

1. Contract and Program/Course Overview

- a. Definitions
 - i. Student – One who is a client of Cephtactics Ltd.
 - ii. The Company – Cephtactics Ltd.
 - iii. Lecturer/Faculty – Lecture Contractors for Cephtactics Ltd.
 - iv. Administration Staff – Employees of Cephtactics Ltd.
 - v. Auxiliary Companies – Contracting Companies for Cephtactics Ltd.
- b. Binding of Contract
 - i. By becoming a student of Cephtactics Ltd you enter into a contract, which will bind you to the rules and regulations set by Cephtactics Ltd to cover you (the student) and the company (Cephtactics Ltd).
- c. Duration of Contract
 - i. This contract shall remain in effect for as long as the student is enrolled and remains a student in the program/course at Cephtactics Ltd.
 - ii. If the student withdraws or is dismissed from the program/course, this contract shall immediately terminate.
 - iii. Cephtactics Ltd reserves the right to terminate this contract if the student violates any policies or regulations of the program/course at Cephtactics Ltd.
 - iv. This clause will survive the termination of this contract.
- d. Licenses & Jurisdiction
 - i. Cephtactics Ltd advises students to comply with the laws and regulations of their own country regarding the practice of dentistry and, specifically, orthodontics.
 - ii. It is the responsibility of the student to ensure that they are in compliance with all local laws and regulations governing the practice of dentistry and orthodontics in their respective jurisdiction.
 - iii. Cephtactics Ltd disclaims any liability or responsibility for any violations of local laws or regulations by the student.
 - iv. By enrolling in this program/course, the student agrees to comply with all applicable laws and regulations in their jurisdiction.
 - v. Students are still required to have and maintain a dental board registration if they are practising after the program/course.
 - vi. Any changes to the registration status of the student should be informed to Cephtactics Ltd. Cephtactics Ltd reserves the right to suspend or terminate the contract if necessary.
- e. Termination of Association with Eduqual
 - i. Cephtactics Ltd hereby terminates association of any of the International Programs with Eduqual and their services, effective immediately.
 - ii. Cephtactics Ltd will no longer promote, endorse, or advertise Eduqual or any of their products or services. Cephtactics Ltd disclaims any affiliation or partnership with Eduqual other than with current students, and will not be held liable for any damages, claims, or losses arising from the use of Eduqual services by any party for future students.
 - iii. This clause will survive the termination of this contract.
- f. Responsibilities & Reservation of Rights
 - i. Cephtactics Ltd accepts no responsibility for the mistreatment of patients on behalf of the receiver of the program/courses.
 - ii. Cephtactics Ltd to provide a high enough standard of training program/courses suitable for learning and progression within the dental (orthodontics) field.
 - iii. Cephtactics Ltd will work with the student to resolve to the best of its abilities any disagreements there may be between itself and the receiver.
 - iv. Cephtactics Ltd reserves the right to make changes to the program/course schedule, content, format and assessment methods, at any time, without prior notice, to ensure the quality of the educational experience for students.
 - v. The Company also reserves the right to cancel the program/course or any portion thereof, for any reason, including insufficient enrolment or unavailability of instructors.
 - vi. The program/course syllabus is not a binding contract, and the company reserves the right to modify it as needed to fulfil the program/course objectives and ensure the academic integrity of the program.
 - vii. Students are responsible for regularly checking program/course updates and communicating with the instructor and/or program coordinator regarding any questions or concerns about the program/course.
- g. Insurance
 - i. Cephtactics Ltd warrants that the program/course is insured for certain liabilities arising from the delivery of the program/course.
 - ii. This insurance covers the instructor, the participants and any third parties involved in the program/course to a certain degree.
 - iii. In the event of any claims or damages arising from the program/course, Cephtactics Ltd will cooperate with the insurance company to facilitate the resolution of the claim.

- iv. Cephtactics Ltd will provide evidence of insurance upon request.
- h. Correspondence & Responses
 - i. The majority of correspondence with and from Cephtactics Ltd is conducted electronically using e-mail and web-based protocols.
 - ii. Your details will be added automatically to our database.
 - iii. Your details will not be passed to any third party without your permission, unless requested by law or a similar authority.
 - iv. Clients of Cephtactics Ltd must provide an accurate and complete postal address, contact telephone number and e-mail address.
 - v. We may refuse or cancel your enrolment if you do not supply the above. Your details will not be used for any purpose other than the efficient and effective running of Cephtactics Ltd.
 - vi. The postal address is required for sending welcome Packs, certificates, products, etc.
 - vii. We aim to respond within 24 hrs, however please allow 10 working days for a response as there may be unexpected traffic.
- i. Specialisation & Further Education
 - i. The program/courses provided (PGA, PGC or the PGDip) are not substitution of Specialisation.
 - ii. The definition of a specialist orthodontist in many countries is varied and may take into account or may be exceeded by a three-year full-time program at a registered university.
 - iii. Some countries do not allow GDPs to treat patients orthodontically.
 - iv. Cephtactics reserves the right not to be held responsible for the above if there are misunderstandings between the boards of respective countries, students, Cephtactics Ltd or combinations of the above.
 - v. Cephtactics Ltd advises students to verify the professional licensure requirements in their respective jurisdictions before enrolling in the program/course.
 - vi. Cephtactics Ltd disclaims any liability or responsibility for the student's ability to obtain professional licensure or for any consequences resulting from the student's failure to meet the licensure requirements.
 - vii. By enrolling in this program/course, the student acknowledges that they have read and understood this clause.
 - viii. On completion of the program/courses (PGA, PGC or the PGDip), there is no guarantee that they can be used to augment your application for further training, including specialisation.
 - ix. The program/courses (PGA, PGC or the PGDip) are designed to boost the clinicians skills and knowledge and not to augment a CV alone, as experience and practice has more weight in this regard. Hence students that are not practising are not advised to join the program/course.
 - x. It is important to know that the program/course alone may not be sufficient to meet the professional licensure requirements in all jurisdictions, and that it is the responsibility of the student to verify these requirements.
- j. Student Indemnity
 - i. Indemnity may change if the student is practising orthodontics, including the costs of insurance.
 - ii. Cephtactics Ltd advises students to verify the professional indemnity requirements in their respective jurisdictions before enrolling in the program/course.
 - iii. Cephtactics Ltd disclaims any liability or responsibility for the student's ability to obtain professional indemnity or for any consequences resulting from the student's failure to meet the indemnity requirements.
 - iv. In some cases there may be a requirement of documentation of the program/course for the indemnification of the student. Cephtactics Ltd will provide this.
- k. Consents for Treatment
 - i. During treatment of patients, if performing the PGC or the PGDip, we ask all students to inform the patients that they are undergoing further training in orthodontics.
 - ii. The patient always reserves the right to be treated by a student or a specialist, and that option should always be provided to them.
 - iii. The practice must also display advisory of the same in the waiting room, stating the fact that students are present.
 - iv. The clinicians must give a special form of consent to the patient prior to any treatment.
 - v. Cephtactics Ltd disclaims any liability or responsibility if the above is not performed.
 - vi. Cephtactics Ltd accepts no responsibility for the mistreatment of patients on behalf of the receiver of the program/courses.

2. Application & Qualifications

- a. Application Process
 - i. The application process for any of the program/courses entails submitting an online completed application form and any documentation needed.
 - ii. On completion of the application, the administration team will enter a vetting process.
 - iii. An email of acceptance will be sent to the student prior to allowing access to materials.
 - iv. Deposit fee will need to be paid prior to enrolment onto the program/course.

