

Learning Agreement (Terms & Conditions)

These terms and conditions related to related to the provision of **all international approval courses like NEBOSH , IOSH , IRCA & etc.**

General terms:

1. The candidate or learner is required to complete the registration form to provide the necessary personal data such as current address, contact phone number, email address, date of birth, etc. This information will be passed to the awarding body for the purposes of student registration, and this information will not be shared with any other parties without prior consent.
2. Learners are required to contact Experts Center if their contact details changed to update their record with Experts and the relevant party.
3. The training program materials provided to the learner remain protected by the copyright of the Experts Center and other publishing parties and may not be reproduced or transferred to any third party for reproduction, in whole or in part.
4. There are some programs in which the candidate can register for all or some of the units, so the candidate is required to follow up on this and contact the training coordinator to register for the units that he did not register before when he decide to complete the qualification on the allowed time frame.
5. All examinations run or managed by Experts Center will be conducted according to awarding body requirements.
6. Learning materials, certificates/ parchments and results has to be collected from Secertry , training coordinator & approved third party that working with Experts Center during the working hours and should not be collected from the awarding body directly, Learner can download the policies and procedures from Experts website or a Google Drive link shown in the registration form.
7. The Experts Center reserves the right to cancel or postpone the training program in emergency cases. In such cases, candidates will be notified and the amount paid will be refunded in full, or the candidate will be registered for the program at another date according to agreement.

8. The candidate can not change the exam date after confirmation and completion of registration procedures.
9. The candidate must submit a copy of his passport, ID or driver's license. Registration will be done according to the document submitted by the participant. In the event of any change in name, candidate is required to inform the training coordinator before registration is completed and send the supporting documents.
10. For the NEBOSH OBE candidates will receive NEBOSH Assessment Registration Confirmation – ARC - before exam closing date and time and will receive the units result between 1 to 3 working days after it published by NEBOSH.
11. The candidate must ensure that he/she provides the correct and valid email address to be able to take the exams.

Timescales for response to Inquiries:

Experts Center commits to promptly and efficiently responding to all learner inquiries. Responses will typically be instantaneous and are expected within one to two hours of receipt under normal circumstances. In all cases, the maximum response time shall not exceed two business days (48 hours). This commitment ensures that learners receive timely support and can maintain progress in their educational pursuits.

Payment and refund policy:

1. Upon submitting the registration form, the Experts Center will send an invoice or payment link for the program fee for payment, before sending or delivering any materials related to the training program.
2. The training program fees must be paid in full upon registration, or a minimum of 50% must be paid, the remaining fees should be paid before registering for the exam. In cases delegate is fail and plan to resit the exam, there are additional fees apart from the announced fees for enrolling in the program.
3. A request for a refund of exam fees can be submitted before registration closing date mentioned in the program contents and instructions. The candidate has the right to refund the program fee before attending the first day of the training and candidate can not apply for refund after that.

Approval & Signing:

Learner's Consent:

1. By submitting and signing this Agreement, you acknowledge that you have received, read and agreed to the policies listed in Appendix A attached to this Agreement including the Learner Handbook / pre-course guidance.
2. If you agree to all the points mentioned above, please fill out the following information and sign.

Name	
Date	
Signature	

Experts Center's Consent:

Experts Center agrees and commits to all terms & conditions outlined in this agreement.

Abu Bakr Khalel Abd Alla Farah

General Manager

Appendix A

By signing this agreement, the candidate / learner acknowledges that he has read of all the policies and procedures of the Experts Center related to the learner and the training programs, including reading and agreeing the following policies (Joining Instructions, data protection policy, equality policy, QHSE policy, student complaints procedures and NEBOSH policies). Policies and procedures can be obtained from via the following links:

<https://www.expertstcuae.com/policies-procedures/>

<https://expertstc.com/policies-procedures/>

https://drive.google.com/drive/folders/1lwn7PLIVT2YKbvTNVv-P1PEJiRf_vA7f?usp=drive_link

Experts Forms, Contact info & polices		نماذج، سياسات، بيانات اتصال مركز اكسبرتس
1	The Learner Handbook / pre-course guidance	دليل المتعلم / إرشادات ما قبل الدورة
2	Course Outline	محتويات البرنامج
3	Registration Form	استمارة التسجيل
4	Joining Instructions	إرشادات الالتحاق
5	Data Protection Policy	سياسة حماية البيانات
6	Equality Policy	سياسة المساواة
7	QHSE Policy	سياسة الجودة والصحة والسلامة والبيئة
8	Students Complaints Procedure	إجراءات شكاوى الطلاب
9	Your Training Coordinator, Advisor contact information and CV.	معلومات الاتصال والسيرة الذاتية لمنسق ومستشار التدريب الخاص بك.
10	Website الموقع الإلكتروني لمركز اكسبرتس	www.expertstcuae.com
11	Email and mobile of the program coordinator ايميل وموبايل منسق البرنامج	Mobile: +971505002698 / +971564524704 Email: info@expertstcuae.com / expertstc3@gmail.com Landline: 0097172078288
12	Email and mobile of the management ايميل وموبايل إدارة المركز	info@expertstc.com 00971544054848
NEBOSH Forms, website & polices		نماذج، سياسات موقع مؤسسة النيبوش
1	Syllabus Guide for Learners	دليل المنهج للمتعلمين
2	Refund policy and procedure	سياسة وإجراءات استرداد الأموال
3	Special Considerations Policy	سياسة الاعتبارات الخاصة
4	Appeals policy and procedure	سياسة وإجراءات الاستئناف
5	Malpractice policy and procedures	سياسات وإجراءات سوء الممارسة والاشتباه
6	Enquiry about Result Policy	سياسة الاستعلام عن النتائج
7	NEBOSH website موقع النيبوش	www.nebosh.org.uk
8	SQA website موقع النيبوش	www.sqa.org.uk