

## TERMS & CONDITIONS OF ENROLMENT

### Language, Literacy and Numeracy (LLN)

Students needing assistance with their learning and are identified at enrolment or during the LLN are referred to their potential Trainer and Assessor. 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 qualification are required to undertake an LLN Assessment.

### Support Services

Gateway Training Academy 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. Gateway training Academy 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.

### Enrolment & Selection

1. The student is responsible for notifying Gateway Training Academy 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. Gateway Training Academy reserves the right to cancel or postpone courses due to low enrolment numbers. All students will be contacted to advise of any such changes (please ensure that you have provided current contact details).
4. Requests to transfer a course due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
5. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.

### Course Fees, Payments and Refunds

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). In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement. Gateway Training Academy is responsible for the issuance of AQF certification documentation. Statements of Attainment or Certificates are only issued to students who have been assessed as competent in accordance with the requirements of the Unit/s of Competency and Qualification. Certificates are issued to the student once all fees are paid.

Where a refund is required, the RTO will provide a full refund or pro-rata of any units not completed.

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, the following fee shall be incurred; Statement of Attainment \$30.00 and Qualification (with academic transcript) \$40.00.

### Reassessment

If a student is deemed not yet competent for a Unit of Competency, Gateway Training Academy permits two assessment resubmissions per Unit of Competency.

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

Any additional attempts must be justified and may incur a reassessment fee. If a reassessment fee is applicable, this fee will be discussed with the student and will depend on the circumstances of the reassessment.

### Credit Transfer

Gateway Training Academy 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 is a process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies. Where a student provides suitable evidence that they have successfully completed a unit or module at any RTO, Gateway Training Academy provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. Evidence of competences achieved must be supplied for Credit Transfer to be processed (verified copy of your Certificate and Transcript, or Statement of Attainment). Please refer to the Student Handbook or contact the office to enquire on how to apply for a Credit Transfer.

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### **Cooling Off Period**

Gateway Training Academy protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods. Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (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 Gateway Training Academy 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**

Gateway Training Academy is committed to ensuring that all students are provided the best possible environment in which to study. Gateway Training Academy will address all complaints and appeals in a fair, constructive and timely manner. All students have a right for their complaint or appeal to be heard and for an impartial decision to be made. If a student wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which can be located on our website or by contacting our office. Please refer to the Student Handbook for more details on the complaints and appeals process. Please refer to the \*Student Handbook for more details on the complaints and appeals process.

### **Consumer Guarantee**

Gateway Training Academy 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**

Gateway Training Academy 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 Gateway Training Academy policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the \*Student Handbook.