



## Fees and refund policy

Our training and assessment programs do attract fees. The details of the fee structures are contained on our website/enquiry emails.

Unified Quality Training has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course Participants under reasonable circumstances. The management guarantees Unified Quality Training sound financial position and safeguards Client / Participant fees until used for training/assessment.

- Cancellations must be made in writing, and the following charges apply: More than three weeks prior to the event – 25% of the fee. Less than 3 weeks prior to the event – 50% of the fee; 5 working days (or less) prior to the event – 100% of the fee.
- TRAINING CREDITS WILL BE GIVEN FOR FUTURE COURSES for participants who are booked but are unable to attend on the day for reasons of health or other unavoidable extenuating circumstances.
- You may substitute another Participant at any time prior to the course commencement date should the nominated person be unable to attend. Notification of such changes must be requested in writing 3 days prior to course commencement.
- Unified Quality Training reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the Participant can provide a medical certificate or show extreme personal hardship. In this case, Transfer to another date may be possible at the discretion of Unified Quality Training management.
- Unified Quality Training cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.

NOTE: If the student wishes to apply for a refund in writing, the letter should be addressed to: Unified Quality Training – Administration; [info@uqtlearn.edu.au](mailto:info@uqtlearn.edu.au).

Students will then be informed by email about refund decisions, and fee refunds will be made by direct bank deposit to the original payee within 14 days of approval.