

TERMS AND CONDITIONS OF USE

PRO EXPERT INSTITUTE

Website: www.proexpert.co.za

Last Updated: June 2026

1. INTRODUCTION

Welcome to Pro Expert Institute ("Pro Expert Institute", "we", "us", or "our"). These Terms and Conditions govern your access to and use of our website, training services, qualifications, learnerships, skills programmes, coaching services, and related offerings.

By accessing or using this website, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with any part of these Terms, please refrain from using our website and services.

2. COMPANY INFORMATION

- Pro Expert Institute
- Level 1 B-BBEE Contributor
- 100% Black-Owned and 100% Black Woman-Owned
- South Africa
- Website: www.proexpert.co.za
- Email: enquiries@proexpert.co.za

3. USE OF THE WEBSITE

Users may access this website for lawful purposes only.

You agree not to:

- Use the website in any manner that violates applicable laws or regulations.
- Attempt to gain unauthorized access to any part of the website.

- Upload malicious software, viruses, or harmful code.
- Reproduce, distribute, or exploit website content without prior written permission.
- Misrepresent your identity or provide false information.

We reserve the right to restrict or terminate access to users who violate these Terms.

4. TRAINING PROGRAMMES AND SERVICES

Pro Expert Institute provides:

- Accredited Qualifications
- Learnerships
- Skills Programmes
- Workplace Skills Development
- Leadership Development Programmes
- Coaching and Mentoring Services
- Digital Skills Training
- Customised Corporate Training
- Skills Development Facilitation Services

Programme availability, duration, fees, and accreditation status may change without prior notice.

Participation in any programme does not guarantee certification, employment, promotion, funding approval, or qualification completion.

5. REGISTRATION AND ENROLMENT

By registering for any programme, you confirm that:

- Information provided is accurate and complete.
- You meet the applicable entry requirements.
- You understand the programme requirements and obligations.
- You agree to comply with all learner policies and assessment requirements.

Failure to provide accurate information may result in cancellation of registration.

6. FEES AND PAYMENT

Where applicable:

- Programme fees must be paid according to the agreed payment schedule.
- Outstanding fees may result in suspension of services or certification.

- All fees are quoted in South African Rand (ZAR).
- Fees paid are subject to applicable cancellation and refund policies.
- Corporate clients will be invoiced according to agreed contractual terms.

7. LEARNERSHIPS, INTERNSHIPS AND FUNDING

Funding approvals, grants, stipends, learnership placements, internships, and SETA-related benefits are subject to:

- SETA requirements;
- Funding availability;
- Employer approval;
- Regulatory requirements; and
- Learner compliance.

Pro Expert Institute cannot guarantee approval of grants, funding applications, or placement opportunities.

8. INTELLECTUAL PROPERTY

All website content, including but not limited to:

- Text
- Logos
- Graphics
- Learning materials
- Training content
- Presentations
- Course materials
- Videos
- Documents

remain the intellectual property of Pro Expert Institute or its licensors.

No content may be copied, reproduced, distributed, modified, or commercially exploited without written permission.

9. PRIVACY AND DATA PROTECTION

Pro Expert Institute is committed to protecting personal information in accordance with the:

- Protection of Personal Information Act (POPIA), 2013
- Personal information collected may be used for:

- Programme administration
- Learner support
- Certification processes
- Communication
- Compliance reporting
- SETA and QCTO requirements
- Quality assurance activities

We will not sell personal information to third parties.

For further information, please refer to our Privacy Policy.

10. THIRD-PARTY LINKS

This website may contain links to third-party websites.

Pro Expert Institute:

- Does not control external websites;
- Does not endorse third-party content; and
- Is not responsible for the accuracy, security, or privacy practices of external websites.
- Users access third-party websites at their own risk.

11. DISCLAIMER

While every effort is made to ensure accuracy, Pro Expert Institute does not warrant that:

- Website content is always accurate;
- Information is complete or current;
- The website will operate without interruption; or
- The website is free from errors or viruses.

All information is provided on an "as is" basis.

12. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Pro Expert Institute shall not be liable for:

- Direct or indirect damages;
- Loss of profits;
- Loss of business opportunities;
- Data loss;
- Service interruptions;
- Reliance on website information.

Users utilize the website and services at their own risk.

13. CERTIFICATION

Certificates, Statements of Results, and related credentials are subject to:

- Successful completion of programme requirements;
- Assessment competence;
- Verification processes;
- Relevant SETA and QCTO requirements; and
- Full compliance with administrative obligations.

Issuance timelines may vary depending on external quality assurance processes.

14. WEBSITE AVAILABILITY

- We reserve the right to:
- Modify website content;
- Suspend website functionality;
- Update services;
- Remove content; or
- Discontinue certain offerings without prior notice.

15. GOVERNING LAW

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Any disputes arising from the use of this website shall be subject to the exclusive jurisdiction of South African courts.

16. CHANGES TO THESE TERMS

Pro Expert Institute reserves the right to amend these Terms and Conditions at any time.

Updated versions will be published on this website and will become effective upon publication.

17. CONTACT US

For any questions regarding these Terms and Conditions, please contact:

Pro Expert Institute

 Website: www.proexpert.co.za

 Email: info@proexpert.co.za

 South Africa

By accessing and using this website, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Additional Pages You Should Also Have on the Website

To ensure POPIA and South African legal compliance, I recommend adding:

- Privacy Policy
- POPIA Consent Notice
- Cookie Policy
- Learner Terms & Conditions
- Website Disclaimer
- PAIA Manual
- Refund & Cancellation Policy