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 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 the 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 fee. 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 testamentor 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 deferral 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 as 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 bit 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

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