

Learner Terms and Conditions

Version 1.1 · Effective 31 October 2026

Approved by the Awarding Authority. Applies to every learner who buys, or is given, a place on an Auto DigitID Africa course.

In short

- **One person, one account.** Your login is yours alone. Nobody else may use it, study on it or sit an assessment on it.
- **What you get.** Twelve months of access to the course you chose, its assessments and, when you pass, the credential.
- **Course content stays with us.** You may use it for your own learning. You may not share, record, resell or upload it, and you may never copy or share assessment questions.
- **Fees and refunds.** The published payment, refund and cancellation terms apply, including the 7-day cancellation right. The 7-day cancellation right applies to purchases you make from us. For a seat provided by an organisation, see the Seat Terms.
- **Assessment is to one standard.** Your work must be your own, as the Academic Integrity Policy sets out; adjustments are available under the Accommodations Procedure.
- **Your credential can be checked by anyone.** The public register shows your name, the certification, the issue date, the framework release and whether it still stands.
- **Changes to these terms.** Each new version gets a new number, and you are asked to accept it before you continue.

1. Who we are

Auto DigitID Africa ("we", "us") is the trading name of **AUTO DIGITID SOLUTION LIMITED**, a private company registered in Kenya (company number PVT-9XUGPDXV), whose registered office is at Amalia Gardens, Kamiti Road, P.O. Box 35002-00100, Nairobi, Kenya. It provides the Certified AIDC programmes and awards their credentials, and it is the party you contract with. The rest of this document says "Auto DigitID Africa" throughout.

We run three services that these terms cover:

Service	Address	What it is for
The website	autodigitid.africa	Information, checkout and the published policies
The learning platform	learn.autodigitid.africa	Your course, its activities and its assessments
Credential verification	verify.autodigitid.africa	Public checking of an issued certificate

Contact: support@autodigitid.africa for anything about your course, your account or these terms;
info@autodigitid.africa for anything else.

2. What these terms are, and how you accept them

1. These terms are the agreement between you and us for your place on a course.
2. You accept them twice: **at checkout**, before you pay, and **on the learning platform**, before you can open any course. The learning platform records which version you accepted and when.
3. These documents form part of the agreement. Each is published, and each has its own version number:

Document	Where to find it
Payment, refund and cancellation terms	autodigitid.africa/policies
Learner privacy notice	autodigitid.africa/policies, and on the learning platform
Academic Integrity Policy	on the learning platform (accepted there)
Accommodations Procedure	on the learning platform
Credential policy	autodigitid.africa/policies

4. **If they conflict:** the payment terms decide anything about money; the Academic Integrity Policy and the Accommodations Procedure decide anything about assessment conduct and adjustments; these terms decide everything else.
5. **Places paid for by an organisation.** If your employer, university or another organisation pays for your place, its written agreement with us governs the fees and any reporting to it. These terms still govern your own use of the platform and your assessments.
6. **Staff and contracted assessors.** Our staff and contracted assessors accept the same platform policies on the learning platform, and the acceptable use rules (section 7) and the confidentiality rules bind them too. Their role-specific obligations are in a separate Contracted Assessor or Staff Agreement, signed outside the learning platform. These include the confidentiality of assessment material, conflicts of interest, and independence. These terms do not replace that agreement.

3. Who can enrol, and your account

1. **Age.** You must be **18 or over** to enrol yourself, accept these terms and hold an account. A learner under 18 can join only through an institution (a TVET college, a university or an employer) that has confirmed their parent's or guardian's consent under its own agreement with us. Nobody can accept these terms on another person's behalf on the learning platform.
2. **One person, one account.** Your account is personal. You may not share your login, let anyone else study or sit an assessment on it, or use anyone else's account.
3. **Your details must be true.** Give your name as it appears on your identity document. It is the name printed on your certificate and checked at the final assessment. Keep your email address current, because it is your login and how we contact you.
4. **Keep your login safe.** Choose your own password (we never email one), and do not reuse one that protects something else. Tell support@autodigitid.africa straight away if you think someone else has used your account.
5. **Identity checks.** We may ask you to prove your identity before an assessment, and must do so before the final assessment.

4. What your enrolment gives you

1. **Access period.** The course you bought, for **twelve months from the day your enrolment opens**, unless the product page or your organisation's agreement says otherwise.

2. **Progression.** Modules open in sequence: each one opens when you pass the one before it. What you need to pass is set out in the course's assessment guides.
3. **Assessments** are included, within the attempt limits in the assessment guides. **Certification Plus** also includes what its product description lists (at launch, a live revision clinic and an assessment retake).
4. **The credential**, when you meet every requirement for it.
5. **Pausing.** You may ask once to pause your access, as the payment terms describe.
6. **What enrolment does not promise.** It does not promise that you will pass, or any job, promotion or licence to practise. Access ends when the access period ends. Your records and any credential you have earned remain.

