

# PROGRESSIVE PLAY®

## ONLINE EDUCATION & TRAINING

### ENROLMENT, ACCESS, EXTENSION & REFUND POLICY

Version: October 2026

#### 1. Purpose and Scope

This Policy applies to online education, training and professional-development Courses supplied by Progressive Play® and governs enrolment, payment, course access, commencement, expiry, extensions, exceptional-circumstances requests, re-enrolment/re-access, transfers, refunds, physical and digital resources, certification and related administration.

Progressive Play® is a registered business name operated by Janelle Ford, ABN 64 862 566 558 ("Progressive Play®", "we", "us" or "our"). Progressive Play® is a registered Australian trademark owned by Janelle Ford (Australian Trademark No. 2422858).

This Policy forms part of the terms of enrolment and should be read with the Progressive Play® Website & Online Platform Terms and Conditions of Use, Privacy Policy, Intellectual Property, Confidentiality & Permitted Use Terms and any course-specific terms disclosed before purchase.

Nothing in this Policy excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law ("ACL").

#### 2. Key Definitions

**Authorised Downloadable Resources or 'Downloadable Resources'** means digital resources Progressive Play® expressly makes available for download by an enrolled learner for permitted use.

**Course** means an online education, training or professional-development program supplied by Progressive Play®.

**Course Access Period** means the period during which the learner is authorised to access the applicable Course.

**Course Commencement** means the date on which access to the course is provided to the learner in accordance with section 3 of this Policy.

**Course Expiry** means the end of the applicable course access period.

**Extension** means an additional period of course access approved by Progressive Play®.

**Learner** means the named individual enrolled in a course, whether purchased by that person or by an employer, school, organisation or other third party.

**Purchaser** means the person or organisation responsible for purchasing the enrolment.

**Re-enrolment/Re-access** means a new paid period of online access offered to an eligible previous learner under the terms and price applicable at the time.

#### 3. Enrolment and Acceptance

An enrolment is established when a Course is purchased through the Progressive Play® online platform or when an enrolment is manually created by Progressive Play® under an approved invoicing, organisational or other enrolment arrangement.

The Course Access Period commences as follows:

- a) Online purchases: The course access period commences on the order date recorded by the Progressive Play® learning-management system. Where course access is provided automatically following purchase, the purchase / order date is the commencement date of the course access period.
- b) Manual enrolments: The course access period commences on the date Progressive Play® creates the learner's enrolment and activates course access. Following activation, an automated welcome email is issued through the learning-management system, and Progressive Play® separately sends the learner an email confirming payment, course activation and the applicable course expiry date. The learner is not required to acknowledge or respond to either communication for the commencement or expiry date to take effect. The course access period is not delayed or otherwise affected by the learner failing to receive, open, read, acknowledge or respond to either communication.

The Course Access Period runs continuously from the applicable commencement date. It does not depend on when the learner first logs in, accesses course content, downloads resources, commences or completes a module or assessment, or otherwise begins participating in the course.

A learner's failure or delay in accessing or using the course after access has been made available does not delay, pause, restart or extend the course access period.

For online purchases, the Order Date may be displayed by the learning-management system in year-month-day (YYYY-MM-DD) format. For example, 2026-09-29 means 29 September 2026. A date displayed in YYYY-MM-DD format must not be interpreted as day-month-year or month-day-year.

Progressive Play® may rely on its order, payment, enrolment, learning-management-system and administrative records to establish the applicable purchase, enrolment, activation and course expiry dates. Where there is any ambiguity regarding the display or formatting of a date, the underlying system and transaction records will be used to establish the applicable date. Course access periods are administered using Australian Eastern Standard Time (AEST).

By enrolling, purchasing on behalf of a learner, activating an account or accessing a course, the learner and, where relevant, the purchaser agree to the terms applying to the enrolment.

Each enrolment is for one named learner unless Progressive Play® expressly offers a different organisational or licensing arrangement.

Learners and purchasers are responsible for reviewing the course description, intended audience, prerequisites, inclusions, exclusions, access period, fees and relevant policies before purchase.

Progressive Play® may refuse or cancel an enrolment where reasonably necessary because of fraud, payment failure, competitor or commercial misuse, inability to supply the course, a material eligibility issue or another legitimate reason permitted by law. Any refund consequence will be determined under this Policy and applicable law.

#### **4. Course Suitability and Learner Responsibility**

Progressive Play® provides professional-development education. Unless expressly stated otherwise, a course does not confer a university degree, vocational qualification or regulated health-profession qualification and does not expand a learner's lawful professional scope of practice.

Learners are responsible for determining whether a course is suitable for their role, professional requirements, employer expectations and intended use before enrolling.