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- v. The applicant agrees to provide accurate, complete and truthful information in all aspects of their application, including, but not limited to, personal details, academic records, work experience, and any other supporting documentation.
 - vi. The applicant acknowledges and understands that any misrepresentation, falsification or omission of information may result in the immediate rejection of their application or, if discovered after enrolment, disciplinary action up to and including expulsion from the program/course or revocation of any granted award/certificate/diploma.
 - vii. The applicant further acknowledges their responsibility to promptly notify Cephtactics Ltd of any changes or updates to the information provided in their application.
- b. Vetting Process
- i. This will require a review into proof of board licensure.
 - ii. If a referee letter is required, this will be requested.
 - iii. Cephtactics Ltd reserves the right to conduct a thorough vetting process for all student applications to ensure the accuracy, authenticity, and completeness of the information provided.
 - iv. This process may include, but is not limited to, verifying academic records, contacting references, conducting background checks, and confirming the validity of any supporting documentation.
 - v. By submitting an application, the applicant consents to this vetting process and agrees to cooperate fully with Cephtactics Ltd.'s requests for additional information or clarification, if necessary.
 - vi. Cephtactics Ltd also reserves the right to reject an application or withdraw an offer of admission if discrepancies, misrepresentations or falsifications are discovered during the vetting process.
- c. Basic Requirements
- i. A basic dental degree in the form of a BDS, DDS or equivalent.
 - ii. Availability to complete the program/course in the time frame allowed. This would be a 1-year time limit for the PGA and PGCert and 2-year time limit for the PGDip.
 - iii. Financial security for the program/course is a fundamental requirement.
- d. English Language Requirements
- i. The student represents and warrants that they possess a sufficient level of English language proficiency to effectively comprehend, communicate and participate in the academic program.
 - ii. The student is required to provide evidence of their English language proficiency, such as a passing score on an approved English language proficiency examination (e.g., IELTS, TOEFL, PTE, or equivalent), or other acceptable documentation as determined by Cephtactics Ltd, prior to admission.
 - iii. Failure to meet or maintain the required English language proficiency standards may result in the student's dismissal from the program or additional language support measures at the student's expense.
 - iv. Any one of the following would be mandatory to be enrolled into the program/course:
 - 1. Cambridge Assessment English (CAE)
 - a. Key English Test (KET)
 - b. Preliminary English Test (PET)
 - c. First Certificate in English (FCE)
 - d. Certificate in Advanced English (CAE)
 - e. Certificate of Proficiency in English (CPE)
 - 2. International English Language Testing System (IELTS)
 - a. IELTS Academic
 - b. IELTS General Training
 - 3. Test of English as a Foreign Language (TOEFL)
 - a. TOEFL iBT (Internet-Based Test)
 - b. TOEFL PBT (Paper-Based Test)
 - 4. Pearson Test of English (PTE)
 - a. PTE Academic
 - b. PTE General
 - 5. Test of English for International Communication (TOEIC)
 - 6. Educational Testing Service (ETS)
 - a. ETS TOEFL
 - b. ETS TOEIC
 - 7. Trinity College London
 - a. Integrated Skills in English (ISE)
 - b. Graded Examinations in Spoken English (GESE)
 - 8. English Language Testing (ELT)
 - a. Password English Test
- e. IT Requirements
- i. Cephtactics Ltd requires all students to have consistent, reliable access to the internet and a personal laptop or equivalent computing device for the duration of their enrolment.

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- ii. This is to ensure that students can effectively participate in online learning activities, access digital program/course materials, submit assignments and engage with faculty, staff and fellow students.
 - iii. It is the responsibility of each student to acquire and maintain the necessary technology and internet access, and to promptly inform Cephtactics Ltd of any issues that may hinder their ability to meet these requirements.
 - iv. Failure to comply with this requirement may negatively impact a student's academic progress and participation in the program.
- f. Physical Requirements & Disabilities
- i. Cephtactics Ltd requires that all clinicians participating in the orthodontic program as students, instructors, mentors or supervisors must be actively engaged in the practice of dentistry.
 - ii. Students will then be able to apply the knowledge directly in their practices. This also ensures that the program's clinical faculty possess current, relevant and practical knowledge and experience to effectively guide and educate students.
 - iii. Clinicians are expected to maintain an active dental practice or hold a position that involves direct patient care or supervision, while also adhering to all applicable professional standards, licensure requirements and continuing education obligations.
 - iv. Failure to meet or maintain these requirements may result in the termination of the clinician's association with Cephtactics Ltd, suspension as a student and removal from the orthodontic program.
 - v. The applicant is encouraged to disclose any relevant disabilities, medical conditions or special needs that may require accommodations or adjustments during their academic program.
 - vi. This disclosure should be made in a timely manner, preferably during the application process, to allow Cephtactics Ltd to assess and plan for appropriate support services.
 - vii. Cephtactics Ltd is committed to providing equal educational opportunities and reasonable accommodations in accordance with applicable laws and regulations of dental programs.
 - viii. By disclosing this information, the applicant allows Cephtactics Ltd to better understand their needs and work collaboratively to ensure an inclusive and accessible learning environment. Failure to disclose a disability may limit our ability to provide necessary accommodations or support.
- g. Right to Change Start Date
- i. Cephtactics Ltd maintains a strict policy regarding the start date of its academic programs. All students are expected to commence their studies on the designated start date as outlined in their offer of admission.
 - ii. Requests for delayed starts or deferrals will not be accepted under any circumstances.
 - iii. Failure to begin the program on the designated start date may result in the forfeiture of the student's place in the program and require reapplication for future admission, with no guarantee of acceptance.
 - iv. It is the responsibility of the student to make all necessary arrangements to ensure their timely enrolment and participation in the program.
- h. Examiners & Trainers
- i. Cephtactics Ltd ensures that all examiners involved in the assessment and evaluation of students in the orthodontics program are duly qualified specialists in the field of orthodontics.
 - ii. Each examiner and trainer holds a valid certification, accreditation or registration with a recognized professional body or licensing authority and possesses relevant clinical experience and expertise.
 - iii. This ensures that the examinations are conducted and evaluated by professionals with a comprehensive understanding of the subject matter and the ability to accurately assess students' knowledge, skills and competencies in the field of orthodontics.
 - iv. Cephtactics Ltd periodically reviews and verifies the credentials of its examiners to maintain the highest standards of assessment and the integrity of the program.
- i. Assessments
- i. In the PGA there are multiple assessments which will be reviewed online.
 - ii. In the PGC there are multiple assessments which will be reviewed online as well as reviews of diagnostic cases offline.
 - iii. In the PGDip, all the above are necessary, as well as the fact that there would be reviews of treatment cases offline and regular online reviews of cases being treated through remote viewing.
 - iv. Cephtactics Ltd.'s academic programs incorporate a variety of assessment methods designed to evaluate students' knowledge, skills and competencies in the subject matter.
 - v. By enrolling in the program, students agree to participate in and complete all required assessments, which may include, but are not limited to, written examinations, practical exams, oral presentations, group projects, case studies, research papers and online quizzes.
 - vi. The specific assessment requirements, weightings and grading criteria for each program/course will be outlined in the syllabus, which will be provided to students at the beginning of the

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- program/course. Students are responsible for familiarizing themselves with these requirements and adhering to all deadlines and guidelines.
- vii. Failure to complete or participate in required assessments may result in a lower grade or academic penalties, up to and including failure of the program/course or dismissal.
 - viii. Cephtactics Ltd reserves the right to modify assessment methods or schedules as necessary to maintain academic standards and accommodate unforeseen circumstances. Any changes to assessment requirements will be communicated to students in a timely manner.
- j. Certification
- i. Cephtactics Ltd hereby states that the official certification or award/certificate/diploma will be awarded only upon the successful completion of the entire program/course, including the fulfilment of all academic, practical and assessment requirements as stipulated in the program's curriculum.
 - ii. The certification or award/certificate/diploma serves as a testament to the student's acquired knowledge, skills and competencies in their chosen field of study.
 - iii. Cephtactics Ltd and its program/courses are not certified by any government organisation, educational board, dental board or equal. Cephtactics Ltd is an independent private educational establishment.
 - iv. It must be noted that the General Dental Council (GDC) of the UK do not authorise, govern or verify CPD programs. The GDC protects the patients and do not, in any form, verify private educational program/courses.
 - v. Students should be aware that they will not receive any official recognition, certification or award/certificate/diploma until all program/course requirements have been met, all outstanding fees and financial obligations have been settled and any other conditions set forth by Cephtactics Ltd have been satisfied.
 - vi. Cephtactics Ltd reserves the right to withhold the issuance of certification or award/certificate/diploma if a student fails to meet any of the aforementioned requirements or conditions.
 - vii. Certification is subject to a completion of a course feedback form.
- k. Revocation of Certification & Appeals
- i. Cephtactics Ltd reserves the right to revoke a previously awarded award/certificate/diploma under certain circumstances, which include, but are not limited to:
 - 1. Discovery of academic dishonesty, such as plagiarism, cheating or falsification of research, that was not detected during the student's enrolment in the program.
 - 2. Submission of fraudulent, incomplete or misrepresented information in the application or supporting documents, which may have influenced the decision to admit the student or grant the award/certificate/diploma.
 - 3. Violation of policies, codes of conduct or ethical standards that was not addressed or resolved during the student's enrolment in the program.
 - 4. Determination that the student did not actually complete or satisfy all of the requirements for the award/certificate/diploma.
 - ii. In the event that Cephtactics Ltd determines that an award/certificate/diploma should be revoked, the former student will be notified in writing and provided with an explanation of the reasons for the revocation.
 - iii. The individual may be given an opportunity to respond or appeal the decision, in accordance with the established procedures for award/certificate/diploma revocation appeals.
 - iv. If the award/certificate/diploma is ultimately revoked, the individual will be required to cease using the award/certificate/diploma in any professional, academic or personal capacity, and to return any physical diploma or certification materials to Cephtactics Ltd.
 - v. In the event of award/certificate/diploma revocation, Cephtactics Ltd provides an appeal process to ensure that affected individuals have an opportunity to present their case and contest the decision. The appeal process is as follows:
 - 1. Notification: Cephtactics Ltd will notify the individual in writing of the decision to revoke their award/certificate/diploma or certification, including a detailed explanation of the reasons for the revocation.
 - 2. Appeal Submission: The individual has the right to submit a written appeal within 30 calendar days from the date of the notification. The appeal must clearly outline the grounds for contesting the revocation and provide any supporting documentation or evidence that may substantiate the individual's case.
 - 3. Appeal Review: Upon receipt of the appeal, Cephtactics Ltd will appoint an impartial Appeals Committee to review the case. The Appeals Committee will consist of faculty members and administrators who were not involved in the initial revocation decision. The committee will carefully examine the submitted appeal, the reasons for the revocation and any relevant documentation or evidence.
 - 4. Decision: The Appeals Committee will make a final decision regarding the appeal within a reasonable timeframe, typically within 60 calendar days from the date the appeal was

received. The individual will be notified in writing of the committee's decision, which may include upholding the revocation, overturning the revocation or requiring further action or investigation.

