

# ENROLMENT TERMS & CONDITIONS – inc Fees & Charges POLICY & PROCEDURE



## SCOPE

This policy applies to the terms and conditions for students/clients enrolling into a course conducted by Volt Edge including all fees and charges.

## POLICY STATEMENT

The purpose of this policy is to detail the booking terms and conditions including fees and charges associated with completing an enrolment with Volt Edge. It is intended to be reflective of the Australian Consumer Law under Schedule 2 of the *Competition and Consumer Act 2010* (Cth). In the event of any inconsistent, the relevant terms of the Australian Consumer Law are to apply to the extent of the inconsistency without affecting the remaining terms of this policy.

## DEFINITIONS

(Define any acronyms, jargon, or terms that might have multiple meanings)

TERM	DEFINITION
Closed Course	Closed course booking is a course that has been booked solely by a Company / Employer for its own employees and is not an open public scheduled course.
Face-to-face training	Training that is conducted in a face-to-face environment – onsite at a Volt Edge owned or operated facility or a closed course site.
Individual booking	An individual booking is an open public course held by Volt Edge for any participants.
Online training	Training that is conducted online, self-paced – student led with online material provided
Live web training	Training that is conducted in a live-web environment – online via zoom (or similar videoconferencing software) with a Volt Edge trainer
Open/Public Scheduled Course	Open or public courses are courses that Volt Edge organises at their venue and can accept enrolments from both individuals and companies.
eWay	Credit card portal service used by Volt Edge
Prerequisite	Competencies that are required prior to certification of enrolled course
USI	Unique Student Identifier

## LEGISLATIVE and REGULATORY REQUIREMENTS

All students will undergo an induction with the RTO, which will include the student's rights and responsibilities against relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with a Student Handbook, which also includes the student's rights and responsibilities that will affect their participation in vocational education and training. The student acknowledges that they must observe Volt Edge Pty Ltd's policies and procedures, according to State and Federal Government legislative and regulatory requirements.

## BOOKING REQUIREMENTS FOR STUDENTS

### Prerequisites/Credit Transfer

Some courses have prerequisites that MUST be supplied prior to attending the course. This will be communicated on the website, in the booking confirmation, and on the phone if you call. In the event a prerequisite is not received by 5:00pm AEST (Brisbane time) two (2) business days prior to the course, this may affect your eligibility to attend or complete the course or the outcome to the course may be issued as non-accredited. It is the responsibility of students to ensure they meet prerequisites, and Volt Edge will provide reasonable assistance to clarify these prerequisites.

There are also some courses that are conditional upon a student completing another course. It is the responsibility of students to ensure they have completed any prerequisite coursework prior to enrolling in courses.

Students can only join after course commencement date if they meet all prerequisites.

The RTO recognises the Australian Qualifications Framework and Vocational Educational and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation. Credit transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competencies achieved must be supplied for recognition to be processed – refer to the Student Handbook or contact the office on how to apply for credit transfer.

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## USI

USI (Unique Student Identifier): It is a requirement that all students undertaking accredited training supply their training provider with their USI#. If you do not have one or cannot remember this, refer to [www.usi.gov.au/about](http://www.usi.gov.au/about). Where a student does not provide their USI, this may lead to delays in Volt Edge issuing certification or accreditation, and Volt Edge will not be responsible for such delays. It is therefore strongly recommended that students obtain their USI well in advance of enrolling in Volt Edge's courses, to account for any delays in obtaining a USI.

## Student Handbook

The Student Handbook details the policies and procedures associated with your enrolment with Volt Edge. The current student handbook can be located on our website.

## Student Visa Holders

Unfortunately, people who are on a student visa are not eligible to enrol, participate or attend any of our courses (face to face, or online) as we are not CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) registered. Student visa holders should seek an institution that is CRICOS registered for their training needs. Alternatively, you can complete our course non-accredited. Persons on a student visa must ensure that the course is suitable for their requirements prior to enrolling.

