

MHERA CERTIFIED TRAINER

REGISTRATION FORM AND TERMS & CONDITIONS • OCT–DEC 2026 INTAKE

Please complete neatly. Certificate information is taken from this form. Initial each page and retain a copy.

Student details

Surname	
First name(s)	
ID / Passport number	
Physical address	
Email address	
Contact number	
Occupation	

Course format

Delivery	Virtual only
Class time	Thursday evenings, 18:30–21:00
Course covered	MHERA Certified Trainer – this 2026 intake only
Assessment due	Thursday, 10 December 2026

Course fee and payment options

Total fee: R7,900 (includes the R900 booking fee; limited to 9 students).

Option	Amount	Due date
Full payment	R7,900	On registration / as invoiced
Booking fee	R900	Upfront
Instalment 1	R2333.34	1 October 2026
Instalment 2	R2333.34	1 November 2026
Instalment 3	R2333.34	1 December 2026

The instalment option is a payment plan, not a cancellable monthly subscription. See clauses 2 and 3

Payment Details:

Eft: FNB Cheque Account – Celia Forsyth – 50371124071 – Branch – universal or 253305

NB: USE STUDENT'S NAME AS REFERENCE

COURSE SCHEDULE

Progressive release • guided learning • consolidation

Materials are released on a “drip-feed” basis so that students progress through the curriculum in sequence. The scheduled break provides time to assimilate the material before consolidation and assessment.

Session	Date	Time / status
Module 1	Thursday, 22 October 2026	18:30–21:00
Module 2	Thursday, 29 October 2026	18:30–21:00
Module 3	Thursday, 5 November 2026	18:30–21:00
Break / assimilation week	Thursday, 12 November 2026	No class
Module 4 and consolidation	Thursday, 19 November 2026	18:30–21:00
Assessment due	Thursday, 10 December 2026	By notified submission time

Important: The full course fee must have cleared before the final assessment may be submitted for marking or a result or certificate released.

Student checklist

- ☐ Completed all registration fields
- ☐ Read the payment and cancellation clauses
- ☐ Confirmed ability to attend at least 90% of classes
- ☐ Noted the assessment date
- ☐ Initialled every page and signed the declaration

TERMS AND CONDITIONS

MHERA Certified Trainer • Course 2

1. Enrolment and scope

- 1.1 This registration is for the MHERA Certified Trainer course session identified in this document, delivered virtually on the dates set out below.
- 1.2 Enrolment is personal to the registered student and may not be transferred without prior written approval. A place is secured only once the completed registration form and the R900 booking fee have been received.
- 1.3 The student confirms that the information supplied is accurate and that they have read and accepted these terms before accessing course materials.

2. Fees, instalments and payment

- 2.1 The total course fee is R7,900. The R900 booking fee is included in, and is not additional to, the total fee.
- 2.2 The instalment option is a payment arrangement and not a month-to-month subscription. Subject to the cancellation rights below and applicable law, selecting instalments does not limit the student's liability to instalments falling due before withdrawal.
- 2.3 Under the instalment option, the R900 booking fee is payable upfront, followed by R2,333.34 by 1 October 2026, R2333.34 by 1 November 2026 and R2333.34 by 1 December 2026. Payment must be made by EFT using the student's full name as the reference.
- 2.4 The final instalment must have cleared by 1 December 2026 and the full course fee must be paid before the final assessment may be submitted for marking or a result or certificate released.
- 2.5 The full course fee covers registration and administration, live classes, four module packs, assessment and marking, and the diploma or certificate where the student successfully meets all course requirements. The booking fee and instalments are payment stages only and do not represent the itemised values used when calculating a cancellation refund.
- 2.6 If payment is late, Pet Sense College may suspend access to classes, materials, marking, feedback and certification until the account is brought up to date. Suspension does not automatically cancel the enrolment or waive amounts properly due.
- 2.7 The student remains responsible for bank charges, failed-payment charges and reasonable recovery costs permitted by law. A payment arrangement or variation is valid only if confirmed in writing.

