



## Training Terms and Conditions

**These are important terms and conditions. Please read them carefully.**

**Enrolment Requirements:** Enrolment is confirmed once a student has submitted an eLearning Australia enrolment form. The student will be invoiced once they have entered in to the online Orientation/Induction process. A confirmation email/letter and tax invoice will be provided after full payment has been received by eLearning Australia. Please contact eLearning Australia if you do not receive this within 4 working days of payment.

### **Cancellations and Refunds**

**Online Learning:** eLearning Australia has a 20 day process (working days) for student enrolment and acceptance to online courses. Please read the following carefully as this will demonstrate students responsibilities and rights for withdrawal from a course.

Once a student submits an enrolment form they are partially enrolled in the selected course. Once the student begins their online orientation/induction the 20 day process begins. Students will be invoiced day one of the online orientation/ Induction process.

Once the student has completed the orientation/Induction and then decides to withdraw from the course from day 20 to 15 the student will be eligible for a full refund. (All withdrawals must be submitted to eLearning Australia in writing and the student is required to complete a withdrawal form and a exit survey)

If the student decides to withdraw from their enrolled course from day 15 to 5 the student will eligible for a credit. This credit will enable the student to commence another eLearning Australia course of equal value or less and will remain valid for 1 year from withdrawal date. (All withdrawals must be submitted to eLearning Australia in writing and the student is required to complete a withdrawal form and a exit survey)

If the student withdraws from a course and its under 5 working days notice their course fees will not be refunded by eLearning Australia nor will the student be eligible for a credit note. If the student wishes to enrol for a course with eLearning Australia again they will be required to pay for the course again.

On all withdrawals students should be aware that a \$50 administration fee will be deducted from the refunded amount or credit note for costs to the company incurred in the withdrawal process.

**Transfers:** Transfers between courses can be arranged if notification is received in the first 7 working days of the course that the student has began. If less than 7 working days notice is provided the booking is forfeited and any new course booking will require payment of the relevant course fee in full. If the students



nominated course to transfer has a higher tuition fee than the original course enrolled in to the student will be liable for addition costs.

**Credits:** A credit will be issued in cases where a course transfer is not possible; one credit is only valid for one use. This is provided the request is made 14 full working days in the commencement of the course which can no longer be attended. If less than 7 full days notice is provided the booking is forfeited and any new course booking will require payment of the relevant course fee in full. Please note, this credit will be valid for a period of 12 months, during which it may be used towards the cost of another training course (as mentioned only valid for one use). If the credit is not used within 12 months it will expire.

**Cancellation of course by eLearning Australia:** eLearning Australia reserves the right to cancel in its sole discretion any particular course or event. In the event that a specific course is cancelled then participants enrolled in that course will be transferred to the next available course and notified by eLearning Australia of the change. eLearning Australia assumes no responsibility for non-refundable airline tickets or other expenses incurred due to course cancellations. In the event that eLearning Australia cancels scheduled training and you do not wish to be transferred to another course, you will be provided with a full refund of fees upon request.

**Student Contribution Fees:** eLearning Australia is required, by the State Government to collect student fees for courses with an outcome of Australian Qualification.

Student contribution fees are calculated at the following rate:

- \$1.40 per nominal hour for each module or unit of competency

Below is the table of student contribution fees per course

Course	Nominal Hours	Cost of student contribution fees in total
Certificate II in Electrotechnology (Career Start)	420 Nominal Hours	\$588
Certificate III in Electrotechnology - Electricity	1040 Nominal Hours	\$1456
Certificate II in Telecommunications	240 Nominal Hours	\$336

Course	Nominal Hours	Cost of student contribution fees in total
Certificate II in Voice and Data	388 Nominal Hours	\$532
Certificate IV in Front Line Management	460 Nominal Hours	\$644

**Fee Exemptions:** A student may be exempt from paying full or partial fees, if it can be shown that they fall into one or more of the following exemption categories:

- A student has not completed year 12 and was or will be under 17 years of age at the end of February, in the year in which the RTO delivered training is undertaken. (Proof of age is required. Students are asked to provide a current license or another form of Photo Identification)
- Where the student is an Aboriginal or Torres Strait Islander Person.
- A student holds a Health Care Card or pensioner card or issues our training organisation with an official for under the Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card.
- A student may also be exempt from paying tuition fees if it can be shown that payment would cause extreme financial hardship.
- A student is a School Based Apprentice or Trainee.

Student contribution fees are collected for all modules or units of competency where training is conducted, including any units completed through the Recognition of Prior Learning Process (RPL). Provisions exist for partial and full exemptions.

**Payments:** Contribution Fees are paid per unit of competency. Students are required to pay them prior to enrolling in to a unit. eLearning Australia will invoice you for this. As per above students are eligible for discounts – please refer to Fee Exemptions above.



**Copyright:** All material is protected by Copyright and is not able to be copied or utilised by you or any other party without permission from eLearning Australia this applies to the complete course materials or any part of them.

I hereby agree to the conditions set out in the above Refund Policy. I have also read and understood the training terms and conditions.

**Applicant's Signature:** \_\_\_\_\_ **Date:**

\_\_\_\_\_

**Parent / Guardian Signature (if under 18):** \_\_\_\_\_ **Date:**

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