

	Document Title	Terms and Conditions for Testing & Training
	Document No.	ITIQ-POL-026
	Revision	02
	Issue Date	12 August 2025

1. PURPOSE

This policy outlines the position of IT-IQ as it relates to terms & conditions for training and testing at our institutions.

2. SCOPE

This policy applies to all courses and certification exams on offer at IT-IQ and is applicable to both corporate clients and individual members of the public.

3. RESPONSIBILITIES

Training Coordinator: Responsible for executing terms and conditions for training.

Regional test center manager: Responsible for executing terms and conditions for exams in coordination with test center admins.

Operations Director: Has overall oversight for this policy

4. PROCEDURE DESCRIPTION

4.1. Disease Control

4.1.1. In the event of a contagious disease outbreak as identified by the Law of the Land, IT-IQ will abide with all Government issued regulations and inform candidates accordingly.

4.1.2. IT-IQ reserves the right to request a candidate reschedule their exam or training should they visibly have a persistent cough, runny nose, or any other symptoms indicative of a contagious disease or one that negatively impacts other candidates in the session.

4.2. EXAM BOOKING CONDITIONS

4.2.1. An exam registration form should be completed by each candidate for every exam written.

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4.2.2. All testing sessions are subject to audio and video monitoring and recording for security and quality assurance purpose. By taking your exam at our centre, you consent to this monitoring and to the collection of data including your image, and activity logs.

4.2.3. Data collected are only for the purposes of completing the exam registration and is not shared with any other parties other than the exam booking entity.

4.2.4. Payment is due upon registration, and no exam will be booked until the test has been paid for in full. EFT or Cash will be accepted.

4.2.5. Should a candidate NOT be unable to sit their exams for any reason, written notice of their cancellation MUST be received at least 48 hours in advance for all exams. No refunds will be given for no-shows or late cancellations.

4.2.6. Candidates must adhere to the requirements from the testing body and/or Pearson VUE for any reschedule or cancellations.

4.2.7. IT-IQ bears no responsibility for candidates who fail to abide by the exam requirements, e.g. failure to produce required ID, timeliness for registration, missed exams etc.

4.2.8. IT-IQ is not responsible for a candidate booking an incorrect exam.

4.2.9. Exam administrators do not have a list of pass marks for examinations as they change without prior notification.

4.2.10. Candidate certificates are issued by the certification body and IT-IQ is not responsible and neither do we have any control over any of these.

4.2.11. Candidates may incur an additional charge for any hard copy certification requests over and above the cost of the exam.

4.2.12. IT-IQ does not certify any exam results or certification records.

4.2.13. In the event of any technical issues or disruptions during your exam (e.g., power outage, software crash, internet issues), immediately notify the test Centre Administrator. We will log the incident, attempt to resolve the issue promptly, and help as needed. If the issue cannot be resolved within a reasonable time, the exam may be rescheduled in accordance with the exam provider's policy.

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4.2.14. We do not have authority to override decisions made by the exam provider.

4.2.15. Any exam vouchers purchased with training, must be taken within 3 months from the date of purchase.

4.2.16. Candidates are responsible for tracking the expiration date of any exam vouchers. The test centre is not liable for unused or expired vouchers. It is the candidate's responsibility to book and complete the exam before the voucher expiration date.

4.2.17. Once an exam has been paid for, candidates are expected to take the designated exam. We do not accommodate exam exchanges or top ups.

4.2.18. Once an exam voucher is purchased it cannot be refunded.

4.2.19. Should a refund be required under exceptional circumstances, a handling fee of 15 percent will be applied to the total amount.

4.2.20. Any violation of exam rules may result in termination of the session, cancellation of results, and notification to the exam sponsor. The test centre reserves the right to refuse service to individuals who do not comply with the terms above or exhibit inappropriate behaviour.

4.2.21.

4.3. TERMS & CONDITIONS FOR TRAINING

4.3.1. All course delegates are required to register for the particular class they enrolled for by completing the registration form on the first day of attendance.

