

DQS Training Services

TERMS AND CONDITIONS (the "Agreement")

This Agreement is between DQS Certification AUSNZ Pty Ltd (ABN 25 135 976 662) a company incorporated in Australia, whose principal place of business is B2, L2, 630 Mitcham Road, Mitcham, 3132, Australia ("DQS") and the "Customer", (being the company, partnership, individual, governmental body or other association whose details have been provided in the Registration Form). This Agreement applies to the provision of the Service by DQS. This Agreement is a legally binding agreement between DQS and the Customer and is effective from the Effective Date for the Term.

1. DEFINITIONS

In this Agreement, the following words and phrases with their first letter(s) capitalized shall have the meaning ascribed to them as set out below:

"**Agreement**" means these terms and conditions, and any other documents incorporated by reference into or as part of these terms and conditions, including for the avoid of doubt, the Registration Form;

"**Course**" means a course provided as part of a Service;

"**Course Materials**" means the content, provided by DQS to the Customer or the participants for use in the Course;

"**Effective Date**" means the date on which DQS accepts and executes the signed Registration Form;

"**Participants**" means the individual(s) who will take the Course, where the Customer is not an individual who will take a Course;

"**Registration Form**" means the registration form(s) completed by the Customer for one or more of the Services, in which the Customer provides details of the topic(s) or Course(s) it wishes to register for an have provided, the Customer's details, and in which the payment amount and other payment information may be collected by DQS;

"**DQS Personnel**" means any employee, consultant or contractor of DQS or any of its Affiliates;

"**Services**" means:

- (a) the Public Registration Courses, being face to face seminars, workshops and events delivered by DQS Personnel from time to time;
- (b) the Online Learning Courses, being training Courses delivered via the Internet; and/or

2. PROVISION OF THE SERVICES

2.1 Subject to clause 4, DQS shall use its reasonable commercial efforts to provide the Service(s) specified by the Customer in a Registration Form on the term and conditions set out in this Agreement to the Customer.

2.2 DQS shall provide the Training Service in accordance with the terms and conditions.

2.3 DQS will be unable to process the Customer's registration for any Services where the Customer has failed to complete, in all material respects, the Registration Form and DQS reserves the right to suspend the provision of the Services until such time as it receives the Registration Form completed to DQS's satisfaction.

2.4 The Customer shall promptly inform DQS of any changes to any of the details recorded on the Registration Form, including but not limited to, and in particular, any changes to the Customer's ACN, ABN, name, mailing address, email address, billing information and contact telephone number.

2.6 DQS will issue all Course completion certificates to the supplied Customer email address. The Customer agrees that any request for re-issuance of or a printed copy of Course completion certificates issued within the last five years will be charged a \$15.00 exclusive of GST and \$100 exclusive of GST for Course completion certificates issued more than five years.

2.7 Where the Course is provided online the Customer shall ensure that the Customer's System meet the Minimum System Requirements. No refunds or suspension of the Service shall be provided for failure of the Customer to receive the Services as a result of the failure of the Customer' System to meet the Minimum System Requirements.

2.8 Where the Course is provided online and DQS issues the Customer or its participants with a username and password or other security items, the Customer shall not disclose such items to any third party or to any persons other than the participants and the Customer contact.

3. PAYMENT

3.1 The Customer shall pay DQS for the Services following the payment terms issued on the invoice.

3.2 The Customer acknowledges, understands and agrees that payment for the Service in accordance with the requirements of the Registration Form is required to secure the Customer's place(s) in any particular Course nominated on the Registration Form.

3.3 The Customer acknowledges, agrees and understands that DQS may utilise an electronic invoicing system to invoice the Customer and as such may not provide, by post or otherwise, a paper invoice.

3.4 The prices quoted by DQS for the Services and the particular Courses nominated by the Customer in the Registration Form that are published on the Website are subject to change without notice and the actual price for the Course(s) for which the Customer registers will be communicated to the Customer prior to the commencement of the Course(s), on the Registration Form.

3.5 All prices quoted are in Australian dollars and are shown as exclusive of GST.

3.6 Payment of any amounts to DQS under this Agreement shall be in Australian dollars only. Payment may be made by credit card, cheque or electronic funds transfer. Cheques and electronic funds transfer (EFT) will need to clearly indicate the Course for which they are provided as payment for. DQS shall not be responsible for the Customer being unable to secure a place in a Course as a result of DQS's failure to identify a Customer's payment for a Course by way of a cheque or EFT.

3.7 Where the Customer fails to pay for the Services in accordance with the terms of this clause 4, including and in particular clause 4.3, DQS reserves the right to suspend the provision of the Service until such time as payment in full is received, or terminate this Agreement, at its discretion.