5. Further Appeal: If the individual is not satisfied with the decision of the Appeals Committee, they may have the right to submit a final appeal to Cephtactics Ltd.'s highest governing body or an external authority, as outlined in Cephtactics Ltd.'s policies and procedures. This final appeal must be submitted within a specified timeframe, typically within 15 calendar days from the date of the Appeals Committee's decision notification.
- vi. Cephtactics Ltd is committed to ensuring a fair and transparent appeal process, and will make every effort to address and resolve any concerns raised by the affected individual. However, Cephtactics Ltd.'s decision following the completion of the appeals process will be considered final and binding.

3. Attendance

a. Duration

- i. The student is required to complete 100 hours of online lectures, self-study, as well as assessments to attain the PG Award.
- ii. The student is required to complete 100 hours of hands-on seminars, online lectures, self-study, as well as assessments to attain the PG Certificate.
- iii. The student is required to complete 100 hours of hands-on seminars, online lectures, self-study, as well as assessments in the first phase; in the second phase (in the second year) an additional 100 hours of online lectures, self-study, as well as assessments to attain the PG Diploma.
- iv. Any hours less will mean that certification is impossible.

b. Overall Attendance & Dates Adjustment

- i. All students are expected to maintain regular and punctual attendance for all scheduled classes, seminars, workshops and any other academic activities as part of their program of study.
- ii. A 100% attendance is required to ensure satisfactory academic progress and to be eligible for any assessments, exams or course completions.
- iii. Attendance records will be regularly monitored and maintained by Cephtactics Ltd to ensure compliance with this clause and to provide support and guidance to students who may be struggling with attendance-related issues.
- iv. Cephtactics Ltd may entertain dates changes due to personal, financial, health difficulties.
- v. Students must inform the course instructor or relevant academic staff member in advance of any anticipated absence, providing a valid reason and, if required, appropriate documentation (e.g., medical certificate, official notice).
- vi. In cases of extended absence due to illness or other extenuating circumstances, students must notify the appropriate academic staff member and provide the necessary documentation within a reasonable time frame. Special consideration for make-up work or academic accommodations may be granted at the discretion of the academic staff and in accordance with institutional policies.
- vii. Failure to meet the attendance requirements may result in academic penalties, including, but not limited to, lowered grades, loss of course credit, academic probation or dismissal from the program. Students who encounter attendance issues are strongly encouraged to consult with their academic advisor or program coordinator to discuss potential remedies and avoid any adverse consequences.
- viii. The student can appeal for an extension of up to 6 months with the PGA.
- ix. The student can appeal for an extension of up to 6 months between the 2 & 5-day programs in the PGC.
- x. The student can appeal for an extension of up to 6 months after the 5-day program in the PGC.
- xi. The student can appeal for an extension of up to 6 months after completion of the 2nd year in the PGDip.

c. Withdrawals

- i. Students may voluntarily withdraw from a course by submitting a written request to the program coordinator or the academic registrar, in accordance with the deadlines and procedures outlined in Cephtactics Ltd.'s academic calendar and policies.
- ii. Upon receipt of a withdrawal request, Cephtactics Ltd will initiate the withdrawal process and, if applicable, update the student's academic record to reflect the withdrawal. Depending on the timing and circumstances of the withdrawal, the student may be eligible for a full or partial refund of course fees, as outlined in Cephtactics Ltd.'s refund policy.
- iii. The withdrawal deadline is typically set at a specific date, after which students may no longer withdraw from a course without incurring academic penalties. Withdrawal requests submitted after the deadline may only be considered under exceptional circumstances and with supporting documentation (e.g., medical certificate, official notice).
- iv. Withdrawal from a course may have implications for the student's academic progress, financial aid eligibility and visa status (for international students). Students are strongly advised to consult

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with their academic advisor, financial aid officer or international student services before initiating a withdrawal.

- v. Involuntary withdrawal may occur in cases where the student fails to meet Cephtactics Ltd.'s academic, attendance or conduct requirements. In such instances, the student will be notified in writing of the withdrawal decision and its consequences, and will be given the opportunity to appeal the decision in accordance with Cephtactics Ltd.'s grievance and appeals procedures.
 - vi. Students who withdraw from a course may be eligible to re-enrol in the same course or a suitable alternative, subject to availability and Cephtactics Ltd.'s enrolment policies. Re-enrolment may be subject to additional fees and restrictions, as outlined in Cephtactics Ltd.'s academic and financial policies.
- d. Suspension
- i. Cephtactics Ltd reserves the right to suspend a student temporarily or indefinitely for reasons including, but not limited to, the following:
 - 1. Failure to meet academic performance standards, as outlined in Cephtactics Ltd.'s academic policies and guidelines;
 - 2. Non-compliance with attendance requirements, as specified in the terms and conditions and relevant institutional policies;
 - 3. Violation of Cephtactics Ltd.'s code of conduct, including acts of academic dishonesty, harassment, discrimination or any other behaviour deemed unacceptable by Cephtactics Ltd;
 - 4. Non-payment of tuition fees or other outstanding financial obligations to Cephtactics Ltd.
 - ii. A student facing suspension will be notified in writing by Cephtactics Ltd, detailing the reasons for the suspension, the duration (if applicable) and the conditions that must be met in order to be considered for reinstatement.
 - iii. Suspended students may be prohibited from attending classes, participating in academic activities, accessing institutional resources and receiving financial aid or other benefits, as determined by Cephtactics Ltd.
 - iv. Students who have been suspended have the right to appeal the suspension decision, in accordance with Cephtactics Ltd.'s grievance and appeals procedures. The appeal must be submitted in writing within the specified timeframe and must include relevant supporting documentation.
 - v. In cases where a student is reinstated after a suspension, Cephtactics Ltd may impose additional conditions or requirements (e.g., academic probation, mandatory counselling) to ensure the student's successful reintegration into the academic community.
 - vi. The suspension of a student may have implications for their academic progress, degree completion, financial aid eligibility and visa status (for international students). Suspended students are strongly advised to consult with their academic advisor, financial aid officer or international student services to understand the potential consequences and explore available options.
- e. Expulsion
- i. Cephtactics Ltd reserves the right to expel a student for reasons including, but not limited to, the following:
 - 1. Severe or repeated violations of Cephtactics Ltd.'s academic performance standards or attendance requirements;
 - 2. Grave breaches of Cephtactics Ltd.'s code of conduct, including acts of academic dishonesty, harassment, discrimination, violence or any other behaviour deemed to pose a significant risk to the safety or well-being of the academic community;
 - 3. Non-payment of tuition fees or other outstanding financial obligations to Cephtactics Ltd despite repeated warnings and opportunities to remedy the situation;
 - 4. Providing false or misleading information during the application or enrolment process, or any other attempt to fraudulently obtain admission or benefits from Cephtactics Ltd.
 - ii. A student facing expulsion will be notified in writing by Cephtactics Ltd, detailing the reasons for the expulsion and the effective date of termination. The student's academic record will be updated to reflect the expulsion.
 - iii. Expelled students are permanently prohibited from attending classes, participating in academic activities, accessing institutional resources and receiving financial aid or other benefits from Cephtactics Ltd.
 - iv. Students who have been expelled have the right to appeal the expulsion decision, in accordance with Cephtactics Ltd.'s grievance and appeals procedures. The appeal must be submitted in writing within the specified timeframe and must include relevant supporting documentation.
 - v. In cases where an expulsion is overturned, Cephtactics Ltd may impose additional conditions or requirements (e.g., academic probation, mandatory counselling) to ensure the student's successful reintegration into the academic community.
 - vi. The expulsion of a student may have severe implications for their academic progress, degree completion, financial aid eligibility and visa status (for international students). Expelled students

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are strongly advised to consult with their academic advisor, financial aid officer or international student services to understand the potential consequences and explore available options.

