

ENROLMENT TERMS & CONDITIONS

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It is a condition of enrolment in a course with A.C.O.A.E. RTO that you agree to the following Terms and Conditions. Enrolment in a A.C.O.A.E. RTO course.

Australasian College of Advanced Education RTO POLICIES AND PROCEDURES & STUDENT HANDBOOK

Students are required to abide by all the policies and procedures as outlined in the A.C.O.A.E. RTO Student Handbook and all relevant policies and procedures relating to your course.

All policies, procedures, resources & guides are available at www.ACOAE.com and may be amended from time to time.

NOTE: The following are key extracts only from the A.C.O.A.E. RTO Student Handbook. Students must always refer to the full policies and procedures from the A.C.O.A.E. RTO Student Handbook.

UNIQUE STUDENT IDENTIFIER

- As a condition of enrolment, you automatically grant A.C.O.A.E. RTO permission to use any personal information provided to allow A.C.O.A.E. RTO to verify or obtain your USI. If you do not want A.C.O.A.E. RTO to obtain your USI on your behalf you must make this request prior to completing your enrolment form.

COURSE CREDIT

- Any prospective student may apply for credit for study they have completed previously. You can find further information in Course Credit policy and with your student liason officer.

ENROLMENTS, FEES CANCELLATIONS AND REFUNDS

- Course fees must be paid in full upon enrolment or by payment plan as agreed in writing prior to enrolment.
- Course fees are non-transferable to other students.
- A.C.O.A.E. RTO reserves the right to cancel a student's enrolment in the case of payment default.
- In the case where A.C.O.A.E. RTO is unable to deliver a course in full or has decided to cancel a course before it commences, A.C.O.A.E. RTO will either provide a full refund of tuition fees or the student can accept a place in another course.
- Students who opt to pay via payment plan are responsible for any additional fees that are incurred following a failed or late payment.
- **Cancellations** - Students who wish to cancel their enrolment in a module and/or course need to do so in writing to A.C.O.A.E. RTO. Cancellations are subject to the applicable refund policy.

- **Payment Plan Cancellations** - Students requesting to cancel an enrolment who have outstanding payment plan fees are required to pay a cancellation fee to cancel all remaining fee liabilities. These fees are to be paid in addition to the fees paid to date for that module/ course. Should the total of remaining payment plan fees be less than the cancellation fee, the student is required to pay the remaining payment plan fees.
- **Refunds (Classroom Based Training units)** - Students are eligible for a refund if a written request is received 4 weeks prior to the day of the first scheduled class or workshop for that training module and/or course.
- Any refund fee is charged per refund request. A refund request can include a refund for one or more modules and/or courses. Should a student enrol into a unit and/or course within 3 weeks of the first scheduled class or workshop, the student will not be eligible for a refund.
- **Other Changes to Enrolment** – Any other change to original enrolment (with the exception of cancellations, refunds and deferrals) is subject to an administration fee per change.
- All outstanding fees for a course or unit must be paid before a student can be issued with a unit certificate, qualification testamur and/or or statement of attainment.

ADDITIONAL FEES

- Additional fees may be applicable during the course of your studies. These include, but are not limited to, change to your timetable, replacement of course notes, credit card payment surcharges, course cancellation, course extensions, refunds etc. Refer to Additional Fee Schedule available on the website.

DEFERMENT OR SUSPENSION

- Classroom Based Training Modules - If a student is not eligible for a refund, they may be eligible for a deferment. Deferments are only applicable to classroom-based modules. A.C.O.A.E. RTO may defer 50% of the applicable fully paid course fees as fee credit towards another term of study. This credit is valid for 6 months.

THIRD PARTY PARTNERS

- A.C.O.A.E. courses require the students to complete their practical units at the Aged Care facility.
- First Aid unit is completed with a third- party provider : GNJ Care and Education Services.

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STUDENT RESPONSIBILITIES & UNDERSTANDINGS

- International Students must be 18 years old or over.
 - Update A.C.O.A.E. RTO of any changes and/or corrections to your personal detail including name, address, phone numbers and email address within 7 days of change. and enable your email service to accept emails from A.C.O.A.E. RTO
 - Provide photo identification upon enrolment and at time of assessments and issuance of certification.
 - Observe A.C.O.A.E. RTO's recommendation to have an English language proficiency level appropriate to the applicable course.
 - Inform A.C.O.A.E. RTO at the time of enrolling if you have any special learning needs in order for A.C.O.A.E. RTO to determine if these can be accommodated. Special learning needs may include language, literacy, numeracy and disability special needs.
 - Observe course dates prior to enrolment.
 - Observe time limits for courses and qualifications and complete courses and qualifications within such times.
 - Observe any pre-requisites for a module or qualification and complete such pre-requisites prior to the commencement of the unit or qualification.
 - Maintain satisfactory Course Attendance and Course Progress. A.C.O.A.E. RTO must report international students under Section 19 of the ESOS Act who have breached the attendance requirements and/or course progress requirements.
- Agree to abide by A.C.O.A.E. RTO's photo and video policy. If you do not wish for your photographs to be taken and
- Published, please inform A.C.O.A.E. RTO prior to enrolment.
 - Report any issues or dissatisfaction of training service immediately, allowing A.C.O.A.E. RTO an opportunity to rectify this situation if deemed necessary by A.C.O.A.E. RTO.
 - You must ensure that you obtain OSHC for the entire duration of your studies in Australia.
 - Students need to be aware of the costs involved in dependent education in Australia.
 - Students are required to read and understand the information on the following website: www.studyinaustralia.gov.au/Sia/en/DuringStudy/FamilyMatters
 - Students must notify A.C.O.A.E. RTO of the details of any dependents travelling to and remaining in Australia for the duration of their study.

RECOGNITION OF PRIOR LEARNING (RPL) / COURSE

- Any student can apply for RPL and Course Credit. Students are required to apply in writing.

MEDICAL CONDITIONS

- It is the student's responsibility to advise A.C.O.A.E. RTO in writing prior to enrolment if the student is pregnant or has any medical condition that may put them at risk during their training and course of studies
- If a student's medical condition changes adversely during their studies, that may now put them at risk during their training, the student is responsible to undertake no further classes or training until they advise A.C.O.A.E. RTO and get written advice from their practitioner on how to continue their studies
- If the student is in any doubt of medical conditions that may put them at risk during their training, the student needs to seek medical advice from a suitably qualified registered practitioner for clarification before training with A.C.O.A.E. RTO.

COURSE SPECIFIC CONDITIONS

- Students should note the completion requirement for each course and/or unit they enrol into. Unless specified differently on course notes or marketing materials, each A.C.O.A.E. RTO course has a minimum completion date of 1 year from the enrolment date.
- Students undertaking some courses may require a working with children check and / or police check. Check course outline for details.

DISCLAIMER

- The student will not hold A.C.O.A.E. RTO, its College Manager, staff and trainers accountable in respect to any property loss or personal injury that may be sustained whilst participating in their course or attending the college or training venue of A.C.O.A.E. RTO whosoever caused.
- Every attempt is made to ensure all information from A.C.O.A.E. RTO is accurate and that the student has attained the competencies taught in a course, at the point of their assessment. Beyond this point, the student is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.
- All students and clients will be responsible for their own personal belongings at all times whilst on any A.C.O.A.E. RTO premises.
- A.C.O.A.E. RTO will collect information about students in the course of conducting its operations but will not, without consent, use or disclose any such information other than for the purpose for which it is reasonably expected it to be used. This is in keeping with the Australian Privacy Principles.
- Any other matter not specifically mentioned in the above Terms & Conditions is at the discretion of A.C.O.A.E. RTO.