

# Terms and Conditions

## Enrolments and Payments

- Enrolments are confirmed only on receipt of the signed online application.
- The Australasian College of Care and Leadership Management (ACCLM) shall not be liable for changes in personal or business circumstances that prevent the student from attending/completing the course.
- Courses are GST exempt unless otherwise noted.
- If any payment is dishonoured for any reason, the Student shall be liable for any dishonour fees incurred by ACCLM.
- In the event of any breach of this contract by ACCLM, the remedies of the Student shall be limited to damages which under no circumstances shall exceed the Fee of the Course.
- Students can choose to pay through several options. You can choose to pay either:
  - a) Upfront through PayPal – [www.paypal.com.au](http://www.paypal.com.au)
  - b) Payment plan options through [Ezypay \(www.ezypay.com\)](http://Ezypay.com), MoneyMe ([www.moneyme.com.au](http://www.moneyme.com.au)) or DebitSuccess ([www.debitsuccess.com.au](http://www.debitsuccess.com.au))

## Refunds and Transfers

- Cancellations and transfers must be notified in writing or email: Students who give notice to cancel their enrolment ten (10) business days or more prior to program commencement will be entitled to a full refund of fees paid; less than ten (10) business days prior to program commencement will be entitled to a 75% refund.
- Students who cancel their enrolment after the course has commenced will not be entitled to a refund of fees.
- Course date transfers and participant changes after a commencement of the course attract a \$250 administration fee.
- ACCLM may in its discretion refund some or all course fees where it determines that there are compassionate or compelling circumstances.
- Compassionate or compelling circumstances must be documented by evidence and are those beyond the control of the student that would adversely impact on the student's ability to study and will include:
  - a) Serious illness or injury
  - b) Bereavement of close family members
  - c) Permanent or temporary disability
  - d) Incident or issue causing distress to the student
- ACCLM's full refund policy is available online on the ACCLM Website <https://www.acclm.edu.au/policies-and-forms/>

## Access and Equity

- ACCLM adopts and follows policies and procedures that treat all students fairly and equitably in accordance with all relevant legislation.
- We have created a training and education environment free from all forms of discrimination and harassment and which enables all students to understand the education program in which they are enrolled – or wishing to enrol – to their full potential.
- Our policies and procedures promote fair and equal access for all students and potential students regardless of gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical or intellectual disability or impairment.

### **Student Access and Support**

- Payment entitles the student to ongoing IT, Trainer and Student Support within 24 hours of any request being made 7 days a week
- Students will receive access to online lessons and interactive support each week delivered by their Online Trainer/Assessor.

### **Unique Student Identifier (USI)**

- An important step in your enrolment process is to apply for your USI (if you don't already have one).
- The USI is your own student number for doing VET courses.
- It links all your VET achievements regardless of where in Australia you did a course and gives you easy to access and secure digital transcripts of your VET achievements.
- It gives you more control over your VET information. Creating a USI is free. Go online now and create your USI [here](#).

### **Privacy**

- ACCLM adheres to the Australian Privacy Principles (APPs) issued by the Office of the Australian Information Commissioner (OAIC).
- The College is committed to the inclusion of people with disability for their value and participation in the community and also adheres to the National Standards for Disability Services in keeping the personal information of those who access its programmes secure and confidential under the Standards.
- Keeping information secure is a priority for the College. The College respects the privacy of both its students and its staff. Information provided by individuals to the College is for the purposes of facilitating access to (including enrolment) and participation in the College's education and training courses.
- The College takes all steps to ensure that the personal details of its students and staff are not released to un-authorised persons or organisations and personal information received by the College is kept secure in appropriate filing systems and record repositories before ultimate destruction of the records.
- If you have an urgent concern that the personal information collected by the College is incorrect and/or is not properly secure, please notify the ACCLM Director of Studies.
- Please see the [Privacy](#) policy on the College website for information about how the ACCLM website automatically collects personal information about you.

### **Privacy and collection and supply of statistics:**

- The Australian and NSW Governments request from the College certain encoded student information for statistical research purposes to be supplied to the National Centre for Vocational Education Research (NCVER). Except for NCVER, no personal details identifying individuals is requested or will be divulged.
- All other data supplied to Government agencies is through standard reporting and accountability requirements and is anonymous.

## Quality Training and Assessment

### Undertaking a VET Course

- You are about to undertake a nationally recognised VET course through the College's Registered Training Organisation. ACCLM will ensure quality training and assessment strategies to meet your training needs through the delivery of VET accredited training requirements.

### The Course

- The delivery and the assessment of your course will be structured in accordance with the relevant Training Package guidelines and the qualification/Statement of Attainment issued will be nationally recognised in accordance with the VET Quality Framework and Standards for RTOs 2015.

### Assessment Decisions

- Your assessment will be conducted in a valid, fair, reliable and flexible manner. Once you have successfully completed the unit of competency, and have been assessed, you will be deemed "Competent" or "Not Yet Competent" by your Trainer/Assessor.
- Your fee covers two attempts to achieve competency. If you do not agree with the assessment result you are entitled to have your assessment task reviewed within 14 days of the initial decision. Please contact your Trainer/Assessor in the first instance, for further information on the assessment appeal process, or you can contact the ACCLM Director of Studies.

### Assessment Reviews

- Students are entitled to have any assessment task reviewed. Appeals must be made within fourteen days of receipt of the assessment result.
- Assessment Review Requests should initially be made by completing an online Student Appeal form.
- Once an appeal (in writing) has been received, the Director of Studies will consider the appeal in consultation with the Trainer/Assessor.
- You will be advised of the result of the assessment appeal in writing.
- This process, and the availability of other complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

### Complaints

- ACCLM provides a quality learning experience and assessment in line with national standards. If a student wishes to make a complaint about a VET course, ACCLM's Complaints and Appeals Policy is [here](#)

**ACCLM reserves the right to alter course schedules and pricing without notice. ACCLM reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws.**