- f. Missing Days
 - i. Students may redo missed days in the PGCert 2- and 5-day format of up to 2 days with discretion from the company.
 - ii. It is important to ensure that the academic team is informed of the missing days well in advance.
 - iii. The administration team will inform the student if the day substitution would be possible.
 - iv. Regular missed days will have severe implications for their academic progress, degree completion, financial aid eligibility and visa status (for international students).
 - v. In any case, students are strongly advised to consult with their academic advisor, financial aid officer or international student services to understand the potential consequences and explore available options.
- g. Time Limits
 - i. The time limit for the completion of the PGAward is one year.
 - ii. The time limit for the completion of the PGCertificate is one year.
 - iii. The time limit for the completion of the PGDiploma is two years.
 - iv. Cephtactics Ltd reserves the right to adjust the above.
 - v. Cephtactics Ltd can entertain dates changes due to personal, financial and health difficulties.
 - vi. Students must inform the course instructor or relevant academic staff member in advance of any anticipated absence, providing a valid reason and, if required, appropriate documentation (e.g., medical certificate, official notice).
 - vii. In cases of extended absence due to illness or other extenuating circumstances, students must notify the appropriate academic staff member and provide the necessary documentation within a reasonable time frame. Special consideration for make-up work or academic accommodations may be granted at the discretion of the academic staff and in accordance with institutional policies.
- h. Lecturer Substitution
 - i. Cephtactics Ltd reserves the right to change or substitute lecturers for any course, seminar, workshop or other academic activity at its discretion and without prior notice to students. Reasons for such changes may include, but are not limited to, the following:
 - a. Unforeseen circumstances, such as illness, personal emergencies or scheduling conflicts;
 - b. Staff changes, including hiring, promotions, transfers or departures;
 - c. Institutional needs, including adjustments to course offerings, departmental reorganizations or resource allocations;
 - d. Continuous improvement of the educational experience, based on evaluations, feedback or accreditation requirements.
 - ii. In the event of a lecturer change or substitution, Cephtactics Ltd will make every effort to ensure a smooth transition and maintain the quality and continuity of instruction. This may include providing adequate training and support for the new lecturer, informing students of the change in a timely manner and facilitating communication between the students and the new lecturer.
 - iii. Students are encouraged to provide feedback on their learning experiences with the new lecturer, in accordance with Cephtactics Ltd.'s evaluation and feedback procedures. Cephtactics Ltd will take student feedback into account in making future decisions about lecturer assignments and course offerings.
 - iv. Cephtactics Ltd is not responsible for any inconvenience or disruption to students that may result from a lecturer change or substitution. Students are expected to continue attending classes, participating in academic activities and meeting course requirements, regardless of any changes in lecturers.
 - v. If a student has concerns about the impact of a lecturer change or substitution on their academic progress or learning experience, they are encouraged to consult with their academic advisor or program coordinator to discuss potential remedies and support options.
- i. Dates Substitution
 - i. Cephtactics Ltd reserves the right to change or adjust the dates and schedules of courses, exams, seminars, workshops or other academic activities at its discretion and without prior notice to students. Reasons for such changes may include, but are not limited to, the following:
 - 1. Unforeseen circumstances, such as inclement weather, natural disasters, public health emergencies or other events beyond Cephtactics Ltd.'s control;
 - 2. Institutional needs, including adjustments to academic calendars, resource allocations or facility availability;
 - 3. Compliance with legal, regulatory or accreditation requirements;
 - 4. Coordination with external partners or events, such as guest speakers, conferences or field trips.
 - ii. In the event of a change to dates or schedules, Cephtactics Ltd will make every effort to minimize disruptions to students and provide them with adequate notice and information about the new

- dates and arrangements. This may include updating course materials, adjusting deadlines or offering alternative options for students who may be unable to attend the rescheduled activities.
- iii. Students are responsible for staying informed about any changes to dates or schedules, and for making the necessary adjustments to their personal commitments and plans. Cephtactics Ltd is not responsible for any inconvenience or costs incurred by students as a result of changes to dates or schedules.
 - iv. If a student has concerns about the impact of a change to dates or schedules on their academic progress or personal circumstances, they are encouraged to consult with their academic advisor or program coordinator to discuss potential remedies and support options.
 - v. Cephtactics Ltd will consider requests for accommodations or adjustments on a case-by-case basis, in accordance with its policies on academic flexibility, special considerations, and accessibility. Students seeking accommodations or adjustments due to changes in dates or schedules should submit their requests in writing, along with any required documentation, to the appropriate academic staff or office.
- j. Illnesses (Lecturer)
- i. Cephtactics Ltd will accommodate to the best of its abilities any health issues that may preclude a lecturer to perform.
 - ii. In the event of a lecturer change or substitution, Cephtactics Ltd will make every effort to ensure a smooth transition and maintain the quality and continuity of instruction. This may include providing adequate training and support for the new lecturer, informing students of the change in a timely manner and facilitating communication between the students and the new lecturer.
 - iii. Cephtactics Ltd is not responsible for any inconvenience or disruption to students that may result from a lecturer change or substitution. Students are expected to continue attending classes, participating in academic activities and meeting course requirements, regardless of any changes in lecturers.
- k. Illnesses (Student)
- i. Cephtactics Ltd will accommodate to the best of its abilities any health issues that may preclude a student to attend.
 - ii. In cases of extended absence due to illness or other extenuating circumstances, students must notify the appropriate academic staff member and provide the necessary documentation within a reasonable time frame. Special consideration for make-up work or academic accommodations may be granted at the discretion of the academic staff and in accordance with institutional policies.
 - iii. Please note that Cephtactics Ltd reserves the right to ask for hospital/medical proof.
- l. CPD Hours
- i. The student is required to complete 100 hours of online lectures, self-study, as well as assessments to attain the PGAward. This would provide 100 hours of verifiable CPD.
 - ii. The student is required to complete 100 hours of hands-on seminars, online lectures, self-study, as well as assessments to attain the PGCertificate. This would provide 100 hours of verifiable CPD.
 - iii. The student is required to complete 100 hours of hands-on seminars, online lectures, self-study, as well as assessments in the first phase; in the second phase (in the second year), an additional 100 hours of online lectures, self-study, as well as assessments to attain the PGDiploma. This would provide 200 hours of verifiable CPD.

4. Fees & Payments

- a. Payment Plans
- i. We expect students to honour the Cephtactics Ltd payment plans.
 - ii. In the PGAward, the total fee of £2,999 is required prior to access to the whole 100-hour CPD course.
 - iii. In the PGCertificate, an instalment fee of £2,999 is required prior to the 2-day program; then another instalment of £4,000 prior to the 5-day program.
 - iv. In the PGDiploma, an instalment fee of £2999 is required prior to the 2-day program; then another instalment of £4,000 prior to the 5-day program; then another instalment of £3,500 on the initiation of phase 2, when we would deliver the remote devices and, finally, the last instalment of £3,500 prior to the end of the 6th month into the 2nd year.
- b. Instalment Policy
- i. The above instalments are unconditional.
 - ii. The student agrees to pay the tuition fees and any other related charges in accordance with the payment and instalment schedule provided by the Cephtactics Ltd and as outlined in the student's enrolment agreement.
 - iii. The student shall make all payments in the manner prescribed by the Cephtactics Ltd, which includes payments by debit card or bank transfer.
 - iv. All costs include VAT.