## Live Web Classrooms

Upon selection of your course, it is your responsibility to review all terms and conditions relating to the course in question. Specifically, participants are responsible for ensuring they possess the technology, network connection and aptitude suitable for participating in Live web training. Volt Edge make available the minimum system requirements to participate in Live web training at time of booking. Volt Edge provides information to help you test your system ahead of time to help eliminate possible problems, and you agree to perform this testing prior to course commencement.

Live web training will generally specify the commencement and finish times, including the applicable time zone. It is the responsibility of students to ensure they attend at the correct time, and Volt Edge will not be held responsible where a student fails to attend because of mistaken time zones.

## Student Responsibilities

It is the responsibility of the student to note the date, time and location of the course. Please ensure that your contact details are up to date in the event Volt Edge needs to contact you prior to your course. Students participate in courses involving physical activity, field trips, practical demonstrations etc. and do so at their own risk. Volt Edge Pty Ltd's students are covered by public liability insurance whilst working within the RTO's premises.

## Minimum System Requirements

Students are responsible for their own computer/device technology and Internet service. The technology standard required is described during the enrolment process for Online training or Live web training provided. Volt Edge is not responsible for any problems caused to or by your equipment, including any virus or related problems with your use of our Online training or Live web training management systems. You are responsible for all connection, access or data fees, and for installing, maintaining, and operating your own equipment. Volt Edge makes no warranties or interpretations that the website(s) contents and course information will meet your requirements.

## Marking

Where courses require assessments to be submitted these conditions will apply. Upon successful enrolment into your course, you will be notified of your relevant trainer/s and/or assessor/s. Volt Edge will, upon receiving submission of an assessable item from you, endeavour to mark, and return, any piece of assessment within five (5) business days. Please be advised that larger pieces of assessment may take longer. If you have not received a response to your submission within 10 (ten) business days, please contact Volt Edge to discuss.

## Enrolment Period

For courses delivered wholly online, the enrolment period commences at the time of purchase at which point the participant will be emailed their logon details to access the course. For courses delivered in a blended mode, the enrolment term commences on the first day of the Face-to-face training component. To review each course enrolment period, refer to the course details made available on our [website](#).

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## Student Support

Volt Edge caters to diverse student learning needs and aims to identify and respond to the learning needs of the students. Students are encouraged to make an appointment with their trainer in the first instance if they are experiencing any difficulties. It is the responsibility of the student to advise Volt Edge Pty Ltd if they have a medical condition or disability or require assistance in their training. If you are unable to complete your course due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.

During the enrolment term, support can be provided during Volt Edge's business hours (7:00am - 4:30pm AEST). Support services are dependent upon on the type of course into which the student has enrolled.

**\* NOTE: Booking a course with us constitutes acceptance of the above terms and conditions.**

## **TYPES OF COURSES inc. Terms and Conditions**

### **Closed Course**

To book and confirm a course with Volt Edge, companies must provide a Purchase Order or make an upfront payment of the course fees, unless prior arrangements have been made.

### Terms and Conditions

- Quotes are supplied to Clients for approval prior to booking a course which is valid for two (2) months from the date of quotation.
- The company must accept the Quote as soon as possible in writing. Confirmation of training delivery dates is pending receipt of a company Purchase Order (or written confirmation of pending PO). Company Purchase Orders must be received within 14 days of the training delivery dates.
- Volt Edge will charge a nominal fee for courses booked for group bookings which are cancelled. Cancellation fees applied under the following circumstances:
  - a. If an arranged group booking
    - i. is cancelled with more than 10 business days' notice from commencement of course, no cost will be incurred
    - ii. if cancellation occurs less than 10 business days before commencement of the course 50% of the agreed costs or minimum numbers quoted above will be payable by the client.
- Volt Edge reserves the right to change Trainers or other particulars as required.

### **Face-to-face Training inc Individual Booking**

All fees will be paid prior to the commencement of training unless prior arrangements are made with Volt Edge. If a student or client is in arrears with respect to payment, Volt Edge may refuse attendance at Face-to-face training, or withhold the issuing of certification, until the outstanding amount in arrears is rectified by the student or client.

