



CUSTOMER OBLIGATION

CADD CENTRE TRAINING SERVICES Pvt Ltd

Registered office

No 25, Dr. Radhakrishnan Salai, Mylapore, Chennai- 600 004

Dear Customer,

Thank you for choosing CADD Centre as your preferred training partner.

We believe that well-informed customers are important to maintain high service quality and long term association. For this, we have elaborated various service areas for your reference and agreement before you register for a course with us. This customer obligation document, with terms and conditions will cover courses offered under CADD, Synergy, and Livewire brands.

We are confident that your learning experience with CADD Centre will be a pleasant and fruitful one.

Best Wishes to you.

CADD Centre Training Services

TERMS AND CONDITIONS

1 ADMISSION

- 1.1 The admission to various courses at CADD Centre is decided based on the eligibility criteria of the candidate and the details that are readily available with the Customer Service Executive of CADD Centre. You are expected to participate in the selection process/initial discussion and ensure that you have chosen the right course which matches your requirement.
- 1.2 The course suggested by the Customer Service Executive of CADD Centre is purely based on the information provided by you and it is important that you give all relevant information which helps the customer Service Executive to suggest the right course. It is your responsibility to ensure that you have the required knowledge to learn the suggested course.
- 1.3 Enrollment Agreement: The “Course Fee Receipt” is the Enrollment Agreement (hereinafter referred to as agreement and understanding between the CADD Centre and the customer in reference to all matters herein referred to, all previous discussions, promises, representations, and understandings relative thereto, if any, had between the parties hereto, being herein merged.)
- 1.4 Before completing the enrolment process, you are required to go through and understand the contents of the course, and the obligations stated in this document. A customer who has registered for a course is expected to have understood that information.
- 1.5 Validity of Admission: The validity of your admission is one year from the date of payment of your course fee in part/full or the last day of training of your course whichever comes first.
- 1.6 It is your responsibility to complete the course within the validity of admission even if you wish to take breaks in between the course. You are expected to plan the break duration making sure that you will not exceed the admission validity as mentioned in point (1.5).
- 1.7 CADD Centre will not be able to provide any services to the customer beyond the period of validity. The student is expected to collect their certificates within the validity period, failing which CADD Centre will not be able to provide those.

2 STUDENT IDENTIFICATION NUMBER

- 2.1 The “Student Identification Number” is one of the most important data which need to be maintained by you. This is generated through CADD Centre website (www.caddcentre.com) preferably on the day of your course enrollment at the center.
- 2.2 You should provide your valid email ID during online registration. The Email ID entered during online registration should be correct and valid.
- 2.3 Even if you don’t have an email ID, you are expected to create one for the purpose of student ID registration. You may get the required help from the customer service executive of CADD Centre, in case you are not familiar with the procedure.
- 2.4 You should check and validate your registration by clicking on the link sent to your Email ID.
- 2.5 You should keep the email communication sent by CADD Centre Corporate office for your future reference and provide the student ID to the respective center.
- 2.6 This email contains the information about the deliverables to you as a part of the course. This document is to make you aware of the eligible services and deliverables you should be getting as a part of the course.
- 2.7 You are expected to contact the center or write to care@caddcentre.com in case you have not received the email within 24 hours from the time of student ID entry through the website. You are expected to check even the “junk folder” to make sure that you have not missed the email from corporate office.
- 2.8 The student ID is used for future reference between you and CADD Centre, and it is a unique facility brought in by CADD Centre on the best interest of its valued customers.