A change in employment, employer acceptance, professional circumstances, workload, personal priorities or intended use after enrolment does not, by itself, create an entitlement to a refund.

## **5. Course Access Periods**

The course access period applicable to an enrolment is the period stated on the relevant course page, checkout, invoice, written offer or package terms at the time of purchase.

Single course enrolments, including LEGO® Based Therapy and LEGO® Serious Play® courses: 3 months, unless a different period is expressly stated for a particular course.

Dual LEGO® Based Therapy + LEGO® Serious Play® Therapeutic Applications enrolment: 5 months.

Other courses, packages, organisational arrangements or promotional enrolments, may have different access periods. The period disclosed for the specific enrolment applies.

Access is generally available online 24 hours a day, 7 days a week, subject to maintenance, third-party platform availability and circumstances beyond reasonable control.

The learner is responsible for monitoring the course expiry date and allowing sufficient time to complete all required course components before expiry.

## **6. Payment and Activation**

Unless Progressive Play® agrees otherwise in writing, course fees must be paid in full before course access is activated.

Payment may be made through Progressive Play's® available payment methods, which may include Stripe or another online payment processor, direct deposit following invoice, or another method expressly offered at the time.

For employer, school or organisational purchases, Progressive Play® may require payment by invoice and direct deposit or another specified method before learners are manually enrolled.

Course access will not be activated until cleared funds have been confirmed.

Where a payment is reversed, dishonoured, charged back or otherwise not received, Progressive Play® may suspend access while the payment issue is investigated and resolved, subject to applicable law.

## **7. Prices, GST and Later Promotions**

Unless expressly stated otherwise, prices quoted to Australian consumers are in Australian dollars and include GST where applicable.

The price agreed at purchase applies to that transaction. A later sale, promotional discount, coupon, group discount, package price or price reduction does not create an entitlement to a retrospective refund, credit or reimbursement of the difference.

Unless expressly stated otherwise, discounts and promotional offers cannot be combined or stacked.

Where a purchaser has paid more than the agreed price because of an administrative or processing error, Progressive Play® will correct the overpayment.

## 8. Standard Paid Course Extensions

Where the extension option remains available for the applicable Course, a learner may apply for an additional one-month course access period.

The current standard extension fee is \$71.50 including GST for each additional one-month access period.

The extension fee purchases additional time to access the applicable course and reflects the additional access period and associated administration and systems. It does not purchase additional course content, a new course, new physical resources or a new qualification.

Each extension is a separate transaction. If a learner requires a further month after an extension, they must apply again and pay a further \$71.50 including GST before that additional extension is activated.

One additional one-month extension = \$71.50 including GST.

A second additional one-month extension = a further \$71.50 including GST.

Each later one-month extension requires a separate application and a further payment of the applicable extension fee.

Extensions are not automatic, rolling or unlimited. Further extensions remain subject to the course continuing to be offered, the learning platform being able to provide access, the extension option remaining available and the learner otherwise remaining eligible.

Progressive Play® may invoice an approved extension request. Payment must be received before the extension is activated.

Failure to use some or all of a paid extension, or failure to complete the course during the extension, does not create an entitlement to a refund, credit or complimentary further extension, except where a statutory right or remedy applies.

A standard paid extension should be requested before the current course access period expires. A request made after expiry does not guarantee that the original enrolment can be extended.

Where access has already expired, Progressive Play® may determine that Re-enrolment/Re-access is the appropriate pathway instead of a standard extension, having regard to the period since expiry, the current course version and operational availability.

A learner may apply for a standard paid course extension before the course access period expires or within 30 calendar days after the learner's most recent course expiry date.

The 30-calendar-day period after expiry is an eligibility window in which the learner may apply to purchase a standard paid course extension. It does not extend the course access period and does not provide complimentary access after expiry.

Where more than 30 calendar days have passed since the learner's most recent course expiry date, the enrolment is no longer eligible for a standard paid course extension. Subject to the course remaining available and the learner remaining eligible, the expired enrolment Re-access pathway in this Policy applies instead.

## 9. When a Standard Extension May Not Be Available

A standard paid extension may be unavailable where:

- a) the Course has been discontinued or closed and cannot reasonably be reactivated;
- b) the course has been replaced by a substantially different current program and Re-enrolment/Re-access is the appropriate pathway;
- c) the learning platform or licensing arrangement no longer permits the original enrolment to be extended;
- d) the learner's access was terminated for a material breach of applicable terms;
- e) the learner is seeking access to a Course in which they were not previously enrolled; or
- f) another legitimate operational or legal reason makes an extension unavailable.

Where a standard extension is unavailable, Progressive Play® may offer Re-enrolment/Re-access or another reasonable option where available. This does not create an obligation to continue a discontinued course indefinitely.