After booking and paying online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). Volt Edge will normally confirm receipt of your order within a few minutes of ordering confirming your pending enrolment. Volt Edge will endeavour to finalise your enrolment and confirm your training via email within 1 working day depending on factors such as, eligibility of course suitability and verification of prerequisites. There may be delays from time to time due to higher than usual operational demands on Volt Edge.

### **Online/Live Web Classroom Training:**

All the following terms and conditions apply to any of Volt Edge's courses which are delivered either wholly or in part online.

All fees will be paid prior to the commencement of training unless prior arrangements are made with Volt Edge. If a student or client is in arrears with respect to payment, Volt Edge may refuse access to Online training or Live web training, or withhold the issuing of certification, until the outstanding amount in arrears is rectified.

After booking and paying online, you will receive an email confirmation from eWAY containing your order details (if you have provided your email address). Volt Edge will normally confirm receipt of your order within a few minutes of ordering confirming your pending enrolment. Volt Edge will endeavour to send your login details via email within 1 business day depending on factors such as, eligibility of course suitability and verification of prerequisites. There may be delays from time to time due to higher than usual operational demands on Volt Edge. It is the responsibility of students to ensure they have provided correct contact details when booking and paying online.

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Upon selection of your course, it is your responsibility to review all terms and conditions relating to the course in question. Specifically, participants are responsible for ensuring they possess the technology, network connection and aptitude suitable for participating in Live web training. Volt Edge make available the minimum system requirements to participate in Live web training at time of booking. Volt Edge provides information to help you test your system ahead of time to help eliminate possible problems, and you agree to perform this testing prior to course commencement.

Live web training will generally specify the commencement and finish times, including the applicable time zone. It is the responsibility of students to ensure they attend at the correct time, and Volt Edge will not be held responsible where a student fails to attend as a result of mistaken time zones.

## PAYMENTS

Volt Edge will charge a nominal fee per course enrolled. Course fees are set at competitive rates and will be advised prior to enrolment in a course. These fees vary from course to course. For up-to-date course fees please refer to our [website](#) or speak to a Course Advisor.

Volt Edge guarantees the sound financial position of the business. Volt Edge take measures to ensure that course fees paid in advance are identified and protected and the business maintains appropriate insurance policies. Course fees collected over \$1,500 are protected by a bank guarantee.

Volt Edge uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Volt Edge or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third-party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Volt Edge.

## Payment Plans

Payment plans are made available for eligible students. To be eligible for a Volt Edge Payment Plan, you must be a student enrolling in a Volt Edge Accredited, Skill Set or Qualification course with tuition fees more than AU\$1,100. To review the eligibility requirements and make application access the [Student Payment Plan Agreement](#).

## REFUNDS

Cancellation and change fees are addressed according to:

- a) the notice given by the person making the request, and
- b) the course value.

Whilst we will issue refunds in accordance with Australian Consumer Law, however, please note that refunds will not be provided where you have:

- changed your mind;
- found it cheaper somewhere else;
- decided you did not like the course;
- become unable to attend or complete the course, where Volt Edge is not at fault;
- found out that the course was not applicable or superfluous to your needs;
- asked the course to be done contrary to requirements applicable to registered training organisations, and Volt Edge has refused your request; or
- have no use for it.

Refunds for online/live web courses will only be provided by Volt Edge where you have:

- become unable to complete your course due to fault of Volt Edge, such as unavailability of online learning services;

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- a major problem, such as where the course has been incorrectly advertised by Volt Edge; or
- Volt Edge was withdrawn or failed to maintain the course until its completion.

The processing of refunds is subject to the student making the request through our approved form.

Refunds will not be granted for issues which Volt Edge cannot be held responsible for, for example, where a person's personal internet connection becomes unavailable, personal IT hardware is unable to meet the minimum requirements, or corporate internet access blocks access to Volt Edge's online learning services. It also includes situations where a student fails to undertake the necessary coursework or tasks to obtain a passing grade.

Volt Edge incurs costs in preparing for courses and engaging suitably qualified trainers to facilitate its courses. To ensure the quality of training provided, there are often limits on the number of enrolments for courses, which helps trainers attend to the personal learning needs of students. In deciding whether courses should proceed, Volt Edge also needs to ensure there are sufficient students to justify the costs incurred in arranging and facilitating courses.