3 CURRICULUM

- 3.1 The various courses offered by CADD Centre are designed to improve the skill set of individuals seeking their career growth.
- 3.2 You are expected to be clear about the course objective, content and other obligations from the respective customer service executive before taking admission.
- 3.3 In its endeavor to offer the latest curriculum to you, CADD Centre keeps pace with emerging technologies and changing requirements of the industry and updates its course contents from time to time. You are expected to accept those changes at any point in time.
- 3.4 Selected courses are available at selected centers. You are expected to confirm that the selected center is equipped to offer a particular course.
- 3.5 CADD Centre follows a standard methodology and curriculum in all centers. The selection of CADD Centre for your course is purely based on your personal judgment and comfort.
- 3.6 It is important for you to confirm that the center you have selected is an authorized training center of CADD Centre by going through our website www.caddcentre.com.

- 3.7 You are eligible to receive a day-wise curriculum course from the center in the start of the course which can be cross-checked with the course description in www.caddcentre.com site, in case required.

4 COURSE FEES

- 4.1 The course fee is payable by Cash/ At Par Cheques/ Demand drafts/online payment gateway. Outstation cheques are not accepted. Credit/Debit card payments are accepted in selected centers based on the facility available.
- 4.2 If a payment is made by cheque and the same is dishonored by the bank, incidental charges of Rs: 500/- along with the charges of the bank will be collected from the customer. Cash or DD will only be accepted from those customers for any future payments.
- 4.3 You are required to collect a receipt in your name for every payment you make with details like course fee, service tax, course title etc.
- 4.4 Course fee receipts should be maintained by you for any future reference till you procure your course completion certificate from CADD Centre.
- 4.5 It is important that you confirm the course fee mentioned in the receipt and amount paid are the same. Even if you receive a discount from the center, the discounted amount only should be mentioned in the receipt for the future purpose.
- 4.6 Any dispute arising between the holder of this receipt and the franchisee who issues this receipt shall be deemed to have arisen in the state where the franchisee functions and is subject to the court jurisdiction of the place where the franchisee center is located; it is to be resolved between the holder of the receipt and the franchisee only. CADD Centre Training Services Private Limited with its corporate office in Chennai will not take liability for any such disputes and will not be made party to it. The holder of the receipt confirms and commits that CADD Centre Training Services Private Limited with its Corporate office in Chennai does not have any legal obligation towards the student, the course and the service offering.
- 4.7 You shall have an option of paying the fees in Lump sum or in installments as agreed up on at the time of admission.
- 4.8 In case of Installment payments, you are given a payment plan for of the balance amount. You are required to make these payments as per the plan. This payment plan may be revised if you change the batch or alter the pace of the program.
- 4.9 At the time of registration, you are expected to collect the Annexure (installment pattern) containing the details. You are expected to maintain and produce this as and when requested by the concerned person of CADD Centre.
- 4.10 You should make the installment payment as per the schedule agreed at the time of admission. Failing which, an additional 2 working days will be provided without late payment charges. From 3rd working day of the default of the installment due date, you will be charged a late fee of Rs:250/- per day till 10th working day. On the 11th working day, the registration for the course automatically gets cancelled and you will not be given any further service or refund by CADD Centre.

5 TRANSFER

- 5.1 CADD Centre provides transfer facility to you based on certain conditions. The transfer of course is between the centers is permitted based on the reason cited by you and which has been found genuine by CADD Centre.
- 5.2 The transfer of course between centers is not permitted if both centers are in the same city/town.
- 5.3 Transfer is not applicable for discounted courses in a normal case. However, this can be provided if the customer is ready to pay the balance amount to the transferred center; as per the amount indicated by the center.
- 5.4 Students joining through any special scheme like CADD Quest, Creative Quest, CADD Proficiency Test, Inaugural Discount or any scheme classified as a 'special scheme' cannot avail the transfer facility to another center or another course later.
- 5.5 As the course fee changes between the cities (Metro/Non-metro/Super-metro), the transfer can be provided only to the customers who are ready to pay the difference of amount to the transferred center.
- 5.6 You can get transfer to a center only if the destination center is equipped to offer that course and have a batch during that time. The student should wait for the batch commencement as per their training calendar.
- 5.7 You should complete the transfer formalities with first center before you take a break in the course and approach the destination center.