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- v. The payment and instalment schedule shall specify the due dates for each payment, the amount of each payment and any late payment penalties or fees that may be assessed for failure to make timely payments.
 - vi. Failure to make payments as per the agreed-upon payment and instalment schedule may result in the student being subject to penalties, including, but not limited to, late payment fees, suspension of enrolment and/or cancellation of the student's enrolment.
 - vii. In the event of unforeseen financial hardship, the student may apply for a revision of the payment and instalment schedule by submitting a written request to the Cephtactics Ltd along with supporting documentation. Approval of any such revision is at the sole discretion of the Cephtactics Ltd and may be subject to certain conditions and limitations.
 - viii. The student acknowledges and agrees that the Cephtactics Ltd may take any necessary actions, including legal actions, to recover any outstanding payments owed by the student. The student shall be responsible for any costs and expenses incurred by the Cephtactics Ltd in connection with such actions, including reasonable attorneys' fees.
 - ix. By agreeing to these terms and conditions, the student confirms that they have read, understood and agreed to abide by the payment and instalment schedule as set forth by the Cephtactics Ltd and any applicable penalties and fees for noncompliance.
- c. Debt Collection
- i. The student acknowledges and agrees that, in the event of non-payment or default on any amounts owed under the terms and conditions of this agreement, Cephtactics Ltd reserves the right to engage the services of a debt collection agency or any other third-party collection services to recover the outstanding debts.
 - ii. The student further acknowledges and agrees that, should it become necessary for Cephtactics Ltd to engage a debt collection agency or any other third-party collection services to recover any outstanding amounts, the student shall be responsible for any and all costs, fees and expenses incurred by Cephtactics Ltd in connection with such debt recovery efforts, including, but not limited to, debt collection agency fees, court costs and reasonable attorneys' fees.
 - iii. The student's personal information, including, but not limited to, their name, address, telephone number, email address and any other relevant details, may be shared with the engaged debt collection agency or any other third-party collection services for the purpose of recovering the outstanding debts. The student hereby consents to the sharing of such information for this purpose.
 - iv. By agreeing to these terms and conditions, the student confirms that they have read, understood and agreed to the provisions set forth in this, and acknowledges that Cephtactics Ltd reserves the right to use debt collection agencies and other third-party collection services in the event of non-payment or default on any amounts owed by the student.
- d. Cancellation & Refunds Policy for the Award & Certificate
- i. Once the payment has been made for the PGAward, there are no refunds possible after 48 hours of being enrolled.
 - ii. Full refund is possible, minus a £250 admin fee, up to 48 hours of application acceptance.
 - iii. Once the first instalment has been made for the PGCertificate no refunds are possible of that instalment after the 48 hours.
 - iv. In the event of cancellation after the 2-day event, an extra fee of £500 will be required if the second instalment has not been settled.
 - v. Refund of 50% of total fee is possible prior to the 5-day event, if fully paid.
- e. Cancellation & Refunds Policy for the Diploma
- i. The certificate component (first year) will adhere to the above policy.
 - ii. As for the second phase of the PGDiploma, due to hardware costs and support team allocation, there are NO refunds possible.
 - iii. Cephtactics Ltd shall provide a refund for tuition fees and other course-related charges in accordance with the refund policy outlined in this clause, subject to any applicable laws and regulations.
 - 1. Full Refund: A full refund of tuition fees and other course-related charges shall be provided if the student:
 - a. Cancels their enrolment in writing within 2 calendar days from the date of enrolment, provided that the course has not yet commenced; or
 - b. In the event that Cephtactics Ltd cancels, reschedules or significantly alters the course prior to its commencement, and the student is unable or unwilling to participate in the modified course.
 - 2. Partial Refund: A partial refund of tuition fees, may be provided if the student:
 - a. Withdraws from the course after the commencement but within 2 calendar days or before completing 25% of the course, whichever comes first; or
 - b. Provides evidence of extenuating circumstances (e.g., serious illness or injury, death of an immediate family member, natural disaster) that prevents the student from continuing the course.

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3. No Refund: No refund shall be provided if the student:
 - a. Withdraws from the course after 2 calendar days from the commencement date or after completing more than 25% of the course, whichever comes first; or
 - b. Is expelled or suspended from Cephtactics Ltd due to a breach of the terms and conditions, code of conduct or any other applicable policies.
- iv. To request a refund, the student must submit a written request to Cephtactics Ltd along with any required documentation, as soon as the event giving rise to the refund request occurs. Cephtactics Ltd shall process the refund within 10 business days of receiving the request, subject to verification and approval.
- v. By agreeing to these terms and conditions, the student confirms that they have read, understood and agreed to the refund policy set forth in this clause, and acknowledges that refunds will be provided in accordance with the terms and conditions outlined herein.
- f. Transport & Accommodation
 - i. Cephtactics Ltd shall not be responsible for providing or arranging accommodation or transportation services for the student. The student acknowledges that they are solely responsible for securing and managing their own accommodation and transportation arrangements while attending the course.
 - ii. Cephtactics Ltd hereby disclaims any and all liability for any claims, losses, damages, expenses or costs incurred by the student, whether direct or indirect, arising out of or in connection with the student's accommodation or transportation arrangements, including, but not limited to, cancellation or change fees, loss or theft of personal property, or personal injury.
 - iii. The student agrees to indemnify, defend and hold harmless Cephtactics Ltd, its officers, directors, employees and agents from and against any and all claims, liabilities, damages, losses or expenses, including reasonable attorneys' fees and costs, arising out of or in any way connected with the student's accommodation or transportation arrangements.
 - iv. By agreeing to these terms and conditions, the student confirms that they have read, understood and agreed to the provisions set forth in this clause, and acknowledges that Cephtactics Ltd is not liable for any issues related to accommodation or transportation.
- g. Food & Catering
 - i. Please note that Cephtactics Ltd are not liable for food and catering.
 - ii. Cephtactics Ltd shall not be responsible for providing or arranging catering or food services for the student during the course, unless expressly stated otherwise in the course description or enrolment agreement.
 - iii. The student acknowledges that they are solely responsible for managing their own catering and food arrangements while attending the course, including any dietary restrictions or preferences.
 - iv. Cephtactics Ltd hereby disclaims any and all liability for any claims, losses, damages, expenses or costs incurred by the student, whether direct or indirect, arising out of or in connection with the student's catering or food arrangements, including, but not limited to, foodborne illness, allergic reactions or dissatisfaction with the quality or quantity of food provided.
 - v. The student agrees to indemnify, defend and hold harmless Cephtactics Ltd, its officers, directors, employees and agents from and against any and all claims, liabilities, damages, losses or expenses, including reasonable attorneys' fees and costs, arising out of or in any way connected with the student's catering or food arrangements.
 - vi. By agreeing to these terms and conditions, the student confirms that they have read, understood and agreed to the provisions set forth in this clause, and acknowledges that Cephtactics Ltd is not liable for any issues related to catering or food services.
- h. International Visa
 - i. Cephtactics Ltd do not provide visas for work/education.
 - ii. Cephtactics Ltd do not associate with companies which provide such visas or services.
 - iii. Most CPD programs do not need an educational visa, however, this is dependent on nationalities of students and countries where the course is run.
 - iv. If, however, a visa for tourism/business/conference is required for entry, Cephtactics Ltd will provide necessary documentation, as required.

5. Force Majeure

- a. Major Location Changes
 - i. Cephtactics Ltd reserves the right to change countries or cities, if needed, due to any major event.
 - ii. Cephtactics Ltd will attempt to accommodate time and financial impacts to students as best as possible.
 - iii. The main reasons why sudden changes occur would be due to conflict, terrorism, financial collapse, nuclear meltdown, pandemics, extreme weather, natural disasters, etc.
- b. Security & Fire Events
 - i. In the event of any major security breach in the lecture facility during the hands-on component of the course, Cephtactics Ltd will give jurisdiction to the owners of the event, as per the house rules.

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- ii. For the duration of the hands-on component of the course, the facility shall implement and maintain comprehensive security measures to ensure the safety and well-being of all course participants, staff and property. These measures shall include, but are not limited to, 24-hour security personnel presence, surveillance cameras in public areas, secure access control to designated course spaces and emergency response protocols in the event of any security breaches or incidents. The facility agrees to promptly address any security concerns raised by the Cephtactics Ltd and to take all reasonable steps to mitigate any potential risks or threats.
 - iii. In the event of any fire in the lecture facility, please ensure you follow the facilities house rules, as informed prior to the initiation of the day.
 - iv. Throughout the hands-on component of the course, the facility shall adhere to all applicable fire safety regulations and maintain appropriate fire prevention and protection measures to safeguard the welfare of course participants, staff and property. These measures shall include, but are not limited to, the installation and maintenance of fire alarms, smoke detectors and fire extinguishers; the provision of clearly marked emergency exits and escape routes; and the regular inspection and servicing of fire safety equipment. Additionally, the facility shall conduct periodic fire safety drills and provide training to its staff on emergency evacuation procedures. The facility agrees to address any fire safety concerns raised by Cephtactics Ltd in a timely manner and to take all necessary actions to minimize potential risks or hazards.
- c. Cyber Attacks
- i. Throughout the online version of the course, Cephtactics Ltd shall implement robust cybersecurity measures to safeguard the digital platforms, networks and sensitive data associated with the event from unauthorized access, theft or damage.
 - ii. These measures shall include, but are not limited to, the use of firewalls, intrusion detection systems, encryption, secure login procedures and regular software updates. Cephtactics Ltd shall also have a documented incident response plan in place to promptly identify, contain and remediate any potential cyber threats or breaches.
 - iii. In the event of a cyber attack, Cephtactics Ltd agrees to notify the student without undue delay and cooperate closely with the student to mitigate any adverse effects on the course and its participants, as well as implement any necessary corrective actions to prevent future occurrences.
 - iv. Identification and containment: Upon discovering a cyber attack or data breach, Cephtactics Ltd will quickly identify the nature and scope of the incident and take immediate steps to contain the breach, such as isolating affected systems, restricting unauthorized access and disabling compromised user accounts.
 - v. Cephtactics Ltd will initiate a thorough investigation to determine the cause of the breach, the extent of the damage and the potential impact on the course and its participants. This assessment may involve engaging external cybersecurity experts, if necessary.
 - vi. Cephtactics Ltd will promptly notify the student, affected participants and any relevant authorities about the breach, as required by applicable data protection laws and regulations. Clear and transparent communication should be maintained throughout the incident response process to keep stakeholders informed about the situation and any necessary actions they should take.
 - vii. Cephtactics Ltd will provide appropriate remedial measures to address the vulnerabilities that led to the breach and restore affected systems and services. This may involve patching software, updating security protocols or strengthening authentication mechanisms.
 - viii. Cephtactics Ltd will work closely with the student and affected participants to minimize the impact of the breach. This may include offering identity theft protection services, credit monitoring or other support measures to help individuals protect themselves from potential harm.
 - ix. After the incident has been resolved, Cephtactics Ltd will conduct a post-mortem analysis to identify lessons learned and implement improvements to prevent future breaches. This may involve updating security policies, providing additional staff training or enhancing security measures across the organization.
- d. First Aid on Site
- i. Cephtactics Ltd shall ensure that adequate first aid provisions are available on-site throughout the duration of the course to promptly address any medical emergencies or minor injuries that may occur. These provisions shall include, but are not limited to, a fully stocked and easily accessible first aid kit, trained first aid personnel or certified staff members, and clear signage indicating the location of first aid resources.
 - ii. Additionally, the facility shall maintain a list of emergency contact numbers, including local medical facilities and emergency services, and have a documented procedure in place for handling medical emergencies.
 - iii. The facility agrees to address any first aid-related concerns raised by Cephtactics Ltd in a timely manner and to take all necessary steps to ensure the safety and well-being of course participants and staff.
- e. Bankruptcy