## 10. Exceptional Circumstances – Complimentary Extension Requests

Progressive Play® recognises that serious illness, injury, bereavement or another significant unforeseen circumstance may affect a learner's ability to complete a Course within the original course access period.

A learner may apply for consideration of a complimentary extension where the circumstances were significant, unforeseen and materially affected their capacity to undertake the course.

Complimentary extensions are an exceptional accommodation. They are not an alternative to the standard paid extension merely because a learner did not complete the course within the available time.

## 11. Notification Timeframe for Exceptional Circumstances

A learner seeking a complimentary extension must ordinarily notify Progressive Play® within 14 calendar days of becoming aware that the exceptional circumstance is likely to materially affect their ability to complete the course within the existing course access period.

Learners should not wait until course access has expired before contacting Progressive Play® where they were reasonably able to notify us earlier.

Progressive Play® recognises that serious illness, hospitalisation, acute bereavement or another significant event may make prompt contact unreasonable or impracticable. In those circumstances, a later application may be considered where the learner provides reasonable evidence of both the exceptional circumstance and, where relevant, why earlier notification was not reasonably practicable.

## 12. Supporting Evidence

Progressive Play® may require reasonable independent evidence before an exceptional-circumstances request can be assessed.:

- a) a medical certificate or appropriate health-practitioner documentation;
- b) hospital or treatment documentation;
- c) reasonable bereavement-related documentation;
- d) a statutory declaration;
- e) official documentation relating to a serious unforeseen event; or

- f) other independent evidence reasonably capable of substantiating the circumstance and relevant period.

Progressive Play® will seek only information that is reasonably necessary to assess the request. Learners should not provide unnecessary diagnostic details or unrelated sensitive personal information.

Where Progressive Play® reasonably requests supporting evidence and the learner does not provide it, Progressive Play® may be unable to assess the request under the complimentary exceptional-circumstances pathway. The learner may instead use any standard paid extension or expired enrolment Re-access option available.

Medical certificates and other sensitive information will be handled in accordance with the Progressive Play® Privacy Policy and applicable privacy law.

### **13. Assessment of Exceptional-Circumstances Requests**

Providing evidence does not automatically entitle a learner to a complimentary extension or determine its duration.

Progressive Play® will assess each request on its individual circumstances and may consider:

- a) the nature and seriousness of the circumstance;
- b) when the circumstance occurred and how long it materially affected the learner;
- c) when Progressive Play® was notified;
- d) the evidence provided;
- e) the learner's original and remaining course access period;
- f) whether the course had already expired when the request was made;
- g) any previous complimentary or paid extensions or other accommodations;
- h) whether the learner was otherwise reasonably able to undertake the course during the relevant period; and
- i) whether the course and relevant access remain operationally available.

A discretionary accommodation provided in one case does not establish a precedent or create an entitlement to the same accommodation in another case. Different circumstances may reasonably result in different outcomes.

Progressive Play® may decline a complimentary extension where the eligibility requirements are not substantiated or where the request is more appropriately dealt with through the standard paid extension or expired enrolment Re-access pathway.

### **14. Circumstances That Do Not Ordinarily Qualify for a Complimentary Extension**

- a) being busy or having competing work, study, family or personal commitments; forgetting about the course or expiry date;
- b) not prioritising the course;
- c) taking holidays or planned leave;
- d) changing jobs, employers, roles or workplaces;
- e) an employer no longer requiring or recognising the course;
- f) failing to monitor course access or allocate sufficient study time;
- g) general workload or ordinary time-management difficulties;
- h) change of mind or loss of interest;
- i) financial hardship by itself;
- j) failure to use the course despite access being available; or

- k) waiting until after expiry to request additional time where earlier notification was reasonably possible.

## **15. Retrospective Requests After Course Expiry**

A learner who contacts Progressive Play® after course expiry is not automatically entitled to complimentary re-access because they report that illness, bereavement or another exceptional circumstance occurred during the original course access period.

Requests made after expiry will not ordinarily qualify for a complimentary extension where the learner could reasonably have notified Progressive Play® during the course access period.

Where earlier notification was genuinely unreasonable or impracticable, Progressive Play® may consider a retrospective request supported by reasonable evidence of the exceptional circumstance and the reason for delayed notification.

A request made weeks or months after expiry, without reasonable supporting evidence or explanation for the delay, will ordinarily be dealt with under the paid extension or expired enrolment Re-access options then available.

## **16. Expired Enrolment Re-access**

Where a learner did not complete their course and more than 30 calendar days have passed since their most recent course expiry date, the learner is no longer eligible for a standard paid course extension.

