Delivery Policy

1. **Course Access**
   1.1. Upon successful enrolment and payment, students will receive immediate access to their chosen course(s) through our online learning platform.
   1.2. Course access is provided electronically and is available 24/7, allowing students to learn at their own pace and on their preferred devices.

2. **Course Materials**
   2.1. Course materials, including but not limited to video lectures, readings, assignments, quizzes, and supplementary resources, are accessible within the course dashboard.
   2.2. Course materials may be available for download and offline access, subject to the course's specific terms and conditions.

3. **Duration of Access**
   3.1. The duration of access to a course is specified during the enrolment process and may vary from course to course.
   3.2. Students are responsible for adhering to the access duration outlined in the course description. Extensions may be available for certain courses, subject to additional fees and terms.

4. **Communication**
   4.1. Important course-related communications, updates, and announcements will be sent to students via email or through the academy's messaging system.
   4.2. It is the student's responsibility to regularly check their email and course dashboard for updates and announcements.

5. **Technical Requirements**
   5.1. Students must ensure they meet the technical requirements necessary for accessing and participating in the courses. These requirements may include a stable internet connection, compatible devices, and software.
   5.2. Technical support may be available to assist students with technical issues related to accessing course materials.

6. **Instructor Interaction**
   6.1. Depending on the course, students may have the opportunity to interact with instructors through discussion forums, live webinars, or email.
   6.2. Instructor availability and communication methods will be specified in the course description.

7. **User Accounts**
   7.1. Students are required to create user accounts to access courses. It is the student's responsibility to keep their login credentials confidential.
   7.2. In the event of any unauthorized access to a student's account, it should be reported to the academy's support team immediately.

8. **Course Completion**

   Successful course completion may be determined by meeting specific criteria, such as passing assessments, quizzes, or assignments. Details will be provided in the course syllabus.

9. **Certification**

   9.1. Upon successful course completion, students may receive certificates or digital badges, as specified in the course description.

   9.2. Certificates and badges will be available for download and may be shared on social media or added to professional profiles.

10. **Refunds and Returns**

    Please refer to our refund and return policy for information on course refund and return procedures.

11. **Contact Us**

    For questions, concerns, or assistance related to course delivery, please contact our support team at info@pinpointgroup.co.za

12. **Legal Compliance**

    This Delivery Policy is subject to South African laws and regulations. In case of disputes, South African law will apply.