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- i. In the event that the Cephtactics Ltd declares bankruptcy, becomes insolvent, or otherwise ceases to operate during the term of this agreement, the following terms and conditions shall apply:
 - ii. The agreement shall be deemed terminated immediately upon the Cephtactics Ltd's declaration of bankruptcy or insolvency, or upon its cessation of operations, without the requirement of written notice from either party.
 - iii. The Cephtactics Ltd shall, to the extent permitted by applicable bankruptcy or insolvency laws, promptly refund any prepaid fees or deposits paid by the student for services not yet rendered at the time of termination.
 - iv. The T Cephtactics Ltd, or its appointed insolvency representative, shall promptly notify the student of its bankruptcy or insolvency status and provide any relevant information or documentation required to facilitate the settlement of outstanding claims or obligations.
 - v. The Cephtactics Ltd's liability to the student for any losses, damages or expenses incurred as a result of its bankruptcy or insolvency shall be limited to the extent permissible under applicable laws. The student acknowledges that recovery of any such amounts may be subject to the priorities and procedures established by the bankruptcy or insolvency proceedings.
 - vi. The student retains all rights to any intellectual property, materials or content developed or provided by the Cephtactics Ltd for the purposes of the course, unless otherwise agreed upon in writing or subject to any restrictions imposed by the bankruptcy or insolvency laws.
 - vii. The obligations of both parties to protect the confidentiality of any proprietary or sensitive information exchanged during the term of the agreement shall survive the termination of the agreement due to the Cephtactics Ltd's bankruptcy or insolvency.
- f. Death(s)
- i. Cephtactics Ltd reserves the right to terminate the contract if a vital member of the lecture group, multiple members of the lecture group or administration team pass away.
 - ii. Cephtactics Ltd also will provide refunds to the paid amounts as best as possible, depending on the percentage of the course completed.
 - iii. If a student passes away during the hands-on event, every effort possible will be done to repatriate the student to the next of kin.
 1. Immediate Response: Upon discovering the incident, the course instructor or staff will immediately call emergency services and follow any instructions provided. If the situation allows, certified personnel should perform first aid or CPR until medical professionals arrive.
 2. Securing the Area: The course staff will restrict access to the area where the incident occurred in order to preserve the scene and maintain the privacy and dignity of the deceased individual.
 3. Notify Appropriate Parties: Cephtactics Ltd will promptly inform the deceased participant's emergency contact, as well as the venue management and any other relevant stakeholders.
 4. Provide Support: Cephtactics Ltd will offer support to other participants, staff and anyone affected by the incident, which may include access to counselling services, emotional support or other assistance, as needed.
 5. Incident Documentation: Cephtactics Ltd will create a detailed report of the incident, including the sequence of events, any actions taken and the outcome. This report should be kept confidential and secure, with access limited to authorized personnel.
 6. Investigation and Follow-Up: Cephtactics Ltd will cooperate fully with any investigations conducted by authorities, medical professionals or other relevant parties, and implement any necessary changes to prevent similar incidents in the future.
 7. Legal and Insurance Considerations: Cephtactics Ltd will consult with legal counsel and insurance providers to determine any potential liabilities or obligations resulting from the incident and to ensure compliance with any applicable laws and regulations.
 8. Communication and Public Relations: Cephtactics Ltd will carefully manage any public statements or media inquiries related to the incident, prioritizing accuracy, respect for the deceased and their family, and the privacy of all individuals involved.
 9. A percentage refund will be given within 10 days of the event. This has to be at the discretion of Cephtactics Ltd with respect to course costs and overheads.
- g. Black Swan Events
- i. In the event of a Black Swan event, defined as an unforeseeable and highly disruptive occurrence with significant consequences, Cephtactics Ltd shall take all reasonable steps to ensure the safety and well-being of course participants and staff, and to minimize the impact on the course. The following terms and conditions shall apply in such situations:
 - ii. Notification: Cephtactics Ltd shall promptly notify the student of the Black Swan event and provide regular updates on the situation and its potential impact on the course.

- iii. Adaptation: Cephtactics Ltd reserves the right to adjust the course schedule, format or location, or to postpone or cancel the course, as necessary and appropriate, in response to the Black Swan event.
- iv. Refunds and Credits: In the event of course postponement or cancellation due to a Black Swan event, Cephtactics Ltd shall, at its discretion, either refund the fees paid by the student for the affected portion of the course or offer a credit toward a future course.
- v. Force Majeure: Cephtactics Ltd shall not be held liable for any failure or delay in fulfilling its obligations under this agreement due to a Black Swan event or any other circumstances beyond its reasonable control. In such cases, Cephtactics Ltd's performance under the agreement shall be suspended for the duration of the event, without any liability for damages or losses incurred by the student.
- vi. Cooperation: Both parties agree to cooperate in good faith to address the impact of the Black Swan event on the course and to explore alternative solutions or arrangements, as necessary and feasible.
- vii. Post-Event Recovery: Following the resolution of the Black Swan event, Cephtactics Ltd shall work with the student to determine the most appropriate course of action for resuming or rescheduling the course, if possible.
- viii. Review and Learning: Cephtactics Ltd shall review its response to the Black Swan event and update its emergency preparedness plans and procedures as necessary, to better manage and mitigate the impact of future unforeseen events.

6. Advertisement & Auxiliary Companies

- a. Companies Soliciting
 - i. Cephtactics may bring companies to our online and offline platforms to present their products.
 - ii. Please note that while various companies may choose to advertise their products or services on our course platform or face-to-face events, we maintain no direct affiliation or partnership with these companies. Their presence does not constitute an endorsement by us, and we bear no responsibility for the content, accuracy or quality of their advertisements.
- b. Trademarks of those Companies
 - i. Trademarks of these companies are their own.
 - ii. All trademarks, service marks, trade names and logos displayed on this platform are the property of their respective owners and are protected under applicable trademark and intellectual property laws. Any unauthorized use, reproduction or distribution of these marks without the express written consent of the respective owners is strictly prohibited and may result in legal action.
- c. 3rd party recording may occur at these facilities.
- d. Please be aware that third parties may record or capture events or courses hosted on this platform. By participating in these events or courses, you acknowledge and accept that your likeness, voice and statements may be recorded or documented by third parties. We are not responsible for any unauthorized recordings or their subsequent use, and we disclaim any liability arising from such recordings.
- e. Please note that if you do not consent to the above, you must discuss this with the administrator on the day and we will ask the 3rd party to refrain from using your data.