Subject to the course remaining available and the learner remaining eligible, the learner may apply to purchase expired enrolment Re-access for \$108.90 including GST.

Expired enrolment Re-access provides one month of online access to the then-current version of the applicable course and access to the authorised downloadable resources currently available within that course.

Expired enrolment Re-access is a new paid access period. It does not revive the learner's original enrolment terms, price, promotion, access period or physical-resource entitlement.

Expired enrolment Re-access does not include physical kits, printed card decks, printed resources, gifts, postage or replacement physical materials unless expressly stated otherwise.

If the learner does not complete the course during the one-month expired enrolment Re-access period, they may apply for a standard paid course extension in accordance with this Policy. Each approved subsequent one-month extension is charged separately at \$71.50 including GST.

Exceptional-circumstances requests remain subject to the separate provisions of this Policy and are not automatically determined by the 30-day commercial access rule.

## **17. Facilitator Refresher Re-access**

Facilitator refresher Re-access is available only to a previous Progressive Play® learner who has successfully completed the applicable course and was issued the relevant completion credential.

The purpose of facilitator refresher Re-access is to allow an already-trained facilitator to revisit the then-current course, refresh their knowledge, review updates or additions made since their original completion, and access the current authorised downloadable resources.

The fee for facilitator refresher Re-access is \$108.90 including GST and provides one month of online access.

Facilitator refresher Re-access does not include physical kits, printed card decks, printed resources, gifts, postage or replacement physical materials unless expressly stated otherwise.

A learner who commenced but did not successfully complete their original course is not eligible to use facilitator refresher Re-access as a substitute for completing an expired enrolment. The expired enrolment Re-access provisions apply instead.

Facilitator refresher Re-access is a fixed one-month refresher period and is not eligible for the \$71.50 standard paid course extension pathway. If a completed facilitator wishes to undertake another refresher period after that access ends, they must purchase another facilitator refresher Re-access at the then-current applicable fee.

Refresher access does not create a new professional qualification or expand the facilitator's lawful scope of practice.

## **18. Refund Principles**

Progressive Play's® contractual refund rules operate subject to the Australian Consumer Law and any other non-excludable statutory rights.

A refund is not automatically available merely because a learner changes their mind, does not use the course, does not complete it, experiences a change in personal circumstances, changes employment, no longer requires the course, finds a different course or price elsewhere, or decides the course is no longer suitable for their personal objectives.

Queensland consumer guidance for training courses notes that a learner who changes their mind or experiences a change in personal circumstances will usually still have to pay for the course. This Policy is intended to clearly state Progressive Play's® contractual position while preserving statutory rights.

Where a course or service fails to comply with a consumer guarantee under the ACL, the remedies available under the ACL apply according to the nature and seriousness of the failure.

## **19. Refunds Before Course Commencement**

Except where a statutory right applies, Progressive Play® does not promise a general change-of-mind refund merely because course commencement has not yet occurred.

Before course commencement, Progressive Play® may consider a written request for cancellation, refund, credit or transfer on a case-by-case basis having regard to the circumstances, any physical resources already dispatched, third-party costs that cannot reasonably be recovered, and any other relevant contractual terms.

Any discretionary refund, credit, transfer or accommodation offered before course commencement does not establish a precedent or create an entitlement to the same outcome in another case.

Where Progressive Play® cancels a course or is unable to supply the paid course and no suitable alternative is agreed, Progressive Play® will provide the remedy required by law and may offer a refund, credit, transfer or alternative arrangement as appropriate.

## **20. Refunds After Course Commencement**

Except where a refund or other remedy is required under the Australian Consumer Law or another applicable law, refunds are not provided after course commencement.

Once a learner accesses substantive course content or an authorised downloadable resource, Progressive Play® has provided access to proprietary educational content and intellectual property. A learner's later decision not to continue or complete the course does not create a contractual entitlement to a refund.

For clarity, the following do not, by themselves, create an entitlement to a refund after course commencement:

- a) change of mind;
- b) incorrect choice where the course supplied matches the course purchased;
- c) change of employment, role or employer requirements;
- d) lack of time, workload or competing commitments;
- e) failure to complete within the Course Access Period;
- f) failure to use available Course access;
- g) financial hardship by itself;
- h) illness, injury or bereavement where the service itself has not failed;
- i) employer refusal to recognise or reimburse the Course;
- j) failure or unwillingness to comply with Course requirements;
- k) academic or general misconduct; or
- l) availability of a cheaper price or later promotion.

Illness, injury, bereavement or another exceptional personal circumstance may be considered under the Extension provisions of this Policy but does not, by itself, convert the enrolment into a refundable transaction.

## **21. Australian Consumer Law Remedies**

Nothing in this Policy excludes, restricts or modifies consumer guarantees or remedies that cannot lawfully be excluded.

If a Progressive Play® service has a major failure under the Australian Consumer Law, the consumer may have rights including cancellation and a refund for the unused portion or compensation for reduced value, together with compensation for reasonably foreseeable loss or damage where applicable.

If a failure is not major, Progressive Play® may be entitled to an opportunity to rectify the problem within a reasonable time before cancellation rights arise, as provided by law.

Progressive Play® may reasonably assess the circumstances of a claimed failure before determining the remedy but will not rely on this Policy to deny a statutory remedy.

Nothing in this Policy should be read as a 'no refunds in all circumstances' statement.

## **22. Overpayments and Duplicate Payments**

Where Progressive Play® receives a genuine duplicate payment or an amount greater than the agreed amount because of an administrative or payment-processing error, the excess amount will be corrected and refunded or otherwise reconciled.

A later sale, discount, coupon or price reduction is not an overpayment and does not create a right to a refund of the difference.

## **23. Physical Kits, Printed Resources and Delivery**

Some course enrolments may be offered with physical kits, printed card decks, printed resources or other physical items. Other enrolments are digital or kit excluded.

The course page or offer at the time of purchase determines what physical items, if any, are included.

Where physical resources have been dispatched before a discretionary pre-commencement cancellation is approved, Progressive Play® may take the value of supplied goods and non-recoverable delivery costs into account to the extent permitted by law.

Physical resources are not automatically re-supplied when a learner purchases an extension or Re-enrolment/Re-access.

Unless expressly stated otherwise, physical kit-included options requiring postage are available only to eligible Australian delivery addresses.

Problems with physical goods, including damage, loss or failure to meet consumer guarantees, will be addressed in accordance with applicable law.

## **24. Digital and Downloadable Resources**

Authorised downloadable resources included with a course remain subject to Progressive Play® intellectual-property and permitted-use conditions.

Downloading a resource does not transfer copyright or unrestricted rights to reproduce, distribute, publish, resell or provide that resource to others.

Where a course is updated, particular downloadable resources may be revised, replaced or removed. Learners should retain authorised copies they are permitted to keep where the course expressly allows download.

Re-enrolment/Re-access provides access to the authorised downloadable resources then available in the current course; it does not guarantee access to every historical resource previously supplied.

## **25. Transfers and Substitutions**

An enrolment is personal to the named learner.

Before course commencement, Progressive Play® may permit an enrolment to be transferred to another eligible person in limited circumstances where the original learner has not accessed substantive course content or authorised downloadable resources.

A transfer is not automatic and may require verification of the replacement learner's details and eligibility.

After course commencement, an enrolment is non-transferable because protected course content and access have already been provided to the original learner.

An employer or organisation that paid for an enrolment does not acquire the right to reassign a commenced enrolment to another staff member unless Progressive Play® expressly agrees otherwise in writing.

## **26. Organisational and Group Purchases**

Where an employer, school or organisation purchases enrolments, each individual learner remains subject to the learner terms and individual-access requirements.

The purchaser is responsible for supplying accurate learner details and ensuring it has authority to provide those details to Progressive Play®.

Unless a separate organisational licence expressly states otherwise, purchasing multiple enrolments does not create shared, floating or unlimited access.

Any group discount applies only where the published eligibility requirements are met. Unless expressly stated otherwise, discounts do not stack with sales or other promotions, and kit-included enrolments may be excluded from group discounts.

Where an organisation purchases a package by invoice or direct deposit, the package-specific written terms form part of the agreement.

## **27. Course Updates and Changes**

Progressive Play® may update course content, resources, assessments, references, presentation, platform structure or supporting material to maintain currency, quality, accessibility or alignment with contemporary guidance.

Reasonable updates do not create an entitlement to a refund merely because course content changes after purchase.

Where a change materially alters the nature of a paid course before the learner has substantially undertaken it, Progressive Play® will consider an appropriate response having regard to the circumstances and applicable law.

A learner who purchases Re-enrolment/Re-access may receive the current version of the course, which may differ from the version previously completed.

## **28. Currency of External Information, Legislation and Guidance**

Progressive Play® takes reasonable steps to ensure Course and website content is accurate, evidence-informed and current at the time it is prepared and reviewed.

Progressive Play® training may refer to legislation, government programs, funding arrangements, regulatory requirements, professional standards, policies, practice frameworks, departmental guidance, clinical or educational guidance and other information issued or controlled by third parties, including information relating to the NDIS and other government programs.

External requirements and guidance may be amended, replaced, withdrawn, clarified or updated at any time and without prior notice to Progressive Play®. Progressive Play® does not represent or guarantee that every external change will be reflected in course or website materials immediately when the change is announced, published or takes effect.

Where Progressive Play® becomes aware of a material change relevant to its training or information, it will endeavour to review the change and update affected content as soon as reasonably practicable, having regard to the nature of the change, the availability and clarity of authoritative information, the extent of amendments required and the need to ensure revised content is accurate.

In some circumstances, Progressive Play® may reasonably wait for final legislation, regulations, operational guidance or authoritative clarification before materially revising content rather than relying on preliminary announcements, proposals or incomplete information.

Learners and facilitators remain responsible for checking current legislation, government guidance, funding rules, professional requirements, employer requirements and organisational policies relevant to their own role, jurisdiction and circumstances when applying course content in practice.

Where course content is inconsistent with a subsequently issued mandatory legal, regulatory or authoritative requirement, the current applicable requirement takes precedence.

Nothing in this section excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

## **29. Course Discontinuation**

Progressive Play® may discontinue a course or stop accepting new enrolments where reasonably necessary.

Discontinuation does not automatically terminate existing access already purchased. Where reasonably practicable, Progressive Play® will endeavour to honour existing access periods or provide an appropriate alternative.

If Progressive Play® cannot supply a paid service as agreed, the consumer's rights and remedies will be determined in accordance with the Australian Consumer Law and the circumstances.

Progressive Play® is not required to keep a discontinued course available indefinitely for future extensions or Re-enrolment/Re-access.

## **30. Technical Requirements and Learner Access**

Learners are responsible for maintaining a suitable device, compatible software, internet connection and current contact details required to access online training.

A learner's individual device failure, internet outage, forgotten password or failure to check email does not ordinarily create an entitlement to a refund or complimentary extension where the Progressive Play® service remained available.

Where a Progressive Play® or third-party platform issue materially prevents access for a significant period, Progressive Play® will take reasonable steps to investigate and, where appropriate, restore access or make a reasonable adjustment to the access period.

Nothing in this section limits statutory rights.

## **31. Completion, Certificates and Digital Badges**

A certificate, facilitator certification or digital badge is issued only where the learner has satisfied the applicable course completion requirements and all amounts properly due for the enrolment have been paid.

Course completion requirements may include completion of specified modules, assessments, declarations or other requirements stated within the course.

Unless otherwise stated, course fees include one digital certificate for the applicable course upon successful completion.

Replacement digital credentials may be re-issued subject to identity verification and reasonable administrative requirements. Where Progressive Play® offers a replacement hard-copy credential, a reasonable replacement and delivery fee may apply and will be disclosed before supply.

A certificate or facilitator designation does not confer a professional qualification, registration or authority to practise outside the learner's existing lawful scope.

## 32. Public Directory Listings and Digital Badges

For eligible Progressive Play® facilitator training courses, a free listing in the Progressive Play® 'Facilitator Directory' is included as part of the enrolment.

Following successful completion of the applicable course and issue of the relevant certificate, eligible certified facilitators are included in the facilitator directory by default unless they opt out.

The completion email containing the learner's certificate and digital facilitator badge also provides information about the facilitator directory and instructions for opting out. A facilitator who does not wish to be included is responsible for notifying Progressive Play® that they wish to opt out.

A facilitator may opt out of inclusion in the public facilitator directory by replying to the email through which their certificate and digital facilitator badge are issued and notifying Progressive Play® that they do not wish to be listed. A facilitator may also request removal from the facilitator directory at any time after publication.

Directory listings are limited to information relevant to identifying and contacting trained facilitators. A listing may include the certified facilitator's name, the Progressive Play® course completed, a general location, the facilitator's business or organisation name where applicable, and business contact information.

Where a facilitator has identified a business or organisation associated with their listing, Progressive Play® may verify or supplement the listing using business contact information that is publicly available, including information published on the business or organisation's website or other public business listings.

Progressive Play® will ordinarily publish one business contact method, such as a business telephone number or business email address. Both a business telephone number and business email address may be published where the certified facilitator expressly requests that both be displayed.

Progressive Play® does not publish a facilitator's personal telephone number or personal email address unless the facilitator specifically requests that the personal contact details be included in their public directory listing.

Where no suitable business contact information is available, the listing may appear without a telephone number or email address rather than substituting personal contact information.

Residential addresses and other unnecessary private information are not published in the facilitator directory.

Facilitators may request correction or updating of their directory information, nominate a preferred contact method, request removal of contact information, or opt out of the facilitator directory at any time.

Inclusion in the facilitator directory indicates that the individual has successfully completed the applicable Progressive Play® training and has demonstrated the knowledge and competencies required by Progressive Play® to facilitate the relevant method at the time of certification.