Late withdrawals from courses means Volt Edge have already incurred costs in preparing for a course, in circumstances where it would be difficult to recover because it is often impractical to offer the vacancy in the course to another student at short notice. Volt Edge therefore has a policy to charge cancellation fees.

Unless otherwise required under this policy, enrolment fee may be refunded under the following circumstances:

- If a student withdraws from the course more than ten (10) business days prior to commencement of the course, full enrolment fee will be refunded.
- If a student withdraws less than ten (10) business days but more than (2) two business days prior to commencement of the course, 80% of the course fee will be refunded.
- No refunds will be granted if a student withdraws less than (2) business days prior to the course commencement.
- In line with our values on equity and access, students may approach Volt Edge if they have circumstances that warrant an alternative payment structure being agreed, such as reasons of financial hardship.

Students who enrol into our Certificate IV in Electrical - Instrumentation or Certificate III in Instrumentation and Control course will be required to pay a minimum non-refundable Initial payment. Students have a seven (7) day cooling off period from date of enrolment to apply for a refund.

The processing of refunds is subject to the student making the request on an approved form.

Where a refund is due to a student, the applicable refund amount will be provided within fourteen (14) business days from completion and receipt of the refund application. Unless there is a separate agreement with Volt Edge, refunds will be processed into the bank account originally used to pay for the enrolment fees.

## **COURSE WITHDRAWAL**

A student may request to withdraw from a program of study at any time during the course schedule. All requests must be made in writing. Depending on when the request is submitted, a financial penalty may apply. Enrolment may also be cancelled due to disciplinary matters. Students considering withdrawal are advised to consult with our Course Advisor team to determine the best course of action.

### **Interrupting your Studies**

If you are enrolled in a Volt Edge course you can apply to interrupt your studies. If you apply to interrupt your studies:

- You will be responsible for the full cost of the course, and/or
- You will not be eligible for a refund if you have paid your tuition fees upfront
- You must complete your course within a maximum period of two years. If you interrupt your studies for more than two years in total, you may need to undertake additional study to ensure your learning remains current.

Your course coordinator can provide guidance on the requirements to complete your course.

### **Enrolment Period and Extension**

Students enrolled in a Volt Edge course have a designated enrolment period to complete their training. If additional time is needed, students must contact the Volt Edge Training Team to request an extension. A base rate of 20% of the standard course fees will be applied to any extension request as per the terms outlined below. If the training is not completed within the set timeframe, including the one allowed extension, re-enrolment may be required, and full fees applied.

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- a. Enrolment Period  
Students typically complete all training and assessments within the enrolment period. If additional time is needed for assessments, you will have up to six months from the start of your course to finalise them. A maximum one-month extension is available.
- b. Online Self-Paced Short Course  
Students have up to six months from the release of course materials to complete all required assessments, including both written and practical components (EG. HV Coordination, S1, S2, S3 & G2, HA Awareness, Arc Flash and the like). A maximum one-month extension is available.
- c. Certificate IV Hazardous Areas Electrical Training  
Students have up to twelve months to complete all required assessments for the course, including both written and practical components. A maximum three-month extension is available.
- d. Online Self-Paced with face-to-face component Full Qualification Training  
Students have up to two years to complete all required assessments for the enrolled course, including both written and practical components (E.G. Certificate IV in Electrical - Instrumentation, Certificate III in Instrumentation and Control, Certificate II in Split Air-conditioning and Heat Pump Systems, Certificate III in Refrigeration). A maximum six-month extension is available.

## RE-ENROLMENT ADMINISTRATION FEES

For students who are withdrawn from their course due to inactivity or an expired completion date and request re-enrolment, the following terms apply:

- The enrolled course has not changed since original enrolment: a \$200 administrative fee is applicable.
- If the enrolled course has changed and a new enrolment is required, the student will lose access to previously completed material and will need to complete all assessments again. The fees payable will be the full course fees, minus any applicable discounts (e.g. 10% | 20% for previous students).

