



Training Regulation / Agreement

1. Mission, Values and Vision

MISSION: Our mission is the provision of training, qualification, certification and consulting services that meet the strategic objectives and the needs for training and certification of our clients, companies and professionals, building knowledge and adding value to their business.

VALUES: **Ethics**... philosophy that guides our conduct; **Excellence**... in the way we communicate, act and perform; **Innovation and continuous improvement**... in order to build value; **Teamwork**... as a way of sharing knowledge and experiences that build new solutions and new ideas; **Client Orientation**... because is on you we think when we innovate, communicate and execute; **Individual development and appreciation**... as a means to acquire new knowledge and skills of resilience

VISION: Our vision is the recognition of Behaviour Group, nationally and internationally, as an organization which provides training, qualification, certification and consulting on best practices and management methodologies, management systems and information security.

2. Certifications

Behaviour is a training provider certified on ISO 9001 by Bureau Veritas, a certification accredited by IPAC (Portuguese NAB) and UKAS (United Kingdom NAB) and is accredited by Portuguese Government as a Relevant Training Provider (DGERT).

3. Methodology for selecting candidates

The participation of trainees/candidates, in trainings and examinations, is evaluated taking into account (1) their profile, the prerequisites described in each course plan, (2) which includes the audience profile, (3) the prerequisites for access the course/exam, (4) the prerequisites of partners and (5) special needs referred by the trainee. The building where Behaviour is located does not have a ramp to access to the lifts.

4. Registration and Payment

- The registration is performed by sending the following documents: (1) [Registration Form](#); (2) proof of payment and other requested documentation. All documents are sent to training@behaviour-group.com until the last day of registration period.
- Upon receipt of registration, an invoice is sent by email. The original invoice is delivered on the first day of the training.
- Payment can be done by wire transfer (BANK: Caixa de Crédito Agrícola - BIC/SWIFT: CCCMPTPL - IBAN: PT 5000 4564 2240 2365 6992 65 6).

5. Postponements, Cancellations and Return Policy

- All courses are with guaranteed dates, except in situations where there is the impossibility of providing the trainer(s), or there are reasons duly substantiated of technical or environmental order. Behaviour reserves the right to change dates of the courses and proceed immediately to the reschedule with the client. Behaviour do not make any refund of amounts paid by the client, nor any indemnity per occurrence of amendment concerning amounts already paid by the customer to third parties;
- If the student intends to reschedule the training must communicate, in writing, their intention within 45 days before the scheduled date for training@behaviour-group.com or Av⁹ Visconde Valmor, 66, 4th Floor, 1050-242 Lisboa;
- If the trainee intends to cancel his registration on the training course, there will be no refund of the values paid, or even the annulation of the contracted services. The registration will be valid for one year and the course can be rescheduled during that time for the updated published conditions. This no cancellation policy, but reschedule stems from the requirement that Behaviour takes from other entities, with which is also required to meet payments of services requested to ensure the development of training and the delivery of exams associated with registration received by clients.

6. Conditions of attendance and approval

- The attendance of trainees is verified by the signature of the attendance sheet and must be equal to or greater than 80%.
- A certificate of participation with CPD credits will be issued at the end of the training course.

7. Handling complaints and suggestions

Behaviour puts at your disposal the Complaints Book under the legislation. All suggestions and complaints are welcome and are considered for the services quality improvement.

8. Behaviour Responsibilities

- Provide appropriate resources to each training course;
- Comply with established dates and times, except in cases of an exceptional nature;
- Respect the rules of confidentiality;
- Ensure quality of services;

9. Company Responsibilities (if registration was requested by a company)

- Adopt a participative and cooperative attitude during the training project;
- Nominate a responsible for monitoring the project inside the company in order to ensure safe receipt and sending documentation, ensure the registration process of employees in the courses, and the information of the program of the course.

10. Trainee Responsibilities

- Provide accurate information about your personal data, skills and qualifications;
- Adopt a participative and cooperative attitude during the training course;
- Be diligent and punctual.