

TRAINING AGREEMENT

Interswitch Skillbase offers a broad spectrum of training programmes on **Digital Payments, Technology, Transformation, Data Analytics, Customer Experience Management, Product Innovation, Security, Compliance & Risk Management.**

Registration and attendance of course programme(s) are confirmed by a **completed training agreement** and **full payment** at least 10 working days before course commencement, unless otherwise agreed.

Please send the completed and signed Training Agreement to skill_base@interswitchng.com

Training will be confirmed only on:

- Training Agreement being signed by the parties, and
- The proposed minimum number of attendees is reached.

COURSE AGREEMENT

Please indicate the required Course Title and Organization **(PLEASE MAKE A COPY IF MORE THAN ONE COURSE)**

| | |
|-----------------------------|--|
| Title of Training | |
| Name of Organization | |

Training fees for the course(s) are agreed as follows: _____ Per Participant.

PARTICIPANT NOMINATION

Please indicate the required Participants, Respective Roles, Division & Contact Details **(Please make a copy if more trainees)**

| S/N | Participant Name | Key Role | Division | Email |
|-----|------------------|----------|----------|-------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
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| 10 | | | | |

We, _____

(The company name) understand that the onus is on us to ensure that we are fully informed as to:

- who the target audience for each course is,
- what our expectations of the course can be.
- Mode of delivery for each course.
- There are not more trainees than the agreed number with Interswitch Skillbase.
- Should nominated trainees be unavailable to attend due to resignation, other trainees be nominated to replace them.
- The trainees were briefed on the course's purpose in view of their job description.
- The trainees are free to concentrate on the course and are not expected to do other company work/complete other projects during the course.
- Trainees refrain from copying, reproducing, creating derivative works, publishing or further distributing training materials provided by Interswitch Skillbase.

RESPONSIBILITIES OF INTERSWITCH LIMITED (INTERSWITCH SKILLBASE)

It is the responsibility of **Interswitch Skillbase** to ensure that

- The venue:
 - For physical training, the trainees should be provided with information on the training venue on the day before training commences.
- The necessary equipment:
 - For technical courses, the training computers have all the prescribed software installed (as specified in the Software and Hardware Requirements document) as trainees will not be able to do the programming exercises without the correct environment.
- Meals for the trainer & trainees are provided during the training programme:
 - Tea and lunch
- Review and accept a completed training agreement and provide invoicing on the communicated course.
- Provide certificates of completion to participants who have completed all training requirements.

INTERSWITCH SKILLBASE TRAINING TERMS AND CONDITIONS

Please carefully review the terms outlined below before enrolling for any courses or utilizing the Service. You acknowledge and agree to comply with all the Terms and Conditions detailed in this agreement. Please note that this Agreement, Terms and Conditions content is binding and is not subject to any varying terms or conditions, unless as provided by Interswitch subsequently upon notice to the users on the Platform.

1. Payment Terms

- 1.1. Clients are required to pay **100% of the training fees** before the training date when an invoice has been issued.
- 1.2. For issued Purchase Orders (POs), clients must pay **100% of the training fees before** the training date when an invoice has been issued.
- 1.3. Course fees are exclusive of Value Added Tax (VAT) and cover training costs **ONLY**. Any additional expenses will be communicated separately.
- 1.4. Failure to pay 100% of the training fee will automatically disqualify the client or Participant from participating in the training.
- 1.5. For payments based on issued POs, failure to settle the fee **before** the training date will attract a **1% daily penalty**.
- 1.6. Any required additional expenses will be communicated to clients for agreement before proceeding.

2. Changes to Course Date or Location

- 2.1. Clients or Participants may reschedule their chosen course up to **5 working days** before the course start date at no charge.
- 2.2. Changes requested within **less than 5 working days** before the course will incur a fee of **30% of the course cost**.
- 2.3. If the course booking includes a promotional discount, rescheduling the course outside the promotional period will result in the client paying the difference between the discounted and full course price.

3. Missed Training Days

- 3.1. If a Participant misses any day of the course for any reason, they may attend the missed days on a future date for a fee of **20% of training cost**, subject to availability.

4. Cancellations

- 4.1. Cancellations made **out with 14 days (about 2 weeks)** of the original course start date will incur a cancellation fee of **30% of the total booking cost**.
- 4.2. Cancellations made **within 14 days, but more than 5 days** before the course start date will incur a **60% cancellation fee**.
- 4.3. Cancellations made **5 days or fewer** before the course start date will not qualify for any refund, and all unpaid fees will remain payable.

5. Transportation and Accommodation

- 5.1. Transportation, accommodation, and other related costs are **not included** in the course fee.
- 5.2. Limited refreshments, including tea, coffee, water, and lunch, are provided during the course unless otherwise stated. Clients are responsible for all other related expenses except if captured in the training budget and agreed upon.

