

TERMS AND CONDITIONS OF ENROLMENT

ACADEMY RIGHTS AND OBLIGATIONS

- The Academy reserves the right to refuse the enrolment of any Client (Student or Participant) at its discretion and no further correspondence will be entered into;
- The Academy will provide all written forms of communication both academic and financial to the Clients' registered email address provided during the enrolment process;
- The Academy collects the required information on the Enrolment Form for use by the Commonwealth Department of Education and Training and the National Council for Educational Research (NCVER). This information is collected for the purpose of auditing, participation, and the monitoring and reporting of training outcomes. Clients accept that this information provided may be accessed by officers of this departments and by the NCVER for the above purposes;
- Tuition fees shown on the Academy website and marketing materials apply exclusively to the current enrolment period and are subject to change;
- Enrolments are subject to availability of places in the training programs, based on the maximum number of clients who can be accommodated under each program's circumstances;
- All prospective Clients are provided with information regarding the Academy and its course, in accordance with the Academy Client Information Policy;
- The Academy will send promotional information to Clients on an ongoing basis. If Clients would like to stop receiving this correspondence it is the Client's responsibility to unsubscribe accordingly, where indicated within the promotional material;
- The Academy reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws;
- The Academy reasonably assumes that all Clients that submit an online enrolment form and/or accept these terms and conditions, during the submission of the online enrolment form, have undertaken and can meet all of the pre-enrolment conditions for the particular program of study. Conditions may be items such as: Workplace Training Agreement application form; Proof of Identity; Police Check Clearance, Working with Children Clearance; and can provide evidence of previous completed qualifications or units of competency.

CLIENT RIGHTS AND OBLIGATIONS

By accepting these terms and conditions of enrolment, you (the 'Client') are confirming the following:

PRE-ENROLMENT

- I have read and understood all information relating to my selected program of study from the Academy website prior to completing this enrolment form;
- I can meet the Personal entry conditions and I accept that it is my sole responsibility maintain them for the duration of my program of study:
 - Access to stable broadband internet;
 - Access to a personal computer or tablet-style device with web-browser software;
 - A valid email address;
 - Access to general office software such as; Word and PDF reader.
- I have read, understood and agree to be bound by the following Academy policies and procedures, which are accessible from the footer of this online enrolment form:
 - Refund Policy and Procedures;

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- Access and Equity Policy;
- Privacy Policy and Procedures;
- Complaints, Grievances and Appeals Policy and Procedures
- Student Code of Conduct

ENROLMENT

- I understand that the date my enrolment will be the date when I:
 - Submit the online enrolment form, and/or;
 - Accept these terms and conditions during the submission of the online enrolment form.
- I accept that an enrolment will be considered 'tentative' until:
 - My Tuition Fees have been cleared as being deposited into the Academy bank account, and;
 - My Unique Student Identifier (USI) has been validated, and;
 - A photo of my Government-issued photo identification has been received, and it is legible, and;
 - I have completed the Language, Literacy and Numeracy assessment, and;
 - (where applicable) a Workplace Training Agreement has been executed with my employer/host organisation and I have signed the Student Undertaking in the agreement.

ORGANISATION REQUEST FOR CLIENT ENROLMENT

If my employer or an agent of my employer has requested that I be provided a link to this enrolment form:

- I accept that I must meet all pre-enrolment conditions as stated above;
- I understand that once I access the online course resources for my program of study that my employer or the agent of my employer will be liable for all Tuition Fees payable;
- I accept that I must notify the Academy directly in writing, if I wish to defer or withdraw my studies.

WORKPLACE TRAINING AGREEMENTS

If my program of study requires the Academy to engage my employer or a host organisation in a Workplace Training Agreement:

- I accept that the onus is upon myself to organise access to a suitable workplace for the purposes of practical training and assessment;
- I understand that I must provide a Workplace Training Agreement application form to the Academy during the enrolment process;
- I accept that my enrolment will remain tentative until the host organisation has executed the agreement;
- I understand that I will need to sign the 'Student Undertaking' section of the WTA prior to workplacement activities commencing.

REQUESTING AN INVOICE FOR PAYMENT OF TUITION FEES

If I request that an Invoice be issued for my Tuition Fees, instead of paying by credit card, I accept that access to online course resources for my program of study will not be provided until the invoice is paid.

RECOGNITION

- If I am seeking recognition for previous study or work experience I will contact the Academy via support@alturalearningacademy.edu.au prior to commencing the unit of competency(ies);

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DEFAULTING

- I accept that I am found to have committed a serious breach of the Student Code of Conduct that I shall be withdrawn from my program of study and that I will be liable for any tuition fees due and will not be provided with a refund for any tuition fees paid to that point;
- I accept that in the event that a Credit Card payment is dishonoured for any reason, I shall be liable for any dishonour fees incurred by the Academy;
- I accept that in the event of any breach of contract by the Academy, my remedies shall be limited to damages which under no circumstances shall exceed the total tuition fees of my chosen program of study;
- I accept where there is a default of any invoice when due, I shall indemnify the Academy from and against all costs and disbursements incurred by the Academy in pursuing the debt including legal costs on a solicitor and the Academy's collection agency costs.

WITHDRAWALS

If I wish to withdraw from my program of study I accept that:

- Verbal requests to withdraw or cancel my enrolment in a program of study will not be accepted;
- The Academy will only accept written requests for withdrawal or cancellation. This may be via letter or email to support@alturalearningacademy.edu.au;
- The date when the written request for withdrawal or cancellation is received by the Academy will be the date of withdrawal or cancellation;
- Written notification of withdrawal on from a program of study must be provided BEFORE applying for a refund for a program of study.

DEFERRING MY STUDIES

If I wish to defer from my program of study I accept that:

- All applications for deferment are accepted at the discretion of the Academy. The maximum period of deferment is a total of one year over the duration of the course;
- If I wish to defer I must notify the Academy in writing. Written notification may be by completion and return of the 'Application for Deferral Form' or by email clearly stating name, address, and course title, date of deferral and reason for deferral;
- If I have deferred and do not recommence my studies within 12 months of deferral, and the Academy has used its best endeavours to contact me:
 - I will be deemed to have withdrawn from the course, and;
 - Any tuition fees paid will not be transferable to another program of study, and;
 - If I wish to recommence studies after the 12-month limit I will be considered as a new enrolment with relevant course fees payable.

COPYRIGHT

The Learning Resources of each Unit of Competency contain a range of written learning materials and a selection of training videos developed by Altura Learning for the Aged and Community Care industries. All resources are protected by Copyright. I undertake to not:

- Attempt to make copies of any video;
- Use the videos or written learning resources in any way for their own commercial gain.