

TERMS AND CONDITIONS OF ENROLMENT

Contents

TERMS AND CONDITIONS OF ENROLMENT	1
1. ENROLMENT COMPLETION	2
2. ORIENTATION DAY	2
3. COURSE REQUIREMENTS	2
4. PREVIOUS EXPERIENCE AND VOLUME OF LEARNING	3
5. COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL)	3
6. DUAL QUALIFICATIONS	3
7. ACADEMIC PROGRESS REQUIREMENTS	3
8. First aid under the Certificate III and Diploma of Early Childhood Education and Care:	4
9. ATTENDANCE REQUIREMENTS	4
10. COURSE DEFERRAL, SUSPENSION, CANCELLATION AND WITHDRAWAL	5
11. CONSUMER PROTECTION	5
12. ACCESS AND EQUITY	5
13. ADVERTISING CONSENT	5
14. AUTHORITY TO RELEASE INFORMATION (In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000)	6
15. FEES AND CHARGES	6
16. PAYMENT SCHEDULE	7
17. STUDENT CONCERNS, COMPLAINTS AND APPEALS	7
18. GRANTS, FUNDING, AND GOVERNMENT LOAN ADHERENCE	8
18.1. DESTINATION AUSTRALIA	8
18.2. CERTIFICATE 3 GUARANTEE (C3G)	9
18.3. HIGHER LEVEL SKILLS (HLS)	9
18.4. VET STUDENT LOANS (VSL)	9

1. ENROLMENT COMPLETION

- 1.1. Read the offer details, ensure all details are correct and that you agree to the terms and conditions of enrolment.
- 1.2. Provide a signed copy of this enrolment offer, together with relevant evidence for your funding and eligibility, if applicable.
- 1.3. Please note that if you are under 18 years old, this offer must be signed by your parent or legal guardian.
- 1.4. After accepting and signing this letter of offer, make a payment of the required deposit as specified in this offer agreement.
- 1.5. Your offer will be conditional on meeting eligibility, enrolment assessment criteria and course requirements, and will be pending until Envirotech completes your enrolment assessment process. An offer is valid for 28 days only.

To complete your enrolment in accordance with the letter of offer, please follow the rest of the steps listed below.

2. ORIENTATION DAY

Orientation days are on Fridays and will be conducted online, on the date indicated in this offer letter. Please ensure you provide any pending documents relevant to your enrolment, and current ID and in case you attend class, bring your own laptop.

3. COURSE REQUIREMENTS

- 3.1. Personal computer. Students must have and bring with a laptop computer to complete their studies at Envirotech.
- 3.2. Internet connection and email. Students must have internet and email accounts available during enrolment.

Students who do not have the above criteria will not be able to commence their studies and must arrange it prior to their commencement date. Special circumstances apply when training will be delivered in rural areas and will require approval from the admission officer as part of the pre-enrolment process.

4. PREVIOUS EXPERIENCE AND VOLUME OF LEARNING

Students who are enrolled in intensive courses (E.g.: Certificate III, Diploma or Advanced Diploma courses completed in 6 months) must have sufficient previous educational or vocational experience. Students without sufficient experience must complete a lower qualification in the same stream or enrol for the full course duration. If this is not applicable, then additional LLN, computer and personal skills will be required to be demonstrated during the pre-enrolment stage, as part of the suitability and Genuine Student assessment process. An exception might be for students who are studying under the Certificate 3 Guarantee, who are targeted to finish a level 3 course in a shorter timeframe.

5. COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING (RPL)

Students who have completed previous studies or accumulated extensive work experience and can present appropriate evidence may apply for credit transfer or Recognition of Prior Learning (RPL) before their course commencement or a maximum of 2 weeks after. A written application should be submitted before or during the enrolment into the selected course. A credit transfer application must include a statement of attainment showing the awarding registered provider, course code and title, units of competency code and title, results, and dates and the document must be certified by a qualified JP. The application for credit transfer or RPL is assessed by Envirotech and will be approved based on sufficient evidence. Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of funded courses, Envirotech will notify the Department of Education. The course duration and level of funding will be amended as required.

