



# Institute for Social Science Research

## Training Course Enrolment Terms and Conditions

### Registration

All registrations must be accompanied by full payment (unless contacting ISSR's Training Coordinator for invoice/ UQ RISQ options). Late registrations will be considered if there is availability. Fees are subject to change without notice and include registration, course workbooks, and catering (if applicable) as outlined in the course description.

### Cancellations, refunds, and credit

If you are no longer able to attend, please inform [ISSR Education](#) in writing immediately so that your place can be offered to another applicant. The following terms and conditions apply to refund and cancellation:

- Cancellations made **more than 10 working days** prior to course commencement will be offered a **full refund or credit**. Credits must be used within 18 months of the original course date.
- Cancellations made 10 working 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.

### Transfer booking to someone else

Requests for transferring a course booking to someone else needs to be made in writing and can be made at any time up to **3 working days** prior to course commencement at no additional cost.

### Special circumstances

ISSR will provide a full refund under 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.

If you would like to apply for a refund under special circumstances please contact ISSR at [issr.education@uq.edu.au](mailto:issr.education@uq.edu.au)

### 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 to minimise any inconvenience. If a course is cancelled, any course fees paid will be refunded in full. Alternatively, the delegate may choose to take a credit towards another course scheduled to be held within 18 months from the date that cancellation occurred. 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 (if applicable)

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 any of the ISSR training courses is provided to you solely for your own personal use.



For our full terms and conditions please refer to the following. [ISSR Full Terms and Conditions](#)

Contact: ISSR Education [issr.education@uq.edu.au](mailto:issr.education@uq.edu.au)