

## Enrolment Terms & Conditions

It is a condition of enrolment in a course with Australian Learning Group (ALG) that you agree to the following Terms and Conditions. Enrolment in an ALG course includes both direct enrolments with ALG and enrolments where the student has enrolled through a partner or agent into a course that is run by ALG.

### ALG Student Handbook

Students are required to abide by all the policies and procedures as outlined in the ALG Student Handbook. It is available at [ALG.edu.au](http://ALG.edu.au) and may be amended from time to time.

*NOTE: The following are only key extracts from the ALG Student Handbook. Students must always refer to the ALG Student Handbook for the latest and full policies and procedures.*

### Unique Student Identifier

- As a condition of enrolment students automatically grant ALG permission to use any personal information provided to allow ALG to verify or obtain a student's USI. If a student does not want ALG to obtain a USI on their behalf, the student must make this request prior to completing their application.

### Recognition of Prior Learning (RPL)/Course Credit

- Any prospective student/student may apply for credit for study they have completed previously. Further information is included on Course Credit application forms or by contacting ALG.

### Enrolments, Fees, Cancellations and Refunds

- Students are required to pay any fee by due date indicated by ALG
- Course fees are non-transferable to other students.
- ALG reserves the right to cancel a student's enrolment in the case of payment default.
- 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 ALG. Cancellations are subject to the applicable refund policy.
- **Refunds (Classroom Programs)** - A student who is studying a classroom program can receive a refund of the pre-paid portion of the tuition fees if the student notifies ALG they are cancelling their studies before the first Monday of the term the student is cancelling from (as per the published date on our timetable). A student will not be eligible to receive a refund if the student notifies ALG they are cancelling from their studies on or after the first Monday of the term they are cancelling from.
- **Refunds (Home Study Programs)** - For home study based training modules, students are eligible for a refund of pre-paid tuition fees if they notify ALG they are cancelling from their studies prior to the delivery day of the home study module and/or course to the student. The delivery day is the day ALG sends course material or grants online access to the student, as determined by ALG.
- **Payment Plan Cancellations** - Students must ensure all outstanding fees are paid prior to cancellation. Students who cancel and who pay tuition fees by a payment plan or pay-by-month should note that course cancellation processing will take 10 working days. Any payment instalments scheduled in that period will be processed as scheduled.
- In the case where ALG is unable to deliver a course in full or has decided to cancel a course before it commences, ALG will either provide a full refund of tuition fees or the student can accept a place in another course
- **External Agent/Partners Refunds** - ALG will not be responsible for any money paid to an Education Agent or partners. Students using an education agent can choose to still pay fees directly with ALG if preferred.
- **Changes to Enrolment** - Changes to original enrolment are subject to an administration fees. Refer to Additional Fee Schedule in the Appendix of the ALG Student Handbook
- All outstanding fees for a course or module must be paid before a student can be issued with a module certificate, qualification testamur and/or statement of attainment.

### Additional Fees

- Additional fees may be applicable during the course of a student's studies. These include, but are not limited to, change to timetable, replacement of course notes, credit card payment surcharges, course extensions, refunds etc. Refer to Additional Fee Schedule in the Appendix of the ALG Student Handbook.

### Deferrals and Suspension

- Deferrals are only applicable to classroom-based programs.
- A student may request a temporary deferment or suspension of their enrolment on the grounds of compassionate or compelling reasons.
- Students who defer can receive a transfer of course fees paid for an upcoming term as credit to a subsequent term of studies if they notify ALG they are deferring their studies before the term has commenced. This is defined as being the first Monday of the term they wish to defer (as per the published date on our timetable). If term has commenced, the student can still defer but course fees credit is no longer available.

### Third Party Partners

- Some courses require the students to take training excursions to other facilities. For example, fitness students will be visiting local fitness centres. In some cases students will be required to enter additional third party agreements surrounding their behaviour and use of paid facility e.g. gym membership agreement. Students must agree to enter these agreements so they can participate in the course training.

### Copyright

- All course materials supplied by ALG are Copyright protected and are for personal student use only. Reproduction and/or distribution in any form of ALG course material is prohibited.

### Student Responsibilities & Understandings

All students are required to:

- Update ALG of any changes and/or corrections to their personal detail including name, address, phone numbers and email address within 7 days of change and enable your email service to accept emails from ALG
- Provide photo identification upon enrolment and at time of assessments and issuance of certification.
- Observe ALG's requirement to have an English language proficiency level appropriate to the applicable course.
- Inform ALG at the time of application if they have any special learning needs in order for ALG 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
- Observe any pre-requisites for a module or qualification and complete such pre-requisites prior to the commencement of the module or qualification.
- Agree to abide by ALG's photo and video policy. If students do not wish for their photographs to be taken and published please inform ALG prior to enrolment.
- Report any issues or dissatisfaction of training service immediately, allowing ALG an opportunity to rectify this situation if deemed necessary by ALG.

International Students are required to:

- Be 18 years or older at the time of enrolment
- Ensure that you obtain OSHC for the entire duration of your studies in Australia.
- Maintain satisfactory Course Progress. ALG must report international students under Section 19 of the ESOS Act who have breached course progress requirements.
- Be aware of the costs involved in dependent education in Australia. Students are required to read and understand the information on [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### Medical Conditions

- It is the student's responsibility to advise ALG 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 ALG 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 ALG.

### Course Specific Conditions

- Students should note the completion requirement for each course and/or module they enrol into.
- For student undertaking Massage courses: students will be required to give and receive massages by both females and males when enrolled in a body work course and student clinic, e.g. Massage Foundations. Students will be required to undress down to underwear in order to receive an oil massage. Student is required to provide their own towels to each class for body work modules.
- Students undertaking some courses may require a working with children check and / or police check. Check course outline for details.

### Disclaimer

- The student will release and hold harmless ALG, its Director, staff, trainers and agents 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 ALG whosoever caused.
- Every attempt is made to ensure all information from ALG is accurate and that the student has attained the competencies taught in a course, at the point of their assessment. Beyond this point, the graduate 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 ALG premises.
- The Australian Learning Group 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 ALG.