

Terms and Conditions for Candidates/Students on Zobskill.com

Effective Date: 27/11/2024

Welcome to **Zobskill.com**, a platform designed to connect candidates with training programs and job opportunities. By registering, enrolling in courses, or availing services on Zobskill.com, you agree to comply with these Terms and Conditions ("Terms"). If you disagree with any part of these Terms, you should refrain from using the platform.

1. Definitions

- **Platform:** Zobskill.com, owned and operated by Eduglobal Solutions.
- **Candidate/Student:** An individual registered on the platform to avail training or job placement services.
- **Training Provider:** Trainers or institutions offering courses through Zobskill.com.
- **Related Exam:** The certification or qualifying exam for which the candidate is undergoing training.

2. Registration and Use of the Platform

- **Account Creation:** Candidates must create an account, providing accurate and up-to-date information.
- **Eligibility:** Candidates must be at least 18 years old or have parental consent if under 18.
- **Platform Use:** Candidates agree to use the platform solely for the purposes of enrolling in training courses, accessing job opportunities, and related activities.

3. Course Fees and Payment

- **Training Fees:** The course fees listed on Zobskill.com exclude **GST (18%)** and **platform fees (3%)**, which will be added during checkout.
- **Payment Terms:** Candidates must pay the full course fee at the time of enrollment. Partial payments are not accepted.
- **Non-Refundable Fees:** GST and platform fees are non-refundable under all circumstances.

4. Refund Policy

Zobskill.com offers a **performance-based refund policy** applicable under the following conditions:

4.1. Refund for Exam Qualification

- Candidates are eligible for a **50% refund** of the course fees (excluding GST and platform fees) upon successfully qualifying for the related exam.
- **Refund Process:**

1. Candidates must submit proof of exam qualification (e.g., scorecard or certificate) within 30 days of result declaration.
2. Zobskill will verify the claim and process the refund within 30 working days.

4.2. Refund for Job Placement

- Candidates are eligible for the remaining **50% refund** of the course fees upon successfully securing a job placement through Zobskill.com.
- Conditions:
 - The placement must be secured through Zobskill.com's job portal or recruitment services.
 - Candidate must complete 15 days in the new role before claiming the refund.
- Refund Process:
 1. Submit the placement letter and proof of probation / 15 days work completion.
 2. Zobskill will verify and process the refund within 30 working days.

4.3. Exclusions

- Refund benefits are valid only if both the **training** and **placement services** are availed through Zobskill.com.
- Refunds are not applicable if the candidate opts for external training or job placement services outside Zobskill.com.

5. Candidate Responsibilities

- **Accurate Information:** Candidates must provide accurate and truthful details during registration, enrollment, and claim submissions.
- **Adherence to Guidelines:** Candidates must comply with training schedules, platform rules, and trainer instructions.
- **Exam and Placement Efforts:** Candidates are responsible for their active participation in the training program, exam preparation, and job search process.

6. Prohibited Activities

6.1. Appropriate Sharing of Contact Information

- **Permitted Sharing:** Candidates are allowed to share their **contact details (email, phone number, etc.)** with employers during the job application process or when required for professional communication initiated via Zobskill.com.
- **Prohibited Sharing:** Candidates must not share their contact information:
 - With other candidates, trainers, or users outside the job application or training context.
 - For purposes unrelated to job applications or Zobskill.com services.

- **Resume Visibility:** Contact details included in resumes uploaded to Zobskill.com are visible to employers as part of the application process and are governed by Zobskill's **Privacy Policy**.

7. Data Protection and Privacy

- Zobskill will handle personal data in accordance with its **Privacy Policy**.
- Candidate data will only be shared with authorized trainers, employers, or third parties necessary for delivering platform services.

8. Limitation of Liability

- Zobskill.com does not guarantee employment or exam success.
- The platform is not liable for losses resulting from incorrect use of services or delays in refund processing.

9. Termination

Zobskill.com reserves the right to terminate a candidate's account for:

- Breaching platform rules or these Terms.
- Engaging in fraudulent or unethical activities.

10. Amendments to Terms

Zobskill.com may modify these Terms at any time. Candidates will be notified of significant changes, and continued use of the platform constitutes acceptance of the updated Terms.

11. Contact Information

For queries related to these Terms or refund claims, please contact:

Email: support@zobskill.com