

TERMS & CONDITIONS OF ENROLMENT

Enrolment & Selection

1. Courses are open to all adults 14 years and over.
2. The student is responsible for notifying VRA if they have a medical condition or disability or require assistance in their training.
3. Full payment must accompany enrolment to secure a placement.
4. It is the student's responsibility to note the date, time and location of the course as advertised.
5. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
6. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
7. If you are unable to complete your course, due to changed personal circumstances, VRA will make every effort to ensure you are placed into an alternative pre-scheduled course.
8. VRA reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a course or tutor at any time without notice.
9. Students participate in courses involving physical activity; practical demonstrations etc. do so at their own risk. VRA's students are covered by public liability insurance whilst working within VRA's premises.

Training Guarantee

VRA will guarantee to complete all training and/ or assessment once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal Letter of Withdrawal notifying VRA that they wish to withdraw. If a student voluntarily drops out, this guarantee is valid for a maximum of six months from initial course commencement date.

Course Fees, Payments and Refunds

1. Please refer to the course flyers for information on all fees, including course fees; administration fees; materials fees and any other charges.
2. Full payment must be paid, prior to course commencement, to confirm a place into a course.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
4. Refunds may be made in the following circumstances:
 - a. Participants have overpaid the administration charge
 - b. Participants enrolled in training that has been cancelled by VRA
 - c. Participant advises VRA prior to course commencement that they are withdrawing from the course
 - d. If the participant withdraws from a course or program due to illness or extreme hardship as determined by VRA
5. An administration fee will be charged to any student who withdraws from a course in excess of 5 working days prior to course commencement.
6. No refunds will be issued once the course has commenced
7. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, an administration fee of \$20 will be charged.

Complaints and Appeals

VRA recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. Inform VRA if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Inform VRA if you think you have been treated unfairly or unjustly. VRA will discuss the matter with you and try to resolve the problem
3. If you are not satisfied with the resolution we will refer the matter to an independent mediator.
4. If all parties cannot reach a satisfactory solution you have the right to seek representation and appeal under the relevant State or Federal Law.

IMPORTANT INFORMATION

I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions with specific reference to VRA's enrolment and selection, course fees, payments and refunds, course requirements, privacy, complaints and grievances, occupational health and safety, access and equity, harassment and bullying policies and procedures as outlined in the Student Handbook.

Literacy, Numeracy and Numeracy (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning should be identified upon enrolment. Trainers and staff within VRA can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

Support Services

VRA caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage. VRA will analyse who the target candidates are and whether an individual, a specific group or a broad target group and will determine the key characteristics and needs of candidates.

Access to Records

All student records, such as personal details and records of participation and progress, are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of VRA.

All students have the right to access their record of participation and progress within a timely manner, in order for a student to access their records they are required to forward a request in writing to VRA. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

VRA will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

Legislative and Regulatory Requirements

All students will undergo an induction with VRA, which will include the student's rights and responsibilities against the 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 VRA's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

Workplace Health & Safety

VRA is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

VRA monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Workplace Health and Safety Act 2011.

In consideration of all the VRA clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of VRA's management.

STUDENT SIGNATURE: _____ DATE: ____/____/____