

Policy Purpose

The purpose of this policy is to provide all current and potential online learners with guidelines for a refund once enrolled into a course.

Policy Scope

This policy applies to Q Academy online courses only. It does not apply to on-site education - *please see Refund policy for on-site learners*. This policy does not apply to courses delivered on behalf of another trainer.

Policy content

We ask that you please decide carefully before enrolling in the on-line course as the terms and conditions are not the same as for our on-campus courses.

Upon agreeing to the terms and being given access to the course you will have 2 years to complete all course requirements. It is important that you understand your rights and obligations as a student. This is available to view in the student handbook. We will also provide information about training, assessment and support services. Please access this and read it prior to enrolling or entering into an agreement; <http://www.qacademy.com.au/Policies.php>

Any on-line course(s) that are purchased at a discount to our Standard Fees are not eligible for a refund. If you have paid the Standard Fee for any part or all of the on-line course(s) and received on-line access we do not then give refunds if you simply change your mind, or for any other reason subject to the below.

Q Academy does however provide a refund for any portion of the course that was paid for, and not yet accessed, within 1 year of purchase, in the event that Q Academy is unable to provide on-line access to the on-line course for a period of fourteen (14) continuous days. However, Q Academy shall not provide such refund in the event that it is unable to provide on-line access to the on-line course due to the event of any strike, lockout, trade dispute, accident, fire, tempest, natural catastrophe, breakdown, riot, theft, crime, civil disturbance, war, force majeure, legislation and the inability of Q Academy to procure necessary materials due to any of the foregoing causes, or any other occurrence preventing or retarding performance of the delivery of on-line access to the on-line course and no responsibility shall be attached to Q Academy for any delay, default, loss or damage due to any of the above causes or to any other cause beyond the control of Q Academy.

Q Academy's refund and cancellation policy is in addition to your statutory rights under the Trade Practices Act and other applicable laws.

Record keeping and confidentiality

Records of all attendance handled under this procedure and their outcomes shall be maintained for a period of at least five years in The Student Records Management System for auditing purposes by the State or Territory Registering Body. Archived files are maintained for at least 30 years.