



9ance NeeN AI Certified Specialist Program

Trainee Agreement & Terms and Conditions

This Agreement is entered into between 9ance ("the Company"), having its registered office at 475, F-28 Jasmine Apartment, New Minal Residency, Govindpura, Huzur, Bhopal, Madhya Pradesh, India, 462023, and the undersigned candidate ("the Trainee"), in connection with enrolment in the 9ance NeeN AI Certified Specialist Program ("the Program") conducted at the Company's Training Centre at Office 1007, 10th Floor, A Block, Unicus Shyamal, Polytechnic (Ahmedabad), Ahmedabad, Gujarat, India, 380015.

1. Program Duration & Schedule

1.1. Duration

The Program is a fixed 90 (ninety) calendar day, in-person training and certification program conducted at the Company's Ahmedabad Training Centre.

1.2. Training Days & Hours

Training will be conducted six (6) days a week, Monday to Saturday, from 10:00 AM to 7:00 PM, for the full duration of the 90-day Program.

1.3. No-Leave Policy

The Program follows a strict no-leave policy for its full 90-day duration. Trainees are required to be present and punctual on all scheduled training days. No casual, personal, or planned leave will be granted during the Program period.

In the event of a medical emergency or unavoidable circumstance beyond the Trainee's control, the Trainee must immediately notify the Program coordinator in writing (email/WhatsApp) with supporting documentation. Any such absence will be assessed by the Company on a case-by-case basis and may affect the Trainee's eligibility to continue in, or be certified under, the Program, at the Company's sole discretion.

2. Attendance & Reporting

2.1. Attendance Tracking

Every Trainee must punch in at the start and punch out at the end of each training day using the Company's designated attendance system. Attendance records form the official basis for evaluating Program compliance.

2.2. Reporting Abnormalities

Any abnormality in attendance — including missed punch-in/punch-out, repeated late arrivals, early departures, or unrecorded absence — must be reported by the Trainee to the Program coordinator on the same day. Failure to report such abnormalities may be treated as a violation of this Agreement.

2.3. Consequences of Non-Compliance

Repeated or unexplained attendance abnormalities, or failure to report them as required under Clause 2.2, may result in disciplinary action up to and including termination from the Program under Clause 5.

3. Examinations & Certification

3.1. Assessment Attempts

Each Trainee is entitled to a maximum of two (2) attempts to clear each required Program examination/assessment, including the final capstone assessment.

3.2. Failure to Clear

A Trainee who does not achieve a passing result within two (2) attempts will not be issued Program certification. The Company's fee refund policy (Clause 8) shall apply as specified therein for such cases.

3.3. Tier Assignment

Certification tier (Junior Specialist, Mid-Level Specialist, or Senior Solutions Architect) will be determined by the Trainee's best-scoring attempt, evaluated against the Company's published assessment criteria.

4. Equipment

4.1. Own Laptop Required

Each Trainee is required to bring and use their own laptop, meeting the minimum specifications communicated by the Company prior to batch commencement, for the full duration of the Program. The Company will not provide training laptops to Trainees.

4.2. Software & Platform Access

Login credentials and platform access for NeeN AI CRM/ERP provided during the Program are for training purposes only and remain the property of the Company. Such access will be revoked at the end of the Program or upon termination under Clause 5.

5. Termination of Agreement

5.1. Grounds for Termination

The Company reserves the right to terminate a Trainee's participation in the Program and cancel this Agreement, without refund except as provided under Clause 7, on any of the following grounds:

- Repeated or unexplained attendance abnormalities, including failure to punch in/out or failure to report such abnormalities as required under Clause 2.
- Breach of the no-leave policy under Clause 1.3 without valid, documented justification.
- Misconduct, indiscipline, dishonesty in assessments, or breach of Company policies during the Program.
- Any act that, in the Company's reasonable judgment, disrupts training delivery or affects other Trainees or Company staff.

5.2. Effect of Termination

Upon termination under this Clause, the Trainee's enrolment, platform access, and eligibility for certification, placement assistance, and the Income Bridge (Clause 8) shall immediately and permanently cease.