3.8 Where DQS removes the suspension of the Services, the Customer acknowledges that there may be a delay in the resumption of the Services, where the Services are Public Registration Courses, and as such will be determined by availability.

4. CONFIRMATION, CANCELLATIONS AND REFUNDS

4.1 Notification of receipt or a processed and accepted Registration Form along with confirmation of venue details and dates and times of the provision of the Services will be provided.

4.2 Where the Customer cancels or requests a transfer of its registration to a different Course within 28 days of the commencement of the Course, the Customer agrees to pay a cancellation or transfer charge as determined in the following clause.

4.3 Where notification of cancellation or transfer is received by DQS more than 14 days prior to the commencement of the Course, but less than 28 days, then a cancellation or transfer fee of 10% of the Course fee shall apply and be paid by the Customer as a condition to successful cancellation or transfer by the Customer.

4.4 A credit of the cancelled Course fee minus the 10% cancellation fee may be applied to the payment for the new Course and any additional or shortfall costs for the new Course must be paid within the time stipulated in the Registration Form for the new Course and this Agreement.

4.5 Where notification of cancellation or transfer is received by DQS less than 14 days prior to the commencement of the Course, then a cancellation or transfer fee of 25% of the Course fee shall apply and be paid by the Customer as a condition to successful cancellation or transfer by the Customer.

4.6 A credit of the cancelled Course fee minus the 25% cancellation fee may be applied to the payment for the new Course and any additional or shortfall costs for the new Course must be paid within the time stipulated in the Registration Form for the new Course and this Agreement.

4.7 Failure of the Customer to pay the cancellation or transfer fee on or before the date of the commencement of the Course will deem the Customer not to have successfully cancelled the Course or transferred to another Course and the Customer will therefore not be entitled to any refund and remain registered for the Course that the Customer wished to cancel or transfer from.

4.8 The Customer may not make more than two transfer notifications/requests in relation to any single initial registration in a Course.

4.9 Where the Customer does not attend on the day of the Course to which it has registered, no refunds or transfers to another Course or to the same Course on a later date shall be provided.

4.10 The Customer may cancel its registration and participation in Online Learning at any time prior to its commencement or before any Course work relating to the Course has been provided to the Customer.

4.11 DQS reserves the right to reschedule the time and place of a Course. Any such notification of rescheduling shall be made to the Customer at least 10 business days in advance of such rescheduling.

4.12 DQS takes no responsibility for, and expressly excludes, any liability for any travel or accommodation costs that are or may be incurred by the Customer or travel or accommodation cancellation costs that are or may be incurred by the Customer as a result of the cancellation of a Course or change to the date on which a Course will be provided, or the where the date of a Course to which the Customer has transferred to is different to that of the cancelled Course, or a change to the date of provision of a Course to which the Customer has transferred.

5. INTELLECTUAL PROPERTY

5.1 In consideration of the payment specified in the Registration Form, DQS shall deliver the Course specified in the Registration Form and provide the Course materials (if any).

5.2 The Courses provided by DQS under this Agreement are protected by copyright laws in Australia and throughout the world. Any and all copyright and other intellectual property rights that vests in the Courses and Course materials are owned by DQS, its Affiliates and/or its licensors.

5.3 Except as expressly provided under this Agreement, nothing in this Agreement shall transfer any right, title or interest in the Courses or Course materials provided by DQS to the Customer under this Agreement.

5.4 DQS hereby grants to the Customer the right to access the Course materials and make one copy hard for each participant.

5.5 Except as expressly permitted under this Agreement, the Customer shall not:

(a) attempt to copy, modify, duplicate, create a derivative work from, republish, translate to any other language or adapt all or any part of the Course or Course materials;

(b) reverse engineer, reverse compile or disassemble any or part of the Course or Course materials or the software used in the delivery of the Course or Course materials;

(c) licence, sell, rent, lease, transfer, assign, distribute, display, disclose or otherwise commercially exploit the Course or Course materials;

(d) provide the Course or Course materials to third parties; and/or

(e) attempt to obtain, or assist a third party to obtain access to the Course or Course materials, or assist a third party to do any of the matters referred to in this clause.

6. PRIVACY

6.1 DQS would like to use your personal information for DQS to market and promote to the Customers other products and services that are offered by DQS. If the Customer does not wish to receive such marketing and promotional offers and information from DQS, the Customer should tick the relevant box on the Registration Form. The Customer may notify DQS that it wishes to change this option at any time during and after the expiry or termination of this Agreement.

