

## ICT Mentors' e-learning platform

### Terms of Reference

We would like to thank you for taking your time to expand your knowledge by studying via ICT Mentors e-learning portal. Please note the following;

Our e-learning portal is [training.ict-mentors.com](http://training.ict-mentors.com)

Our technical team will keep on updating and adding more e-courses on the portal; we encourage our delegates to visit the portal from time to time for updates.

Payments: Payments are online and are done before a student is allowed access to the particular course;

Exam requests are sent directly to ICT Mentor using email [info@ict-mentors.com](mailto:info@ict-mentors.com)

Students requesting technical support will write to [e-learn@ict-mentors.com](mailto:e-learn@ict-mentors.com)

#### Extensions

Students are clearly that if they fail to complete the course within the purchased time frame, then they can purchase an extension that continues from their end date.

ICT Mentors will extend the course duration by a three-day extension for all courses in her portal. This is to be used at ICT Mentors' discretion.

Other than the three day free extension, all other extensions will be charged. The 30 day additional period will continue from the original end date ONLY. So if a student buys the extension 10 days after this date, they will only receive 20 days live access.

The only exception to this is if the student is able to provide a medical certificate (or other legal document) to show that they had a genuine reason for not being able to study during the time that they had bought.

ICT Mentors will not be responsible to slow internet speeds when accessing online courses.

We do hope that you will find our e-learning courses very useful in building a career and establishing capability as a solution's provider.

Yours faithfully,

**Peter M. Kasyoki**  
**CEO – ICT Mentors**