

Enrolment Policy, Terms and Conditions



Introduction

This document aims to provide customers with guidelines on enrolling into our programmes and conducting themselves appropriately to ensure a successful outcome of the learning experience.

In this policy “You” shall mean the registered participant or candidate, “We” shall mean RISC Institute and “Your”, “Our”, or “Us” shall be construed accordingly.

“Customer Services” refers to any member of our customer service or operations team who can be reached by email at customerservices@riscinstitute.com

Eligibility

RISC Institute offers an “open door” enrolment policy for individuals who are interested in and capable of undertaking the certification or competency-based training that we offer. Enrolment to Our programmes is open to:

- those who have a minimum high school education level, and
- who meet the recommended pre-requisites for the respective course(s), and
- who are pursuing a career in the financial services industry and related sectors, or
- who are seeking jobs in the industry sectors that we offer training for.

Where trainees are sponsored by their employer, it shall be the responsibility of the employer to ensure the above eligibility criteria are met.

Equal Opportunity

Subject to eligibility, enrolment into the institute’s courses is open to all regardless of race, gender, nationality, ethnic origin, religion, disability, age, or economic status.

Registration

1. Applicants must complete and sign the Enrolment Form (RISC-QF-06-02) and submit it by email to Customer Services or by mail (P.O. Box Number 336513) or hand deliver it to Our office with a copy of valid photo ID (Emirates ID or passport).
2. A confirmation email (RISC-QF-06-03) and invoice will be sent within two working days from receipt of the application.
3. Full payment is required at least seven business days’ prior start of the course unless a payment plan has been agreed.
4. If a payment plan has been agreed, the participant shall ensure that the payments are effected, and cheques cleared, on the due dates.
5. Examination fees must be settled in full at least 7 business days before the examination appointment date.
6. We reserve the right to deny access to the classroom, examinations hall and e-learning to any participant who defaults on the payment terms.
7. All correspondence regarding the course or examinations shall be addressed to Customer Services.
8. For online courses

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Cancellation and Refunds

Cancellation and Refunds shall be subject to our Cancellation and Refunds Policy (RISC-QP06), a copy of which shall be given to the applicant at time of registration and which is available on Our website.

Service Level

We shall perform the training services using our best effort and in accordance with the level of quality, standards and practices as can be reasonably expected having regard to the information provided and our standing in the industry or profession.

Participant's Responsibility

You acknowledge that the training services can only be successful with Your full participation and You shall therefore make every reasonable and possible effort for the training to be successful including full attendance, participation, punctuality and communication with our customer services team.

House Rules

The rules are set to avoid conflicts, which, can endanger a healthy and happy social coexistence.

1. Our staff have the right to deny attendance if You arrive later than thirty minutes from the scheduled time of any class or as may be prescribed in the examination rules.
2. Mobile phones and devices shall be set to silent or switched off during the classes.
3. You must always conduct themselves appropriately, showing respect towards our staff and fellow participants. We pursue a policy of zero tolerance to any threatening, harassing or abusive conduct against our staff, teachers or participants. Subject to Our appeals policy, we reserve the right to terminate Your participation, without refund, if We consider that you have conducted yourself abusively.
4. You shall take reasonable care of Our furniture, learning material, equipment and facilities. You shall be responsible for any loss or damage due to lack of reasonable care.
5. Refreshments are provided from the refreshments station free of charge.
6. You must take reasonable care to keep the premises tidy and clean at all times.
7. The Institute shall not be responsible for property that You may leave on the premises.
8. We are insured under a public liability policy covering participants in the case of personal injury or damage to property.
9. For courses that are offered online You must abide by the terms of Use of our website.

Intellectual Property

In this context "Material" means any work and products, or part thereof, produced and developed by or for Us and includes all concepts, data, designs, ideas, information, inventions, know-how, processes, techniques, and works of authorship or the like provided to You for participation in the course.

Accordingly, You agree that You shall

1. not use any Material for the benefit of any party other than yourself,
2. not make any copies or images of the Material and pass on, or allow such copies to be passed on to third parties.
3. perform such other acts (including, but not limited to, cooperating with and assisting Us in the protection and enforcement of the Institute's rights in the Materials, by adjudication or otherwise).

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Privacy and Confidentiality

We are committed to protecting Your privacy and keeping your personal information confidential. We will therefore comply with the laws of UAE. In addition, We will apply universal principles of privacy and fair use of information in accordance with our Privacy and Confidentiality policy (RISC-QP06).

A copy of Privacy and Confidentiality policy (RISC-QP06) may be obtained from Customer Services or from our website.

Complaints and Appeals

We endeavour to create a positive learning environment in which every learner has the opportunity to achieve his or her personal best. Part of the maintenance of that positive environment is a fair and open appeals and complaints policy and procedure. (RISC-QP07).

Should You be dissatisfied with any part of Our service, or disagree with any decision that We may make, You may lodge a complaint or appeal by following the procedure in our Complaints and Appeals policy.

A copy of Our complaints and appeals policy and procedure may be obtained from Customer Services or from our website.

Responsibility

The Operations Manager has executive responsibility for the effective implementation and execution of this Admissions Policy and Regulations

Signed

A handwritten signature in blue ink, appearing to read 'Silvan A Said', is written over a light blue horizontal line.

Silvan A Said
Managing Director

Issue Date: 16 April 2020