



**THE UNIVERSITY
OF QUEENSLAND**
AUSTRALIA

AIDA COURSE ENROLMENT TERMS AND CONDITIONS

Registration:

Registration should be made online via the AIDA webpage. All registrations must be accompanied by full payment. Payment can be made by credit card or by invoice only. Registrations must be received at least 10 working days prior to the course. Late registrations will be considered if there is availability. Fees are subject to change without notice and include registration, course workbooks, and catering as outlined in the course description.

Cancellations and Refunds:

If you are no longer able to attend please inform ISSR's Training Coordinator in writing immediately so that your place can be offered to another applicant. The following terms and conditions apply to refunds following cancellation:

- Cancellations made more than 10 days prior to course commencement will be offered a full refund.
- Cancellations made 10 days or less from course commencement will not be refunded or held in credit. UQ takes no responsibility for changes to delegate work commitments or personal circumstances.
- No refunds of course fees or course credits will be given for non-attendance on the day without notice.

Transfers:

- Requests for transfers to alternate courses can be arranged if the Training Coordinator is advised in writing more than 10 working days prior to the course commencement date and if there is availability for the selected module.
- Requests for transfers to alternate courses will not be considered within 10 days of course commencement.
- One course transfer is allowed and must be used within 12 months of the original course booking date.

Substitutions:

- Requests for substitutions are to be made in writing and can be made at any time up to 2 working days prior to course commencement.

Special Circumstances:

UQ will review its refund policy in cases of special circumstances which may include:

- Medical circumstances where a participant's medical condition has changed to such an extent that he or she is unable to attend, or family/personal circumstances impact on a participant's ability to attend such as death, severe medical problems within their family, unexpected carer responsibilities, and where it is unreasonable to expect a participant to attend.
- Evidence in support of consideration of special circumstances must be supplied in writing to the Training Coordinator, such as a medical certificate or statutory declaration witnessed by a Justice of the Peace.

Course cancellation/rescheduling:

UQ reserves the right to cancel, reschedule, postpone or relocate any course due to insufficient enrolments or circumstances beyond UQ's reasonable control. UQ will notify delegates as early as possible in an effort to minimise any inconvenience. If a course is cancelled, any course fees paid will be refunded in full. Alternatively, the delegate may choose to transfer this course fee to another course scheduled to be held within one year from the date that cancellation occurs. In this instance, these terms and conditions apply. UQ is not responsible for any associated expense such as accommodation or travel incurred by the delegate, or for any loss or damage if a course is cancelled, rescheduled, postponed or relocated.

Catering:

Prior notice must be given for special dietary requirements. While we try to accommodate all dietary needs it cannot be guaranteed that the request can be met.

Intellectual Property:

Access to the intellectual property in the AIDA Course is provided to you solely for your own personal use.

Enquiries: c.herington@uq.edu.au