

QualTrain Australia Pty Ltd Ongoing Professional Development Refund Policy 2021

Face-to-Face OPD events:

F2F Ongoing Professional development (OPD) program fees will be refunded in full minus \$25 administration charge (or the registration fee transferred to a similar programmed OPD event with no additional cost unless the original purchase was for an event which was 'on sale') **providing** written advice from the celebrant of cancellation or transfer is received by QualTrain Australia's administration at least **ten (10) days** before the start date of the programmed event. Email advice will be accepted in each case.

Where **five to nine (5 – 9) days'** written advice (including email) of cancellation is received, a 50% refund will apply.

Where **less than five (5) days'** written advice (including email) of cancellation is received, no refund will apply.

The current state of affairs, specifically the evolving situation due to COVID-19 has led to questions about what happens if an f2f event gets cancelled or postponed. In view of this situation, QualTrain will present the event as a **Zoom meeting Webinar** on the same day, with the same trainer and the same OPD activities.

In the event that QualTrain Australia needs to cancel or postpone a program, we will contact you at least seven (7) working days prior to the planned commencement date. You will then be offered a place in another scheduled f2f OPD program or offered a full refund. In accordance with the above information, to advise cancellation of your attendance and request a refund please email admin@qualtrain.com.au or post to P O Box 279, Maylands, WA 6931 or call 1300 185 349 during office hours 9am – 4pm Monday to Friday (WA time).

Please consider the health and wellbeing of others.

If you develop symptoms after recently returning from overseas, or after contact with a confirmed case of Covid 19, you should call your doctor, a local hospital or Healthdirect on 1800 022 222 and seek medical attention as soon as possible.

To protect yourself and others from infection, good hand and respiratory hygiene is important, including:

- cleaning hands with soap and water or alcohol-based hand rubs
- covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
- avoiding contact with anyone who has symptoms of respiratory illness such as a cough, fatigue, sore throat or headache
- staying home if you are unwell

Webinars and Online OPD:

Please make sure you select the activities carefully as we do not normally refund.

Once a celebrant has been enrolled in a Zoom meeting webinar, or online OPD activities and advised of login details and accessed the learning material, no refund will apply.

Unless: You discover you have made an error in your selection and providing you advise admin@qualtrain.com.au or call 1300 185 349 within 48 hours of booking, we will replace the activity and in the case of a webinar, attempt to enrol you in a different event.

QualTrain Australia Pty Ltd UOC (Unit of Competency) in lieu of OPD (Ongoing Professional Development)

Where a candidate has purchased one unit of competency in lieu of OPD, the following will occur:

- The candidate will be enrolled in the unit of competency for online study prior to the classroom. This is essential as the unit will require learning and assessment of essential knowledge as well as the practical elements delivered in the classroom.
- Learning material and assessment tasks form part of the unit curriculum and must be completed prior to the unit of competency being awarded.
- The candidate will attend the classroom where applicable and where practical elements of learning and assessment are deemed necessary for the unit in question.

Refund may occur as follows:

The fee paid for the unit of competency will be refunded in full providing written advice from the candidate is received by QualTrain Australia's administration prior to the commencement of the candidate receiving access to QualTrain's e-learning website to commence study.

The fee paid for the unit of competency will be refunded in part providing written advice from the candidate is received by QualTrain Australia's administration – the following scale applies:

- Within three to nine (**3 – 9**) days following the candidate's access to QualTrain's e-learning website where written advice of cancellation is received, a **50%** refund will apply.
- Where the candidate has had access to learning material on QualTrain's e-learning website for more than ten (**10**) days and less than twenty-one (**21**) days where written advice of cancellation is received, a **25%** refund will apply.
- Where the candidate has had access to learning material on QualTrain's e-learning website for more than twenty-two (**22**) days where written advice of cancellation is received, **no refund** will apply.

NOTE: the candidate will be reminded that they have 12 months to complete the unit of competency online.

After 22 days from enrolment, should the candidate decide to continue the cancellation of the unit of competency and enrol in any one of QualTrain Australia's face-to-face OPD events in the same year as enrolment of the unit, QualTrain will offer the candidate a 40% discount to the cost of the selected face-to-face OPD event.

Email advice will be accepted as written notification.

In the event that QualTrain Australia needs to cancel or postpone a program, we will contact you at least seven (7) working days prior to the planned commencement date. You will then be offered a place in another scheduled UOC in lieu of OPD program or offered a full refund. In accordance with the above information, to advise cancellation of your attendance and request a refund please email admin@qualtrain.com.au or post to P O Box 279, Maylands, WA 6391, or call 1300 185 349 during office hours Monday to Friday (WA time).

Note: All charges and refunds are made in Australian Dollars (AUD).