

Training Rules

1. You need to report for training to your designated training room by 8am latest.
2. If you are going to be late you need to ensure that you communicate with Talksure Training dept before 8:00 AM either by text message, whatsapp or via phone call.
3. You need to have a valid reason as to why you are late and by what time you anticipate you will be reporting for training.
4. If you are late more than twice for the training, or by more than 20 minutes on any instance, you will receive a record of conversation to document the discussion of your late coming and on the next instance we will unfortunately have to exit as per company policy.
5. If you are going to be absent you will need to provide validating documents for your absence. (medical certificates for yourself or child, municipal reference numbers, police incident reports / case numbers)
6. Absence is judged on a case-by-case basis; however, the trainer will automatically exit you from training if absence is not validated or exceeds a day.
7. Failure to communicate absence and validate with documentation will result in an exit.
8. If you are absent more than one day even with validating documents, we would have to exit you, and we may realign you with the new group because you have missed too much content for you to catch up on. – this is not a guarantee and is decided on a case-by-case basis by the Training Manager.
9. There is no charging of cell phones in the training rooms.
10. Internet usage is monitored so is the dialler – there are no personal calls or non-work-related internet usage allowed.
11. There will be no time off training allocated to gather documents, such as bank statements, tax numbers, matric certificates, ID copies, SAPS clearance certificates etc. these need to be collected and handed in prior to training or during lunch breaks.

