

**You must read and agree to QIBA Terms and Conditions and Refund Policy before you can submit your application.**

### **QIBA PYP Terms and Conditions**

I agree to the following terms and conditions as a student of QIBA Professional Year Program:

1. Information on my application is correct at the time of lodgment and I agree to advise QIBA in writing of any changes to my details including visa status and contact details.
2. I understand the program consists of a minimum of 44 – 52 weeks including both theoretical course work and a voluntary workplace internship placement of a period from minimum 10 weeks, meeting the required hours for my course and internship.
3. I understand that 100% attendance is a requirement of the course including the internship component. I acknowledge I must provide a medical certificate for any absences in order to be eligible for class re-scheduling or re-assignment.
4. I acknowledge absences that are non- extenuating will incur a \$240 fee and will also affect my scheduled graduation date.
5. I understand that if I withdraw from the program or fail I am still liable for all outstanding fees; a debt collection agency will be engaged to collect the all outstanding fees at my expense, including any expenses incurred in the process.
6. I have read and understand that I am expected to adhere to the QIBA Student Code of Conduct <https://www.qiba.edu.au/wp-content/uploads/2015/08/Student-Code-of-Conduct.pdf> and should I breach the Student Code of Conduct my enrolment may be cancelled and I will not receive a refund for any monies paid and will be obligated to pay any instalments that remain unpaid at the time of cancellation.
7. I understand that my Internship component cannot commence until all classes and assessments are complete. I understand that QIBA will source my professional internship with a suitable host employer. I am obligated to make myself available for internship interviews and understand that the course timetable is a guide only and not all students will commence their internship at the same time.
8. I understand that I have the opportunity to source my own internship however it must be verified by QIBA Internship Coordinator prior to commencement and must be completed within the course dates and can only commence once it has been officially verified.
9. I acknowledge that although my internship is voluntary, my conduct must be suitable to the professional workplace. Successful completion of the internship is necessary in order to graduate and that my internship is not a means of gaining employment and I must accept a placement that is sourced for me by QIBA if I am successful in the interview with the host company.
10. I understand that I must behave and conduct myself in a professional and respectful manner at all times in accordance with the code of conduct and if I am issued with 3 warnings for breaching the code of conduct, my enrolment with QIBA will be cancelled
11. I understand my personal information will be made available to the relevant professional body and the Department of Home Affairs (DHA) and other Australian government bodies as required by law. I understand my personal information may also be used for promoting the program to other potential participants and industry (only after negotiation with, and agreed to by the individual prior to use)

### **QIBA PYP Refund Policy**

1. Cancellations or requests for refunds must be made in writing directly to the QIBA Professional Year Program by completing the cancellation to enrolment form and send via email at [py.student@qiba.edu.au](mailto:py.student@qiba.edu.au)
2. The Application Fee of \$250 is non-refundable under any circumstances, unless students are not deemed eligible to participate in the program.
3. A full refund of tuition fees will be applicable under the following circumstances:
  - a. QIBA is unable to deliver the Professional Year Program
  - b. QIBA refuses the application for enrolment
4. QIBA agrees to refund 70% of tuition fees paid if written notice of cancellation is received 28 days or more prior to the course commencing.
5. QIBA agrees to refund 50% of tuition fees paid if written notice to withdraw is received within 2 weeks of the course commencing.
6. Students using the instalment option for payment of tuition fees that choose to withdraw from the course after it has begun are liable for full tuition fees. Finalisation of the account must be by the date stipulated on the agreed instalment plan. Failure to do so will result in legal action and outstanding fees will be referred to an external collection agency as outlined in the terms and conditions.
7. QIBA will NOT approve any holidays or non-emergency medical absences from the program. Therefore students who take leave during a course will not graduate on the initial scheduled date as the time of absence will not be considered as active participation in the program, and students will still be liable for all outstanding fees.
8. No refund will be given to a student who is disqualified due to unsatisfactory attendance, performance, behaviour or who is in breach of QIBA Student Code of Conduct or Australian law.
9. In special circumstances and with the permission of the Manager of Professional Year Programs, students may elect to defer into a subsequent course with prepaid tuition fees being held in credit by QIBA for a period not exceeding six months.
10. All refunds will be paid in the same currency where practical, within the relevant time period specified in the ESOS Act 2000 (for overseas students) i.e. within two weeks in the case of provider default and four weeks in the case of student default.
11. This refund policy does not remove the student's right to take further action under Australian consumer protection laws and the registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.