

QTECH SOLUTIONS INC.,
MISSISSAUGA, ONTARIO, CANADA
(Qtech-Sol Professional Development Center - QPDC)

Online Training Terms and Policies

Please read carefully this document and AGREE to the terms and conditions at the end of this document, before you wish to proceed to enroll for the training program using Qtech Solutions Professional Development Center (QPDC) Shopping Cart for Card Payment or by Check. When enrolling in the **Qtech Solutions Inc** Online training courses, the participant / Student agrees and accept the following general Terms and Conditions as set forth below by QPDC.

1. Program Registration

- Registrations for the Online training course is completed using the online registration form (or) submitting a manual registration form via Email addressed to QPDC HR department. The tuition payment is required for completing registration and obtaining online access to the training material.
- Students are selected and interviewed prior to the training start based on their educational background and previous experience. The selection process ensures enrollment in accordance to the training program eligibility for effective online learning and providing high quality of the training and career pathways.
- Enrolled student will have to submit their education credentials and certifications.

2. Training Tuition and Payment Options

- The Online training tuition for the professional training will be due per participant for the entire course on the first day for course access. Fees vary in accordance with the training type, course level and duration.
- A listing of the Online training courses, duration and tuition fees is available in website (<https://www.qtech-solutions.ca>)
- The fee is fixed as quoted.
- Interested candidate can email their queries to qpdc@qtech-solutions.ca.
- Unless otherwise noted, online registration and tuition payment permit attendance to have access to authorized and designated course enrolled for time period max to the duration indicated in shopping cart for each course and any materials that have been created for all participants are available online via QPDC Learning Management System (LMS) for access.
- The Access to the material will expire by end of last day and it remain the responsibility of the student to complete the course within the timeframe set-forth and “make-up” times are not available as part of the original fee paid. However, a student can communicate with course administrator via email on qpdc@qtech-solutions.ca for extended online access for extra costs.

- Any discounts that may apply as part of an agreement or special promotion cannot be combined, unless specifically granted by QPDC. QPDC reserves the right to review and change training fees without notification. However, start dates that were reserved prior to the price change, and for which QPDC has received a valid payment, will be honored at that fee that was applicable at the time of registration.

3. Payment Terms and Enrollment

- QPDC accepts the following forms of payment:
 - a) Credit Card (Visa or MasterCard Only)
 - b) Debit Card
 - c) Money Order
 - d) Personal Check
- Canada Residents can pay Money Order or Check in favor of "**Qtech Solutions Inc.**"
- Payments from International Participating Students is obtained by credit card only.
- Payment terms are due prior to the start of the online course access date.
- QPDC reserves the right to provide applicable discounts and installments for payments (if multiple course enrollment is requested by candidate).
- Online Training delivery and access to material will only begin after payment was received in full.
- The discounts might be applied to a specific student, in case of large pre-payments made prior to training delivery, multiple person registration, or per given referral. Please email to qpdc@qtech-solutions.ca , along with list of courses.
- All pre-paid online training courses must be started within 2 months from the date of purchase. If any courses are unused after 2 months of the purchase order date, Qtech reserves the right to expire the online program and offer no refund of the online training or their attributed financial value. It will be the responsibility of student to complete the course from start to finish within the access term duration.

4. Email Confirmation: Registration/Enrollment Access

- For Online training courses, QPDC will generate a confirmation email to a student once the online registration is completed and payment is received. If payment is made by card, an automated receipt will be emailed to the registered email address via shopping cart.

5. Cancellation or Rescheduling Request by the Student

- For professional online training courses, cancellation notification must be made in writing before the online access to the material has been given.

- For professional online training courses, rescheduling notification must be made in writing prior to the start of the online training start date.
- When requesting a rescheduled registration, the student shall endeavor to reschedule the course for a mutually acceptable date no later than 2 months from the original requested start date of the online training course(s).
- There are no refunds for training fees paid towards course(s).
- If a cancellation or rescheduling request is received after online access has been given, after the training start date, or in the case of absence without any notice, the stipulated training fee will be fully charged without further notification. The customer has no right to send another participant as a substitute. There are no refunds for partial use of the training program or partial attendance. There are no refunds for online training courses, training bundles or training units.

6. Copyright/Intellectual Property Rights

- The copyright in and all other intellectual property rights relating to the course documentation, and any other online training materials provided to the course participants, are solely owned by, and hereby reserved to QPDC. Under no circumstances may the whole or any part of the course documentation be produced or copied in any form or by any means or translated into another language without the products or learning systems (LMS). All materials available through LMS are for reading purpose only. No download or printing option is provided due to copyrights restrictions. Offenders are liable for payment of damages to Qtech, without prior written permission from QPDC. Training materials are defined to also include all electronic knowledge.
- If any student needs reading material / course content reading book, extra costs applies, please contact course administrator for details on for purchase of book binder or visit our shopping cart or email to qpdc@qtech-solutions.ca

7. Waivers

- For all professional advance courses that have mandatory prerequisites, participants may apply for a waiver if they believe their existing knowledge and experience are sufficient to attend a QPDC advanced online training course without having completed its prerequisites. Upon receipt of a waiver request, a QPDC training specialist will contact the participant to verbally assess his/her knowledge and experience in order to determine whether or not it is appropriate to provide the student with a prerequisite waiver.
- If the requested waiver is issued, it is the full responsibility of the participant to ensure that the knowledge and/or experience that she/he may lack cannot be compensated with

prerequisites course not enrolled. Separate online tuition fees must be provided in case the student requests access to requisite course material.

8. Course Content

- QPDC reserves the right to amend the content of any online course without notice to the participants where, at the sole discretion of QPDC, such amendment is deemed not to fundamentally change the content of such online course.

