

Terms and Conditions of Enrolment

Read the terms and conditions carefully before signing.
If you need more information, contact info@aupi.edu.au.

TERMS & CONDITIONS OF ENROLMENT

Your Contract with Australian Polytechnic Institute

I hereby apply to enrol in the course as indicated on the Enrolment Form and agree that I will pay the Australian Polytechnic Institute all tuition fees and other charges due for my course. I agree to abide by the following terms and conditions of enrolment. Any variation of the terms and conditions of the Contract must be in writing and be signed by an authorised officer of Australian Polytechnic Institute.

Your Name must be Correct

Australian Polytechnic Institute must have the correct name. Show documentary evidence (driving license, declaration from a lawyer, marriage certificate, etc.) if any of your official documents (birth certificate, mark sheets, etc.) show a name which is different from the one that you have used on this application form.

Contact Details

Your current home address must be provided along with your phone number and email address.

LLN / ACSF Assessment

If you haven't completed year 12 English in Australia, you must complete the LLN assessment provided by the Australian Polytechnic Institute and consider the corresponding advice accordingly. Australian Polytechnic Institute reserves the right to defer enrolment should it find that the student's LLN skill level will not allow the student to undertake the course.

Credit Transfer and Recognition of Prior Learning

Australian Polytechnic Institute offers recognition, where applicable, to students who hold prior relevant and sufficient training and/or work experience. Complete details are outlined in the RPL and Credit Transfer Policy and Procedures.

Our commitment to the provision of quality courses

- Australian Polytechnic Institute is responsible for the quality of the training and assessment in compliance with the current Standards for RTOs, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation
- The Australian Polytechnic Institute is responsible for processing complaints and appeals according to its policies and procedures
- Australian Polytechnic Institute is responsible for providing refunds according to its Fees and Payments Policy and Procedures
- The Australian Polytechnic Institute is responsible for providing students:
 - student support services;
 - facilities, equipment, and staff;
 - course materials and assessments;
 - education and learner support.

Payment of Tuition Fees

The fees are payable before the start of the course. If the student does not pay the fees by the due date, a late fee may be charged, and you may lose your place in the course. Australian Polytechnic Institute reserves the right to review its fees without notice. Students should verify the fee details before making a payment.

Administrative Fees (GST inclusive)

Administration and processing fee (non-refundable)	\$500
Late pay tuition fee – 7 days	\$50
Late pay tuition fee – 14 days	\$75
RPL fee per unit	\$250
Credit transfer fee per unit	\$50

Any official letter from AuPI	\$20
Re-issue of final documents	\$100

Outstanding Student Fees

- Non-payment of fees by the due date for continuing enrolments will result in the suspension of training. Australian Polytechnic Institute will notify all parties in writing of the suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
- Australian Polytechnic Institute will charge a recommencement fee for any suspended training to cover administration costs.
- The Australian Polytechnic Institute will not issue SOAs or Certificates if training fees are outstanding.
- Australian Polytechnic Institute will inform students of its process for the recovery of outstanding student fees before enrolment through the Fee Administration and Refund Policy.

Refund Policy Principles

- Details of the Australian Polytechnic Institute's Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
- The Australian Polytechnic Institute will make students aware of the refund policy before enrolment.
- Concerning all withdrawals from training, Australian Polytechnic Institute will first encourage a client to continue training or provide other options, such as enrolling on another course date, before processing refund applications.
- All refund requests made to the Australian Polytechnic Institute must be done in writing via the Refund Request Form. Australian Polytechnic Institute will only acknowledge and review requests based on information provided through the form. Exemptions are made for mitigating circumstances, provided there is supporting evidence.
- No refunds will be issued for cancellations outside of the cooling-off period.
- For refund applications within the cooling-off period, the Refund Request Form must be received by Australian Polytechnic Institute within the cooling-off period. A refund of the course fee, less the applicable Administrative Fees, will only be issued if all the above criteria have been met and the student has no previous outstanding monies with the Australian Polytechnic Institute.
- Australian Polytechnic Institute requires written notification of withdrawal from training; this may be via letter, email or the completion of the Withdrawal from Training Form. Refund will be assessed upon receipt of the request. A statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.
- Australian Polytechnic Institute will process refund requests within 14 days from the day of receipt. The reimbursement procedure may take up to 4 weeks.
- All refunds will be paid to the person or organisation that originally paid the fees.
- Australian Polytechnic Institute does not provide a refund where:
 - A client has commenced their course/unit
 - There are changes to work hours
 - Moving interstate
 - Student leaves before full course completion and does not complete the qualification after the assessment
 - Recognition resources and services have been supplied to the client.
- Australian Polytechnic Institute may provide consideration for a refund for students who have commenced training at the discretion of the CEO/Manager.
- Australian Polytechnic Institute does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

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- Australian Polytechnic Institute provides a full refund to all clients should there be a need for Australian Polytechnic Institute to cancel a course. In the first instance, the Australian Polytechnic Institute will (where possible) provide an opportunity for the client to attend another scheduled course. If the Australian Polytechnic Institute cancels a course, clients do not have to apply for a refund; the Australian Polytechnic Institute will process the refunds automatically.
- Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

10.3 Review of Tuition Fees

Australian Polytechnic Institute reserves the right to review its fees and charges. If tuition fees are changed, you will be required to pay the new fees from the commencement of the following semester. If you defer your course, you will be required to pay the fees applicable at your new commencement date.

How to claim a refund

To claim any refund, you must complete a Refund Application Form and return it together with your receipt of course fees and certified copies of any supporting documents to the Australian Polytechnic Institute. The refund will be paid in Australian dollars & you will be provided with a letter explaining how the refund was calculated. It will be emailed to you within 14 days of the receipt of the Refund Application form.

The above refund policy does not remove your right to take action under Australia's consumer protection laws. Additionally, the Australian Polytechnic Institute's appeals resolution processes do not limit the student's right to pursue a legal remedy. See Refund Policy for complete details.

Acceptable Behaviour, Attendance and Academic Progress

Admission, if granted, is subject to the student maintaining continuous academic progress through the course. There is an intervention policy in place to support students, along with a series of warnings to help you track your progress. Students must make satisfactory progress to remain enrolled in the course. You must agree to meet the requirements of your course and to abide by the rules and regulations of the Australian Polytechnic Institute, including those for attendance and course progress, where relevant.

You agree that if you breach any of Australian Polytechnic Institute's rules or your behaviour is deemed unacceptable by the RTO, your enrolment may be cancelled and you may not be entitled to any refund of the tuition fees or other charges paid to Australian Polytechnic Institute under the Contract.

Assessment Procedure

Assessments are part of every course and will vary depending on the type of unit or course. A student must perform satisfactorily to complete the course requirements of every unit.

Information regarding Disability

If you have a disability, relevant information is requested to establish whether you require the provision of additional services or facilities not required by students who do not have a disability.

After consideration of your requirements, if the provision of these services or facilities would impose "unjustifiable hardship", for example, a very high cost on the Australian Polytechnic Institute, your enrolment may be refused or additional fees may apply. You will be advised in writing of our decision.

The provision of additional services or facilities should not be seen as a guarantee of successful completion of a course. Australian Polytechnic Institute reserves the right to terminate a student's enrolment if the provision of reasonable adjustment is unsuccessful and further provision of services or facilities is determined as unjustifiable hardship.

LLN Support

Australian Polytechnic Institute is committed to providing LLN (Language, Literacy and Numeracy) support to students who may require it during their enrolment. These students may include those from linguistically and/or culturally diverse backgrounds, students with a disability and students whose first language is not English. For the Australian Polytechnic Institute to best accommodate students, we ask that every student complete the enrolment interview and Language, Literacy, and Numeracy (LLN) assessment.

Student's Rights

Your rights and obligations, and the Australian Polytechnic Institute's obligations, policies and procedures are set out in the student handbook and on the website. There is a complaints process if you have a grievance. If the student is dissatisfied with the decisions of the Australian Polytechnic Institute after following the complaints and appeals procedures, they may seek an independent external review. The terms and conditions of enrolment as stated above do not remove the right of the student to take action under Australia's consumer protection laws. Additionally, Australian Polytechnic Institute dispute resolution processes do not limit the student's right to pursue a legal remedy.

Access to Students' Details

Information provided by the student may be made available to Commonwealth and State agencies.

The primary purpose in collecting your information is to fulfil our business commitments to you in providing education and training. We may use the information you provide to help improve the services we deliver to you, measure interest in our services, inform you of other products and services or to comply with requirements under the law. We shall not otherwise disclose your personal information to any other party without your consent, and we do not sell personal information to third parties. For more information, please refer to the Privacy Policy and Student Handbook.

Disclaimer

Australian Polytechnic Institute does not represent or guarantee that the student will:

- Be accepted for enrolment at the Australian Polytechnic Institute
- complete studies undertaken
- Gain employment.
- Australian Polytechnic Institute accepts no liability for any unexpected interruption in services through events such as staff strikes, electrical failure, floods and others.

Breach of Terms & Conditions

Any breach of terms and conditions may result in the termination of the student's enrolment.

Personal information & privacy protection statement

Personal information you supply and consent to being contacted about is to be used by Australian Polytechnic Institute in connection with an application for a student to study at Australian Polytechnic Institute. Provision of information is voluntary, but if it is not provided, the application may be hindered. Australian Polytechnic Institute will not disclose personal information to outside parties, other than as provided in the application form, unless required by law, you consent, or it is needed to prevent a serious threat to a person's health or safety. You can access and correct your personal information by contacting the Australian Polytechnic Institute. The personal information you provide for this application will be protected in accordance with the Privacy Policy and Privacy legislation. You have the right to access and correct any personal information concerning you that the Australian Polytechnic Institute holds in its student and financial databases. As required by law and our registration standards, personal information may be shared between Australian Polytechnic Institute and the Australian Government and designated authorities and, if relevant, the Tuition



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Protection Scheme. By submitting the enrolment form (online), it is understood that you have read this statement and agree to the use and disclosure of your personal information as outlined above. For full details, please see the Student Handbook.

Australian Polytechnic Institute reserves the right to change the above terms and conditions without prior notice.