6 BREAK IN BETWEEN THE COURSE

- 6.1 Customers who wish to take a break must give in writing to the respective center head, along with the signature of the instructor.
- 6.2 Permission allowed for a break is purely the center's decision based on the reason cited by you.
- 6.3 A break of more than 60 days is not allowed during a course either continuously or in parts. The maximum number of breaks permitted within a single course is only 2.
- 6.4 You need to pay an amount of Rs:1000/- towards administrative expenses as and when you avail a break in between the course.
- 6.5 You will not be given permission to attend the classes or use lab facility during break.
- 6.6 You should give in writing at least 15 days prior that you are ready to join the course, and the center will confirm the date and timings for the balance classes. The batch timings and start date of rejoining is purely based on the availability at the center. Even though CADD Centre makes the best efforts, you cannot expect the same time slot or faculty when you rejoin the course after a break.

- 6.7 Once the center confirms the rejoining batch details and if you did not turn up for the batch, then it will be considered that you have discontinued from the course and no further service or refund will be provided.
- 6.8 CADD Centre will not be able to guarantee the same course, combinations, duration, version or title when a candidate is rejoining after the break. This is due to the time-to-time changes made on curriculum as per industry requirements. You should be ready to choose the available courses and prepared to pay additional amount (if required) based on the new course.
- 6.9 If you are absent for some classes without a break letter and approval, there will not be any make up classes provided for the same. You need to cover up those portions by yourself, doing additional practice booking extra lab hours.
- 6.10 The extra lab hours are allotted purely based on the availability of the systems and software at the center. CADD Centre will not be able to guarantee lab assistance during extra lab practice.
- 6.11 Customer who wishes to change the batch timings should give the request in writing and pay an administrative expense of Rs.500 to avail this facility.

7 METHODOLOGY

- 7.1 The medium of instruction is English for all courses, unless otherwise mutually agreed at the time of admission.
- 7.2 CADD Centre shall fix a schedule for theory and practical and you should adhere to the same. CADD Centre shall not be responsible for any change, postponement or cancellation of theory and practical sessions for reasons which are beyond their control.
- 7.3 You're continuing and participative interest in the education and allied processes is mandatory for fulfilling the course objectives and satisfactory completion of course.
- 7.4 You are expected to maintain 100% attendance for all sessions scheduled to get the full benefit of the course. However, in unavoidable circumstances, you can obtain prior approval for being absent and it will be incumbent on you to make up the missed session in the interest of continuity.
- 7.5 Project work as a part of the course should be completed in the course itself. If extra time is required for the same can be booked in advance based on the availability of the software and PCs in the center.
- 7.6 If you are absent for more than 3 sessions without information will be considered as "discontinued" from your course. CADD Centre will not be responsible for providing any additional service or refund of the course fee in these cases.

8 CERTIFICATION

- 8.1 CADD Centre issues a “Course Completion Certificate” for its courses on successful completion of the course.
- 8.2 The certificate processing will be done only after completion of the course.
- 8.3 The feedback forms provided in each courseware must be filled with by you and returned to the customer service executive of the center at the end of every module. This is mandatory to process the certificate for the course.
- 8.4 The feedback forms are mandatory documents for processing certificate. It is important that you retain, fill and return the same to the customer service executive of CADD Centre without fail.
- 8.5 The feedback written in the feedback form will not affect the certificate processing in any way. i.e., you are expected to provide your frank feedback to help CADD Centre improve its service offerings.
- 8.6 The Quality Assurance department checks the feedback on the training before the certificate is processed. You are expected to provide frank opinions about the course and deliverables received. This process is not linked with certificate delivery you; it is designed to protect the interest of its valued customers all the time.
- 8.7 You are expected to be in touch with the Centre where you have completed the course for collecting your certificates.
- 8.8 The approximate duration for certificate processing is 60 days from the date of completion of course in all aspects. You may choose to procure a provisional certificate from the Centre in case you would like to produce the course completion proof for any immediate assignments.
- 8.9 CADD Centre Corporate office will not take any responsibility to process the certificate before the above-mentioned duration of 60 days (refer 8.8).
- 8.10 You need to collect your course completion certificate within 90 days from the date of course completion. CADD Centre will not be responsible for the certificate if you don't turn up collecting the certificate within the above-mentioned period.
- 8.11 The customer who has joined for “Customized” and “Overview” courses will receive a certificate carrying the first part. The skill set part will not be available as it is a customized curriculum agreed between Centre and the customer.