3. Cancellation and refunds

- 3.1 Cancellation must be submitted in writing to cbti@petsensecollege.co.za. The effective date is the date on which the written notice is received.
- 3.2 A refund request must be made within seven calendar days after the first module is dispatched or made available. After that period, no refund will ordinarily be given, except where required by applicable law or agreed in writing.
- 3.3 Where cancellation occurs within the seven-day period, the R1,390 registration fee is non-refundable. Each module pack or set of module notes already dispatched, released or made available is charged at R1,650 and is non-refundable. These amounts are cancellation and refund allocations and are separate from the booking fee and instalment amounts in the payment schedule. Reasonable bank and administration charges may also be deducted. Total deductions will not exceed the course fee, amounts paid or amounts otherwise lawfully recoverable, and mandatory consumer rights prevail.
- 3.4 The R900 booking fee is non-refundable to the extent permitted by law. It is separate from the R1,390 registration fee and the R1,650 allocation for each module already dispatched, released or made available.
- 3.5 If Pet Sense College cancels the course and does not offer a suitable replacement date or transfer accepted by the student, fees paid for the cancelled portion will be refunded. Pet Sense College is not responsible for indirect costs such as data, equipment, travel, loss of income or accommodation, except where liability cannot lawfully be excluded.

4. Course delivery and drip-fed access

- 4.1 Learning materials will be released progressively ("drip-fed") according to the course sequence. Students may not receive later modules early. This is intended to support guided learning, reflection and consolidation.
- 4.2 The week of 12 November 2026 is an assimilation week and no class is scheduled. Module 4 and consolidation take place on 19 November 2026. The assessment is due on 10 December 2026.

4.3 Access may depend on the student being in good standing, including payment compliance and appropriate conduct. Course access is for the registered student only; login details may not be shared.

4.4 Dates, facilitators, platforms and times may change where reasonably necessary. Students will receive reasonable notice where practicable. A minor change does not by itself entitle a student to a refund.

4.5 Live attendance and uninterrupted recordings are not guaranteed. If recordings are supplied, they remain course material governed by the intellectual-property clauses below.

5. Attendance, participation and practical work

5.1 Students must attend at least 90% of scheduled classes. A student who falls below this threshold without an acceptable medical certificate, employer's letter or other approved reason may be regarded as having withdrawn and may not be permitted to complete the course.

5.2 Virtual lessons cover course theory. The student is responsible for self-study and safe, appropriate practical practice. Students must comply with applicable animal-welfare, safety and professional standards.

5.3 Students are responsible for suitable internet access, data, a functional device, audio/video capability where required and a suitable learning environment. Technical problems should be reported promptly but do not automatically extend deadlines.

6. Assessment, deadlines and extensions

6.1 The assessment is due on 10 December 2026 in the format and by the submission time notified by the facilitator.

6.2 A written request for an extension of up to seven calendar days must normally be made before the deadline and must explain the reason. Approval is discretionary and must be confirmed in writing.

6.3 Unless an extension has been approved, late work may incur a deduction equal to 10% of the available mark for each calendar day late. Work more than five calendar days late may be treated as a non-submission, subject to applicable policy, fairness and law.

6.4 Students must retain proof of submission. A submission is not complete until it is received at the designated email address or platform.

6.5 Marks and feedback remain provisional until moderation, where applicable. A query or appeal must be submitted in writing within seven calendar days after results are released and must identify the specific assessment criterion disputed.

7. Academic integrity and use of AI

7.1 Assessments must be the student's own work. Plagiarism, unauthorised collaboration, fabricated evidence, impersonation or other dishonest conduct may result in a mark of zero, a resubmission requirement or removal from the course, following a fair review.

7.2 Generative AI tools may be used only where the facilitator has expressly permitted them and only within the stated limits. Any permitted AI assistance must be declared and appropriately acknowledged. Students remain responsible for accuracy, originality, confidentiality and all submitted content.

7.3 Pet Sense College may use reasonable methods to verify authorship and competence, including discussion, oral questioning or a practical demonstration. Automated AI-detection output will not, by itself, be treated as conclusive proof of misconduct.

