Terms and Conditions of enrolment

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.

Course Enrolment:

The duration of my Course is stated in the Student information pack and/or advised at time of enrolment.

Upon receipt of the Course Fee as determined in my Course enrolment agreement, Conwal Institute agrees to:

- provide an invoice;
- provide login details to access my online Course Materials and assessments;
- mark and provide feedback on my submitted assessment tasks;
- provide trainer support throughout my enrolment; and
- issue a Certificate or Statement of Attainment/s upon satisfactory completion of my course (if applicable).

Course enrolment is complete when the student has been issued a username and password for online course access.

- Unless otherwise agreed, the agreed course commencement date will be the date of issuance of a username and password for online course access.
- Course duration is effective from the agreed course commencement date.
- Login access to available units will be active as at the agreed course commencement date. However, if a payment plan is in force then access to additional units will be active upon payment of installments.

I acknowledge the following, in relation to course enrolment:

- A student will be deemed to have commenced their course at the time of login on or after the agreed commencement date.
- The Course is non-transferable once the student has commenced.

Payment of fees

By accepting these terms I agree to pay the Course fees (plus surcharge applicable) for the Course using the payment method I have selected under this Course Enrolment Agreement.

I accept that I am required to pay the full amount of the Course fees even if I do not complete my Course or fail to advise Conwal Institute of withdrawal from my Course during the orientation period.

I accept that I am required to pay the installment payment plan amount on the due date. I understand that failure to pay on the due date may result in late fee charges.

For payment plan fees and charges please refer to the Ezypay terms and conditions.
Withdrawal during Orientation period:

- Students enrolled in a Nationally Recognised Qualification have a 5 day orientation period from the agreed course commencement. The course commencement date is the date of issuance of the username and password for online course access. During the orientation period students have access to the course/qualification to ensure that the course/qualification meets their requirements.
- Students enrolled in a Non-Recognised Course have a 2 day orientation period.*
- Eligible withdrawals, for students enrolled in a course, received during the orientation period, will receive a full refund of course fees paid, however a cancellation fee of $50 will be withheld to cover trainer and/or administration costs, and will be payable in all circumstances including payment plan, charges will still be liable until the cancellation fee has been paid. Statement of Attainment/s will not be issued.

In lieu of cancellation, the student may
- defer their course study for up to 6 months from the initial enrolment date without additional charge.
- transfer their course of study to alternative course and incur a $50 transfer of course fee
- If a unit is completed, a Statement of Attainment will be issued when the student has paid for the completed unit or units (cost will be calculated by dividing the number of units by the total amount of the course fees and will be negotiated with the student)

Withdrawal after Orientation period:

Students that choose to withdraw from a course after the orientation period or students that fail to advise administration of their intention to withdraw within the orientation period are required to pay in full amount of the course fees. Full fees are required even if students do not complete the course, unless otherwise advised.

- All applications for withdrawal from units of study must be submitted in writing to Student Support.
- Statement of Attainment/s will be issued for any units that have been satisfactorily completed, upon full payment of course fees.
- In lieu of cancellation, the student may defer their course study for up to 6 months from the initial enrolment date without additional charge.

Withdrawal due to illness or hardship

Where a student is unable to complete a course/qualification/unit of competence due to illness or hardship, Conwal Institute will allow a refund of fees where the following can be provided:

- Satisfactory evidence of the circumstances must be produced
- A cancellation fee of 30% is withheld
- Application for withdrawal must take place prior to completion of the course
- If a refund has been issued a Statement of Attainment will NOT be provided unless payment has been met and/or the applicant has not met the requirements for a statement of attainment.

Non-completion

No refund of fees or release from financial commitment will be granted for non-completion of studies
Appeals

If a student wishes to appeal the decision made regarding their refund application then they should follow the Student Handbooks appeals policy and procedures which is published on the Conwal Institute website at www.conwalinstitute.edu.au

Confidentiality and Privacy

- We will keep any personal information including training records and student files confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- Upon request, students can view and have access to their student file/s, results and assessment overviews. All original documents are required to remain onsite unless otherwise authorised by a delegate for Conwal Institute.
- We will only disclose information that we have about you:
  - to the extent specifically required by law; or
  - for the purposes of this agreement (including disclosing information in connection with any query or claim).
  - information provided by you is considered confidential and will not be divulged to any third party (without your permission), nor will it be sold.

