

## **LEARNER TERMS & CONDITIONS**

### **Pro Expert Institute**

**Effective Date:** June 2026

These Learner Terms & Conditions govern the participation of learners enrolled in any qualification, learnership, skills programme, short course, workshop, coaching programme, or training intervention offered by Pro Expert Institute.

By enrolling in a programme, learners acknowledge that they have read, understood, and agree to comply with these Terms & Conditions.

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### **1. LEARNER REGISTRATION**

Learners are required to:

- Complete all registration documentation accurately and truthfully.
- Provide valid identification and supporting documents where required.
- Meet the entry requirements for the selected programme.
- Notify Pro Expert Institute of any changes to their contact details.

The Institute reserves the right to reject or cancel registrations where false or misleading information has been provided.

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### **2. ATTENDANCE REQUIREMENTS**

Learners are expected to:

- Attend all scheduled training sessions, workshops, assessments, and workplace activities where applicable.
- Arrive on time and participate actively in learning activities.
- Complete all required assignments, assessments, and workplace tasks.

Excessive absenteeism may result in removal from the programme and may affect certification or funding eligibility.

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### **3. LEARNER CONDUCT**

Learners are expected to conduct themselves in a professional, respectful, and responsible manner at all times.

The following behaviour will not be tolerated:

- Harassment, discrimination, or bullying
- Disruptive behaviour
- Abuse of facilitators, staff, or fellow learners
- Dishonesty or fraudulent conduct
- Damage to property
- Possession or use of illegal substances during training activities

Pro Expert Institute reserves the right to suspend or terminate a learner's participation for misconduct.

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#### **4. ASSESSMENTS**

Learners are required to:

- Complete all assessments honestly and independently unless group work is specifically authorised.
- Submit assignments and portfolios within specified deadlines.
- Participate in assessment and moderation processes where required.

Failure to complete assessment requirements may result in non-certification.

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#### **5. PLAGIARISM AND ACADEMIC INTEGRITY**

Learners must submit their own original work.

The following constitute academic misconduct:

- Plagiarism
- Copying another learner's work
- Falsification of information
- Cheating during assessments
- Submitting work completed by another person

Any learner found guilty of academic misconduct may face disciplinary action, including disqualification from the programme.

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#### **6. CERTIFICATION**

Certificates, Statements of Results, or other credentials will only be issued where learners have:

- Successfully completed programme requirements;

- Achieved the required assessment outcomes;
- Submitted all required documentation; and
- Met applicable SETA, QCTO, or awarding body requirements.

Certification timelines may vary depending on external quality assurance processes.

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## **7. LEARNER RECORDS**

Learners are responsible for:

- Safeguarding their learner materials and records.
  - Keeping copies of submitted assignments and portfolios.
  - Maintaining accurate contact information.
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## **8. ONLINE AND VIRTUAL LEARNING**

Where programmes are delivered online or virtually, learners are responsible for:

- Accessing appropriate technology and internet connectivity.
  - Attending scheduled virtual sessions.
  - Following online participation guidelines.
  - Protecting login credentials and account information.
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## **9. CONFIDENTIALITY**

Learners may have access to confidential information relating to:

- Employers
- Clients
- Fellow learners
- Training materials
- Workplace activities

Such information must not be disclosed without appropriate authorisation.

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## **10. INTELLECTUAL PROPERTY**

All learning materials provided by Pro Expert Institute remain the intellectual property of the Institute or its licensors.

Learners may not:

- Reproduce learning materials;
  - Distribute training content;
  - Share assessments or course materials; or
  - Use programme content for commercial purposes without written permission.
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## **11. HEALTH, SAFETY, AND WELLBEING**

Learners must comply with all health and safety requirements applicable to:

- Training venues
- Workplace learning environments
- Virtual learning activities where applicable

Any health or safety concerns should be reported immediately.

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## **12. COMPLAINTS AND APPEALS**

Learners have the right to raise concerns regarding:

- Training delivery
- Assessments
- Learner support
- Administrative matters

Complaints and appeals should be submitted in writing to Pro Expert Institute and will be addressed according to the Institute's complaints and appeals procedures.

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## **13. TERMINATION OF PARTICIPATION**

Pro Expert Institute reserves the right to suspend or terminate a learner's participation for:

- Serious misconduct
  - Breach of these Terms & Conditions
  - Fraudulent activity
  - Repeated non-attendance
  - Failure to comply with programme requirements
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## **14. PROTECTION OF PERSONAL INFORMATION**

Personal information collected during registration and programme participation will be processed in accordance with the Protection of Personal Information Act (POPIA) and the Institute's Privacy Policy.

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## **15. AMENDMENTS**

Pro Expert Institute reserves the right to amend these Terms & Conditions from time to time. Updated versions will be published on the Institute's website and will become effective upon publication.

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## **16. CONTACT INFORMATION**

### **Pro Expert Institute**

 Email: [info@proexpert.co.za](mailto:info@proexpert.co.za)

 Website: [www.proexpert.co.za](http://www.proexpert.co.za)

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## **Learner Declaration**

By registering for and participating in any programme offered by Pro Expert Institute, I acknowledge that I have read, understood, and agree to abide by these Learner Terms & Conditions. I further undertake to uphold the standards of professionalism, integrity, and conduct expected by Pro Expert Institute.