7. Course Content

- a. Course Materials
 - i. Students are required to maintain equipment as they found it.
 - ii. Students are not to remove any equipment off site (unless advised to do so).
 - iii. Students should use equipment and material for the required purpose.
 - iv. Any equipment broken due to student negligence will be charged to the student for replacement.
 - v. All instruments, equipment and materials utilized during the course, including, but not limited to, training tools, presentation materials and educational resources, are the exclusive property of Cephtactics Ltd. Unauthorized use, removal or distribution of these items without the express written consent of Cephtactics Ltd is strictly prohibited.
 - vi. By participating in the course, students acknowledge and agree to respect the ownership rights of Cephtactics Ltd over all course-related instruments and materials.
- b. Copyright of Materials
 - i. All content, materials and resources provided on this platform, including, but not limited to, text, graphics, images, videos and software are the property of Cephtactics Ltd or its licensors and are protected by applicable copyright and intellectual property laws. Unauthorized copying, reproduction, modification, distribution or use of any materials or resources without the express written consent of Cephtactics Ltd is strictly prohibited and may result in legal action. All rights reserved by Cephtactics Ltd.
 - ii. Students are granted a limited, non-exclusive and revocable license to access and use the course materials for personal, non-commercial and educational purposes only, while strictly adhering to copyright laws. Any unauthorized reproduction, distribution or modification of the course materials is strictly prohibited. By using the course materials, students agree to respect and uphold the intellectual property rights of Cephtactics Ltd and its licensors.
- c. Intellectual Property

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- i. Cephtactics Ltd.'s intellectual property policy is committed to protecting its proprietary content, materials and resources, including, but not limited to, copyrights, trademarks, patents and trade secrets. Unauthorized use, reproduction, distribution or modification of any of Cephtactics Ltd.'s intellectual property, without the express written consent of Cephtactics Ltd or its licensors, is strictly prohibited and may result in legal action.
 - ii. By accessing and using our platform, users agree to respect and uphold the intellectual property rights of Cephtactics Ltd and its licensors, and acknowledge that any infringement or violation of these rights may lead to termination of access and possible legal consequences.
 - d. Liability
 - i. Cephtactics Ltd, its directors, employees and affiliates shall not be held liable for any direct, indirect, incidental, special, consequential or punitive damages, including, but not limited to, personal injury, property damage, loss of data, loss of profit or any other loss arising out of or in connection with the use of, or the inability to use, the course materials, platform or any services provided by Cephtactics Ltd.
 - ii. By participating in the course or using our platform, students agree to assume all risks associated with their participation and expressly waive any and all claims against Cephtactics Ltd and its affiliates in connection with any such damages or losses.
 - iii. Cephtactics Ltd is not responsible or liable for the treatment of patients or the clinical decisions made by students who have participated in our courses. Students are solely responsible for the application of skills, knowledge and judgment acquired during the course in their professional practice.
 - iv. By participating in our courses, students acknowledge and agree that Cephtactics Ltd and its affiliates shall not be held liable for any direct, indirect, incidental, special, consequential or punitive damages arising from the provision of patient care or treatment based on the knowledge or skills acquired during the course.
 - e. Videography/Photography
 - i. Cephtactics Ltd reserves the right to record, photograph or video any lectures, presentations or events hosted on our platform for purposes including, but not limited to, educational, promotional or archival use.
 - ii. By participating in our courses, students grant Cephtactics Ltd the irrevocable and unrestricted right to use and reproduce their likeness, voice and statements in such recordings, photographs or videos without compensation or further notice. Students acknowledge that these materials remain the exclusive property of Cephtactics Ltd and may be used at its discretion.
 - iii. Please note that if you do not consent to the above, you must discuss this with the administrator on the day and we will refrain from using your data.
 - f. Instruments & Materials
 - i. Cephtactics Ltd requires that all students enrolling in our courses possess a fundamental understanding of dental instrument handling, as well as basic dental skills and knowledge. By participating in our courses, students acknowledge that they are responsible for ensuring their proficiency in handling dental instruments and agree to adhere to standard safety and hygiene practices. Cephtactics Ltd reserves the right to deny participation or dismiss any student who does not demonstrate adequate competence in these areas, in order to ensure the safety and effectiveness of the learning environment for all participants.
 - ii. Cephtactics Ltd requires that all students enrolling in our courses possess a basic understanding of dental materials, their handling and appropriate application. By participating in our courses, students acknowledge that they are responsible for ensuring their proficiency in handling dental materials and agree to adhere to standard safety and hygiene practices. Cephtactics Ltd reserves the right to deny participation or dismiss any student who does not demonstrate adequate competence in these areas, in order to ensure the safety and effectiveness of the learning environment for all participants.
 - iii. Cephtactics Ltd shall not be held liable for any damages, injuries or losses that may occur as a result of the use, misuse, or handling of dental instruments during the course. By participating in the course, students acknowledge and agree that they are solely responsible for their actions while using dental instruments and assume all risks associated with their use. Students are expected to adhere to established safety and hygiene practices and exercise appropriate care and caution while handling dental instruments. Cephtactics Ltd disclaims any liability arising from accidents, injuries or damages sustained during the course in connection with the use of dental instruments.
 - g. Practicals
 - i. Practical components of the course will occur on every day.
 - ii. All students enrolled in the course are required to actively participate in and successfully complete the practical component of the course in order to fulfil the course requirements.
 - iii. Failure to do so may result in the student being deemed ineligible for course completion, certification or any associated benefits.

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- iv. By enrolling in the course, students acknowledge and agree to the mandatory nature of the practical component and commit to fully engage in and complete all required practical exercises, assessments or activities, as outlined in the course curriculum.
- v. These may include, but are not limited to, the use of dental typodonts.
- vi. Some practical components will use, but are not limited to, dental models.
- h. Welcome, Auxiliary Packs and Equipment
 - i. Cephtactics Ltd will provide welcome packs and other course-related materials to enrolled students as part of the course offering.
 - ii. Welcome packs will be sent to the PGAward, PGCertificate and PGDiploma students.
 - iii. These materials may include, but are not limited to, informational guides, course schedules, resource lists and access to online resources.
 - iv. Auxiliary packs will be sent to the students of PGCert and PGDip.
 - v. By participating in the course, students acknowledge that the provision of these materials is for their benefit and agree to use them in compliance with all applicable copyright and intellectual property laws, as well as any specific usage guidelines provided by Cephtactics Ltd.
- i. Diagnostic Cases
 - i. Three fully documented diagnostic cases (not treated) would be needed at the end of the PGCertificate and the PGDiploma (Phase 1).
 - ii. These cases can be either aligners or fixed appliances.
- j. Treatment Cases
 - i. Three fully documented treatment cases (undergoing treatment or completed) would be required for the PGDiploma (Phase 2).
 - ii. These cases can be either aligners or fixed appliances.

8. Code of Conduct

- a. Dishonesty
 - i. Dishonesty in any form, including cheating, falsification of information or misrepresentation, is strictly prohibited in Cephtactics Ltd courses.
 - ii. Students found to have engaged in dishonest behaviour may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - iii. By enrolling in our courses, students acknowledge and agree to uphold the principles of honesty, integrity and professionalism, and to refrain from any actions that may compromise the trust and learning environment of the course.
- b. Theft/Damage
 - i. Cephtactics Ltd strictly prohibits theft, vandalism or any intentional damage to property or resources provided during the course, including, but not limited to, equipment, instruments, materials and facilities.
 - ii. Students found to have engaged in such activities may be held liable for any resulting damages and may face disciplinary action, including, but not limited to, course dismissal, denial of certification or legal consequences.
 - iii. By enrolling in our courses, students acknowledge and agree to respect and protect the property and resources of Cephtactics Ltd and to refrain from any actions that may cause harm or damage
- c. Personal Property
 - i. Cephtactics Ltd is not responsible for the loss, theft or damage of any personal property brought to the course premises by students or attendees.
 - ii. Participants are solely responsible for the care and security of their belongings and are advised to take necessary precautions to safeguard their personal property.
 - iii. By enrolling in our courses or attending our events, students and attendees acknowledge and agree that Cephtactics Ltd and its affiliates shall not be held liable for any losses, damages or inconveniences arising from the loss, theft or damage of personal property on the course premises.
- d. Plagiarism
 - i. Cephtactics Ltd maintains a strict policy against plagiarism and expects all students to adhere to the highest standards of academic integrity.
 - ii. Any instances of plagiarism, including, but not limited to, the unauthorized use, copying or distribution of copyrighted material, or presenting someone else's work as one's own, will not be tolerated.
 - iii. Students found to have engaged in plagiarism may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - iv. By enrolling in our courses, students acknowledge and agree to uphold the principles of academic honesty and to submit only original work that is free from plagiarism.
- e. Respect
 - i. Cephtactics Ltd is committed to fostering a respectful, inclusive and collaborative learning environment for all students, instructors and staff. We expect all participants to treat one another with courtesy, dignity and respect, regardless of background, beliefs or differences.
 - ii. Discrimination, harassment or any form of disruptive or offensive behaviour will not be tolerated.