6. Course Cancellation or Postponement by Interswitch Skillbase

- 6.1. Interswitch Skillbase reserves the right to cancel or postpone a course if there are insufficient Participants to run it effectively. In such cases:
 - For onsite courses, affected clients will be notified at least **10 working days prior** to the planned start date.
 - For live virtual courses, affected clients will be notified at least **5 days prior** to the planned start date.
- 6.2. Participants may choose to transfer to another course or receive a **full refund of any fees paid**. However, no liability will be accepted for travel or accommodation expenses.
- 6.3. In the event of unforeseen circumstances such as trainer illness or emergencies, Interswitch Skillbase will endeavour to provide an alternative trainer. If this is not possible, the course may be rescheduled or cancelled and affected participants will be refunded fully, but no liability shall be taken for travel or accommodation costs.

7. Pricing and Service Changes

- 7.1. Interswitch Skillbase reserves the right to change prices, services, or other details on its website or via notice to the Client at any time.

8. Liability and Force Majeure

- 8.1. Interswitch Skillbase will not accept liability for any loss or additional expense caused by delays or interruptions in travel services, weather conditions, civil disturbances, sickness, or other **force majeure events** such as pandemics or government restrictions. Such losses or expenses are the client's responsibility.
- 8.2. Interswitch Skillbase does not accept responsibility or liability for death, bodily injury, or illness caused to the client or any other person included in the training agreement. Any claims shall be subject to **Nigerian law**, and all proceedings shall fall under the jurisdiction of **Nigerian courts**.
- 8.3. Interswitch Skillbase shall not be liable for any special, indirect, incidental, punitive, or consequential damages even if Interswitch Skillbase has been advised of the possibility of such damages.
- 8.4. Notwithstanding any other provision of this Terms, the aggregate liability of Interswitch Skillbase for default resulting in loss to the Client whether under contract law, tort law, warranty or otherwise shall in no event exceed the training fees that has accrued to Interswitch Skillbase from the Client on the relevant Purchase order pursuant to these terms. This limitation of liability shall apply irrespective of claims.

9. Grievance Resolution

- 9.1. Any perceived failure in the performance of this contract must be communicated to Interswitch Skillbase **immediately**. Clients must give Interswitch Skillbase the time and opportunity to provide a satisfactory resolution.
- 9.2. Grievances will be addressed within **7 business days** of receiving the complaint.

10. Pre-course Materials

- 10.1. Any pre-course materials ordered more than two weeks before the course will be delivered to the address specified at the time of booking, unless otherwise agreed.
- 10.2. All orders are subject to postage fees. Interswitch Skillbase is not responsible for any customs fees or delays during delivery.
- 10.3. Defective materials may be returned for a replacement or refund, subject to inspection.

11. Data Privacy

- 11.1. Interswitch Skillbase complies with **Nigerian Data Protection Regulation (NDPR)** and global data privacy standards. Client data will only be used for registration, training delivery, and related communications.
- 11.2. Clients may request to access, update, or delete their data at any time by contacting Interswitch Skillbase via email; skill_base@interswitchgroup.com

12. Acceptance of Terms

- 12.1. By ticking the relevant boxes and signing the Training Agreement, you confirm acceptance of these Terms and Conditions.
- 12.2. The person signing the Training Agreement does so on behalf of the Client or Participant(s) listed within, ensuring all are bound by these Terms and Conditions.
- 12.3. Digital signatures and email confirmations are recognized as legally binding acceptance of these Terms and Conditions.

We understand that it is also our responsibility to ensure that we

(Tick to indicate acceptance)

- Notify Interswitch Skillbase of any participant who will not be available to attend training within the stipulated timeline as specified in the training terms and conditions below.
- Notify Interswitch Skillbase via email, **skill_base@interswitchng.com**, if we wish to move training dates. This should be done not less than 5 working days before course start date.
- Notify Interswitch Skillbase via email, **skill_base@interswitchng.com**, if we wish to cancel training. This should be done at least 14 days (about 2 weeks) in advance before training dates
- I accept that by signing this agreement we are liable and agree to be bound by the agreements specified in the Agreement and terms and conditions above.***

SIGNED BY THE AUTHORISED REPRESENTATIVE OF _____

| | |
|-------------|-------------|
| Name: | Name: |
| Position: | Position: |
| Department: | Department: |
| Signature: | Signature: |
| Date: | Date: |

SIGNED BY THE AUTHORISED REPRESENTATIVE OF INTERSWITCH LIMITED

| | |
|-------------|-------------|
| Name: | Name: |
| Position: | Position: |
| Department: | Department: |
| Signature: | Signature: |
| Date: | Date: |