

TERMS AND CONDITIONS OF ENROLMENT

1. INTRODUCTION

By enrolling into a qualification delivered by the Centre for Professional Learning & Education (CPLÉ | 88148), you agree to be legally bound by the following Terms and Conditions of Enrolment

Please read the following terms and conditions carefully, in addition to the CPLÉ Student Handbook which has been provided to you during the pre-enrolment process.

If you do not agree with the following terms and conditions, you cannot be enrolled. If you require any assistance or clarification with any of the following requirements, contact CPLÉ on 02 6293 6220 or cple@commsatwork.org

2. YOUR OBLIGATIONS

By enrolling into your chosen qualification with CPLÉ, you:

- i. Confirm that all information provided to CPLÉ is true and correct at the time it is given.
- ii. Confirm that you have access to a suitable workplace to fulfil qualification requirements OR agree to seek a suitable workplace where you can complete a work placement if not working in the required sector, within three (3) months of enrolment into your chosen qualification.
- iii. Agree to complete all mandatory work placement hours and requirements of the qualification.
- iv. Confirm that you have access to a computer with an internet connection and Microsoft Office software or equivalent, and any additional hardware, software or equipment as specified in the qualification outline for the qualification you are enrolling into.
- v. Confirm that you have read and understood all the information in this document, relevant CPLÉ Policies, Codes of Conduct, and that you agree to act in accordance with them.
- vi. Accept that it is your responsibility to ensure that the personal information you provide to CPLÉ is kept current. Any changes to your name, address, email address, phone numbers, and payment options must be provided to CPLÉ as soon as possible with any relevant supporting documentation.
- vii. Agree to retain a current email address by which you can be contacted for the duration of your enrolment.
- viii. Understand that all due dates and class attendance requirements must be upheld at all times for the sake of maintaining your enrolment and demonstration of 'working towards' the completion of the qualification.
- ix. Acknowledge that you may be prevented from enrolling with CPLÉ or have your enrolment cancelled if CPLÉ determine that any of the above requirements are not upheld on your behalf.

3. PAYMENT TERMS

By enrolling in a qualification with CPLÉ, you have accessed and read over the RTO Fees and Refunds Policy and Procedure and:

- i. Understand enrolment into the qualification incurs a non-negotiable student administration fee which will be charged with an invoice issued within the next 14 days of approved enrolment.
- ii. Confirm that you have read and understood the fees and payments associated with your qualification and agree to pay all fees plus any applicable GST.
- iii. Understand that fees must be paid on enrolment or a payment plan must be in place for the purpose of accessing CPLÉ training and assessment processes.
- iv. Understand that if you fail to pay any part of your qualification fees by the due date, CPLÉ reserves the right to:
 - Restrict access to its online learning management system.
 - Withhold marking of assessment tasks, the issuing of results, qualifications or statements of results.
 - Notify relevant credit agencies of your default.
- v. Acknowledge that the qualification fees do not include:
 - Travel or any other personal costs associated with undertaking study with CPLÉ.
 - Re-issuing a certificate after it has been initially issued to you. This process will incur an additional fee of \$50.00
 - First Aid training and assessment if required within your qualification. CPLÉ outsource the training and assessment of this unit to external first aid training providers and so it will be your responsibility to complete this qualification externally at an additional cost.
 - Additional support services. Additional costs incurred will depend on the services sought. All additional costs regarding additional support funding will be at your expense.

4. REFUND OF FEES

As per the RTO Fees and Refunds Policy and Procedure you understand the following:

- i. If you give notice to cancel your enrolment within ten (10) business days from the date of completion of your enrolment checklist with CPLÉ, you will be entitled to a full refund of fees paid. This complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training
- ii. If you cancel your enrolment ten (10) or more business days after the signing of the enrolment checklist with CPLÉ, you will not be entitled to a refund of your fees. An exception to this policy is where CPLÉ fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- iii. Discretion may be exercised by the RTO Manager and/or Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. The RTO Manager and/or Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it.

