



Lymphoedema Therapy, Training & Education

## POLICIES AND PROCEDURES

### EDUCATIONAL COURSES

#### Refund Policy:

##### Training Courses with an online theory component:

- Once you have received the online theory modules, the theory component of your fees as stated on the registration form becomes NON-REFUNDABLE.

#### Cancellation Policy:

- All training courses will only go ahead if minimum numbers are met. In the case that minimum numbers are not met, and the course on that date is cancelled, the course will be rescheduled. If you have not received your theory log ins, you may choose to attend the training course on another date or receive a full refund. In the event that you received the theory component early, a refund is not available and you will need to choose another date.
- If you cancel 14 days or more from the start date of online training, an admin fee of \$50 plus any payment fees (e.g., credit card, PayPal, booking platforms, etc) will be charged and the balance of your fees refunded.
- If you cancel 13 days or less before the date that online training begins, an administration fee of \$250 plus any payment fees (e.g., credit card, PayPal, booking platforms, bank fees, etc) will be charged and the balance of your fees refunded. (I too have non-refundable fees for venue, catering, supplies and financial institutions).

#### Regarding COVID-19 or Similar:

- If this course is cancelled due to Government closures related to COVID-19, the online theory component will go ahead and the face-to-face component will be rescheduled to a new, safer date.
- Any COVID-19 associated fees will be met by the attendee (i.e., yourself). If you require accommodation, airfares, etc please check cancellation/refund policies and contact me to see how I am going with course numbers before making your booking.
- If you are part of a “hot spot” please contact me to discuss our options.
- As part of attendance, you may be required to fill in necessary paperwork regarding your health. If on the day you display flu-like symptoms or have a raised temperature, you will be unable to attend. Arrangements will be made for you to receive the face-to-face component in a timely manner. The costs of which will be the responsibility of the attendee.

### Scope of Practice

Regarding participation in a training course, it is the responsibility of the applicant to possess an appropriate qualification that aligns with the pre-requisites of the course. The applicant is required to maintain a current

registration or membership with a relevant professional association and only enroll in a course that is within their scope of practice. First aid and insurance are a prerequisite for these training courses and currency is the responsibility of the applicant.

## Course Materials

The course and workshop materials furnished are safeguarded by copyright and intellectual property regulations. Reproducing or transmitting these materials, either in full or in part, in any form, without obtaining prior permission from the copyright holder, constitutes an infringement of copyright law. It is essential for individuals to retain any copyright or additional notices found within or linked to the materials. Users are prohibited from distributing copies to others, regardless of whether it's in electronic format or not, and whether or not compensation is involved, unless they have obtained written authorization from the copyright holder of said materials.

## Privacy Policy

We hold your personal information in high regard, recognizing the significance of your privacy. We are committed to safeguarding your personal information against unauthorized access through our best endeavours. On occasion, we may utilise your personal information to reach out to you regarding products and services that we believe could pique your interest.

During the course, a component involves email correspondence with fellow participants. As such, it is understood that your email address may be disclosed to other individuals taking part in the course. Additionally, unless you indicate otherwise, we might share your information with sponsors and exhibitors associated with the course. Should you have any inquiries about furnishing your personal information, please do not hesitate to get in touch with us.

## MEMBERSHIP SITES

### Refund Policy:

- Refunds are not available for any reason. The different sites for different demographics are quite clear and transparent.
- If you are an allied health, medical professional or a remedial massage therapist, you will join the Health Professionals site.
- For patients' or members of the public with an interest in lymphatics, you will join the patient's site.
- If you inadvertently join the wrong site, no refund will be given. Your membership will not be transferred.
- If you decide to cancel your membership, no refund will be given for part or part thereof and you will have access until your anniversary date.
- If you are a patient and you join the health professionals' site (allied health or medical professional or a remedial massage therapist) your membership will be cancelled without notice and without refund or reimbursement.

## Policies and Processes Governing Management of Education and Membership

- Annual update of information being delivered and disseminated to maintain industry standards according to current research and findings. This information comes from attending national and international conferences (e.g: ALA, WoundCon, NLN, ILF)
- Regular review of attendee/membership feedback

## Quality Improvement to Ensure Currency of Content:

- Attending conferences, webinars, other training. Annual review post significant conferences
- Maintaining currency of practice
- Feedback forms; peer review; reflection;
- Email participants with current research to maintain student currency
- Regular zoom meetings to past students for Q & A
- Membership site for allied health and medical professionals and remedial massage therapists

## COMPLIMENTS AND COMPLAINTS

### Compliments:

We appreciate your positive feedback and love hearing about your positive experiences with our products or services. To share a compliment, please follow these steps:

1. Identify the particular product, service, or interaction that impressed you and you would like to compliment.
2. Compose your compliment: Clearly express what impressed you and why. Be specific about the positive aspects, such as exceptional service, product quality, or a memorable experience. Include any relevant details that can help us understand your compliment better.
3. Contact us: You can share your compliment with us through any of the following methods:
  - a. Email [info@ltte.com.au](mailto:info@ltte.com.au) Subject line: Compliment
  - b. Phone 0402 988 423 during business hours

### Complaints:

At Lymphoedema Therapy, Training & Education, we value your feedback and are committed to addressing any concerns you may have. If you would like to make a complaint, please follow these steps:

1. Gather necessary information
2. Clearly describe the issue providing factual and specific information
3. Submit your complaint:
  - a. Email [info@ltte.com.au](mailto:info@ltte.com.au) Subject line: Complaint
  - b. Phone 0402 988 423 during business hours
4. Please include your full name, contact information (phone number and/or email address)
5. Please be respectful. We appreciate your cooperation in keeping your complaint professional and respectful.
6. A member of our team will respond in a timely manner. Our goal is to address your complaint promptly.

We appreciate your feedback and the opportunity to improve our services. Your satisfaction is important to us, and we are committed to resolving your concerns. Thank you for choosing Lymphoedema Therapy, Training & Education.

Please note: If you have a general inquiry or require assistance with a different matter, kindly visit our "Contact Us" page for appropriate contact information.