

1st TIME PASS GUARANTEE AGREEMENT AND CLAIM FORM



Our 1st TIME PASS GUARANTEE is subject to the following Terms & Conditions as contained in our Student Agreement:

- [1] ALL enrolment under the CLASSROOM OR TUITION AND EXAM PREPARATIONS PACKAGE;
- [2] ALL scheduled sessions/classes attended;
- [3] ALL assigned Tests/Mocks taken with no less than 40% average mark obtained;
- [4] No more than 3 subjects written for that specific exam diet/semester;
- [5] Final exam written within 60 days of end of semester;
- [6] Use of same learning materials we provided or buy a new edition separately;
- [7] Minimum of 4 days study leave per subject/module;
- [8] Exams results slip to verify the failure;
- [9] Fully settled student account with no failed debit orders;
- [10] The 1st TIME Pass Guarantee Claim must be lodged within 7 days of official release of Exam results.

SHOULD YOU ONLY MARGINALLY MISS THE ABOVE, YOU ARE ELIGIBLE TO RETAKE THE COURSE WITH US FOR FREE. MEETING THE FULL PROVISIONS WILL ENTITLE YOU TO A FREE RETURN + AN ALL INCLUSIVE DISCOUNT OF 35% AGAINST A FUTURE COURSE!

TURN OVERLEAF TO LODGE CLAIM

1ST TIME PASS GUARANTEE CLAIM FORM

To claim under our 1st Time Pass Guarantee Scheme, please complete the form below and send back to us:

Full names of student	
Student number with examining body	
Examining Body (e.g. CIMA, ACCA, CFA, etc)	
Period you studied with CharterQuest (<i>state start date, month and year of 1st class and last class</i>)	
Date of taking exams	
Date of release of results	
Subjects against which you are claiming	

Please tick/mark **YES** or **NO**.

AGREED PASS GUARANTEE PROVISIONS	YES	NO	EVIDENCE SOURCE	ANY COMMENTS STUDENT?
1. Did you enrol under our TUITION & EXAM PREPARATIONS (TEPP) Package?			CQ ERP ONLINE	
2. Did you attend ALL scheduled TUITION & EXAM PREPARATIONS sessions?			CQ Attendance registers	
3. Did you take ALL Progress Tests/Mocks with no less than 40% average mark?			CQ Assessments Score sheet	
4. Did you take no more than 3 subjects or 1 CFA level in the exam?			CQ Enrolment form/attendance register	
5. Did you write your exam no more than 60 days after the end of the semester?			Claimant to submit	
6. 6.1. Will you use the same learning materials we provided to you?			Claimant to submit	
6.2. Will you purchase new materials separately?				
7. Did you obtain at least 4 days study leave per subject/module/level?			CQ ERP ONLINE + Student submission	
8. Do you have exams results slip to verify that a fail did indeed occur?			n/a	
9. Was your student account fully paid within 60 days of course commencement?			CQ Accounts	
10. Have you checked that you are lodging this claim within 7 days of official release of exams results?			Date of release of exam results.	



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ANY ADDITIONAL COMMENTS/CLARIFICATION YOU WOULD LIKE US TO CONSIDER IN PROCESSING YOUR CLAIM? *(Please ensure you complete a full motivation especially if you require us to grant you a wish outside of or beyond the guaranteed benefits under the scheme)*

**Please download complete/scan and return this form to enquiries@charterquest.co.za
Claims process can take up to 7-10 working days from submission date.**