



TERMS & CONDITION

1. Acceptance of Terms

By accessing and using the services provided by HOPEDWELL TRAINING ACADEMY SDN BHD ("we," "us," or "our"), you hereby agree to comply with and be bound by these Terms and Conditions. Should you disagree with any part of these terms, you are advised not to proceed with the use of our services.

2. Registration and Confirmation

- Course registration is confirmed only after fee payment is made.
- The stated rates are applicable only for training conducted at the Hopedwell premise or any premise authorised by Hopedwell.

3. Payment Terms

- Payment Method: Full payment must be made prior to the commencement of training via Cheque or Bank Transfer to MAYBANK: 5627 86101 062 (HOPEDWELL TRAINING ACADEMY).
- HRD Corp Procedures: Clients / Applicant using HRD Corp funds must obtain approval before manual registration. A copy of the approval document must be emailed to trainingacademy@hopedwell.com.my before the course date, including the course date and number of participants.
- Employer Responsibility: If HRD Corp requirements are not met, or the approved amount is less than the quotation, the employer is responsible for the full or remaining balance.

4. Cancellation and Refund Policy

- General: All payments made are non-refundable. Once registered, dates cannot be changed and registrations cannot be cancelled.

- No-Show: Fees will not be refunded if a participant fails to attend without notifying HTA.
- HRD Corp Penalty: A 10% charge of the sum payable applies for cancellations or postponements made within seven (7) working days of the training date.

5. Participant Requirements

- Substitutions: Any exchange of participants must be notified to HTA at least five (5) working days before the course starts.
- Eligibility: To receive a certificate or card, participants must maintain 100% attendance and pass the written assessment.

6. Certification and Digital Policy

- Timeline: Certificates/cards are ready within 14–30 calendar days after full payment and course completion.
- E-Documents: To support environmental friendliness, documents are provided electronically. Hardcopies will incur additional charges according to the actual receipt.

7. Insurance and Liability

- No insurance coverage is provided for the courses. Insurance must be provided by the Client / Applicant.