

Policy Purpose

The purpose of this policy is to provide all current and potential on-site learners with guidelines for the payment and refund of fees paid for an on-site course.

Policy Scope

This policy applies to Q Academy on-site courses only. It does not apply to online or flexible delivery education methods - *please see Refund policy for online learners.*

This policy does not apply to courses delivered on behalf of another trainer.

Policy content

In consideration of Q Academy Pty Ltd ACN 100 412 940 (“the Academy”) entering into this Agreement to enrol the Student in the Course, the Student hereby agrees to be bound by the following terms and conditions

Payment (Clause 1)

Upon enrolling into a course the Student is required to pay a deposit and a materials fee of \$200. The materials fee is non-refundable once the student has received the materials. The deposit amount and materials fee is taken off the first term cost.

Students will be provided with a “statement of fees” which will list the study periods, costs and amounts due. Students who a deferring payment via the “VET Student Loans” (VSL) program will have to pay gap fees due on these dates. Students paying for their course in full will have to pay the period costs at these due dates.

Failed payment of any fees for a study period must be rectified within one calendar month of due date, otherwise the student is removed from study and may have their enrolment cancelled.

Enrolment in the Course will not be finalised until all enrolment paperwork is paid and any required enrolment fees are paid.

Withdrawal from a Course (Clause 2)

You may withdraw from study at any time by submitting a QA Course Withdrawal Form to Q Academy (addressed to the head of campus). This form can be found online at: www.qacademy.com.au/policies.

If you withdraw before a census date, or due date for a period of study you will not incur tuition fees for the course or part of the course, to which the census day or fee period applies.

This applies to all of the tuition fees for the course or part of the course to which the census day relates and includes VET Student Loan fees, Gap Fees and upfront payment for tuition. Material fee is non-refundable if materials have been received.

The QA Course Withdrawal Form will be dated on the date it is received by the office and notice will be supplied in writing to the student including confirmation of if the student has incurred a debt for the unit, course or part of a course.

Cancellation of Enrolment by Q Academy (Clause 3)

Q Academy may withdraw You from a Course if:

- You abandon the Course (by failing to attend ten (10) consecutive sessions without notice to Q Academy); or
- You impeach the safety and security of other students or staff, further details is listed in the student handbook and withdrawal policy.
- Failure to meet payment of any fees due within the specified time periods

No refund is paid for students whose enrolment is cancelled. Default on Payment (Clause 2)

Refund of Fees: On-site Course (Clause 4)

To be eligible to a refund of fees paid in advance you must follow the withdrawal process on or before the "Course Start Date" for the 1st period of study, or for all remaining periods of study you must follow the withdrawal process on or before the "Census Date" listed for that period of study. A statement listing all the relevant dates will be provided upon enrolment.

The Material fee is non-refundable if materials have been received.

All refunds will be paid at a maximum rate of \$500.00 per month until the full refund amount has been paid to the Student by the Academy.

Q Academy's withdrawal and refund policies are in addition to your statutory rights under Australian law.

Deferral (Clause 5)

Students may apply in writing to defer the Course one (1) time, by up to six (6) month without incurring any additional fees. Deferral is only available to academically successful students that are meeting attendance and course assessment requirements. Student must have a verifiable and significant medical condition that precludes them from attending class. The College could, in exceptional circumstances, consider other reasons to grant deferral.

If the Student defers the Course and does not begin the Course after the expiry of six (6) months, the course will be deemed abandoned and all fees forfeit.

The deferred course placement is an extension of the existing contractual arrangement. All terms and conditions are upheld and applicable from the original date of application.

Certificates (Clause 5)

AQF certification documentation that meets the listed standards will be issued within 30 calendar days of the following being met

- Learner has met the requirements of the training program in which the learner is enrolled, and
- Fully demonstrated competence in all course completion criteria including all training and assessment and attendance requirements, and
- All financial agreements complete and agreed fees have been paid in full.

Academy's Discretion (Clause 6)

The Course and all payments are non-transferable to another person or Course, except at the discretion of the Academy, and only if approved in writing by the Academy (which may be refused for any reason in the Academy's discretion).

The Academy reserves the right to relocate a campus of the Academy to other premises provided that the new premises are within the same region. For example, a campus located within one suburb of Brisbane may be relocated to another suburb within Brisbane. If a Student withdraws from the Course following a relocation of a campus, the relocation will not entitle the Student to a refund of any money paid by the Student.

The Academy reserves the right to change the Course Start Date at its discretion. If the Course Start Date is changed then the terms of this Agreement are varied accordingly

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.