POE guide

7. Guidance, support and queries

We have created a Whatsapp group throughout the process of your training for additional hands-on support. However, you are also welcome to contact our Academy should you require further information regarding the programme, relevant contact numbers will be issued to you at the start of the training session. If you would like to meet with one of the managers, please book an appointment and we will be happy to meet with you. The facilitator may be contacted for the duration of the workshop/training. The assessor will also be available during the assessment phase to answer an assessment question.

8. The Internal Summative Assessments

These marks will be used for your overall statement of results in preparation for the EISA EXAM

9. Extra lessons (if required)

Should a learner require any extra personal lessons with the Facilitator, a Facilitator fee of R1500 per day will be applicable and will be conducted at the Academy at the cost to the learner.

10. Learner Declaration

I understand to avail myself for participation in all structured learning, knowledge, practical and workplace experience and assessment activities required by the program. I indemnify Infinity Academy and its staff and associates against any claim for illness or accidental injury sustained by me in the workplace and during any operations in the attainment of this qualification objectives. I declare that the information disclosed in this registration represents a true and accurate account of the facts and I agree to the above terms, conditions and code of conduct, I acknowledge that it is my responsibility to make sure that I am fully aware of the contents thereof.