

TERMS AND CONDITIONS

Note: Where students have enrolled via another institution into a Cadence Health course the enrolling institutions terms and conditions may apply in the first instance (the exception is Lifestyle Learning Direct who enrol students under Cadence Health terms and conditions). Regarding withdrawal from a course/s joint refund charges may apply.

A. ENROLMENT INFORMATION

Successful applicants will be notified by telephone or mail. All required course materials are forwarded to your nominated address.

Certificates and Academic Transcripts

Certificates and academic transcripts will be forwarded to all students upon successful completion of the course.

Replacement certificates are available at the cost of \$15 (inclusive), as are text books at a cost of \$50.

Fees

Course fees are outlined in the course description in the prospectus. Course fees are inclusive of course materials, resources, learning and answer booklets, manual, quizzes, examinations, reply paid envelope for examinations and GST. Failure to submit course fees with your enrolment may result in the delay or eventual cancellation of your place in the course.

In common with other educational institutions, fees are non-refundable and non-transferable unless Cadence Health cancels the course (withdrawals from the course are discussed below).

Methods of payment

Enrolment fees may be paid by money order, cheque or credit card. Course material will be forwarded on receipt of payment and acceptance into your course.

Extensions

While there is no official deferment policy for distance learning modules owing to the structure and short-term nature of the courses, being self-paced extensions are possible. Students should contact the office to discuss a deferment date.

Re-sit exams

Re-sit exams are offered to students who for whatever reasons were unable to reach the 50% pass mark. A fee of \$55 (inclusive of GST) is payable prior to the re-sit being conducted.

Cadence Health will advise students requiring resits of further details at the time.

B. REFUNDS AND REFUSALS

Withdrawal

Students choosing to withdraw from their studies must advise Cadence Health **in writing within 14 days of receiving course materials**. Provided all course materials are returned in their original condition, you will receive a credit for course fees paid less a \$45 AUD or \$55 NZD for New Zealand resident (inclusive) administration fee. No refunds are possible for E-Books or resource kits.

Failure to complete

Students unable to complete their course and wishing to retake the course can do so and should contact the office for re-enrolment details (an enrolment fee of \$80 may apply).

Cancellations and changes

Cadence Health reserves the right to cancel a course, or refuse any enrolment as permitted by law. Cadence Health reserves the right to adjust fees, vary course requirements or course schedules at any time as deemed necessary.

Conduct

Students and members should conduct themselves in a professional manner, respecting the information provided, and the ethics and principles of the course. Students should also not pass on any passwords or other materials under copyright laws.

Refusals

Refusal of a position in the course is at the discretion of the admissions department should the student not meet the requirements set out.

Dismissals

Students and members may be suspended or dismissed from the course according to the gravity of the following circumstances:

- Improper conduct.
- Using the materials in an unlawful manner.

C. COMPLAINTS

Complaints must be in writing and directed to Cadence Health. All complaints are lodged formally and considered by our complaints panel. One of our staff will contact any complainants within three working days of receipt of the complaint.