6. DUAL QUALIFICATIONS

Students applying to do dual qualifications will be enrolled in the main qualification, and only upon satisfactory completion will be awarded credit transfer for the secondary qualification.

7. ACADEMIC PROGRESS REQUIREMENTS

Envirotech monitors and records student academic progress throughout their period of enrolment. When a student does not meet the course requirements for two consecutive study periods, he or she will become students at risk, and this may result in their course enrolment being cancelled. Envirotech will notify the student at risk of failing to meet course progress requirements and implement an intervention strategy to assist the student to meet course requirements. Students failing their academic progress must attend an intervention day which may attract additional costs. Envirotech will notify the student in writing of its intention to cancel their enrolment for not achieving satisfactory course progress and not being engaged with their studies. Students have the right to appeal Envirotech's decision through access to the

complaint and appeal mechanism. For the full detailed policies and procedures, click here [Envirotech Complaints and Appeals Policy and Procedure](#).

Students must satisfactorily complete all required assessment tasks to satisfy the academic requirements of each unit of competency to complete the course.

Students who have not accessed their resources or demonstrated engagement (logging onto the platform and participating in the content) when undertaking their course in an online method, will be deemed as not engaged students. Envirotech will determine if the student does not wish to continue with the enrolled course and will be withdrawn. For students who are studying under the VSL program, this will be on or before the census date for the current unit of study.

Students who withdraw or do not complete a full qualification requirement, will not be issued with a certificate, and will receive a Statement of Attainment for any units of competency completed during a paid course period. The Statement of Attainment will contain the list of units successfully completed along the paid course duration.

8. First aid under the Certificate III and Diploma of Early Childhood Education and Care:

The Certificate III in Early Childhood Education and Care and the Diploma of Early Childhood Education and Care courses require the completion of the unit of competency HLTAID004 Provide an Emergency First Aid Response in an Education and Care setting. To ensure you have the highest quality education, Envirotech will arrange this component at a training facility in your area that specialises in First Aid. Please note that you, as our student, will need to complete the required forms and physically attend this unit with a different provider, as this unit requires a practical demonstration and must be done in front of a qualified assessor.

9. ATTENDANCE REQUIREMENTS

Envirotech's courses are being delivered in a blended delivery mode that combines face-to-face and online delivery. Students are encouraged to attend course sessions to maintain satisfactory academic progress and meet their course enrolment requirements. Students who are not able to maintain satisfactory attendance will be required to attend additional hours outside of the course schedule, which may attract additional fees.

Some courses will require mandatory attendance for specific units of competency that must be trained in a face-to-face delivery mode e.g., Diploma of Digital Media)
This does not apply to students who chose the flexible delivery and complete their study online.

10. COURSE DEFERRAL, SUSPENSION, CANCELLATION AND WITHDRAWAL

Students who wish to cancel their studies must follow Envirotech policy and procedures which may be found here:

[Domestic Students Deferral, Suspension, and Cancellation](#)
[International Students Deferral, Suspension, and Cancellation](#)

11. CONSUMER PROTECTION

Envirotech safeguards student tuition fees by following the National RTO Standards. Please also refer to the Tuition Assurance Exemption Statement for students who are studying under the VET Student Loan program, available on the Envirotech website.

The students' offer letter, and the availability of complaints and appeals processes, do not remove the rights of the student to act under Australian Consumer Law. The dispute resolution process of Envirotech Education does not limit the student's right to pursue other legal remedies.

12. ACCESS AND EQUITY

Envirotech values Social Justice. We are committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice, and discrimination. All staff at Envirotech share the responsibility that our Policy is adhered to all of the time. Envirotech is committed to Equal Opportunity and recognises its responsibilities under both State and Federal anti-discrimination legislation. To this end, we are striving to discourage discrimination against any person on the grounds of gender, sexual preference, marital status, pregnancy, race, political or religious conviction, disability, or age. We are likewise striving to create a harassment-free environment, promote equality of opportunity for disadvantaged groups, and bias-free communication.