5. Your licence to use the course materials

1. Everything on the course belongs to Auto DigitID Africa or the people who licensed it to us. This includes the lessons, videos, narration, handbooks, labs, question pools, marking guides and assessments.
2. We give you a **personal, non-exclusive, non-transferable licence**. It lets you use the materials for your own learning during your access period. You may download the copies we offer for download and keep them for your own study.
3. **You may not:**
 - share, sell, lend or publish course materials, or give anyone access to them;
 - record, screen-capture or re-broadcast lessons, videos or live sessions;
 - upload course materials to a website, a file-sharing service, a social network or an AI service that keeps or reuses what it is given. Asking an AI tool to explain a concept in your own words is fine, under the Academic Integrity Policy. Pasting in whole lessons or handbooks is not;
 - use the materials to build or teach a competing course;
 - **copy, record, photograph, share or sell any assessment question, answer, marking guide or exam content, in any form, at any time.** This rule also appears in the Academic Integrity Policy, and it continues after your access ends.
4. An organisation that licenses the course for its own people does so under its own agreement.

6. Fees, refunds and cancellation

The **payment, refund and cancellation terms** published at autodigitid.africa/policies apply to every paid place. They form part of these terms and nothing here changes them. They include:

- the price and currency you see before you pay;
- the right to cancel within 7 days;
- how refunds are paid.

The 7-day cancellation right applies to purchases you make from us. For a seat provided by an organisation, see the Seat Terms.

Nothing in these terms takes away a right you have under consumer protection law. (*Consumer Protection Act 2012, Kenya.*)

7. Acceptable use of the learning platform

Using the learning platform means following these rules:

1. **Only you, only your account.** Do not impersonate anyone. Do not let another person sit an assessment for you, or sit one for someone else.
2. **Stay where you are allowed.** Do not try to reach another person's account, admin pages, courses you are not enrolled in, or hidden or unreleased assessment content.
3. **No automation.** Do not use scripts, bots, scrapers or bulk downloaders on the platform.
4. **Do not test or bypass our controls.** This covers attempt limits, time limits, access restrictions, secure-browser requirements and any other assessment control. Do not probe the platform's security or upload anything harmful. If you find a security problem, report it to support@autodigitid.africa and do not use it. We will not act against anyone who reports a problem in good faith and does not exploit it.
5. **Be respectful in forums and messages.** No harassment, threats, hate, sexual content, spam or advertising. Do not post other people's personal information.
6. **Never post assessment content or answers,** anywhere on the platform or off it.
7. **Your own equipment.** You provide a device and an internet connection that meet the course's stated requirements. You are responsible for your own device, connection and data costs.
8. **Lab and practical safety.** Follow the safety instructions for every lab and practical. The course does not authorise you to work on any employer's or client's systems without their permission.

A breach of these rules can lead to the steps in section 10. Where the breach is academic misconduct, the Academic Integrity Policy decides what happens.

8. Assessment and certification

1. **One standard.** There is one assessment standard per level. The route you took to it, or the support you bought, does not change it.
2. **The rules that apply:**
 - the **Academic Integrity Policy** (your own work, the use of AI tools and its declaration, confidentiality, and misconduct and how it is handled);
 - the **Accommodations Procedure** (reasonable adjustments and special consideration);
 - the **credential policy** (what a credential means, renewal and revocation);
 - the **assessment guides** and the **candidate guides** for your level (pass marks, attempts and resits).
3. **The final assessment** is taken in one of two ways, under the delivery rules that apply to your sitting:
 - **online, under secured conditions;** or
 - **supervised, at an approved venue.**

You will be told those rules before you book, and shown any privacy notice specific to the assessment, before you sit it.
4. **Identity.** You must prove your identity at the final assessment, as the delivery rules require.
5. **Results, reviews and appeals.** Mark reviews and appeals are free. They follow section 7 of the Academic Integrity Policy.
6. **The public register.** When you are awarded a credential, it is entered in our certificate register, and **anyone can check it** by its certificate ID or QR code. The check shows:
 - your name;
 - the certification;
 - the issue date;
 - the framework release;

- whether the credential still stands.

It never shows your email address, scores, cohort or assessor. Public verification is part of what the credential is, so an issued credential stays in the register.

- 7. Revocation.** A credential may be withdrawn only on the grounds, and by the process, in the Academic Integrity Policy and the credential policy. A withdrawn certificate verifies as revoked.

