

SECO

INSTITUTE


INFORMATION SECURITY


IT-SECURITY


DATA PROTECTION


ETHICAL HACKING


SECURE SOFTWARE


BUSINESS CONTINUITY


CRISIS MANAGEMENT

Training terms & conditions

Contractual basis

The enrolment form and these Training terms & conditions together form the SECO-Institute Training Agreement (hereinafter referred to as “the Training Agreement”). The relationship between Customer and/or Participant and the SECO-Institute shall be governed by the Training Agreement, unless explicitly stated otherwise.

By signing the enrolment form, Customer (the party undertaking the obligation to pay the training fee) and Participant (the party enrolling for the training) confirm that they have read and accepted the terms and conditions of the Training Agreement.

The Training Agreement presumes that Customer and Participant have read and accepted the SECO-Institute’s privacy statement. All information provided by Customer and Participant will be kept confidential by the SECO-Institute, the SECO-Institute’s personnel, and the SECO-Institute’s trainers.

Enrolment

Participants can enrol for a SECO-Institute training by filling in and submitting the online enrolment form or by confirming acceptance of an offer. The Training Agreement takes effect as soon as the SECO-Institute confirms receipt of the enrolment form or confirms receipt of the acceptance of the offer. Participants (individual Customers) are entitled to cancel enrolment for a training within 14 days of the date of enrolment. The same cancellation period applies where Participant enrolls for a training that will be paid for by Participant’s company or employer. The right to withdraw within 14 days of the date of enrolment does not apply to business Customers.

If the number of enrolled Participants exceeds the maximum number of places available for the training, participation is determined on a first-come, first-served basis in accordance with the date of enrolment. Participants who are unable to attend the training on the original date due to class size limit will be contacted to discuss an alternative. Approximately two weeks before the training date, Participants receive an e-mail invitation with the date and time of training and directions to the training location.

The SECO-Institute reserves the right to cancel a training if deemed necessary. If a training is cancelled due to low enrolment, Participants will be offered a place on the next training. The SECO-Institute takes every effort to inform Participants of cancellations and alternative training dates as soon as possible.

If Participant is unable to attend the training on the alternative date suggested by the SECO-Institute, Participant may request cancellation free of charge.

Fees and payment

Training fees must be paid within 30 days of the invoice date or within the agreed payment terms. Non-attendance of a class or training does not release Customer from the obligation to pay the full training fee to the SECO-Institute.

If Customer fails to pay the training fee by the due date, Customer will be charged all costs incurred by late payment, including reminder charges and collection fees. If Customer fails to pay the training fee within the agreed terms, Customer will also be charged with an interest on the overdue sum from the due date until payment. In the event of continued non-payment, Customer's account will be turned over to a collection agency.

All training fees must be paid in advance prior to the start date of the training, unless alternative terms have been agreed with the SECO-Institute. Training fees may be paid in instalments if agreed with the SECO-Institute at the time of enrolment.

Cancellation by Customer

Cancellation by Customer is not possible if the training has been organised specifically at Customer's request for a group of participants established by Customer or on Customer's behalf.

All cancellations must be submitted in writing. The date of cancellation is the date on which the SECO-Institute receives the cancellation. For cancellations received 30 days before the start date of the training, Customer is charged 25% of the training fee. For cancellations received between 30 and 14 days before the start date, Customer is charged 50% of the training fee. For cancellations received 14 days or less before the start date, Customer is charged the full training fee.

Customer is entitled to replace a Participant with another Participant on a training if agreed with the SECO-Institute prior to the start date of the training, and if the Participant meets the applicable admission requirements. In such cases, no cancellation fee is charged.

In the event of no-show or early termination of the training by Participant, the full training fee is charged.

The parties' respective rights and obligations under the Training Agreement shall end upon dissolution of the Training Agreement.

Training materials and copyright

Training materials are provided to Participants who participate in a training, course, seminar or other event organised by or authorised by the SECO-Institute.

The (training) materials provided may not be stored, reproduced, adapted, translated, distributed or transmitted in any form or by any means, including photocopying, recording or other electronic or mechanical methods, without the prior written permission of the SECO-Institute. Use of the training materials in courses, classes, trainings and seminars and other forms of instruction and demonstration without explicit permission of the SECO-Institute is strictly forbidden.

Participants who attain a certificate, diploma or certificate of attendance issued by the SECO-Institute are entitled to use the training materials in their work. Participants in the possession of a SECO certificate are entitled to adapt (edit, re-structure, complete, etc.) the materials in order to enhance their practical usability in a specific work environment. However, Participants are not entitled to use the training materials to provide any form of education including courses, classes, trainings or presentations.

The SECO-Institute has made every effort to ensure the correctness of the information contained in the training materials, including additional support materials and handouts. However, the SECO-Institute cannot guarantee the accuracy or reliability of such information. Under no circumstances shall the SECO-Institute accept liability for any direct or indirect damage, loss or inconvenience arising from the use of the information or from decisions based on the information contained in the training materials.

Changes to the training programme

The SECO-Institute is committed to providing high-quality and up-to-date trainings. Improvement efforts may result in changes to an already published training curriculum. The SECO-Institute makes every effort to keep its website and publications up to date. However, the SECO-Institute cannot guarantee that all minor changes are immediately reflected on the website or in other publications. Eventual deviations from the published training programme are no ground for Customer to cancel a training or terminate the Training Agreement.

Online and hybrid training

The SECO-Institute uses online tools to make trainings available both live and online. This involves the use of digital cameras. The SECO-Institute strives to respect Participants' privacy preferences regarding the use of cameras. Participants who object to being shown on camera during a training shall notify the SECO-Institute before the start date of the training.

Participant conduct

Participants' progress and well-being are a key priority for the SECO-Institute. Participants are entitled to a training environment that enables them to achieve their personal and professional goals. Therefore, the SECO-Institute reserves the right and obligation to remove from a training any Participant whose conduct is alleged to impede the progress and goal attainment of the group as a whole.

Should concerns arise regarding a Participant's conduct, the SECO-Institute will assess the circumstances of the particular case to find a solution that satisfies both the group and the Participant whose conduct is questioned.

Final decisions in such situations are made by the SECO-Institute's Board of Directors.



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