6. Documents & KYC Submission

6.1. Mandatory Documents

Every Trainee must submit the following documents at the time of registration, before being granted a confirmed seat in the Program:

- Valid KYC documents (Government-issued photo ID such as Aadhaar Card / PAN Card, and current address proof)
- 10th Standard Marksheet
- 12th Standard Marksheet
- Graduation Marksheet / Degree Certificate
- Bank account details (Account Holder Name, Account Number, IFSC Code, Bank & Branch Name), for the purpose of stipend disbursement under the Income Bridge (Clause 9) and any other applicable payouts

6.2. Accuracy of Information

The Trainee confirms that all documents and information submitted are true, accurate, and belong to them. Submission of false, forged, or misrepresented documents will result in immediate termination of this Agreement under Clause 5, forfeiture of the Program fee, and disqualification from certification and placement.

6.3. Data Use & Storage

Documents and personal data collected under this Clause will be used solely for registration verification, certification issuance, stipend/salary disbursement, and placement purposes, and will be handled in accordance with applicable Indian data protection law, including the Digital Personal Data Protection Act, 2023. Such data will not be shared with third parties except hiring businesses (for placement purposes, with the Trainee's consent) or as required by law.

7. Fee

7.1. Program Fee

The Program fee is ₹25,000 (Rupees Twenty-Five Thousand only), payable as per the schedule communicated at the time of registration.

7.2. Non-Transferability

The Program fee and seat are specific to the enrolled Trainee and are non-transferable to any other individual.

8. Refund Policy

[To be finalized by the Company — recommended structure below]

- No refund where the Trainee is terminated under Clause 5 (attendance, conduct, or policy breach).
- No refund where the Trainee voluntarily withdraws after the commencement of Month 2 of the Program.
- Partial refund (Company to specify %) where the Trainee withdraws within the first 7 days of Month 1, before substantial training delivery has occurred.
- No refund where a Trainee fails to clear certification within two (2) attempts under Clause 3, as training and assessment have already been fully delivered.

9. Placement Assistance & Income Bridge

9.1. Nature of Assistance

The Company provides placement assistance and listing on its Verified Specialist Directory to certified Trainees. Placement is subject to hiring decisions of independent third-party businesses and is not guaranteed by the Company.

9.2. Income Bridge

If a certified Trainee (i.e., one who has cleared certification under Clause 3 and has not been terminated under Clause 5) is not placed with a hiring business within 90 days of certification, the Trainee will be engaged with the Company's Support & Implementation Team on live client projects, with a stipend of ₹15,000 per month, until placement occurs. Stipend and any placement salary disbursed via the Company will be paid to the bank account submitted under Clause 6.1.

9.3. Directory Listing Consent

By signing this Agreement, the Trainee consents to their name, photograph, certification tier, and relevant professional details being listed on the Company's public Verified Specialist Directory for the purpose of placement. The Trainee may request removal of their listing in writing at any time after placement is secured.

10. Code of Conduct

Trainees are expected to maintain professional conduct, punctuality, and discipline throughout the Program, and to treat Company staff, trainers, and fellow Trainees with respect. Any conduct falling short of this standard may be addressed under Clause 5.

11. Confidentiality

Trainees shall not disclose, reproduce, or share Company training materials, platform credentials, client data encountered during live projects, or proprietary Company processes with any third party, during or after the Program, without the Company's prior written consent.

12. Governing Law & Jurisdiction

This Agreement shall be governed by the laws of India. Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts at Bhopal, Madhya Pradesh.

13. Acknowledgement

I, the undersigned Trainee, confirm that I have read, understood, and agree to be bound by all terms and conditions set out in this Agreement, including the 90-day no-leave schedule (Monday–Saturday, 10:00 AM–7:00 PM), attendance and reporting requirements, the two-attempt examination policy, the requirement to bring my own laptop, submission of KYC and academic documents and bank details, and the Company's right to terminate this Agreement under Clause 5.

Trainee Signature: _____	For 9ance — Authorized Signatory: _____
Name: _____	Name: _____
Date: _____	Date: _____

Company Contact

Email: info@9ance.com | Phone: 9993763606

Note: This document is a draft template prepared for internal use and does not constitute legal advice. It is strongly recommended that this Agreement be reviewed by a qualified lawyer, particularly Clauses 5 (Termination), 6 (Documents & KYC), 8 (Refund Policy), and 9 (Income Bridge), before being issued to any Trainee, to ensure enforceability under applicable Indian labour, contract, data protection, and consumer protection law.