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- iii. Students found to be in violation of this policy may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - iv. By enrolling in our courses, students acknowledge and agree to uphold these principles of respect and to contribute positively to the learning experience for all involved.
- f. Defamation
- i. Cephtactics Ltd strictly prohibits any form of defamation, including, but not limited to, the spreading of false or malicious statements, rumours or accusations against any individual, group or organization, whether verbally, in writing or through digital communication.
 - ii. Defamatory actions have the potential to cause serious harm to the reputation and well-being of others and may result in legal consequences.
 - iii. Students found to have engaged in defamation of character may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - iv. By enrolling in our courses, students acknowledge and agree to refrain from any defamatory behaviour and to uphold the principles of respect, professionalism and integrity.
- g. Student Attitude to other Students
- i. Cephtactics Ltd expects all students to maintain a positive and supportive attitude towards their fellow students throughout the duration of the course.
 - ii. This includes showing respect, empathy and understanding when interacting with others, regardless of differences in background, beliefs or opinions.
 - iii. Disrespectful, hostile or discriminatory behaviour towards other students will not be tolerated.
 - iv. Students found to have violated this policy may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - v. By enrolling in our courses, students acknowledge and agree to foster a collaborative and inclusive learning environment for all participants.
- h. Breach of Confidentiality
- i. The recipient agrees to maintain the confidentiality of all confidential information received from the discloser, and to use such confidential information solely for the purpose of fulfilling the recipient's obligations under this agreement.
 - ii. The recipient agrees not to disclose any confidential information to any third party, without the prior written consent of the discloser, except as required by law. The recipient further agrees to take all reasonable measures to safeguard the confidential information and prevent its unauthorized use, disclosure or dissemination.
 - iii. In the event of a breach of this confidentiality clause, the discloser may seek immediate injunctive relief to prevent further unauthorized use, disclosure or dissemination of the confidential information, and may pursue all available legal remedies, including, but not limited to, monetary damages and injunctive relief. The recipient shall be responsible for any and all damages, including attorneys' fees, incurred by the discloser as a result of the recipient's breach of this confidentiality clause.
 - iv. By enrolling in our courses, students acknowledge and agree to maintain the confidentiality of all confidential information received from Cephtactics Ltd.
- i. Treatment of Lecturers
- i. Cephtactics Ltd expects all students to treat lecturers, instructors and staff with the utmost respect, professionalism and courtesy.
 - ii. Students are encouraged to engage in constructive and polite communication, listen actively and express any concerns or disagreements in a respectful manner.
 - iii. Disrespectful, hostile or discriminatory behaviour towards lecturers, instructors or staff will not be tolerated. Students found to have violated this policy may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - iv. By enrolling in our courses, students acknowledge and agree to create a positive and respectful learning environment for everyone involved.
- j. Treatment of Administration & Support Team
- i. Cephtactics Ltd expects all students to treat administration staff, as well as other support personnel, with the utmost respect, professionalism and courtesy. Students are encouraged to engage in constructive and polite communication, listen actively and express any concerns or disagreements in a respectful manner.
 - ii. Disrespectful, hostile or discriminatory behaviour towards administration staff or support personnel will not be tolerated.
 - iii. Students found to have violated this policy may face disciplinary action, including but not limited to course dismissal, denial of certification, or other appropriate measures.
 - iv. By enrolling in our courses, students acknowledge and agree to create a positive and respectful learning environment for everyone involved.
- k. Unauthorised Tracking/Doxing

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- i. Cephtactics Ltd strictly prohibits unauthorized doxing, tracking or any other form of invasive activity aimed at revealing or sharing the personal or confidential information of students, instructors, staff or other associated individuals without their express consent.
 - ii. Such activities compromise the privacy and safety of individuals and may result in legal consequences. Students found to have engaged in unauthorized doxing or tracking may face disciplinary action, including, but not limited to, course dismissal, denial of certification or other appropriate measures.
 - iii. By enrolling in our courses, students acknowledge and agree to uphold the principles of privacy, respect and integrity, and to refrain from any actions that may infringe on the rights and safety of others.
- I. GDPR
- i. Cephtactics Ltd is committed to protecting the privacy of our users and complying with the requirements of the General Data Protection Regulation (GDPR).
 - ii. By using our services, you agree that Cephtactics Ltd may collect, process and store your personal data as described in our privacy policy.
 - iii. Cephtactics Ltd will only use your personal data for the purposes stated in our privacy policy and we will not share it with third parties without your explicit consent, except when required by law.
 - iv. Cephtactics Ltd implements appropriate measures to ensure the security and confidentiality of your personal data, and will notify you promptly in case of a data breach.
 - v. If you have any questions or concerns about our use of your personal data, please contact us at info@cephtactics.com
- m. Piracy
- i. All course materials provided by Cephtactics Ltd are copyrighted and intended solely for use by enrolled students. Any unauthorized reproduction, distribution or sharing of course materials is strictly prohibited.
 - ii. Students may not share, sell or distribute any course materials, including, but not limited to, videos, audio recordings, course notes, assignments and assessments, to anyone else, including individuals who are not enrolled in the course.
 - iii. Any student found to have engaged in piracy of course materials will be subject to immediate suspension or termination of their enrolment in the course, as well as any applicable legal action.
 - iv. Students are solely responsible for maintaining the confidentiality and security of their login credentials, and must not share their login information with anyone else. Any unauthorized use of a student's login credentials will be considered piracy, and the student will be subject to the same penalties outlined in this piracy clause.
 - v. By enrolling in this course, you agree to comply with this piracy clause and to be bound by its terms and conditions. Any violation of this piracy clause may result in immediate termination of your enrolment in the course, as well as any applicable legal action.
- n. Privacy
- i. Cephtactics Ltd are committed to protecting your privacy and personal information. This privacy clause explains how we collect, use and protect your personal information, and your rights with respect to that information.
 - ii. Cephtactics Ltd may collect personal information from you when you interact with us, including, but not limited to, when you sign up for our services, submit a form or contact us. This information may include your name, email address, phone number, billing information and other information necessary to provide our services to you.
 - iii. Use of Personal Information: Cephtactics Ltd may use your personal information for the following purposes:
 - 1. To provide you with our services and fulfil our obligations under any agreements between you and us;
 - 2. To respond to your inquiries or requests;
 - 3. To communicate with you about our services, promotions and other news;
 - 4. To improve our services and website;
 - 5. To comply with applicable laws and regulations.
 - iv. Cephtactics Ltd takes reasonable measures to protect your personal information from unauthorized access, use or disclosure. However, no data transmission over the internet or storage system can be guaranteed to be 100% secure. Therefore, Cephtactics Ltd cannot guarantee the security of your personal information, consequently you use our services at your own risk.
 - v. Cephtactics Ltd may disclose your personal information to third-party service providers who assist us in providing our services to you, such as payment processors or hosting providers. Cephtactics Ltd may also disclose your personal information if required by law, or if Cephtactics Ltd believes that such disclosure is necessary to protect our rights or comply with a judicial proceeding, court order or legal process.

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- vi. You have the right to access, correct or delete your personal information at any time. You may also opt-out of receiving promotional emails from us. To exercise any of these rights, please contact us using the contact information provided below.
 - vii. Cephtactics Ltd reserves the right to modify or update this privacy clause at any time without prior notice. Cephtactics Ltd encourages you to review this clause periodically to stay informed about how Cephtactics Ltd is protecting your personal information.
 - viii. If you have any questions or concerns about this privacy clause, please contact us at info@ceph tactics.com.
- o. Complaints
- i. Cephtactics Ltd strives to ensure that our courses meet the highest standards of quality and professionalism. However, Cephtactics Ltd recognizes that from time to time, students may have concerns or complaints about our courses or the service they have received. Cephtactics Ltd takes all complaints seriously and will do its best to address them promptly and fairly.
 - ii. If you have a concern or complaint about a course or staff/team, please contact us as soon as possible by email (info@ceph tactics.com).
 - iii. Cephtactics Ltd will acknowledge your complaint within two business days and work to resolve the issue as quickly as possible.
 - iv. Please provide us with as much detail as possible about the nature of your complaint, including the name of the course/staff/team and any relevant information about the issue.
 - v. Cephtactics Ltd will investigate your complaint thoroughly and fairly and may request additional information or documentation from you if necessary.
 - vi. Cephtactics Ltd will endeavour to resolve your complaint within 10 business days of receiving it. If Cephtactics Ltd requires additional time to investigate your complaint and will inform you of the expected timeline.
 - vii. If you are not satisfied with the outcome of our investigation or resolution, you may escalate your complaint to a senior member of our team. Cephtactics Ltd will provide you with details on how to do this upon request.
 - viii. In any case an independent team can be brought in to assist in the resolution of the complaint.