

Term and Conditions of Enrolment

Language, Literacy 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 is to be identified upon enrolment. Trainers and staff within the RTO 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

All students undertaking a Certificate III qualification or below are required to undertake an LLN Assessment.

Support Services

I.G Institute 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 to course completion, through their trainer or RTO staff.

I.G Institute is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by the RTO.

To achieve this and to ensure the quality delivery of training and education, the RTO provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO for further counselling and/or assistance.

Enrolment & Selection

1. The student is responsible for notifying I.G Institute if they have a medical condition or disability or require assistance in their training.
2. It is the student's responsibility to note the date, time and location of the course as advertised.
3. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
4. 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.
5. 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.
6. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
7. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
8. Students participate in courses involving physical activity; field trips, practical demonstrations etc. do so at their own risk. I.G Institute students are covered by public liability insurance whilst working within the RTO's premises.

Course Fees, Payments and Refunds

1. Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
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. Certificates will be issued to the student once all paperwork has been received and all fees are paid.
4. Refunds may be made in the following circumstances:
 - a) Participants have overpaid the course student fee
 - b) Participants enrolled in training that has been terminated by the RTO
 - c) Participant advises the RTO prior to course commencement that they are withdrawing from the course
 - d) If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
 - e) In the event that the RTO fails to provide the agreed services
5. If a deposit is required prior to course commencement a fee no more than \$1,500 will be charged to confirm a place in the course. Please refer to the Course Flyer for the fee amount required.
6. Where a refund is required, the RTO will provide a full refund or pro-rata of any units not completed.
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, a certificate re-issue fee of \$50 will be charged.
8. The RTO is responsible for the issuance of AQF certification documentation

Reassessment

If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be re-assessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.

If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

Where a re-assessment fee is applicable please refer to our website www.igi.nsw.edu.au to view the amount payable within our Fees Schedule to undertake your re-assessment.

If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six-month period to undertake reassessment if required.

Credit Transfer

The RTO recognises the Australian Qualifications Framework and Vocational Education 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 competences achieved must be supplied for recognition to be processed (ie presentation of original certificate or transcript to the RTO).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

Cooling Off Period

I.G Institute protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to withdraw and/or cancel their enrolment by placing a formal notice of withdraw and/or cancellation in writing to the I.G INSTITUTE Student Services (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of I.G Institute closing down, the RTO will advise the learner as soon as practicable. This includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

Complaints and Appeals

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. I.G Institute administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the RTO for actioning.

Please refer to the *Student Handbook for more details on the complaints and appeals process.

Consumer Guarantee

I.G Institute guarantees that the services provided by the RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

Fee Protection

I.G Institute does not require a minimum deposit unless agreed otherwise. In the event a special arrangement is made with the student, the fee charged will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are less than \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyer for an outline of all course fees. Following course commencement, full fees will be required to be paid as per scheduled payment plan (if remaining fees are more than \$1500), or in full (if the remaining fees are below \$1500) for training and other services yet to be delivered.

Legislative and Regulatory Requirements

All students will undergo an induction with the RTO, 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 I.G Institute policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the *Student Handbook.

STUDENT DECLARATION

Declaration

In making this application for enrolment, I declare that the information I have provided is true and correct. I am aware of the consequences that may arise from providing false, misleading or incomplete information, including the cancellation of my enrolment or the withdrawal of any offer made by I.G Institute

- Please find our student handbook on our website www.igi.nsw.edu.au

I also declare that I have received or been directed to the following document prior to enrolment

- Course Outline
- Received Terms & Conditions of Enrolment
- Attached Course Statement of Fees
- Student Fees and Subsidies not applicable to me
- I wish to apply for Concession (and I have supplied my current concession card)

I declare that I understand the following:

- I will be required to complete a Learner Survey on completing or discontinuing the course
- Photographic consent to publish your image for display both at Gateway and Internet

Applicant name:

Date:

Applicant Signature:

Time of signing: