

REFUND POLICY – ONLINE EDUCATION / TRAINING COURSE ENROLMENTS

Progressive Play®

CRITERIA

Progressive Play® has a refund process that is fair and equitable for all.

Pursuant to the Australian Consumer Laws (ACL) refunds will only be given if the below criteria has been met:

- (a) Progressive Play® cancels or is unable to deliver a course for which a student / learner / participant has paid fees; or
- (b) The student / learner / participant has paid an amount greater than the course fee(s) as advertised (with the exception of early bird tickets / on sale promotional offers) at the time of enrolment in which case the difference will be returned to the student / learner / participant; or
- (c) The student / learner / participant cancels at least 14 days prior to the commencement date for the course in which you have enrolled. Once the course has commenced and the student has accessed the online learning platform / portal, due to our significant intellectual property and goodwill no refunds will be issued.
- (d) If the student / learner / participant cancels pursuant to (c) and has purchased an enrolment ticket via Eventbrite any ticket fees incurred by Progressive Play® are non-refundable and these costs will be deducted from any refund amounts.
- (e) If the student / learner / participant cancels pursuant to (c) and course materials i.e., LEGO® Starter Kit have been shipped to the student / learner / participant the cost of the LEGO® Starter Kit and shipping fees are non-refundable and will also be deducted from any refund amounts.
- (f) Exempt Participants - i.e., direct competitors. (see terms and conditions).

Progressive Play®, its founder Janelle Ford and / or its entities are not responsible for travel or other costs resulting from a student / learner / participant attending / enrolling in a course or course cancellation. Refunds are not provided if a participant cancels less than 14 days prior to the commencement of the course.

Notwithstanding a student's / learners / participant's rights under the ACL, refunds cannot be given for any of the following alternative reasons not prescribed as grounds for refund under the ACL:

- (a) Failure to review and consider all information presented on the Progressive Play® website www.progressiveplay.com.au prior to enrolment.
- (b) Change of mind.
- (c) Incorrect choice.
- (d) Change of circumstances.
- (e) Financial hardship.
- (f) Cheaper price elsewhere.
- (g) Unwillingness or ability to comply with requirements of the relevant course.

(h) Employer unaccepting of course.

(i) Academic or general misconduct.

Refund enquiries: please email us at info@progressiveplay.com.au

FEES and CHARGES

Progressive Play® has a range of payment options as described in the payment options as per the individual course pages.

By enrolling in one of our available courses, you agree to pay the course fees (plus any applicable surcharges) for the course using the payment method you have selected during the process of your course enrolment.

You acknowledge that Progressive Play® has three different payment and enrolment options for all available course offerings:

- (a) Enrolment via Eventbrite ticketing service of which the fees associated are in Australian Dollars.
- (b) Enrolment via Direct Deposit into Progressive Plays® nominated financial institutions account (Invoiced prior to purchase).
- (c) Enrolment via our website through the Student Log in and checkout payment portal. (STRIPE and PayPal available).

UPFRONT PAYMENTS

You are required to pay the full amount of the associated course fees prior to being granted access into the learning portal.

For all courses being paid for by a third party/employer, the entire fee will be collected on enrolment either via Direct Deposit / Online Payment portal following request for invoice or via the Progressive Play® website www.progressiveplay.com.au or via Eventbrite ticketing service whichever option you choose to make payment and enrol into one of our available course offerings.

COURSE COMMENCEMENT

Unless otherwise agreed, the agreed course commencement date will be the date of issuance of the course welcome email which contains the link for you to access the course and set your own log in password. If you have purchased a course via Eventbrite, you will receive this welcome email and link 24 hrs. prior to the date of commencement as stated on your Eventbrite ticket. For payments made directly via the payment portal on the Progressive Play® website you will receive the welcome email immediately following your payment. For payments made via direct deposit you will receive the welcome email and log in link following receipt of cleared funds.

ADDITIONAL SERVICES

The fees payable are for services as stated. Where service is requested that is not a standard component of a program in which a student has enrolled, it will be subject to additional fees. This includes, but is not limited to, assisting students to meet practical requirements of their program where they are not able to meet them independently.

EXTENSION FEE

Paid extensions are available. All students are given 3 months unlimited access from the initial time of enrolment to the online learning portal to undertake the course for which the student / learner / participant has enrolled. This can be accessed 24 hours a day / 7 days per week at the students / learners / participants leisure. Any requirement to extend the duration of time longer than the allocated 3 months already provided to you by Progressive Play™ will require a written extension request via email prior to the expiration date of the course for which you are requesting an extension for. An extension will incur a fee of \$71.50- (Inc. GST), which grants an additional one-month access. Payment must be received within 7 days of invoice being sent to you. Extensions will not be activated until payment has been received.

It is not possible to extend enrolment in a program:

- (i) that has been closed to new enrolments in the time since you commenced.
- (ii) where you have failed to notify Progressive Play® of a requirement for an extension. All extension requests must be received prior to the expiration date of the course for which you are seeking an extension.
- (iii) where the expiration date has passed students must re-enrol at the full rate of the course cost.

REFRESHER FEE

All previous students who have undertaken training in one of our courses are able to reactivate their training at any time following completion of their initial enrolment for a significantly reduced fee. This fee is intended to provide you with renewed access to the course. Although the course content or slide decks may or may not have changed, we regularly update our resources to reflect the latest developments and best practices in the field.

Reactivation plays a crucial role in supporting ongoing professional development and ensuring the integrity and quality of our educational offerings.

Key reasons for the re-access fee include:

- (i) updated information and resource access: ensuring you have access to updated resources, materials, and any additional tools as well as access to the most current and relevant information in the field.
- (ii) administrative support: covering the costs of re-enrolment and maintaining access to our learning platforms.
- (iii) instructor expertise: compensating instructors who provide support and guidance during your renewed access period.

We strive to keep this fee as low as possible while maintaining our commitment to quality and excellence in training.

A reactivation will incur a fee of \$108.90- (Inc. GST), which grants an additional one-month access. Payment must be received within 7 days of invoice being sent to you. Reactivations will not occur until payment has been received.

It is not possible to reactivate your enrolment in a program:

- (i) that has been closed to new enrolments in the time since you last enrolled. e.g. that Progressive Play® no longer provides.

(ii) that you have not previously enrolled in at the full price and completed in full.

TRANSFERS

Course enrolments may under limited circumstances be transferrable. Courses that have not been commenced by the initial intended attendee may be transferred to a colleague or family member. Courses that have already been commenced are non-transferrable.

REPLACEMENT AND ISSUE OF ADDITIONAL DOCUMENTS

Credentials will not be awarded until a student's complete fees are paid for the entire program in which they enrolled.

A fee of \$60.00- (Inc. GST) applies to the replacement of hard copy credentials, there is no fee associated for the replacement of digital copy credentials. Proof of identity may be required.

Course fees include the issue of a single digital certificate for each Education / Training Product in which they are enrolled.

Approved

Date: 28th June 2024.