



### What happens if I can't make one of the dates?

If you find that you are unable to attend a module on the specific date that it has been scheduled for your programme/series, you can apply to attend the module on another of our scheduled public course dates.

### Will I have to complete any assessments?

Should you choose to register for the optional *Certification Assessment Process (C.A.P)* in order to achieve the AOC Programme Certificate, you will then be required to complete assessments. After registering for the C.A.P you will receive an assessment pack detailing all the information you need to know about the assessments.

### Is the programme NQF Aligned?

Certain components of the programme can be aligned to unit standards on the National Qualifications Framework (NQF). Unfortunately there is a deficiency of unit standards registered that align with our programmes and their underpinning philosophies. We will continue to consult with the SETAs going forward to positively influence the development of unit standards that reflect current best practise in training and development in our fields.

### How can I qualify for further discounts?

By enrolling for the full programme upfront you are saving up to 40% on your training and development journey. In addition to this, we have further discounts if you book for more than 2 people and we have referral awards if you refer your friends and colleagues. Contact us to find out more about how you can qualify for these discounts.

### What happens if I miss one of the modules?

If some unforeseen circumstance causes you to miss one of the modules or sessions of your programme/series, simply inform us in writing and you can attend the module on another of our scheduled public course dates.

### What happens if I have already completed one of the modules previously with the AOC?

If you have attended one or more of the modules of the programme with the AOC prior to 2010, you will qualify for a module credit. We will also deduct the amount you had previously paid for the module from your programme fees.

### Can I replace one of the modules with something else?

If you find that you would like to replace one of the scheduled modules of the programme with a different module or workshop that the AOC is offering, we will certainly consider it on application. Approval of this will be dependent on the nature of the module in question and at the discretion of the AOC Academic Board.

### Is there a way that I can pay the fees off?

Payment terms are available on application. This means that you can pay a deposit on registration and the balance can be divided over the duration of your programme. Please contact us to find out how to apply and for the applicable terms and conditions.

### What certification will I receive?

Once you have completed all the modules of your programme you will receive a *Recognition of Attendance Award* from the AOC.

If you would like to receive the AOC Programme Certificate, you can choose to register for the Certification Assessment Process. There is an additional cost involved for this process, so please plan ahead.

### What happens if I have completed a similar module/session somewhere else?

If you have attended one or more of the modules of the programme at a previous occasion with another institution/organisation, you can apply for a module credit by completing and submitting our module exemption application.

### Can I transfer my enrolment to someone else?

We have no problem with you transferring your enrolment to someone else prior to the start of the programme. If you would like to transfer your enrolment to someone else after the programme has already commenced we will consider it if the new delegate agrees to register separately for any modules missed in order to catch up.

### What happens if I cancel?

A 25% cancellation fee will be applicable for cancellations up to 10 working days before the programme commences. Cancellations inside of 10 working days before the commencement of the programme will be liable for 50% of the full programme fee. If you cancel after the programme has already commenced you will be liable for the full fee.