

# TRAINING NORMS – FULL ARCH CLUB

Updated January 1, 2025

Full Arch Club is proud to offer the best educational courses in the context of Full Arch Rehabilitation worldwide. We also value transparency and compliance with best educational practices. It is essential to read this entire document carefully before proceeding with the registration for any course promoted by Full Arch Club.

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## 1. REGISTRATION AND TRAINEE SELECTION

1. Course promotion and the launch of new editions are made through the website <https://www.fullarchclub.com/>.
  2. The number of available slots for each course edition determines the maximum number of trainees.
  3. After reviewing all information on the website, if you have any questions, you may contact our team via email at [info@fullarchclub.com](mailto:info@fullarchclub.com).
  4. Once you have all necessary information, to register for a Full Arch Club course, you must complete the registration form available on the relevant course edition page.
  5. To secure your place, you may be required to pay either the full course fee or a deposit (registration fee), as specified on the course page (see “Clause Two – Fees, Payments, Cancellations and Refunds”).
  6. Before making payment, you must read and accept the Privacy Policy, Terms and Conditions, and these Training Norms, all available on the website. Additionally, in the purchase form, you must confirm that you accept all clauses highlighted in the training contract template accessible via the provided link.
  7. After completing registration, you will be formally enrolled and will receive a welcome email with detailed information about the course, including the training program and the training contract reiterating the terms accepted at the time of purchase.
  8. The registration form includes profile validation questions. However, if we determine that you do not meet the required profile for the course, the paid amount will be refunded.
  9. Upon course completion, you will be required to fill out the Data Collection Registration Form to provide the necessary information for issuing your Professional Training Certificate via the SIGO Platform, in compliance with national legislation (applicable only to trainees with a tax address in Portugal).
  10. All collected data will be processed in accordance with applicable personal data protection laws, ensuring confidentiality.
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## 2. FEES, PAYMENTS, CANCELLATIONS AND REFUNDS

1. The cost of the course is defined on the course purchase page, plus VAT at the applicable legal rate.
2. The total course fee shall be paid according to one of the following options, as presented at the time of purchase:
  - a) **Full payment**, whereby the full course fee is paid at the time of registration; or
  - b) **Deposit payment**, whereby a deposit is paid at the time of registration to secure the Trainee’s place, and the remaining balance is charged up to two (2) weeks prior to the course start date.
3. The educational and didactic materials related to the course are provided by the First Party.

4. If the First Party is required to change the course schedule or location and such change is incompatible with the Trainee's availability, the Trainee shall be entitled to a refund of the amount paid or, alternatively, to transfer the registration to another course edition.
  5. The realization of each course edition is subject to a minimum number of registrations. If this minimum is not met, the First Party reserves the right to cancel or postpone the course edition with at least thirty (30) days' prior notice. In such case, the Trainee shall be entitled to a full refund, unless they choose to wait for new course dates.
  6. If the Trainee is unable to attend the purchased course edition and communicates this in writing at least ninety (90) days before the course start date, their registration may be transferred to the next available course edition.
  7. In order for the rescheduling referred to in paragraph 6 to be confirmed, fifty percent (50%) of the outstanding course fee shall be paid at the time the rescheduling request is approved.
  8. If no suitable alternative dates are available, or if the Trainee does not wish to reschedule, no refund shall be issued and the amount paid shall be forfeited.
  9. If the Trainee is unable to attend the purchased course edition and communicates this within ninety (90) days prior to the course start date, no rescheduling shall be permitted and the amount paid shall be forfeited.
  10. For all courses, the Trainee benefits from a 14-day right of withdrawal following the course purchase date. Within this period, the Trainee may cancel the purchase and receive a full refund. The cancellation request must be submitted in writing to **info@fullarchclub.com**.
  11. Except for the situations expressly provided for in paragraphs 4, 5 and 10 of this clause, the First Party does not issue refunds after the 14-day withdrawal period.
  12. If a registration is transferred to another course edition with a different fee, the Trainee shall be responsible for paying any applicable price difference.
  13. Trainee substitutions are permitted only if communicated in writing at least ninety (90) days before the course start date. After this deadline, substitutions are no longer allowed.
  14. All matters relating to payments, refunds, cancellations, rescheduling and substitutions are governed by the Training Norms, which form an integral part of this Agreement and must be reviewed prior to enrollment.
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### **3. TRAINEE RIGHTS**

As a Full Arch Club trainee, you have the right to:

1. Participate in the enrolled course and receive training in accordance with the program, methodologies, and processes disclosed.
  2. Receive a Professional Training Certificate at the end of the course, in accordance with current legislation, subject to passing the evaluation conducted by the trainer and settling any due payments.
  3. Be treated with respect and courtesy by any member of Full Arch Club.
  4. Submit a complaint regarding any anomalies that may affect the training objectives. Complaints must be submitted in writing or through the Complaints Book (electronic or physical).
  5. Ensure confidentiality of the personal data provided.
  6. Be covered by personal/occupational accident insurance during the course period.
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### **4. TRAINEE DUTIES**

As a Full Arch Club trainee, you are required to:

1. Treat all Full Arch Club representatives and staff with courtesy and politeness.
2. Complete assessment tests in accordance with the defined training program.