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.

Credit transfer into additional qualifications

The nationally recognised qualifications you completed with Conwal Institute may contain units that are included in other qualifications. This means you can receive credit transfer of units into a qualification you wish to complete. Each credit transfer reduces the number of units you will have to study.

Want to study another qualification?

On completion of your qualification with Conwal Institute, you will be entitled to receive 15% discount off the next nationally recognised qualification you enrol with Conwal Institute.

Document revision

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.

Education Services for Overseas Students

Conwal Institute cannot provide training and assessment to overseas students who hold an Australian student visa. Prior to enrolling please check the classification of your visa and conditions at the department of immigration and citizenship website http://www.immi.gov.au/
Acceptance of Course Enrolment Agreement:

By accepting the terms of this Course Enrolment Agreement:
  o you are warranting that you are 18 years of age or over; or
  o 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, including guaranteeing the principal liability to make payment of the course fee; and
  o you are not legally bankrupt; and
  o you are giving Conwal Institute consent to undertake training and assessment of the chosen course

Payment Plan:

I agree to honour the payment plan and understand that:
  o all installments must be paid on or before the due date;
  o I must ensure that sufficient funds are available in my nominated account to meet the installment payments;
  o Conwal Institute reserves the right to suspend access to my online Course in the event that I fail to pay any part of the
    Course Fees as and when it falls due for payment;
  o in the event that I request or fail to advise my course cancellation, the balance of my course fees will be paid in full or
    continue to be paid under my payment plan schedule; and
  o Conwal Institute will not issue a Certificate or Statement of Attainment/s until course fees are paid in full.

Should I default on the repayment schedule:
  o my enrolment will be suspended and my outstanding account will become immediately due and payable; or
  o as a cancelled student my outstanding account will become immediately due and payable;
  o the outstanding debt will be forwarded to a debt collection agency, and
  o I may also be required to pay additional fees associated with the debt collection process.

Course Materials:

I acknowledge that:
  o 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.
  o The content of the online 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 online Course Materials.

Course Extension Policy

If I wish to continue with my Course beyond the expiry date, application for a course extension must be made in writing to Conwal
Institute and received 14 days prior to expiry date.
  o Conwal Institute will not be obliged under any circumstances to extend the period of a student's enrolment if the student
    has not completed the program/Course in the allocated time.
  o Once the allocated time for a given program/Course has ended the student will no longer be given access to the Course
    material.
  o Conwal Institute may grant an extension of a Course at an additional fee of $50 per month for 6 months and you can
    apply under the "My Account Tab" on your learning platform.
In the event that I do not complete the Course within the given timeframe, my Course will be immediately suspended and access to my Course denied.

Conwal Institute refund and cancellation policy and guidelines:

Conwal Institute will make all reasonable efforts to ensure 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.
- Should Conwal Institute cancel a Course for any reason, students enrolled at the time Conwal Institute announces the cancellation will be entitled to a full refund of course fees paid, and this will incur no administrative charges or penalties.
- Should Conwal Institute be unable to provide all units to meet the student’s course completion schedule:
  The following will apply:
  - Course fees paid will be refunded in full; and
  - No Statement of Attainment will be issued on any unit; or
  - Course fees paid on any unavailable unit/s will be refunded; and
  - Statement of Attainment will be issued for competent units.

Complaints Procedure

Conwal Institute has a 3 tiered approach to complaints:

- Informal complaints
- Formal complaints
- Appeals

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 Services. 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 enquires@conwalinstitute.com.au.

For full details on Conwal Institute complaints policy please see the Student Handbook.

Forms and Policies Documents available on our website:

- Terms and Conditions
- RPL handbook
- Administrative Withdrawal Policy
- Student Handbook
- Complaints form