7. ACCEPTABLE USE AND INVOLVEMENT IN COURSES

7.1 The Customer or its participants, shall not during any Courses, whether delivered by DQS Personnel in person or online:

(a) Act dishonestly or unprofessionally by engaging in unprofessional behaviour including by posting, providing, disseminating or broadcasting inappropriate, inaccurate or objectionable material or content to other customers and participants of Courses;

(b) Harass, abuse or harm another person, including sending unwelcomed communications to others;

(c) Use or attempt to use another's account or alias to gain access to Courses;

(d) Upload, post, email, transmit or otherwise make available or initiate any content that:

(i) falsely states, impersonates or otherwise misrepresents the Customers or its participants' identity, including but not limited to the use of a pseudonym, or misrepresenting your current or previous positions and qualifications, or your affiliations with a person or entity, past or present;

(ii) is unlawful, libelous, abusive, obscene, discriminatory or otherwise objectionable;

(iii) adds to a content field content that is not intended for such field (i.e. submitting a telephone number in the "title" or any other field, or including telephone numbers, email addresses, street addresses or any personally identifiable information for which there is not a field provided);

(iv) includes information that the Customer or its participants do not have the right to disclose or make available under any law or under contractual or fiduciary relationships (such as insider information, or proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements);

(v) infringes upon patents, trademarks, trade secrets, copyrights or other proprietary rights of third parties;

(vi) includes any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation. This prohibition includes but is not limited to (a) using any Courses to acquire and send messages to other customers or participants (b) using My Tutor to connect to people who don't know you and then sending unsolicited promotional messages to those direct connections without their permission; and (c) sending messages to distribution lists, newsgroup aliases, or group aliases;

8. LIABILITY

8.1 The total aggregate liability of DQS under this Agreement is limited to the payments made by the Customer under this Agreement in relation to the Course or Course materials from which the liability arises.

8.2 Other than those representations, warranties, indemnities and other remedies expressly provided by law that cannot be excluded, DQS expressly disclaims any express or implied representations, warranties, indemnities and other remedies other than those provided by DQS under this Agreement.

8.3 Neither party shall have any liability to the other party for any indirect loss, consequential loss, special loss or damage, loss of business, loss of opportunity, or any other loss that is not direct loss, that arises as a result or associated with this Agreement.

9. TERM AND TERMINATION

9.1 This Agreement shall be effective from the Effective Date and shall terminate in accordance with this clause depending on the Service as follows:

(a) in relation to the Public Registration Courses - once the Course has been delivered;

(b) in relation to the Online Learning Courses – 12 months from the Effective Date; and

9.2 DQS may terminate this Agreement or suspend the provision of Service to the Customer or its participants immediately upon a material breach by the Customer or its participants of this Agreement. In this regard, any breach of any of clauses 2.8, 3, 5.5, and/or 7.1 shall constitute a material breach of this Agreement by the Customer thus giving rise to a right to DQS to terminate this Agreement immediately.

9.3 The Customer may terminate this Agreement immediately upon material breach by DQS.

10. GOVERNING LAW

This Agreement shall be governed by and construed under the laws and regulations of Victoria.

11. MISCELLANEOUS

11.1 The Customer may not assign, transfer, pledge or otherwise encumber this Agreement.

11.2 DQS may assign this Agreement to any of its Affiliates or to any purchaser of DQS or any person who purchases the business relating to the Services business from DQS.

11.3 Each party shall be, and shall endeavour to act as, the independent contractor of the other party. Nothing in this Agreement shall create, or be deemed to imply the creation of, any partnership, joint venture, principal and agent, master and servant or other relationship. Neither party shall be the legal agent of the other for any purpose whatsoever

and has no right or authority to make or underwrite any promise, warranty, representation or indemnity to execute any contract or otherwise to assume any obligation or responsibility in the name of or on behalf of the other party.

11.4 A party's failure in any one or more instances to insist upon strict performance of any of the provisions of this Agreement or to exercise any right herein conferred shall not be construed as a waiver or relinquishment of that right or of that party's right to assert or rely upon the provisions of this Agreement. Any express waiver of a provision of this Agreement shall not be binding and effective unless made in writing and properly executed by the waiving party.

11.5 This Agreement may not be amended except in writing properly executed by both parties. Except as specifically amended, this Agreement shall remain in full force and effect as written.

11.6 If any provision of this Agreement is found to be fully or partially invalid or unenforceable for any reason whatsoever, or found to violate any applicable law, such provisions shall be deemed to be deleted from this Agreement, and the remainder of this Agreement, to the extent permissible shall be valid and binding as if such provisions were not previously included in this Agreement.