3. Consult Full Arch Club whenever relevant questions arise, having the right to clarification.
  4. Use and care for the space, equipment, and other assets entrusted for training purposes.
  5. Maintain loyalty to Full Arch Club and its employees, including not disclosing information about processes and intellectual property learned during the training.
  6. Refrain from any act that may harm or discredit the training conducted by Full Arch Club.
  7. Not make video recordings during training.
  8. Comply with the conditions and rules for the operation of Full Arch Club training as expressed in these Training Norms.
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## 5. DUTIES OF FULL ARCH CLUB

Full Arch Club is responsible for:

1. Ensuring the training complies with current regulations and aligns with the defined and disclosed training program.
  2. Developing the technical-pedagogical dossier registration elements.
  3. Providing suitable pedagogical conditions to ensure training quality.
  4. Analyzing training monitoring reports, evaluations, complaints, and suggestions to ensure continuous improvement.
  5. Supervising compliance with the training program for each course.
  6. Issuing Professional Training Certificates in accordance with current legislation.
  7. Respecting and guaranteeing the integrity of each trainee.
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## 6. ATTENDANCE AND PUNCTUALITY

1. Attendance is verified through presence at each session and signature on the attendance register.
  2. To obtain a passing grade and receive the Professional Training Certificate, attendance must be **100%** of the course duration.
  3. To ensure punctuality, trainees should arrive **15 minutes before** the scheduled start time.
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## 7. TRAINING OPERATION CONDITIONS

1. Course schedule and location are indicated by Full Arch Club, as specified in the training contract.
  2. If Full Arch Club is required to change the schedule or location, notice will be provided as soon as possible.
  3. In case of force majeure requiring interruption of the course, every effort will be made to resume it as soon as possible. Trainees unable to attend on the new dates will have the opportunity to join a new edition.
  4. The possibility of repeating a course will be analyzed case-by-case by the Pedagogical Coordination.
  5. If a trainee needs to interrupt the course, they may rejoin a new edition, bearing the cost of the new registration and restarting the entire course.
  6. Full Arch Club reserves the right to terminate the training contract in case of non-compliance with the rules. Termination will be communicated by registered mail and becomes effective the day after dispatch.
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## 8. EVALUATION METHODOLOGIES

1. The assessment methodology is defined for each course and explained in the respective training program.
  2. At the end of training, a qualitative final grade will be assigned using the scale: “**With Proficiency | Without Proficiency**”, as indicated on the Professional Training Certificate.
  3. Assessment includes:
    - Trainee satisfaction questionnaire at course completion.
    - Post-training follow-up evaluation conducted six months after course completion to assess relevance to professional activity.
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## 9. CERTIFICATION

1. Upon successful completion, trainees will receive a Professional Training Certificate in accordance with current legislation.
  2. Certificate issuance is conditioned on attendance verification defined in the training program.
  3. The Professional Training Certificate will be delivered digitally via email, and the Full Arch Club Diploma will be issued in physical format.
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## 10. HANDLING SUGGESTIONS OR COMPLAINTS

1. Suggestions can be submitted in writing by email or via training evaluation questionnaires.
  2. Complaints:
    - a. Complaints may be submitted in writing to **info@fullarchclub.com**, within one month after the event that motivated the complaint. A final response will be provided within **15 working days** from receipt.
    - b. Full Arch Club maintains a Complaints Book (physical and electronic). Processing follows current legislation.
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## 11. ROLES OF TRAINING AGENTS

### TRAINING MANAGEMENT

1. Ensures compliance with DSQA/DGERT Certification System requirements.
2. Manages all Full Arch Club training activities.
3. Responds to external institution inquiries.
4. Identifies training needs and guides the training project.
5. Develops and implements the annual Training Plan.
6. Manages trainer recruitment and selection.
7. Addresses training-related complaints.

### PEDAGOGICAL AND SCIENTIFIC COORDINATION

1. Ensures pedagogical coherence and scientific updating of courses.
2. Responds to trainee and trainer inquiries.
3. Ensures logistical conditions are in place.
4. Coordinates all parties involved in training projects.

5. Adapts training strategies and assessment instruments when justified.
6. Monitors course editions.
7. Coordinates evaluation processes and reports.
8. Ensures correct structuring of Technical-Pedagogical Dossiers.
9. Ensures certificates are issued in compliance with legislation.

## **TRAINERS**

1. Communicate with the Pedagogical and Scientific Coordination throughout the course.
2. Ensure compliance with program guidelines.
3. Collaborate in reviewing and updating programs.
4. Prepare training sessions.
5. Adjust strategies and assessment instruments when necessary.
6. Update records of Technical-Pedagogical Dossiers.
7. Inform coordination about trainee progress.
8. Report any needs for improvements to facilities, equipment, or educational materials.

## **RECEPTION**

1. Provides in-person assistance during operating hours:
  - Monday to Friday: 10:00 AM – 7:00 PM
  - Saturday: 10:00 AM – 1:00 PM
2. Responds to public inquiries and directs them to the appropriate office.

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## **FINAL CONSIDERATIONS**

Cases not covered in these Training Norms or arising subsequently will be decided by Full Arch Club Management in accordance with current legislation.

**The Management.**