Terms and Conditions of enrolment

Conwal and Associates trading as Conwal Institute RTO 31190 complies with the requirements of Clause 23 of Schedule 1A of the Higher Education Support Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.

Conwal Institute will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

Therefore you agree as follows:

I give consent to Conwal Institute to make any enquiries necessary to verify the information disclosed in this application.

Conwal Institute will make all reasonable efforts to ensure that all scheduled courses are delivered as advertised.

However, Conwal Institute reserves the right to:

- Run or withdraw any course
- Alter delivery schedules
- If any of these course changes are necessary you will be advised in advance where possible, of the changes and the alternative arrangements which will be made available to you to complete your course.

Recognition of prior learning

If you need information about potential recognition of prior learning (RPL), you should contact student support staff. If you wish to apply for RPL you will need to ensure that you have all of the documentary supporting evidence. Please refer to the RPL handbook and student handbook on our website for further details.

Payment of fees

By accepting these terms and conditions I agree to pay the Course fees including any student contribution fees for the Course using the payment method I have selected under this Course Enrolment Agreement.

I confirm that I have read and understood the VET FEE-HELP requirements VET FEE-HELP Student Booklet

And therefore I agree that to meet the eligibility criteria.

Course Enrolment:

I acknowledge the following, in relation to course enrolment:

- Course enrolment is complete when the student has completed the verification requirements within Conwal Institute online learning portal.
- Conwal has rolling start dates and students are able to select a start date for their course.
- Start dates occur each Monday.
- Conwal will notify students of their confirmed date and any alterations to their start date during the enrolment and approval process.
- If the student has completed all eligibility requirements prior to their chosen start date they are able to commence.
- If the student has not completed all eligibility requirements the start date will be moved to the following Monday.
- Students will be advised that the change to their start date will also delay their census date.
- A user name and password to the online portal is issued upon the submission of the online enrolment form.
- Course duration is effective from the commencement date of the course.
- A student will be deemed to have commenced their course at the time of login or after the agreed commencement date.
- The Course is non-transferable once the student has commenced.
- A Commonwealth Assistance Notice (CAN) will be issued within 28 days after the census date.

Census date:
I acknowledge the following information in relation to the course census dates:

- The census date is the last day to submit a Request for VET FEE-HELP assistance form to access a VET FEE HELP loan;
- OR
- The last day to withdraw enrolment without incurring the cost of debt for the unit(s) and or cluster units.

**Eligible cancellation:**

I acknowledge that I can:

- withdraw from a unit or cluster units or course prior to the course census date without incurring any costs
- withdraw a unit or cluster units or course after the census date however I will incur a VET FEE-HELP debt or lose an upfront payment, regardless of whether I have commenced my course.

**Withdrawal from units of study**

You must notify us your intention to withdraw from your course.

**Course Materials:**

I acknowledge that:

- Course Materials are supplied in an online environment, unless otherwise stated in the Conwal Institute Course Description, and once enrolment has ended, access is denied. Therefore it becomes the student's responsibility to save and/or copy content as required for reference purposes.
- The content of the Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of Conwal Institute. You may not reproduce any part of the Course Materials.

**Refunds – students who are eligible for VET FEE-HELP assistance loan**

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and/or
- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

**Academic and Non-Academic Grievance Policy and Procedure**

Conwal Institute has a 3 tiered approach to complaints:

- Tier One
- Tier Two
- Tier Three

If you have a complaint about anything related to your qualification you should first try to resolve the problem by speaking to your trainer. However, if you feel that you cannot do this or, if your complaint or concern is about something that is not directly related to your qualification, you may contact Student Support. If you cannot resolve your problem by informal discussions you can make a Formal complaint using the appropriate form – contact Student Support for a copy of this form enquiries@conwalinstitute.com.au.

For full details on Conwal Institute Academic and Non-Academic Grievance Policy and Procedure please see the Student Handbook.

**Student Handbook:**

The Conwal Institute Student Handbook is available for download from the Conwal Institute website. I accept it is my responsibility to ensure I read and understand the Conwal Institute Student Handbook prior to enrolment.
Revisions
Conwal Institute may revise the Student Handbook, Policy Documents and any terms and conditions contained in this agreement, at any time in our sole discretion. Any such revisions will be available from our website.

Acceptance of Course Enrolment Agreement:

By accepting the terms of this Course Enrolment Agreement:

- you are warranting that you are 18 years of age or over; or
- if you are under 18 years of age, you must ensure your parent or guardian accepts the conditions of this Course Enrolment Agreement. By such execution, your parent or guardian acknowledges and accepts the terms and conditions herein, of the VET FEE-HELP loan program
- you are giving Conwal Institute consent to undertake, training and assessment of the chosen course.

Forms and Policies Documents available on our website:

Academic and Non-Academic Grievance Policy and Procedures
Academic and Non-Academic Compliant or Appeal Form
Personal Information Requirements
Statement of VET Tuition Assurance Policy
Refund Policy
Fair Treatment and Equal Benefits and Opportunity Policy
Students Review and Re-Crediting Requirements
Student Handbook
Conwal Entry Requirements Policy
Withdrawal Policy
Terms and Conditions
RPL Handbook
Administrative Withdrawal Policy

Please refer to Conwal Institute VET FEE-HELP and Policies and Procedures tabs on our website.