- iv. Refunds will not be issued to students after qualification commencement in the case of:
- Change in employment status.
 - Moving outside of the ACT Region.
 - Change of mind outside of the statutory cooling off period.
 - Lack of progress towards qualification completion.

5. CODES OF CONDUCT

The CPLÉ Code of Conduct and Student Handbook provide a clear outline of our expectations of you when enrolled in our qualifications with regard to personal and academic conduct.

You agree to be familiar with and abide by the CPLÉ Codes of Conduct and all relevant Policies and Procedures.

6. COMPLAINTS AND APPEALS

RTO Complaints Handling and Appeals Policies and Procedures are available on the Communities at Work website and summarized within the CPLÉ Student Handbook. These requirements must be followed in the event you hold such a claim.

4. REFUND OF FEES

- While enrolled in a qualification with CPLÉ, you are expected to comply with the Terms and Conditions for use of the learning management systems (LMS) used by us – which is Canvas. Refer to the Acceptable Use Policy for information: <https://www.instructure.com/policies/acceptable-use>
- Misuse of the LMS is misconduct. This may result in cancellation of enrolment and loss of fees.
- CPLÉ will collect and use LMS data to track your experience to help improve services as well as report on compliance requirements expected of RTOs. Collection of data will be handled in line with Communities at Works privacy and confidentiality policy as well as associated laws and requirements.

8. PRIVACY

By enrolling in a qualification with CPLÉ you:

- Agree that CPLÉ will collect personal information about you for the purposes of enrolling you in your qualification, processing your enrolment application and managing your participation in your qualification.
- Understand that your personal information will be stored on a secure server/s and only accessible in confidence by CPLÉ staff for the purposes for which they have been collected.
- Understand that CPLÉ will take all reasonable steps to protect personal information from misuse, loss, disclosure and unauthorised access.

- iv. Understand that CPLÉ is obligated to disclose your personal information to relevant government authorities as required by relevant laws and reporting.
- v. Understand that some services may be delivered using third party providers with information housed in secure data centres.
- vi. Understand that as a part of your enrolment with CPLÉ you will be issued with a series of satisfaction surveys in relation to your qualification. It is a condition of our RTO registration to issue the surveys and in some instances outcomes of these surveys are reported to our Governing regulators.
- vii. Confirm that you have read the Communities at Work Privacy Policy.

9. CHANGES AND MODIFICATIONS

- i. CPLÉ fees are reviewed on a regular basis and are not grandfathered.
- ii. CPLÉ may make changes to your qualification. This may include the qualification structure, units, learning materials and assessments. You will be notified of such changes in line with the RTO Training Product Transition and Expiry Policy and Procedure
- iii. CPLÉ Policies and Procedures will change from time to time. You will be notified of any such changes as they occur with current versions of all policies and procedures available on our website.

10. CPLÉ COMMITMENTS

Subject to these Terms and Conditions, The Centre for Professional Learning and Education commits to:

- i. Comply with all relevant standards and state training authority legislation, policies and procedures for the sake of engaging you in complaint training and assessment services.
- ii. Administer and monitor your enrolment and progress.
- iii. Work with you to identify additional support which may be required to complete training and facilitate this where reasonable, possible and in line with policy and procedure requirements.
- iv. Provide you with access to our online learning management system, specified associated learning material and qualified academic staff.
- v. Respond in a timely manner to your questions throughout your enrolment.
- vi. Assess and provide feedback on your assessment items.
- vii. Issue you with the necessary certification upon successful completion of your enrolled qualification.

STUDENT DECLARATION

I have read the CPLE Student Handbook, associated policies and procedures and agree to the above terms and conditions for enrolment. I understand that I must abide by these during all periods of enrolment into my chosen qualification Centre for Professional Learning and Education (RTO 88148). Failure to do so may result in the termination of my enrolment.

STUDENT NAME

SIGNATURE

DATE (DD/MM/YYYY):