Terms and Conditions of enrolment

Conwal and Associates Pty Ltd trading as Conwal Institute RTO 31190 (hereafter referred to as Conwal Institute), complies with the requirements of the Higher Education Support Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.

Conwal Institute will allow a Student to apply for and receive a copy of the personal information that it holds in relation to that Student.

Conwal Institute will make all reasonable efforts to ensure that 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.
- Revise the Student Handbook, Policy Documents and any terms and conditions, at any time at our sole discretion. Any such revisions will be available from our website.
- Administratively Withdraw or Defer a student as per “Reasons why the RTO may withdraw you” from their course of study due to insufficient engagement and participation.

Conwal Institute agrees to:

- provide an invoice for each cluster of units;
- 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 or units of study (if applicable) upon full payment of tuition fees.

Acceptance of Course Enrolment:

- you are warranting that you are 18 years of age or over; or
- if you are under 18 years of age, you must ensure your parent or guardian has read and agrees to your acceptance of the conditions of this Course Enrolment.
- you are giving Conwal Institute consent to undertake, training and assessment of the chosen course.

Course Enrolment:

I acknowledge the following, in relation to course enrolment:

- Course enrolment is complete when I am advised by Conwal Institute I have met the entry requirements for my chosen course and I am then able to commence.
- Conwal has rolling start dates which occur every Monday, if I have not met all entry requirements, my start date will be moved to the following Monday.
- Conwal will notify me of my confirmed start date and any alterations to my start date during the enrolment and approval process.
- Course duration is stated in the Student Information Pack and/or advised at the time of enrolment.
- I will be deemed to have commenced my course at the time of login or after the agreed start date.
- The Course is non-transferable once I have commenced.
- Once I am deemed to have commenced, I will be enrolled in all units of the qualification and will be charged progressively as census dates pass, unless I withdraw or defer my enrolment, regardless of course participation.
- I must complete units within a dedicated timeframe.
- It is my responsibility to read and be aware of the Student Handbook, made available to me on the Conwal Institute website.
• It is my responsibility to read and be aware of the Policies and Procedure, listed on the Conwal Institute website.
• The course materials are supplied in an online environment, unless otherwise stated in the Student Information Pack, and once enrolment has ended, access is denied.
• It is my responsibility to save and/or copy content as required for reference purposes.
• The content of the Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of Conwal Institute.
• I will not reproduce any part of the Course Materials.
• To give consent to Conwal Institute to make any enquiries necessary to verify the information disclosed in this application.
• That I am personally responsible for engaging in and completing study tasks associated with my course using the support tools and learning platform provided, I further recognise that my trainer is able to provide me with assistance for my assessments tasks, however all answers must be my own work.

Course Extension:

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. Conwal Institute will not be obliged under any circumstances to extend the period of my enrolment if I have not completed the program/Course in the allocated time.

Census date:

I acknowledge the following information in relation to the course census dates:
• The census date is the last day for eligible students to submit a Request for VET FEE-HELP loan form to access a VET FEE HELP Assistance loan; OR
• For students to make a payment for the relevant VET unit(s) of study; AND/OR
• The last day to withdraw enrolment without incurring the tuition fees for the VET unit(s) of study.

Payment of fees

• By accepting these terms and conditions I agree to pay the Course fees for this Course using the payment method I have selected under this Course Enrolment.
• 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.

Withdrawal:

I acknowledge that I can:
• withdraw from a unit or cluster units or course prior to the course census date without incurring any costs
• withdraw a unit or cluster units or course after the census date however I will incur a VET FEE-HELP debt or lose an upfront payment, regardless of whether I have commenced my course.
• notify Conwal Institute of my intention to withdraw from my course and this is my responsibility.
• defer my course study for up to 6 months by notifying Conwal Institute.

Refunds:

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:
• 100% of tuition fees paid for that unit will be refunded to the student; and/or
• the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:
• no refund is applicable; and/or
• the student will incur a VET FEE-HELP debt.
• no refund of fees or release from financial commitment will be granted for non-completion of studies.
Some special circumstances may apply – please refer to Student Review Procedures.