

This policy has been developed in fairness and in accordance with the Office of Fair Trading Qld guidelines supported by the Trade Practices Act 1974.

Consumer Guarantee:

Due Care and Skill –

IPWEA Queensland and its associates will ensure all Professional Development learning programs/workshops /qualification courses will be delivered in a professional environment by suitably qualified technicians or subject matter specialists.

IPWEA Queensland and its associates will endeavour to maintain all intellectual learning materials with the most current information that is relevant to the subject matter. This may be subject to availability or release of certain legislative documentation.

IPWEA Queensland and its associates will take all necessary care to ensure a safe and suitable learning environment is available to accommodate its services.

Refund Policy:

The following policies are in place -

1. Registered Client wishes to cancel their registration and receive a refund:
 - *Once registration is made and after the Cooling off Period: an Administration Fee of \$25 will be deducted*
 - *7 days prior to the program: an Administration Fee of \$100 will be deducted*
 - *Within 7 days of the program: No Refund*

2. In the event a registered client DOES NOT ATTEND:
There will be NO REFUND payable by IPWEA Queensland.

3. IPWEA Queensland advises the cancellation of a Professional Development learning program/workshop/ qualification course:
 - *In this instance, IPWEA Queensland will endeavour to advise all participants via electronic mail (email) no less than 72 hours PRIOR to course commencing. A full refund* will be issued to Registered Client within 21 working days of notice*
 - *In the event a Professional Development learning program/workshop/qualification course needs to be postponed due to unforeseen circumstance (an event/circumstance uncontrolled by IPWEA Queensland) a full refund* OR credit will be issued to registered clients. IPWEA Queensland will endeavour to reschedule the program as soon as possible and advise all registered financial clients of the new date. In the event this cannot occur or the rescheduled date occurs greater than three(3) months after original date, the registered client may request a full refund*.*

Training Credit/Transfer

Credit value can be used towards any future IPWEAQ Programs or Conferences. Suitable replacement candidates may also be transferred to programs/conference, however it must be to the same value. Any differences in cost must be met.

Cooling Off Period

In the event a registered client decides they no longer wish to continue with the registration, they shall notify IPWEA Queensland in writing with 24hrs of the booking being made, advising of such without any financial penalty. After this time, ALL IPWEA Queensland Cancellation, Refund and Transfer policies will apply.

****NOTE: Refunds will only be issued to the same Card/Account holder as the initial transaction.***

Disclaimer:

This policy *may* be updated without notification. It should be considered the published version located on the IPWEA Queensland website be the most current and enforced policy. This policy is maintained under regular quality review and version controlled by relevant parties.