

Enrolment Terms & Conditions

It is a condition of enrolment in a course with ALG that you agree to the following Terms and Conditions. Enrolment in an ALG course includes both direct enrolments with ALG and indirect enrolments where the student has enrolled through a partner or agent into a course that is run by ALG.

ALG Policies and Procedures & Student Handbook

Students are required to abide by all the policies and procedures as outlined in the ALG Student Handbook. It is available at ALG.edu.au and may be amended from time to time.

NOTE: The following are key extracts only from the ALG Student Handbook. Students must always refer to the full policies and procedures from the ALG Student Handbook.

Unique Student Identifier

- As a condition of enrolment you automatically grant ALG permission to use any personal information provided to allow ALG to verify or obtain your USI. If you do not want ALG to obtain your USI on your behalf you must make this request prior to completing your enrolment form.

Course Credit

- Any prospective student may apply for credit for study they have completed previously. You can find further information in Course Credit application forms or by contacting ALG.

Application, Enrolments, Fees, Cancellations and Refunds

- Course fees must be paid in full upon application or by payment plan as agreed in writing prior to enrolment.
- After you apply, ALG will determine your suitability to be enrolled into the program.
- Course fees are non-transferable to other students.
- ALG reserves the right to cancel a student's enrolment in the case of payment default.
- In the case where ALG is unable to deliver a course in full or has decided to cancel a course before it commences, ALG will either provide a full refund of tuition fees or the student can accept a place in another course.
- In the case where ALG deems the student unsuitable for the course during the pre-screening process, ALG will provide study alternatives or a full refund.
- Students who opt to pay via payment plan are responsible for any additional fees that are incurred following a failed or late payment.
- **Cancellations** - Students who wish to cancel their enrolment in a module and/or course need to do so in writing to ALG. Cancellations are subject to the applicable refund policy.
- **Payment Plan Cancellations** - Students requesting to cancel an enrolment who have outstanding payment plan fees are required to pay a cancellation fee to cancel all remaining fee liabilities. These fees are to be paid in addition to the fees paid to date for that module/course. Should the total of remaining payment plan fees be less than the cancellation fee, the student is required to pay the remaining payment plan fees.
- **Refunds (Classroom Based Training Modules)** - Students are eligible for a refund if a written request is received 3 weeks prior to the day of the first scheduled class or workshop for that training module and/or course. A refund fee is charged per refund request. A refund request can include a refund for one or more modules and/or courses. Should a student enrol into a module and/or course within 3 weeks of the first scheduled class or workshop, the student will not be eligible for a refund.
- **Refunds (Home Study Based Training)** - For home study based training modules, students are eligible for a refund if a written request is received prior to the delivery day of the home study module and/or course to the student. The delivery day being the day ALG posts or sends course material or grants online course access to the student, as determined solely by ALG.
- **External Agent/Partners Refunds** - Students who have enrolled through an external agent or partner, and have the financial relationship with that agent or partner for tuition fees, must submit a refund request to this agent or partner. Refunds will be subject to their specific terms and conditions, not those of ALG. ALG is not responsible for monies paid to any agent or partner for our courses.
- **Other Changes to Enrolment** - Any other change to original enrolment (with the exception of cancellations, refunds and deferrals) is subject to an administration fee per change.
- All outstanding fees for a course or module must be paid before a student can be issued with a module certificate, qualification testamur and/or statement of attainment.
- **Sales agents or partners** - Note any student enrolling with an ALG sales agent or partner to undertake an ALG course is also subject to the sales agents' or partners' respective terms and conditions, including but not limited to, their refund, cancellation and payment terms and conditions.

Additional Fees

- Additional fees may be applicable during the course of your studies. These include, but are not limited to, change to your timetable, replacement of course notes, credit card payment surcharges, course cancellation, course extensions, refunds etc. Refer to Additional Fee Schedule in the Appendix of the ALG Student Handbook.

Deferment or Suspension

- **Classroom Based Training Modules** - If a student is not eligible for a refund they may be eligible for a deferment. Deferments are only applicable to classroom based modules. ALG may defer 50% of the applicable fully paid course fees as fee credit towards another term of study. This credit is valid for 6 months.

Third Party Partners

- Some courses require the students to take training excursions to other facilities. For example, fitness students will be visiting local fitness centres. In some cases students will be required to enter additional third party agreements surrounding their behaviour and use of paid facility e.g. gym membership agreement. Students must agree to enter these agreements so they can participate in the course training.

Copyright

- All course materials supplied by ALG are Copyright protected and are for personal student use only. Reproduction and/or distribution in any form of ALG course material is prohibited.

Student Responsibilities & Understandings

- If you are under 18 years of age you must obtain parental or guardian consent to study.
- Update ALG of any changes and/or corrections to your personal detail including name, address, phone numbers and email address within 7 days of change. and enable your email service to accept emails from ALG
- Provide photo identification upon enrolment and at time of assessments and issuance of certification.
- Observe ALG's recommendation to have an English language proficiency level appropriate to the applicable course.
- Inform ALG at the time of applying if you have any special learning needs in order for ALG to determine if these can be accommodated. Special learning needs may include language, literacy, numeracy and disability special needs.
- Observe course dates prior to enrolment.
- Observe time limits for courses and qualifications and complete courses and qualifications within such times.
- Observe any pre-requisites for a module or qualification and complete such pre-requisites prior to the commencement of the module or qualification.
- Maintain satisfactory Course Attendance (where applicable) and Course Progress.
- Agree to abide by ALG's photo and video policy. If you do not wish for your photographs to be taken and published please inform ALG prior to enrolment.
- Report any issues or dissatisfaction of training service immediately, allowing ALG an opportunity to rectify this situation if deemed necessary by ALG.

Recognition of Prior Learning (RPL) / Course Credit

- Any student can apply for RPL and Course Credit. Students are required to apply in writing.

Medical Conditions

- It is the student's responsibility to advise ALG in writing prior to enrolment if the student is pregnant or has any medical condition that may put them at risk during their training and course of studies
- If a student's medical condition changes adversely during their studies, that may now put them at risk during their training, the student is responsible to undertake no further classes or training until they advise ALG and get written advice from their practitioner on how to continue their studies
- If the student is in any doubt of medical conditions that may put them at risk during their training, the student needs to seek medical advice from a suitably qualified registered practitioner for clarification before training with ALG.

Course Specific Conditions

- Students should note the completion requirement for each course and/or module they enrol into. Unless specified differently on course notes or marketing materials, each ALG course has a completion date of 1 year from the enrolment date.
- For student undertaking Massage courses: students will be required to give and receive massages by both females and males when enrolled in a body work course and student clinic, e.g. Swedish Massage. Students will be required to undress down to underwear in order to receive an oil massage. Student is required to provide their own towels to each class for a body work module.
- Students undertaking some courses may require a working with children check and / or police check. Check course outline for details.

Disclaimer

- The student will release and hold harmless ALG, its Director, staff, trainers and agents in respect to any property loss or personal injury that may be sustained whilst participating in their course or attending the college or training venue of ALG whosoever caused.
- Every attempt is made to ensure all information from ALG is accurate and that the student has attained the competencies taught in a course, at the point of their assessment. Beyond this point, the graduate is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.
- All students and clients will be responsible for their own personal belongings at all times whilst on any ALG premises.
- The Australian Learning Group will collect information about students in the course of conducting its operations but will not, without consent, use or disclose any such information other than for the purpose for which it is reasonably expected it to be used. This is in keeping with the Australian Privacy Principles.
- Any other matter not specifically mentioned in the above Terms & Conditions is at the discretion of ALG.