## CO-CONTRIBUTION FEES – DESBT FUNDED COURSES

Higher Level Skills Funding

Student Contribution Fee: (Concessional will be -30%)

Unit Code	Fees	Unit Code	Fees
		PLUS 1 of the following streams. Stream 1: (being more relevant to workplace)	
UEECD0010	\$45.00	UEEIC0018	\$90.00
UEECD0024	\$45.00	UEEIC0021	\$90.00
UEECD0027	\$45.00	UEEIC0022	\$90.00
UEERE0015	\$45.00	UEEIC0023	\$90.00
UEEIC0038	\$90.00	Below – Stream 2 Electives	
UEEIC0039	\$90.00	UEEIC0015	\$180.00
UEEIC0041	\$90.00	UEEIC0013	\$180.00
UEEIC0043	\$90.00		
UEEIC0047	\$90.00		

Credit Transfers (CT) are \$0.00 and reduce the cost. If you have any CT please ensure that they are attached to your application to ensure correct costing.

Refunds are available for the units above that have not been commenced.

\*Students are invoiced total cost on enrolment with a payment plan option available to students who prefer to pay via a plan.

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## CONCESSION STUDENTS:

Concessional student status applies when:

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card
- The student provides us with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependant, is entitled to concessions under a Health Care or Pensioner Concession Card
- The student is Aboriginal or Torres Strait Islander
- The student has a disability; or
- The student is an adult prisoner.

## USER CHOICE APPRENTICE AND TRAINEE:

Fees for the following outcomes:

- Competency Achieved
  - **Full Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee:** No additional payment required.
- Competency Not Achieved/Fail
  - **Full Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee:** No additional payment required.
- Withdrawn/discontinued with participation
  - **Full Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee:** No additional payment required.
- Recognition of prior learning — granted
  - **Full Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee:** Student Contribution Fees are charged at \$1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee:** No additional payment required.
- Recognition of prior learning — not granted
  - No Fee
- Credit transfer/national recognition
  - No Fee
- Transitional gap training
  - No Fee

## Students' Free apprenticeships for under 21s

To be eligible, an apprentice or trainee must be under 21 years of age and commence in a Training Contract on or after 1 July 2019 in a designated Free apprenticeship qualification specified on the department's User Choice Price List. Other eligible apprentices or trainees are those:

- enrolled in a qualification under the Year 12 Fee Free initiative prior to 1 July 2019 and will continue their qualification under Free apprenticeships
- under 21 years of age from 30 June 2019 and commenced in a Training Contract prior to 1 July 2019 in a designated Free apprenticeship qualification. Free apprenticeships will apply to units of competency/modules commencing on or after 1 July 2019.

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## Free apprenticeships for under 25s

To be eligible, an apprentice or trainee must be aged between 21 years and under 25 years of age and commence in a Training Contract on or after 1 January 2021 in a designated Free apprenticeship qualification specified on the department's User Choice Price List. Other eligible apprentices or trainees are those:

- aged between 21 years and under 25 years from 31 December 2020 and commenced in a Training Contract prior to 1 January 2021 in a designated Free apprenticeship qualification. Free apprenticeships will apply to units of competency/modules commencing on or after 1 January 2021.
- These apprentices must also not be claiming under the Free apprenticeships for under 21s initiative.

**\* NOTE: Booking a course with us constitutes acceptance of the above terms and conditions.**

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
2.0	Kelly Robinson	15/05/2023	Review of content *more to be added*	Kelly Robinson
2.1	Kirsty Brunker	22/05/2023	Updated format	Emily Dalton
2.2	Kirsty Brunker	3/5/2024	Review and update consumer law	NB Lawyers
2.3			Incorporated fees & charges and terms and conditions	Kat Walton

## DOCUMENT CONTROL

<b>Document Name:</b>	Enrolment Terms and Conditions inc Fees & Charges
<b>Author:</b>	Kat Walton
<b>Approved By:</b>	Kirsty Brunker
<b>Approval Date:</b>	25/10/2021
<b>Review Date:</b>	3/05/2025