Certification and directory inclusion does not constitute professional registration, endorsement of the facilitator's individual services, verification of their qualifications or ongoing competence in any separate profession, or confirmation that they are legally authorised to practice a regulated profession or provide regulated services in a particular jurisdiction. Facilitators remain responsible for working within their qualifications, competence, scope of practice and any applicable professional, regulatory or legal requirements.

Progressive Play® may correct, suspend or remove a directory listing where information is materially inaccurate or misleading, the facilitator requests removal, a credential has been

obtained or used improperly, continued publication would be unlawful or materially misleading, or removal is otherwise reasonably necessary to protect the integrity of the directory or Progressive Play's® legitimate interests. Where appropriate, the facilitator will be given an opportunity to correct relevant information.

Directory information is handled in accordance with the Progressive Play® Privacy Policy and applicable Australian privacy law.

### **33. Academic Integrity and Misconduct**

Learners must complete required course activities honestly and must not impersonate another learner, have another person complete assessments on their behalf, falsify completion, improperly share assessment answers or misuse protected course content.

Progressive Play® may investigate suspected academic or general misconduct and may withhold certification, require corrective action, suspend access or terminate an enrolment where a material breach is established.

A termination arising from the learner's material misconduct does not automatically create an entitlement to a refund. Any statutory rights remain unaffected.

### **34. Requests, Evidence and Communications**

Extension, exceptional-circumstances, transfer, refund and Re-enrolment/Re-access requests should be made in writing to Progressive Play® using the current contact method published on [progressiveplay.com.au](http://progressiveplay.com.au).

The learner is responsible for providing sufficient information for Progressive Play® to identify the enrolment and assess the request.

Where evidence is requested, Progressive Play® may set a reasonable timeframe for it to be supplied. If the learner does not provide the requested information within that timeframe and does not seek additional time, Progressive Play® may close the request and require a new application.

Learners must keep their email address current and are responsible for checking communications concerning expiry, invoices, extension requests and enrolment administration.

### **35. Review of Administrative Decisions and Complaints**

A learner who believes an extension, exceptional-circumstances, transfer, Re-enrolment/Re-access or contractual refund decision has been made on incorrect information may request an internal review and provide relevant additional information.

Progressive Play® will consider the request in good faith and may confirm, vary or reverse the original administrative decision.

An internal review does not limit any right to contact a consumer regulator, fair-trading body, tribunal or court, or to exercise a statutory right.

Disagreement with a discretionary decision does not, by itself, create a refund entitlement.

### **36. Privacy and Sensitive Information**

Personal information supplied in connection with enrolment and administration is handled in accordance with the Progressive Play® Privacy Policy.

Where a learner voluntarily applies for an exceptional-circumstances accommodation and supplies medical or other sensitive information, Progressive Play® will use that information for purposes reasonably connected with assessing and administering the request, subject to applicable privacy law.

Progressive Play® seeks evidence of the relevant circumstance and period, not unnecessary medical history or diagnostic detail.

Learners should avoid sending unrelated sensitive information.

### **37. Relationship with Other Progressive Play® Terms**

This Policy should be read with the Progressive Play® Website & Online Platform Terms and Conditions of Use, Privacy Policy and Intellectual Property, Confidentiality & Permitted Use Terms.

If a course-specific written term expressly differs from this Policy on a particular matter, the course-specific term applies to that matter to the extent permitted by law.

Nothing in another Progressive Play® policy may be interpreted to remove a statutory consumer right.

### **38. Changes to this Policy**

Progressive Play® may update this Policy where reasonably necessary to reflect changes in law, course delivery, pricing, systems or business practices.

Updated versions will be published with a revised effective date.

Changes operate prospectively unless otherwise required by law and do not remove rights already accrued under an existing transaction.

The extension fee or Re-enrolment/Re-access price applicable to a future purchase may change. A learner will be told the applicable price before committing to that new transaction.

### **39. Governing Law**

This Policy is governed by the laws of Queensland, Australia, together with applicable Commonwealth laws.

Nothing in this provision limits any jurisdictional or forum rights a consumer has under applicable law.

### **40. School & Organisation Training Packages**

Progressive Play® may offer discounted School & Organisation Training Packages to eligible schools, educational settings, health services, disability services, community organisations, businesses and other organisations.

School & Organisation Training Packages are available for 3, 5, 10, 15 or 20 individual learner enrolments. Current package pricing is available by contacting Progressive Play®. Package prices are not fixed by this Policy and may change prospectively.

The price, courses included, learner numbers, access arrangements, inclusions and any package-specific conditions are those stated in the written quotation, invoice, package description or offer issued by Progressive Play® for the particular purchase.

