

ENROLMENT TERMS & CONDITIONS



Current at Friday, January 18, 2019

By accepting these Terms & Conditions you confirm that you have **READ AND UNDERSTOOD** the information below and any related documents - including the Student Handbook and Refund Policy.

A written agreement commences upon acceptance of these 'Terms and Conditions', along with Aviation Australia's Policies and Procedures - and will apply for the period that the student is enrolled at Aviation Australia. Aviation Australia and the student may enter into further written agreements as required. These will normally relate to examinations and assessments, failure to make reasonable progress or attendance and disciplinary issues.

Any dispute arising out of or in connection with this written agreement, or otherwise relating to the performance by Aviation Australia or its staff of their responsibilities to the student, shall be addressed through the Complaints and Appeals procedures prescribed in the Aviation Australia Policies and Procedures and may be amended from time to time. All these procedures must be exhausted before the dispute can be taken to any external forum.

Aviation Australia will:

- Use its best endeavors to provide the student with tuition, supervision, assessment and support services of a professional standard in the course of study (the course) for which the student is enrolled;
- Comply with its obligations under the current Aviation Regulations, Vocational Education, Training and Employment Act 2000, AQF and ASQA requirements;
- Give reasonable notice of any changes in the course required because of changes in funding, staffing or any other reasonable cause.

The applicant understands and accepts that:

- There may be additional entry requirements for the course - such as entry level testing and/or enrolment interview;
- Enrolling into online (only) training may result in additional course requirements to be met (such as practical training at an Aviation Australia approved location) in order to achieve competency;
- Course materials will be provided via online learning. If the student requires hard copy materials it is the responsibility of the student to organise;
- Students must observe the Procedures and Policies of Aviation Australia in relation to enrolment, payment of fees, examinations, smoking, health, equal opportunities, code of behaviour, participation, discipline and complaints in all matters connected with academic progress;
- Aviation Australia reserves the right not to provide learning during any suspension;
- To use his/her best endeavours to fulfil the requirements prescribed by Aviation Australia during the course;
- To provide Aviation Australia with change of details - including phone, email and address - within 14 days;
- To accept responsibility for his/her learning with the support of instructional staff, including regularly checking emails, accessing the online Student Portal and Online Learning systems for communications, resources, policies and procedures;
- Complete, to an agreed standard, all of the work required, both in class and additional tasks;
- Take responsibility for his/her personal behaviour during all learning activities, in accordance with the Student Code of Conduct;
- Choose to display a positive attitude towards safety procedures and apply approved maintenance practices at all times;
- Choose to respect, apply and display tolerance and consideration toward persons associated with Aviation Australia;
- To maintain a minimum 90% attendance rate and a minimum 50% course progress for all learning programs;
- To advise Aviation Australia immediately of any extenuating circumstances leading to the incapacity to meet the requirement of training;
- Minimum course numbers must be met for this course to proceed. Where a course does not meet minimum numbers the course may be deferred to the next available date or the course cancelled. In this instance you will be notified in writing 10 days from the scheduled commencement date and provided with available options.

ENROLMENT DEFER, SUSPEND, CANCEL

Deferment / Suspension: is to temporarily put study on hold.

Cancellation: is to permanently end the study

Aviation Australia's 'Change of Course Enrolment' procedure documents the grounds a student's enrolment can be changed/deferred/suspended or cancelled. Your enrolment deposit fee allows for up to two (2) course date transfers. If you request any further enrolment transfers, you will forfeit your original deposit fee and be required to complete the enrolment process again for any future enrolments (including payment of new deposit). Below are some of the circumstances where a student enrolment can be deferred/suspended/cancelled:



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- Breach of Aviation Australia's Policies and Procedures (including the Student Code of Conduct);
- Non-payment of fees;
- Failure to meet the requirements of Course Attendance and/or Course Progress procedures;
- A student is deemed not suitable for the course;
- A student can request deferment/suspension/cancellation in compassionate or compelling circumstances in writing to the Training Manager;
- NOTE: In the event that Aviation Australia defer, suspend or cancel a student enrolment - the student has access to the Complaints and Appeals Policy. It is the student's responsibility to submit a 'Request for Refund' (such as course fees, overseas student health cover) as per the Refund Policy.