9. Intellectual property

1. The course, its assessments, the Auto DigitID Africa name and logo, and the credential designs are ours or our licensors'. Nothing in these terms transfers them to you.
2. **Your work stays yours.** You give us permission to store it, mark it, moderate it and sample it for quality assurance. That includes review by internal and external quality assurers. It also covers keeping it as part of your assessment record.
3. We may use **anonymised** results to improve our questions and assessments. We never publish your work, or anything that identifies you, without your **separate, explicit consent**. An example is a capstone portfolio entry on the verification page.
4. If you send us suggestions about the course, we may use them without owing you anything.

10. Suspension and closing an account

1. **We may suspend or restrict your access** where it is reasonable to do so because:
 - you have breached these terms;
 - you are subject to a misconduct case under the Academic Integrity Policy (which sets out the process, including how you can respond and appeal);
 - a payment for your place has been reversed or charged back; or
 - your account is a security risk.

We act in proportion. We tell you why, unless the law or a security reason prevents it.

2. **Ending your place for a serious breach** follows the same process, including your right to respond.
3. **A certificate you have already earned is never revoked for non-payment**, or for any dispute that has nothing to do with competence. Section 8 of the Academic Integrity Policy sets out the only grounds.
4. **You may close your account at any time** by writing to support@autodigitid.africa. Whether any money is refunded is decided by the payment terms.
5. **What stays.** When an account closes, some records are kept for set periods: assessment and certification records, integrity case records and payment records. The certificate register entry for any credential you hold also stays. The Learner Privacy Notice explains why and for how long.

11. Availability and changes to the course

1. We aim to keep the learning platform available at all times. We cannot promise it will never be interrupted. We try to schedule maintenance for quiet hours and to announce it in advance.
2. If a fault on our side stops you taking an assessment you had started, or a sitting you had booked, we will arrange another attempt at no charge. That attempt does not count against your limit.
3. **The curriculum is a living one.** We update content to keep it current. An update never lowers the standard. It never takes away anything material that you paid for.
4. A certificate stays tied to the framework release printed on it.

12. Liability

1. Nothing in these terms limits a liability that the law does not allow to be limited. That includes liability for death or personal injury caused by negligence, for fraud, and for your statutory consumer rights.
2. Apart from that, our total liability to you for your place on a course is limited to the fees paid for that place.
3. We are not liable for indirect or consequential losses. Examples are lost earnings, or a lost job or business opportunity.
4. The course teaches professional practice. It is not advice about any specific system, site or project, and you remain responsible for how you apply it at work.

13. Changes to these terms

1. Every version of these terms has a **version number and a date**. The version in force is published at autodigitid.africa/policies and on the learning platform.
2. **When we change something that matters** (anything that changes your rights or obligations), we publish a new version. You are then **asked to accept it on the learning platform** before you can continue with your course. Small corrections that change no one's rights (a typo, a new contact address) may be made without asking you to accept again. The version number still changes.
3. If you do not accept a new version, you can stop using the course and ask us what happens to your fee.
4. Earlier versions are kept, and we will send you the version you accepted on request. The record of what you accepted and when is kept with your account.

14. Complaints and contact

1. **Start with support@autodigitid.africa**. We acknowledge your complaint within **5 working days** and give a full response within **20 working days**.
2. **Assessment decisions** (marks, results, integrity outcomes and adjustments) have their own review and appeal routes, set out in the Academic Integrity Policy and the Accommodations Procedure. Use those first.
3. **Your personal data**: see the Learner Privacy Notice. If you are not satisfied with our answer to a privacy complaint, you can take it to the **Office of the Data Protection Commissioner** (odpc.go.ke).
4. If you are not satisfied with the answer to a complaint, you may ask for it to be reviewed by the awarding authority.

15. Governing law and disputes

1. These terms are governed by the laws of Kenya.
2. We will first try to settle any dispute by talking it through (section 14). If that fails, and before going to court, either side may propose mediation.
3. The courts of Kenya have jurisdiction. If you live outside Kenya, this does not take away any protection that the law of your own country gives you.

16. General

1. If a court finds part of these terms unenforceable, the rest still applies.
2. If we do not enforce a right straight away, we have not given it up.
3. You may not transfer your place or these terms to anyone else without our written agreement.

4. We may send notices to the email address on your account. You may send them to support@autodigitid.africa.

Document control

Version	1.1 (2026-10-31)
Status	Approved by the Awarding Authority, 31 October 2026. In force from publication.
Owner	The Awarding Authority
Accepted at	Checkout on autodigitid.africa, and the learning platform's policy page before any course opens
Related	Learner Privacy Notice v1.3; Seat Terms v1.0; Academic Integrity Policy v1.1; Accommodations Procedure v1.1; payment, refund and cancellation terms; credential policy
Contracting party	AUTO DIGITID SOLUTION LIMITED (company number PVT-9XUGPDXV), trading as Auto DigitID Africa