

	LEARNER ENROLLMENT, TRANSFER AND CANCELLATION	Document Ref. No.: CMC-P&P-04	
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POLICY NAME	LEARNER ENROLLMENT, TRANSFER AND CANCELLATION		
REF. NO.	CMC-P&P-004		
ISSUE AND REVISION HISTORY			
Revision No.	Summary of changes	Author	Effective Date

POLICY & PROCEDURE

LEARNER ENROLLMENT, TRANSFER & CANCELLATION

MANAGEMENT APPROVAL			
Name	Designation	Date	Signature
Prepared By:			
Kanagaraj Gurusamy	Director	01-Jun-2024	
Approved By:			
Kannan Karuppiah	Managing Director	01-Jun-2024	

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1. Enrolment Policy

- All learners must complete the official registration form (Ref. CMC-FRM-001 Training Registration Form) and submit valid ID proof along with supporting documents if any before enrolment is confirmed.
- Enrolment is subject to meeting eligibility criteria, payment of applicable fees, and availability of seats.
- Confirmation of enrolment will be sent via email or SMS upon successful registration and fee payment.
- Learners agree to abide by the training centre's Code of Conduct (Refer Policy Ref. No. CMC=P&P-003 Code of Conduct and Ethical Standards) and all related academic and administrative policies.

2. Transfer Policy


- Learners may request a transfer to a different course date or batch at least 7 calendar days before the original course start date.
- Transfer requests must be submitted in writing via email to the admin team with justification.
- A maximum of one transfer per learner is permitted without additional charge.
- Additional transfers (if approved) will incur an administrative fee of INR 1,000 or 10% of the course fee, whichever is lower.
- Transfers are subject to seat availability and may be denied if capacity is full.

3. Cancellation Policy

- Cancellation requests must be made in writing via email and will only be processed during working hours (Monday to Friday, 9:00 am to 5:00 pm IST).
- Cancellations made:
 - More than 14 days before the course start date: Eligible for full refund minus administrative fee (see Refund section).
 - Between 7 and 14 days before the course start date: Eligible for 50% refund.
 - Less than 7 days before the course start date or once the course has started: No refund will be issued.
- Non-attendance without a formal cancellation notice will be treated as a "No-Show" and is non-refundable.

4. Refund Policy

- All eligible refunds will be processed within 21 working days of receiving the cancellation request, after verification and approval.
- Refunds will be made via the original mode of payment or via bank transfer to the learner's registered bank account.
- An administrative fee of INR 1,000 or 10% of the course fee, whichever is higher, will be deducted from all refunds.

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- Refunds are not applicable for:
 - Learners who fail to meet assessment requirements or are disqualified due to misconduct.
 - E-learning courses once login credentials have been shared.

5. Force Majeure

- Cognisphere Management and Consultancy reserves the right to cancel, reschedule, or postpone training due to unforeseen events including but not limited to natural disasters, public health emergencies, strikes, or government regulations.
- In such cases, learners will be offered a free transfer to the next available batch or a credit note valid for six months.
- Refunds in such cases will be subject to management discretion.

6. Learner Substitution

- A one-time substitution for a registered learner is allowed up to 3 days before course commencement, provided the replacement meets course eligibility criteria.
- Written requests and necessary documents must be submitted for approval.

7. Appeals and Disputes

- Learners may raise concerns or appeal enrolment-related decisions in writing to the Training Manager within 7 days of the incident.
- All appeals will be addressed fairly and confidentially within 10 working days.

Note: Cognisphere Management and Consultancy adheres to the ethical standards (Refer Policy Ref. No. CMC=P&P-003 Code of Conduct and Ethical Standards), data privacy, and learner protection guidelines in accordance with Indian laws and globally recognized training practices.

Approved By:



Kannan Karuppiyah, Managing Director



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