

Student Refund Policy

Qualifications – Fee for Service

All qualification have a 5 day cooling off period: We give you five (5) days to change your mind and receive a full refund on any qualification fees paid. You may review the subject you have enrolled in for a 5 day period. If you wish to cancel your enrolment during this period, you can. You must NOT have submitted any assessments for marking. After the 5 day cooling off period, there are NO refunds. Please refer to our terms and conditions for full details.

Online Short courses

Once you have provided payment, fees are then committed for the online course. Once payment is made and the username and password have been activated the course cannot be cancelled. Refunds can be made on request for people who haven't activated their username and password. You must inform our office within 5 days of enrolment to receive a refund.

Government Funded Qualifications

Government funded qualifications and courses have specific refund requirements under the contract. Please refer to individual government contracts for specific refund details.

- **Queensland Department of Education & Training Certificate 3 Guarantee Funding:** Should a student leave or drop out of a course for any reason they are entitled to a refund for the percentage of the course they did not complete. To apply for a refund students must call the enrolment administration office on 1 300 783 757 or email us at accounts@danielsassociates.com.au. Students are required to supply bank account details and refunds will be enacted within 7 days of application.
- **Queensland Department of Education & Training User Choice Refunds:** Students are eligible for refund of User Choice Student Contribution Fees for training that has not commenced at the time of cancellation of enrolment. Where a student has commenced a unit of competency but withdrawn prior to completion, no refund will apply. Daniels Associates will provide a refund of a proportion of balance of the Course Fee for training that has not commenced at the time of cancellation of enrolment.

Accurate Representation of Self

You agree not to impersonate or represent any other person than the person on the Enrolment Form. All course assessments must be completed by the enrolled customer. Making false or misleading representations that you are another person or character is a criminal offence and can give rise to civil liability.

Bruce Whiteley

Managing Director

(The) Daniels Associates of Australasia (RTO ID 30957)