Students who feel that Envirotech Access and Equity Policy has been breached are encouraged to follow the [Complaints and Appeal Policy](#) until the issue is satisfactorily resolved.

13. ADVERTISING CONSENT

Unless it will state differently on your enrolment, Envirotech may use your photograph and video image taken as part of the course, as applicable, or any reproduction (full or partial) thereof, in any form, style, or colour, together with any writing and other advertising material. The consent and release is given without limitation upon, or liability for, any use for advertising, illustration, publication or broad case of any kind, or in trade or media, or for any purpose. Any photography and/or likeness or voice and the film, tape, plates, and negatives

thereof, remain the exclusive property of Envirotech Education. Commercial or advertising materials will not need to be approved before being advertised or used.

14. AUTHORITY TO RELEASE INFORMATION (In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000)

14.1. While you are undertaking your training program, there will be times when Envirotech or its authorised representatives and/or its Training Consultant, Business Development Consultant, and Administration Officer, may need to discuss your situation with others. Please be assured that any discussion held with these representatives will be for the purposes of your development and well-being. Students and their employers are required to provide permission for these discussions or viewing of evidence to occur.

14.2. This authority does not permit Envirotech to discuss your details, study or work with other students unless we have your written permission to do so. Please sign in the declaration provided below. Your personal information, attendance details, progress and results will be disclosed to different government departments, e.g.: the Department of Education, Training and the Arts, Queensland Studies Authority and ASQA for the purpose of the Education (General Provisions) Act 2006 and the Education (Queensland Studies Authority) Act and Regulation 2002.

15. FEES AND CHARGES

15.1. If the student does not pay the fees by the due date, a late fee will be charged, and the student may lose their place in the course. Envirotech reserves the right to review its fees without notice. Students should check the fee details prior to payment. Fees are not expected to rise by more than 10% in any one year per letter of offer that has been issued.

15.2. The student diligently undertakes payment of Envirotech's fees and charges as specified or amended in their offer letter.

15.3. Fees and charges include but are not limited to tuition fees, application and materials fees, excursion and related expenses, certificate replacements, administration charges, extra assistance in academic progression, change of course and course deferrals, unit extension fees, and plagiarism fees.

15.4. It is the student's responsibility to be aware of payment deadlines, keep a copy of all fees paid and be aware of Envirotech policies relating to payments.

- 15.5. All Envirotech fees are subject to indexation in accordance with Australian CPI as reported by the Reserve Bank of Australia (RBA)

16. PAYMENT SCHEDULE

- 16.1. All fee payments shall be made to Envirotech.
- 16.2. Failure to pay these fees may result in any one or all of the following:
- 16.3. Any statements of attainment of results will be withheld until payment is received.
- 16.4. The debt will be transferred to Envirotech's debt collection agency. The full costs of which will be borne by the student.
- 16.5. The student's enrolment will be cancelled
- 16.6. Release letter and cancellation of student's enrolment may not be issued.
- 16.7. Students with unpaid fees will not be permitted to re-enrol in or attend any course at Envirotech.
- 16.8. Interest being charged in accordance with the schedule of fees:
- 16.9. Late academic submission fees will apply for students, for any assessment that is overdue by more than 1 week from its due date.
- 16.10. The late academic fees are to ensure students are on track with their academic progress and to encourage students to complete their course successfully. The main goal is to increase students' completions and ensure a reasonable weekly marking workload for our trainers.
- 16.11. To avoid late fees, students must submit their assessments in a timely manner by the due date. Students who have a valid reason for not submitting their assessments on time, must communicate this with the Student Registrar and provide relevant evidence e.g., a doctor's certificate
- 16.12. Students can appeal Envirotech's decision if they feel they should not have received their late academic submission fee. The Student Registrar is always keen to assist students in this process if required.
- 16.13. Students who do not pay their fees as scheduled or will not rectify overdue payments, are risking enrolment cancellation. In this case a notice will be issued to the student via email.

