

ATOL Mentoring Program

SPECIAL TERMS AND CONDITIONS

1. THE MEMBERSHIP

The Auditor Training Online (ATOL) Mentoring Program (hereafter referred to as AMP) is designed to coach and mentor professionals (hereafter referred to as 'members' or the 'member') through the process of developing and maintaining a management system and/or the principles and processes of auditing or consulting.

This can be for a single Standard or more than one Standard (an integrated management system).

The membership is delivered by virtual, remote and online platforms only.

These Terms and Conditions are in addition to the ATOL General Terms and Conditions; and apply worldwide across all territories, geographical and legal.

2. DELIVERY OF THE MEMBERSHIP

AMP is a coaching, mentoring and support program delivered by ATOL, designed as a subscription model paid by direct debit.

There are no lock-in contracts so, therefore, no locked-in timeframes for renewal.

3. WHAT THE MEMBERSHIP COVERS AND INCLUDES

We bring all of the following together so that members have a complete experience and exposure to learning:

- a) Online weekly group training with Q&As
- b) Closed Facebook Group support
 - Access throughout active and current subscription payments
 - We support you in implementing, maintaining and improving your ISO management system. This involves support with documentation, planning, internal audit, feedback through to certification if required.
 - We support you to understand the principles and processes of conducting audits.
 - We support you to understand the principles and processes of consulting.

4. WHAT THE MEMBERSHIP DOES NOT COVER

- AMP **is not** a program that will have ATOL implementing and managing your management system.
- AMP **is not** a program that will have ATOL conducting audits for your business.
- AMP **does not** include one-on-one sessions or site visits, this is a group program, delivered via remote interaction to encourage shared learning.
- AMP **does not** include copies of the ISO Standards. These will need to be purchased separately.
- AMP **does not** provide certification to your business nor does it guarantee certification.

- AMP **does not** guarantee job placement as an employee or self-employed.
- AMP **does not** guarantee specific remuneration or monetary gain.

5. FREE TRIAL PERIOD/S

5.1. STANDALONE PURCHASE

When the program is purchased independently of any eligible course purchases (*Section 5.2*) a one-month free trial is included in all subscriptions.

Paid subscription will commence via direct debit as per *Section 6 Payment Arrangement*.

5.2. COURSE BONUS INCLUSION OFFER

Eligible enrolments will be offered three (3) months of free access to the ATOL Mentoring Program (AMP).

Redemption of this offer is through email opt-in following payment and enrolment confirmation.

This three-month trial includes and **is not** in addition to the standard one-month free trial already included within AMP (*Section 5.1*).

After the three (3) months, the paid subscription will commence via direct debit as per *Section 6 Payment Arrangement*.

Offer applies **only** to selected Internal & External Auditor courses **not** listed in the below exclusions:

- a) Offer **does not** apply to:
 - i. HACCP courses
 - ii. Professional Development courses, including 'Understanding' courses
 - iii. Bridging/Upgrade courses
 - iv. Applications for Skills Recognition (RPL, RCC, or Credit Transfer)
 - v. Products and Programs such as (Qudos) System Toolkits

Course bonus inclusion offer commences in conjunction with the AMP launch and will not be applied retrospectively to enrolments made prior to the program launch date.

6. PAYMENT ARRANGEMENT

The first direct debit is not charged until after the free trial period has concluded.

6.1. PAYMENT METHOD

Payment is to be made monthly in advance by subscription direct-debit arrangements.

6.2. PAYMENT DEFAULTS

If the member defaults on the payment subscription, they will be given a grace period of three (3) days to make good on the payment.

If, however, failure to bring the payment back into line within that time, then their subscription to the program will be put on

hold and their access to the online program revoked until payment is made and brought up-to-date and out of arrears.

The participant will no longer be eligible for mentoring or Facebook Group access until payments are restarted.

6.3. REFUND POLICY

No refunds will be given on payments at any stage during the buying and participation process, regardless of the members' efforts, program content, results, breaks or change of mind.

6.4. CANCELLATION

The subscription can be cancelled at any time by contacting support@auditortrainingonline.com. The member will continue to have access up until the date that has been paid in advance. Cancellation requests will be actioned within five (5) working days.

7. WHO CAN PARTICIPATE IN THE MEMBERSHIP?

AMP is open to individuals, small business owners, sole traders and corporate organizations.

Full membership participation is restricted to individual members who have paid through an agreed payment arrangement for the membership.

The AMP is available to both new and existing ATOL Customers & Clients.

8. RESULTS

ATOL cannot guarantee any results, contracts or earnings from the membership as it is dependent on the ability, participation and commitment of the member.

The mentoring is largely self-directed and as such, progress is driven by the participant's efforts and willingness to try new things.

The outcome for each member is solely up to themselves, though ATOL will provide every effort to support and provide help for the members' success.

9. COMMUNICATION POLICY

Whatever is happening for you, you must communicate with us in writing, so we can support you in the most appropriate way.

Any agreements outside of these conditions will only be valid if ATOL has received and agreed to them in writing to the participant via email.

10. PRIVACY

It is essential that the members respect the privacy and personal information of all other participants and facilitators, especially in regard to anything that is posted on any of the ATOL sites, private Facebook Groups or mentioned during the group Q&A sessions.

The ATOL [Privacy Policy](#) continues to apply to the ATOL Mentoring Programme.

11. ACCURACY OF INFORMATION

ATOL makes all efforts to provide accurate information on the website and membership content; however, it is not possible to guarantee its accuracy.

Any use of the site and its information is at your own risk. ATOL assumes no liability or responsibility for errors or omissions in the content.

12. LIABILITY

ATOL, including the owners and company directors, associates and anyone else who has helped create, produce or deliver the content are not liable for any damages suffered when the members or anyone else uses them.

In particular, our disclaimer includes direct, incidental, consequential, indirect, or punitive damages arising out of the participant's access to, or use of, the site, Facebook Groups and Membership materials.

Without limiting the foregoing, everything on the ATOL sites, including Facebook Groups, is provided to you 'AS IS' without warranty of any kind, either expressed or implied, including, but not limited to, the implied warranties of merchantability, fitness for purpose or non-infringement.

13. MODIFICATION

We may modify any of the terms and conditions contained in this document at any time and at our sole discretion by posting a change notice or revised Terms and Conditions on the ATOL site or by sending notice of such modification to you.

Any such change by email will be effective on the date specified in such email and will in no event be less than two business days after the date the email is sent.

14. FINALLY

Any breach of these terms and conditions will be treated very seriously and may result in the termination of the membership for the member without refund and may lead to further legal action.

15. RELATED POLICIES AND PROCEDURES

- [General Terms & Conditions](#)
- [Privacy Policy](#)
- [Complaints and Appeals Policy](#)

16. VERSION HISTORY

| VERSION | ISSUED | AMENDMENT NOTES |
|-------------|------------|---|
| v 1 (JS/KT) | 05/02/2021 | NA |
| v2 KT | 08/03/2021 | Addition of Section 5 Free Trial Period/s and Section 6.4 Cancellation. Renumbering of subsequent sections. Update to Section 7 |