

POLICIES

1. EDUCATIONAL STANDARD POLICY

To ensure a high educational standard, the Training Institution commits to the following:

- Ensure that the website of the Training Institution is user-friendly and contains all the information that is required by a participant or learner.
- All information about the courses, including Learning Objectives, Content Outline, Duration, Frequency, Fees, Payment Modalities, and Refund Policy shall be explicitly specified in the brochures of the courses/ programmes.
- A copy of the Scope of Practice and Code of Conduct will be available on the website of the Training Institution.
- Effective Marketing Strategies

2. FEES REFUND POLICY

A full refund of 100% of the course fees will be given only if a refund request is submitted to the Training Institution in writing at least 2 working days prior to the start of the course/ programme. If the Training Institution elects not to run a course / programme for any reason, the participants will be notified in writing and a full refund will be made by cheque or Internet Banking.

Fee Refund Procedure

A full refund of 100% of the course fees will be made by the Training Institution upon receiving a written request/email at least 2 working days prior to the start of the course/ programme.

The participant should address the written request/email to the Director of Studies, using the following email address: info@ihwschool.com.

3. NO SMOKING POLICY

Smoking and use of tobacco are not allowed in the training room or in any location or venue where the training is taking place.

4. LOSS OF CERTIFICATE POLICY

An Original Certificate may only be issued once; hence upon loss of the Original certificate, a Certified Copy may be issued by the Training Institution.

5. ANTI-HARASSMENT AND MISCONDUCT POLICY (PART OF THE CODE OF CONDUCT)

The Training Institution prohibits the conduct outlined below:

- Harassment of any person based on age, gender, gender identity, sexual orientation, race, ethnicity, culture, natural origin, religion, personal appearance, physical or mental ability, socioeconomic status, marital status, political activities or affiliation or any other basis proscribed by local, national and federal laws and regulations of Mauritius.
- Harassment of any person, either in-person or through online medium, such as trolling, stalking, using hate speech, threatening, intimidating, falsely accusing, reporting of false grievances, manipulating or otherwise harassing in any form or manner.
- Sexual Harassment/ Misconduct of any person. Sexual Misconduct is any unwelcome conduct of a sexual nature either physical or verbal in nature.
- Retaliation against any person who reports any instances of harassment.