A School & Organisation Training Package purchases the specified number of individual named learner enrolments. Unless Progressive Play® expressly grants a separate organisational licence in writing, a package is not a shared, floating, site-wide or unlimited course licence.

Each learner must be individually identified and enrolled and receives their own course access. Login credentials and course access must not be shared between staff members.

The purchasing organisation is responsible for supplying accurate learner information and for having an appropriate lawful basis to provide that information to Progressive Play®. Personal information is handled in accordance with the Progressive Play® Privacy Policy.

Package enrolments may be manually created by Progressive Play® after the required learner information and cleared payment have been received.

Unless Progressive Play® expressly agrees otherwise in writing, School & Organisation Training Packages are invoiced to the purchasing organisation and payment is made by direct deposit or electronic funds transfer.

Each learner's course access period is the applicable access period for the course stated in this Policy or the written package offer. Purchasing multiple enrolments does not extend the standard course access period unless Progressive Play® expressly states otherwise.

Package pricing is a specific commercial offer and cannot be combined or stacked with another sale, promotional code, group discount, coupon or other discount unless Progressive Play® expressly states otherwise.

An organisation that purchased one or more individual enrolments before subsequently purchasing or becoming eligible for a School & Organisation Training Package is not automatically entitled to retrospective package pricing, reimbursement, credit, refund of a price difference or deduction of an earlier enrolment fee from the later package price, unless Progressive Play® expressly agrees otherwise in writing.

Unused learner places, substitutions and transfers are governed by the written package terms and the transfer provisions of this Policy. Once an individual learner has commenced their course, that enrolment cannot ordinarily be transferred or reassigned to another staff member.

Payment by a school or organisation does not transfer ownership of Progressive Play® intellectual property or permit course content, downloadable resources, certificates, digital badges or facilitator resources to be shared among staff. Each learner's access and resource use remains subject to the Progressive Play® Intellectual Property, Confidentiality & Permitted Use Terms.

Unless expressly included in the written quotation or package offer, School & Organisation Training Package pricing does not include physical kits, printed card decks, printed resources, gifts, postage or other physical materials.

The purchasing organisation is responsible for selecting the staff members it enrolls. Individual learners remain responsible for undertaking training within their lawful role and professional scope, satisfying course completion requirements and complying with applicable professional, safeguarding and child-safety requirements.

Each learner who successfully satisfies the applicable Course completion requirements receives their own relevant certificate and digital badge in accordance with Progressive Play's® credential arrangements.

Progressive Play® may amend, replace or withdraw future School & Organisation Training Package offers and pricing prospectively. Any accepted written quotation or paid package remains subject to the terms applicable to that transaction and any rights that cannot lawfully be excluded.

Where an organisation requires a number of learner enrolments that falls between the available package sizes, the organisation is not required by this Policy to purchase the next package tier.

Subject to the current package offer, Progressive Play® may allow the organisation to purchase the lower applicable package and add the required number of additional individual learner enrolments at the additional enrolment or group-discount rate then offered by Progressive Play®.

The applicable additional-enrolment rate is not fixed by this Policy. Progressive Play® may set or change that rate prospectively and will state the applicable pricing in the written quotation or invoice.

Alternatively, an organisation may choose the next available package tier where that provides better value or better suits its anticipated staffing needs.

Package and additional enrolment pricing applies only to the transaction described in the relevant written quotation or invoice and does not create an entitlement to a particular per-person rate for future purchases.

LEGO® Based Therapy – Kit Included training is excluded from School & Organisation Training Packages.

Where a School & Organisation Training Package includes LEGO® Based Therapy Facilitator Certification enrolments, those enrolments are supplied on a Kit Excluded basis only.

School & Organisation Package pricing does not include a LEGO® kit, printed card decks, printed resources, gifts, postage or other physical materials.

An organisation or individual learner cannot pay a price difference or otherwise convert a package enrolment to the Kit Included training option unless Progressive Play® expressly agrees to a separate arrangement in writing.

Where an organisation wishes to purchase Kit Included LEGO® Based Therapy training, those enrolments must be purchased separately at the applicable Kit Included price and are not eligible for School & Organisation Package pricing.

## **41. Contact**

Extension applications, exceptional-circumstances applications and supporting documentation, re-access or refresher requests, transfer requests, refund enquiries, complaints and other training-administration enquiries may be directed to Progressive Play® using the following contact details:

Progressive Play®

ABN 64 862 566 558

Email: [info@progressiveplay.com.au](mailto:info@progressiveplay.com.au)

Website: [www.progressiveplay.com.au](http://www.progressiveplay.com.au)

Postal: PO Box 315, Bribie Island, Queensland 4507, Australia

## **Approved**

Date: 4<sup>th</sup> October 2026