

TRAINING SERVICES GENERIC PROCEDURES

Enquiry

All enquiries or clarifications may be made through the following phone numbers and emails

- Lare Philip on 080 3648 5806;
- Buba Suleiman on 080 9666 9990;
- Joshua Jonathan on 080 6528 2567
- Email- sontrainings@son.gov.ng or sontrainings@gmail.com

These are in addition to the interactive provision on the SON website. Response shall be within 24h on working days.

Application

All **intending participants** are to complete the Application Form that is available on the website. This may be sent to the email above.

The Form enables the SON Training Services to raise a Demand Note for the number of Participants indicated therein. This is forwarded to the Client within 24h of receipt.

Payment processing

The Demand Note is taken to the Bank and payment made to the SON TSA Account through Remita platform only. **Payment not made through this platform may not be recognised by the SON system.** Payment that are not firmed up 5 days to the commencement of the program, may lead to non-admittance into the Course.

Course Processing

Training service is delivered at most one month from the date of receiving application. Since this is dependent on attaining a minimum class size of 8 persons, the client is notified one week from the date of the scheduled course where the minimum numbers of participants are not attained. Thereafter, every week the client is kept informed.

Joining Instruction and Attendance

Joining Instructions is sent to the contact person provided in the Application Form at least 4 days before the commencement of the Course. This exception may be considered for late payments.

Examination

The Examination, where applicable, will be graded and reviewed by separate parties. This may take some time to accomplish. Also, note that SON shall not go into communication on the results of the Examination and the course once issued.

Results processing

Results shall be ready within 30 days from the day of writing the Examination. SON Training Services issues only e-certificate to successful participants. Printing of any hard copy of Certificate shall attract additional charge.

Complaints and Appeal handling

Should a participant wish to complain, click this link to obtain the Form relevant Form. Appeal over a decision may also be made by Clicking here to obtain the Form.