FEES AND CHARGES

Fees and charges are subject to change during your course duration. The Refund Policy can be obtained from the Aviation Australia website under 'Policies and Procedures'. This can also be accessed via your Student Portal under 'Policies and Procedures' (full time students only). The applicant confirms:

- I am aware of the tuition and additional costs associated with studying in the Aviation Australia program and I am prepared to meet these costs, including instalment payments as required;
- I understand that if I do not maintain my instalment plan that my enrolment may be suspended or cancelled.

CONTACT DETAILS

Students are required to maintain up-to-date records of their personal contact details including address, telephone number and email address (including both Australia and overseas). For international students, this is a requirement under the student visa. Details should be updated with Student Services via the appropriate notification form.

STUDENT HANDBOOK

The Student Handbook was provided for viewing & download during the 'Application for Enrolment' process and is available on the Aviation Australia website. This should be read prior to enrolment and commencement.

UNIQUE STUDENT IDENTIFIER

All students undertaking nationally recognised training will need to have a Unique Student Identifier (USI). Information on the USI will be provided during Orientation. A Unique Student Identifier (USI) must be verified for certification to be finalised – no certification can be issued without a verified USI on file. USI information can be found at www.usi.gov.au. Providing your USI to Aviation Australia indicates that you give consent to Aviation Australia to collect, use and disclose your USI only for the purposes set out in accordance with the Student Identifiers Act 2014 and the Student Identifiers Regulation 2014.

CERTIFICATION

All tuition fees must be paid in full prior to certification being issued. Students must provide a valid USI prior to issue of certification. Certifications will be issued within 30 days of final assessment.

PRIVACY STATEMENT

Aviation Australia is bound by the National Privacy Principles under the Privacy Act 1988. The personal information disclosed by you will be used for the purposes of identifying you and confirming your participation. If applicable, financial information disclosed by you will be used only for the purposes of affecting the transaction to which it relates, and will be kept securely until legally able to be deleted. Otherwise, the personal information disclosed will be used by us to communicate with you about our products and services.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. Aviation Australia has the right to share information about your course and progress with your sponsor, university or college or educational representative. By providing your private email address on this form, students accept that they are giving permission to Aviation Australia to communicate with them on any matters relating to enrolment at Aviation Australia.

Under the Data Provision Requirements 2012, Aviation Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information

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(including the personal information contained on this enrolment form) may be used or disclosed by Aviation Australia for statistical, administrative, regulatory and research purposes. Aviation Australia may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys;
- Researchers;
- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship; and
- Employers – if you are enrolled in training paid by your employer.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor, or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

DECLARATION

I consent and give permission for Aviation Australia to:

- release my personal training file details to prospective employers for future employment within the aviation industry;
- release my contact details (telephone number, address and email address) to an identified third party for the purposes of contacting me to obtain information about my experience at Aviation Australia;
- Contact me to request participation to complete appropriate surveys by a third party and/or Aviation Australia after I complete my course;
- Collect and use my personal images by photography or video recording. I acknowledge these may be used on the Aviation Australia website, social media, in newsletters and publications as well as any other marketing collateral distributed. I understand that no personal information, such as names, will be used in any publications unless express consent is given. I further understand that this consent may be withdrawn by me at any time, upon written notice.
- I authorise Aviation Australia to obtain and maintain all details relating to my academic record. I acknowledge that the provision of incorrect information and documentation relating to my application may result in the cancellation of my enrolment.

I confirm:

- the information I provide during the enrolment application process and the supporting documentation, to the best of my knowledge, are true and correct;
- I have been provided with access to the Student Handbook, Refund Policy and Student Code of Conduct during the Enrolment Application process;
- I have read, understood and agree to the 'Terms and Conditions' and aware that all related Policies and Procedures are available on the Aviation Australia website;
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

NOTE – Signed declarations are only required when you start a course & will be completed at on campus Induction.

STUDENT NAME

STUDENT SIGNATURE DATE

PARENT/GUARDIAN SIGNATURE* DATE

*Parental/guardian consent is required for all students under the age of 18.