4.3.2. Data collected for course registration is shared with the employer. Data is not shared with any other third party provider.

4.3.3. Courses run to a strict timetable, and it is important that delegates arrive on time. It is at the discretion of management to allow delegates to attend a course after course commencement.

4.3.4. It is the responsibility of the delegate to ensure that they satisfy the pre-requisite requirements for the course they are booked to attend.

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4.3.5. All physical courses to be conducted at the IT-IQ Training centre in Botswana located at Plot 68, Unit 8, Commerce Park, Gaborone, and Courses start at 08h30 daily until 16h30 unless communicated otherwise.

4.3.6. All learners are required to abide by the learner code of conduct that is displayed in all training rooms.

4.3.7. Under no circumstances may a delegate bring any personal software, storage device or laptop unless they have prior approval from IT-IQ Management.

4.3.8. A light lunch and refreshments will accompany all courses. We will not be obligated to cater for individual needs should the catering not meet individual preferences.

4.3.9. A certificate of attendance will be issued to delegates who completed the course successfully in accordance with required training standards.

4.3.10. Certificates of competency are issued by the governing body of the course taken after successful completion of the certification exams.

4.3.11. IT-IQ Botswana reserves the right to change course contents and material at any point to maximize benefit to the course delegates.

4.3.12. Training Labs and Digital Courseware content is subject to the Terms & Conditions of the issuing authority.

4.3.13. All equipment, course materials, class demonstrations, trainer content, & multi-media content made available are made available by IT-IQ without warranties or guarantees of any kind.

4.3.14. Exam vouchers that are bundled with training courses are only issued upon full payment of the invoice.

4.3.15. For Virtual Training:

4.3.16. Candidates must provide hardware resources for training if at home or own office.

4.3.17. Make sure they have good working internet to support the training.

4.3.18. For Digital or e-Learning Content:

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4.3.19. This licence provided is limited, and non-transferable and cannot be shared or exchanged with others.

4.3.20. There are no refunds once e-learning or digital content is purchased for the client (whether the licence is activated or not)

4.4. REFUND & LEARNER WITHDRAWAL

4.4.1. IT-IQ reserves the right to change, reschedule or cancel course dates.

4.4.2. IT-IQ will not be responsible for any costs incurred by the client/ student as a result of a cancellation or reschedule. Every effort will be made to inform the client/student of changes.

4.4.3. Any fees paid, in regard to a reschedule (by IT-IQ) will either be fully refunded to the client or credited to a future training course.

4.4.4. Any fees paid, in regard to the cancellation of a class will either be fully refunded to the client or credited to a future training course.

4.4.5. Refunds will not be issued as a result of our inability to provide training due to load shedding, water disruptions, or suspension of training due Government mandates.

4.4.6. Should a candidate fall ill or have visible symptoms of an infectious disease [they may be asked continue with their training virtually or reschedule their training.

4.4.7. Refunds will not be issued in the "Event of Force Majeure" which means an event beyond the control IT-IQ

4.4.8. Any client that books training but does not show up to class will be charged the full fees for the course and will be provided with any training material that was purchased for their class. In some cases labs can only be activated during the training window, if this is missed the client will forfeit access to the labs due to a no-show.

4.4.9. The client may cancel their training booking up to 2 weeks before the start of training.

4.4.10. If, however logistical arrangements for out-of-town trainers have been made and paid for the client will be responsible for that portion of the cost.

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4.4.11. If, a client cancels training, and has already made payment for the training, then a 15% admin fee (of the total cost of training), will be levied to process the refund.

4.4.12. All clients at the time of a quote request will be provided a course booking form. Should the client be interested in progressing the course with IT-IQ, they will be required to sign the booking form that contains the terms and conditions noted above.

4.4.13. AFTER COURSE SUPPORT

4.4.14. Course attendees are available on request and are treated on a case by case basis.

4.4.15. IT-IQ will not accept any liability for any personal injury or loss of belongings that may occur at our premises.