9. All Online course content includes

- Most Program Online access contains chapters, PowerPoint presentations, quizzes, exercises, and final examination (24/7 unlimited access for course term duration), except for few, please contact course administrator on details of such courses.
- The entire course content is only available in English.
- There is no option to download material provided online. No print copies of presentations, quiz, exercises, and final exam is provided.
- Printed reading course material is available for extra cost and pick up at our Office location in person or order mail delivery. Please allow Max of 7 business days for shipment. In person pick up is available during office business hours: between Monday and Friday from 9AM EST to 5PM EST upon prior appointment with QPDC HR.
- The additional shipment / postal fees may apply for FedEx charges mailing the course material to home address. The printed reading material includes only chapters. All PowerPoint presentations, quizzes, exercises, hypothetical exercise solutions, and final examination are available online only and no print option is available to maintain patent copyrights of QPDC. Tampering of the online site material /software is prohibited and is against QPDC product patent protection and could lead to penalties.
- No in-person classes with faculties is available (per schedule provided).
- Student query sessions with faculties: in person, via phone, email, or on Skype (per request and appointment).
- Resume and Interview preparation (Post Training Assistance - PTA) is available for enrolled candidates.
- The Solutions to exercise is provided for access to the student (if available) and they can email evaluator for queries and questions. Please allow max of 24 hours for replies to questions and depends on the critical nature of query asked

10. Rules of Participation

- Each student attending QPDC professional Online training courses shall comply with all regulations and procedures established and communicated for the course.
- Course materials provided by QPDC are intended for training purposes only

- QPDC reserves the right to exclude participant(s) from attending any course disorderly code of conduct, or failure to observe any of QPDC's rules.
- No refund of fees shall be paid to the participant in such circumstances.

11. Online Sessions

- QPDC's online courses are delivered via the QPDC LMS (Learning Management System), using internet connection with Microsoft Suite and Acrobat products. Usage of Appropriate web browser is required.
- The Online LMS material might not be fully compatible with Mac and iPod. Prior testing is required. Please consult QPDC Web Administrator for details on access concerns or issues (or) email to qpdc@qtech-solutions.ca for assistance in this matter.
- The participation in Google Meet class sessions (for selected courses only) is required. The invitation and instructions for Google Meet will be sent 2 days prior to such scheduled WebEx classes.
- Speakers and microphone or a headset will be required for discussions and being able to talk and discuss with the instructor during the Google Meet class via voice (if scheduled to conduct). Participants are requested to login to the class at least 5 minutes before the start of Such Special Google Meet class (if scheduled).
- The computer and internet access is required for duration of the online training. QPDC will not be responsible for any personal associated inconvenience or disruption caused during the online training delivery due to internet issues.

12. Online Access Extensions

- The course administrator will activate the online access of the course material, upon successful completion of all formalities required for participation and required documents and applicable fee is paid in full. The exact date of start and finish varies for each program provided for the time of training program duration as designed per program.

13. Exam and Certification

- Each Student is provided 2 Attempts for the final exam. The Exam-1 comes with the program, for Exam-2, Fees apply. The Final score is a aggregate of all lesson based test quizzes and final exam. Minimum of 75% and above is required for certificate and transcript issuance.

14. Code of Conduct

The following conduct is unacceptable and will not be tolerated:

- All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery and alteration or use of institution documents of identification with intent to defraud. This could lead to termination of student from the program with or without notice.
- Intentional disruption or obstruction of teaching, research, administration, disciplinary proceedings, public meetings and programs, or other school activities (for special Google Meet training Schedules only).
- Failure to comply with directions of institutional officials acting in the performance of their duties.
- Behaving without honestly and without integrity in the training course of QPDC.
- Acting without care and diligence in the course material.
- Disobey confidentiality about of the given online training material. In this case restrictions include, but are not limited to sharing log in user ID with other participants or other individuals not attending the training program, and printing material that is restricted for download and secured for copyrights purposes.
- Giving false or misleading information in response to a request for information that is made for admission purposes in connection with the online training program.
- Improper use of: Inside information, or
- The instructor's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
- Disobey instructions and training rules, such as:
- Full attendance in Google Meet training sessions (If conducted) is necessary for students' success and to achieve the maximum possible benefits from their educational experience,
- Punctuality and following the access deadlines. Trainees must be available online at scheduled time with the appropriate materials, ready to work at the designated time that class session begins (if Google Meet session).
- Participation and responsibility. Training attendance is the responsibility of participants. (for In-house).

15. Refund Policy

- Should the student's enrollment be terminated, or should the student withdraw for any reason, or not meeting the Code of Conduct, NO refunds of fee applies. There is no refund of the tuition fees once the student is enrolled into the program.

16. Warranties and Liabilities

- While every effort is made by QPDC to ensure that its online course instructions are appropriately provided. The training material is prepared by qualified professional having rich experience in field and QPDC shall not be liable for any loss, cost or expense or for any special or indirect or consequential damages arising from negligence, misconduct or lack of skill in delivering the course(s).

17. Contacts

- Please visit our website <https://www.qtech-solutions.ca> for our location details or email to qpdc@qtech-solutions.ca

18. I AGREE

- I agree and accept to the terms of this QPDC training policy document and wish to enroll for the program. I also understand my obligations towards this program conducted by Qtech Solutions Professional Development Center (QPDC) and its services provided to meet my training need.
- Should you have any questions please email to qpdc@qtech-solutions.ca with your question or contact us on +1 905.519.0889.
- Please sign-off on "I AGREE" below if you wish to proceed for Enrollment / Application. An email will be sent out to your registered email address along with this policy document for your records and acceptance to terms with Qtech upon payment received.

This is receipt of my signoff electronically and I agree to the terms and conditions indicated. A copy of this terms is being emailed to you upon enrollment into the program for reference.

Thank You
Enrolled Student