9 CERTIFICATION VERIFICATION

- 9.1 CADD Centre offers Certificate Verification, an online facility, for customers to confirm their successful completion of their courses. Students who have a valid Student ID, can verify their certificates online, after completing their courses as per standard software combinations.
- 9.2 Certificate Verification also assures customers that the certificate they have received from any of the franchisees of the CADD Centre network is authentic.
- 9.3 This facility is available for the customers who have enrolled for courses on or after April 2008.
- 9.4 Customers who have completed a customized/overview course will not be able to check their course details using this facility, as it is specially designed for them.
- 9.5 Certificate Verification is available only for the customers of CADD Centre and not for its divisions like Dreamzone - School of Creative Studies, Livewire and Synergy - School of Business Skills.
- 9.6 In any other cases, if customers cannot verify their certificates online, they can write to care@caddcentre.com for further assistance.

10 COURSEWARE

- 10.1 CADD Centre provides its proprietary courseware to all customers as a part of their course.
- 10.2 The courseware cost is included in the course fee paid by the customers. It is a ready reference guide for the future and advance learning.
- 10.3 Courseware once issued is not returnable / replaceable. The customer is expected to verify the courseware at the time of delivery itself.
- 10.4 The customer is eligible to receive the respective courseware on the first day of the training. However, the customer should have paid the fees as per the payment pattern agreed by the Centre.
- 10.5 Students are expected to confirm the authenticity of the courseware when they collect it from the Centre.
- 10.6 CADD Centre courseware is protected under copyright; and reproducing it in any form or by means is illegal.

11 PLACEMENT ASSISTANCE

- 11.1 The placement assistance offered by CADD Centre is to provide additional support to you in getting employment.
- 11.2 CADD Centre will be able to provide the information about various openings available, and it is left to you to perform well in the subsequent test and interviews in acquiring the job.

- 11.3 CADD Centre does not take the responsibility of getting placement for its students as a part of their course.

12 CANCELLATION OF ADMISSION

- 12.1 It is expected that customers to adhere to the norms of discipline and decorum within the premises. Non – adherence to these norms may lead to admission being cancelled and may further result in being barred from attending any program at any of the CADD Centre networks.
- 12.2 Failure to display continuing and participative interest in education and allied services by the customers may also lead to cancellation of admission.
- 12.3 If the customer fails to complete the course within 1 year of the date of commencement of registration the admission stands cancelled.
- 12.4 If the customer fails to pay the course fee as per the installment pattern provided the admission stands cancelled.
- 12.5 In any case of admission cancellation, the customer will not be provided with a refund of the course fee.

13 SECURITY

- 13.1 Security personnel are optional for CADD Centre. It has been decided based on the requirement of each operating location.
- 13.2 All customers should report in the security desk while entering and leaving the CADD Centre premises.
- 13.3 The Security personnel available at the security desk are from a registered Security Guard company and are employed by CADD Centre with security check purpose. CADD Centre expects every customer to cooperate with security personnel to perform their duties.
- 13.4 The customer's bag will be checked while entering and leaving the CADD Centre premises. The students' ID card will be asked to display for entry into the premises.
- 13.5 If you bring any electronic equipment inside CADD Centre, it should be reported at the security table and should have a gate pass for the same.