17. STUDENT CONCERNS, COMPLAINTS AND APPEALS

If you are not happy about any part of your course or services at Envirotech, please tell us. We will do our best to meet your requests. Our staff members are available to talk to you about any matter at any time. You can bring a friend or any other support person, to assist you if you have a problem. If you are unable to resolve the problem after conferring with a trainer, coordinator,

or counsellor, you are welcome to make an official complaint and discuss this with the Student Registrar. Lodging an internal complaint is part of your rights and therefore there will be no additional costs involved, and your paid enrolment will be maintained while any complaint and appeals process is finalised.

Please refer to the Student Handbook available on our website for the full Complaints and Appeal policy and procedures. Envirotech staff will support you in the process and assist you to follow the required steps in case you need assistance with your complaint.

The dispute resolution process, does not prevent a student from exercising their right to other legal remedies

18. GRANTS, FUNDING, AND GOVERNMENT LOAN ADHERENCE

Students who have qualified for scholarships, state/national funding or have availed of the VET Student Loans will need to observe and fulfil the obligations and responsibilities listed under their program to maintain their eligibility.

18.1. DESTINATION AUSTRALIA

The Destination Australia Scholarship awards as much as \$15,000 to eligible students

Student Responsibility

- The student will need to be enrolled full-time to the MSS50118 Diploma of Sustainable Operations
- Complete the Destination Australia Statement of Commitment
- Attend the face-to-face classes twice a week at the Byron Bay campus
- Attend all scheduled classes on time and actively participate in discussions
- Attend and complete all scheduled practical activities
- Submit all assessments within the set timeframe and maintain positive academic progress
- Participate in all relevant surveys
- Maintain residency in the Byron Bay area for the duration of each study period.
- The student will adhere to and be guided by existing Envirotech policies

Scholarship Disbursement

The scholarship funds will be released in two (2) installments:

- | | | |
|---------------------------------------|---|---|
| 1 st Installment (\$7,500) | - | 6 weeks from the start of the course |
| 2 nd Installment (\$7,500) | - | 6 months from when the 1 st installment was released |

18.2. CERTIFICATE 3 GUARANTEE (C3G)

- The student will need to be enrolled in ICT30120 Certificate III in Information Technology
- Complete the Certificate III Guarantee Funding Acceptance Agreement
- Attend all scheduled classes on time and actively participate in discussions
- Attend and complete all scheduled practical activities
- Submit all assessments within the set timeframe and maintain positive academic progress
- Participate in all relevant surveys
- The student will adhere to and be guided by existing Envirotech policies

18.3. HIGHER LEVEL SKILLS (HLS)

- The student will need to be enrolled in BSB40320 Certificate IV in Entrepreneurship and New Business, SIT40516 Certificate IV in Commercial Cookery, SIT50416 Diploma of Hospitality Management, or SIT60316 Advanced Diploma of Hospitality Management
- Complete the Higher Level Skills Funding Acceptance Agreement
- Attend all scheduled classes on time and actively participate in discussions
- Attend and complete all scheduled practical activities
- Submit all assessments within the set timeframe and maintain positive academic progress
- Participate in all relevant surveys
- The student will adhere to and be guided by existing Envirotech policies

18.4. VET STUDENT LOANS (VSL)

- The student will need to be enrolled to the MSS50118 Diploma of Sustainable Operations, SIT50416 Diploma of Hospitality Management, or SIT60316 Advanced Diploma of Hospitality Management
- The student will need to complete and sign the eCAF Agreement
- The student will need to complete the VET Student Loans Progression Form in a timely manner
- Attend all scheduled classes on time and actively participate in discussions
- Attend and complete all scheduled practical activities
- Submit all assessments within the set timeframe and maintain positive academic progress
- Participate in all relevant surveys
- The student will adhere to and be guided by existing Envirotech policies