

TERMS AND CONDITIONS OF ENROLMENT

REFUND POLICY AND ENROLMENT EXTENSIONS/RE-ENROLMENT

All notifications of cancellations must be received in writing via the Advance College email address info@advancecollege.edu.au.

If a refund of the course fees is required, notification of this should be included within the cancellation email so that a refund request form can be sent.

If Advance College cancels the course

- Students will be eligible for a full refund if Advance College cancels the course.
- Student will not be required to request the refund; Advance College will process the refund automatically after receiving students bank account details.
- If the student is withdrawn from a course by Advance College due to inappropriate behaviour, they will not be entitled to a refund. These withdrawals must be done within the guidelines as outlined in the Student Conduct Policy

Course Cancellation (prior to start of a course)

- If the course is cancelled more than 7 days before the nominated start date, the student will receive a refund minus \$100 enrolment fee.
- If the student cancels their course within seven 7 days of the course commencing, then they will be given a full refund, minus a \$100 enrolment fee and a \$150 cancellation fee.

Course cancellation (after the start of a course)

- If the student cancels after the commencement of they will not be entitled to a full refund.
- Refunds will be calculated based on the scheduled class timetable and the number of units that the student should have commenced at the time of cancellation.
- Refund amount will also be minus \$100 enrolment fee and \$150 cancellation fee.

Special circumstances

Advance College does not accept responsibility for changes to a student's work commitments or personal circumstances. The following situations are not considered special circumstances.

- Change in work hours
- Inconvenience of travel or travel issues
- Family commitments

Advance College will consider refunds for special circumstances in the following situations

- Serious misadventure
- Serious Illness
- Serious Illness of an immediate family member

For students to be considered for a refund for special circumstances, the student will be required to provide evidence of the special circumstances occurring.

Students unable to complete the course within the due date may seek a 3-month extension. The course extension fee is \$100 per 3-month extension. The request for the extension must be made before the expiry of the enrolment.

Commencement dates

- ** Please note commencement for correspondence courses is the date that the training materials were posted to the student.
- Commencement for online students is the date that online access is provided to an individual student for a particular course.
- Commencement date for a classroom-based learning mode is the first day of the course.
- Student must nominate the start date of the course in the enrolment form.

STUDENT DECLARATION

Privacy Notice

Why we collect your personal information.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not wish to provide us with your personal information, we will not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation

- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>. If you are unable to access this information, please contact us and we will provide you with a downloaded copy.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Advance College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

You can contact Advance College via phone (02) 9747 3204 or via email info@advancecollege.edu.au. You can also find Advance College's privacy policy in the Student Handbook on our website at the following link <https://www.advancecollege.edu.au/wp-content/uploads/2020/06/Advance-College-RTO-45342-Student-HB-V3.pdf>

Language, Literacy and Numeracy

You have to show the satisfactory performance in the Language, Literacy and Numeracy (LLN) before starting the course. You can use the spell check on your computer, software, dictionary, thesaurus and/or calculator to assist you in completing these activities. If it is found that you need assistance to improve your LLN to successfully complete this qualification, your Trainer and Assessor will be in contact. Where we determine that your training provider is unable to provide you with the LLN support required for successful completion of this qualification, you may be advised to undertake an LLN foundation skills course. This will assist you to raise the standard of your LLN skills to an appropriate level, prior to commencement of your qualification.

Course Information

I declare that I have been provided with the following information about my course:

CHC33015 Certificate III in Individual Support (Ageing)

Course Duration	Up to one year
Classes	Need to attend the practical classes of CHCCOM005, CHCLEG001, CHCCCS023, CHCCCS011, CHCAGE001, CHCAGE005, HLTINF001, HLTAID011 and HLTWHS002 units.
Other study requirements	23 hours of study per week (includes practical classes)
Work Placement	120 hours. For the distance students, 160 hours.
Other course requirements	Obtain current police check and flu vaccine prior to starting work placement
Training Location	Burwood Campus
Fee	\$1000 for Sydney students and \$1300 for distance learners.

CHC43015 Certificate IV in Ageing Support

Course Duration	Up to one year
Classes	Need to attend the practical classes of CHCADV001, CHCCCS006, HLTHPS006, HLTHPS007, CHCAGE003, CHCAGE004, CHCCCS023, CHCPAL001, CHCAGE001, CHCAGE005, HLTAID011 and HLTWHS002 units.
Other study requirements	22 hours of study per week (includes practical classes)
Work Placement	120 hours. For the distance students, 160 hours.
Other course requirements	Obtain current police check and flu vaccine prior to starting work placement
Training Location	Burwood Campus
Fee	\$1400 for Sydney students and \$1700 for distance learners.

CHC33015 Certificate III in Individual Support (Disability)

Course Duration	Up to one year
Classes	Need to attend the practical classes of CHCDIS007, CHCDIS002, CHCCOM005, CHCLEG001, CHCCCS023, HLTAID011, HLTINF001 and HLTWHS002 units.
Other study requirements	24 hours of study per week (includes practical classes)
Work Placement	120 hours. For the distance students, 160 hours.
Other course requirements	Obtain current police check, working with children check and flu vaccine prior to starting work placement
Training Location	Burwood Campus
Fee	\$1100 for Sydney students and \$1400 for distance learners.

CHC43115 Certificate IV in Disability

Course Duration	Up to one year
Classes	Need to attend the practical classes of CHCCCS026, CHCDIS005, CHCDIS009, CHCDIS010, CHCDIS002, CHCCCS023, CHCCCS011 and HLTWHS002 units.
Other study requirements	25 hours of study per week (includes practical classes)
Work Placement	120 hours. For the distance students, 160 hours.
Other course requirements	Obtain current police check, working with children check and flu vaccine prior to starting work placement
Training Location	Burwood Campus
Fee	\$1600 for Sydney students and \$1900 for distance learners.

CHC30113 Certificate III in Early Childhood Education and Care

Course Duration	Up to one year
Classes	None
Other study requirements	26 hours of study per week
Work Placement	120 hours
Other course requirements	Be working in a regulated childcare service during enrolment
Training Location	Burwood Campus
Fee	\$2200 for Sydney students and \$2500 for distance learners.

CHC50113 Diploma of Early Childhood Education and Care

Course Duration	Up to two years
Classes	None
Other study requirements	23 hours of study per week
Work Placement	240 hours
Other course requirements	Be working in a regulated childcare service during enrolment
Training Location	Burwood Campus
Fee	\$4000 for Sydney students and \$4300 for distance learners.

Note: Distance learners who enrol to course that has Provide first aid as an elective unit must get the first aid certificate at their own costs, unless they wish to travel to our Burwood Campus. Manual handling certificate is not available for distance learners.

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct. I understand that I must notify college for any residency status/visa status changes during my course duration.

I declare that I have read the Student Handbook and understand and agree to the information about the following Advance College policies, which are also available on the Advance College website <https://www.advancecollege.edu.au/>

- Complaints and Appeals
- Fee
- Withdrawal and Cancellation
- Refund
- Recognition of Prior Learning
- Credit Transfer

Consent for Marketing of the Data and Survey Requests

I give my permission to Advance College to use any photos taken of me during my course in public material, social media, future marketing and business purposes. I understand that I can retain the right to withdraw my consent at any time.

I understand and comply the refund policy of the Advance College as outlined above.

I understand that I will not receive my certificate upon the completion of my course unless I have provided my USI and have paid all fees associated with the course.