14 REFUNDS

- 14.1 The course fee once paid by a customer cannot be returned under any circumstances.
- 14.2 In case the customer couldn't start the training due to some unavoidable situations, he/she can transfer the course to another person, provided the new person satisfies the eligibility criteria for the course. This is possible only if the course has not started for the first person.
- 14.3 Transferring the course to another person requires documentations from both individuals in the prescribed format suggested by respective CADD Centre.

15 COMMUNICATION

- 15.1 Any relevant information pertaining to the course will be communicated to the customers by the customer service executives. The customer should ensure that he/she consults the respective CADD Centre staff for regular updates or information.
- 15.2 The customer must ensure that he accesses the customer noticeboard on regular basis.
- 15.3 CADD Centre shall not be responsible for maintaining a customer record beyond 3 months from the date of completion of course.
- 15.4 The customer needs to update CADD Centre regarding any change of contact details from time to time. CADD Centre will not be responsible for any communication gap due to the incorrect contact details of the customer.

16 GUIDELINES TO BE FOLLOWED INSIDE CADD CENTRE PREMISES

- 16.1 Customer should make entry in the time in /time out register at the security desk.
- 16.2 Customer should make entry in the lab register when using the facility.
- 16.3 Customer should sign on to the attendance register regularly.
- 16.4 Customer should carry workbook for practice regularly.
- 16.5 Mobile phone should be kept silent inside CADD Centre premises; preferably switched off during theory classes.
- 16.6 Customers are not expected to do anything which makes the premises of the Centre untidy.
- 16.7 Customer need not pay any parking charges to CADD Centre or its representatives.
- 16.8 Admissions to certain areas of the Centre are restricted to customers and are expected to abide by that.
- 16.9 Any kind of food or beverages are allowed in the classroom and labs of the Centre.
- 16.10 The faculty who is handling theory session need not be available for practical. The lab support will be provided by some other knowledgeable staff.
- 16.11 Customers are expected to maintain the academic atmosphere by not disturbing other customers being trained at the Centre.
- 16.12 CADD Centre does not take responsibility for the loss of personal property or loss resulting from theft, fire or any other accidents when you are in our premises.
- 16.13 The personal data of customer is used for the purpose of enrollment course, market research and to send regular updates on offerings. This data will be used for further communication with you.

17 CHANGE AND COMPLIANCE WITH THE CODE OF CONDUCT

- 17.1 The management reserves the right to change, delete, amend, or modify its rules, regulations and/or schedules, which will be binding on the customers.
- 17.2 Customers are liable to be dismissed/ suspended at the discretion of the management, if any of the terms of this CODE OF CONDUCT are violated, either in letter or in spirit.
- 17.3 CADD Centre Training Services Pvt. Ltd reserves its right to change the name / nomenclature of its any division or any of its course(s), and the customer agrees not to object to the same and not hold CADD Centre in any manner responsible/liable for the consequences, if any, arising there from.

18 GENERAL

- 18.1 This agreement is between CADD Centre and the customer and is for the benefit of CADD Centre and the customer only. No right or liability shall accrue to any person other than the CADD Centre and the customer under this agreement.
- 18.2 **Force Majeure:** CADD Centre accepts no liability for delay or non-fulfillment of any term of the contract caused by force majeure or by any industrial dispute, default by any sub-contractor, strike, accident, fire scarcity of material or labor, flood, riot, terrorism or any cause not directly within its control.
- 18.3 **Limitation of Liability:** The liability of the CADD Centre towards the customers is limited only to the extent of the fee paid by them. To clarify further, the CADD Centre shall not be liable to the customers for punitive exemplary, special, indirect, or consequential damages, including, without limitation, lost profits.

Any dispute arising between you and the CADD Centre franchise has to be resolved between the same parties. CADD Centre Training Services Private Limited with its corporate office in Chennai will not take liability for any such disputes and shall not be made party to it in any form.