8. Intellectual property and recordings

8.1 All manuals, module notes, slides, videos, webinars, recordings, assessments, templates, logos and other course materials remain protected by copyright and other intellectual-property rights.

8.2 Materials are licensed solely for the registered student's personal educational use. They may not be copied, shared, sold, uploaded, published, adapted, used to train an AI system or distributed in any form without prior written permission.

8.3 Students may not record, photograph or screen-capture classes or other participants without prior permission. Pet Sense College will notify students if it intends to record a session and will manage the recording in accordance with its privacy obligations.

9. Communication and conduct

9.1 WhatsApp may be used for class coordination. Joining a group will make the student's profile name and telephone number visible to other members. A student who does not wish to join should request email-only coordination.

9.2 Course, assessment and support questions must be emailed directly to the facilitator or designated course address. Important notices sent to the email address supplied by the student will be regarded as received in the ordinary course unless delivery fails.

9.3 Students must communicate respectfully and may not harass, discriminate against, threaten or disrupt facilitators or other students. Serious or repeated misconduct may result in removal after a fair process. Refunds, if any, remain subject to the cancellation clause and applicable law.

10. Privacy and personal information

10.1 Pet Sense College processes registration information to administer enrolment, payments, classes, support, assessment, moderation and certification; communicate about the course; meet legal obligations; and protect legitimate operational interests.

10.2 Necessary personal information may be shared with authorised facilitators and service providers, including Compass Education and Training for certificate preparation, and providers supporting communications, course platforms, storage, administration or payments. Only information reasonably necessary for the relevant purpose will be shared, subject to appropriate safeguards.

10.3 The student's name and surname may be used on the certificate. Information will be retained only for as long as reasonably necessary or legally required and will then be securely deleted or de-identified.

10.4 Students must not share personal information, images, case studies or recordings relating to clients, classmates or third parties unless they have a lawful basis and any necessary consent. Identifying information should be removed from assessments unless specifically required.

10.5 Privacy queries or requests to access or correct personal information may be directed to the Information/Compliance Officer, Celia Forsyth, through cbti@petsensecollege.co.za. Nothing in these terms limits rights under the Protection of Personal Information Act, 2013.

11. Certification and outcomes

11.1 A certificate is issued only if the student meets the attendance, payment, assessment and any practical requirements communicated for the course.

11.2 Enrolment does not guarantee a pass, certification, employment, income, professional registration or any particular business outcome. The student remains responsible for complying with laws and industry requirements applicable to their work.

12. General provisions

12.1 Neither party will be liable for delay or failure caused by events reasonably beyond its control, including serious illness, power or connectivity outages, platform failure, civil disruption or government action. The affected party must take reasonable steps to minimise disruption.

12.2 To the extent permitted by law, Pet Sense College is not liable for indirect or consequential loss. Nothing excludes liability that cannot lawfully be excluded, including rights under applicable consumer-protection legislation.

12.3 These terms, the registration details, payment schedule and written course information form the agreement. If a conflict arises, a specific written variation signed or confirmed by Pet Sense College prevails over a general term.

12.4 No failure to enforce a term is a waiver. If any provision is invalid or unenforceable, the remainder continues to apply. South African law governs the agreement.

12.5 A complaint should first be sent to cbti@petsensecollege.co.za so that Pet Sense College has a reasonable opportunity to resolve it. These terms do not prevent either party from using any remedy available under law.

ACCEPTANCE AND DECLARATION

Please sign only after reading the full document

- ☐ I declare that the registration information supplied is complete and accurate.
- ☐ I have read, understood and accept the course information, payment schedule and Terms and Conditions in this document.
- ☐ I understand that the instalment option is a payment plan and not a month-to-month subscription.
- ☐ I understand the progressive (“drip-feed”) release of materials, attendance requirement, assessment deadline and cancellation provisions.
- ☐ I consent to the processing of my personal information for the purposes described in clause 10, subject to applicable law.

Full name

ID / Passport number

Signature

Date

Place

Institution contact

Pet Sense College | cbti@petsensecollege.co.za | Information/Compliance Officer: Celia Forsyth 083 407 1316