



DECK COMPUTER SERVICES

CK 96/37348/23

Unit A20, Edgemoor Business Park, 7441

PO Box 12562, N1 City, 7463

Tel. 021-559-8373

Fax 021-559-8372

Sales@deck.co.za

www.deck.co.za

TRAINING POLICY

Registration

All registrations must be received at least five business days prior to the scheduled course date. Payment is required when submitting the booking form. We accept Cash, Company Cheque or EFT payments.

Seats are allocated on a first-come-first-served basis and only after receiving your payment will your seat be reserved.

Cancellation and Rescheduling

No cancellations will be accepted, although substitutions or rescheduling for another course may be made. Rescheduling must be done at least 3 working days prior to the scheduled course date.

Delegates who do not turn up for a course and do not want to reschedule will be liable for a 25% cancellation fee. Delegates that reschedule will be liable for a 15% rescheduling fee.

Deck reserves the right to cancel or reschedule any course should there be an insufficient number of delegates. You will be notified at least 3 working days prior to the scheduled course and new arrangements will be made.

Meals/Breaks

Each class includes 2 fifteen minute tea breaks and fourty five minute lunch break.

Coffee service and light refreshments will be provided during breaks. Food will be provided during lunch time. Any dietary preferences (e.g. vegetarian, halaal, kosher) or allergies must be notified on registration.

Parking

Parking is available at no charge. The designated parking map will be providing prior to the course.

Training Materials

Pastel certified training manuals will be supplied to each delegate. The Certified Pastel trainer will provide in-depth training of the accounting software. Each class emphasizes a hands-on approach so you can enjoy extensive interaction with the software.

Each delegate will also be obligated to sign an Agreement stating that they will not copy or distribute any of the course material.

Assessments & Certification

Assessments are mandatory in order to obtain certification for attending a course. The pass mark for an assessment is 75%. The assessment fee is included in the course price.

Students have 6 months in which to write their assessments from the day they attend the training. Penalties will be charged for students who miss the 6 month deadline. No extensions will be granted after missing the penalties deadline. Students would need to re-attend the course.

Students only have 2 chances to write and pass an assessment per course. The second assessment will be charged at the normal assessment fee.

Complaints & Feedback

We value your input and pride ourselves on Customer Satisfaction & Quality Training. Please address any positive comments or complaints directly to service@deck.co.za.