



Enrolment Terms and Conditions

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1. Pre-Enrolment Acknowledgements

1.1 The student confirms that, before enrolling, they read or had the opportunity to read:

- a. the relevant course page and associated website information;
- b. the Student Handbook;
- c. ITAC's website policies, including the Refund Policy and Course Fees Policy; and
- d. information relating to entry requirements, language, literacy and numeracy expectations, digital literacy requirements, placement requirements, duration, study mode, fees, support, and extension arrangements.

1.2 The student acknowledges that they have enrolled on the basis of their own assessment of the suitability of the course and their own circumstances.

1.3 The student warrants that all information provided to ITAC before and during enrolment is true, complete and not misleading, and that they have disclosed any information reasonably relevant to ITAC's assessment of suitability, support needs, entry requirements, work placement requirements or course appropriateness.

1.4 The student acknowledges that ITAC assesses enrolment suitability based on the information provided by the student and that ITAC is entitled to rely on that information.

1.5 ITAC may refuse, cancel or revise an enrolment if information provided by the student is false, misleading, incomplete or later found to be materially inaccurate.

1.6 The student must promptly notify ITAC of any change of address or circumstances that may materially affect their enrolment.

2. Evaluation Period

2.1 The student may withdraw from the course by written notice to ITAC within 7 calendar days of enrolment (Evaluation Period).

2.2 If the student withdraws in writing within the Evaluation Period, any refund will be calculated in accordance with clause 5.

2.3 The Evaluation Period commences on the day after the student receives their acceptance letter by email and ends 7 calendar days later.

2.4 If the student does not withdraw in writing within the Evaluation Period, the student becomes liable for the full course fee in accordance with these Terms and Conditions.

3. Financial Commitment

3.1 The student acknowledges that, if they do not withdraw in writing within the Evaluation Period, the full course fee becomes due and payable.

3.2 The course fee is charged for access to the training, assessment, administration and support services provided by ITAC during the enrolment period, and for the costs and resources committed by ITAC from the time of enrolment, whether or not those services are used.

3.3 Once the student becomes liable for the full course fee, that liability continues regardless of participation, progress, withdrawal, hardship, illness, injury, medical, financial or employment circumstances, change of mind, failure of assessments, or any other change in the student's circumstances.

3.4 Where ITAC allows payment by instalments, this is an interest-free payment arrangement for an existing course fee liability that has already become due and payable under these Terms and Conditions.

3.5 The instalment arrangement does not reduce, defer or extinguish the student's liability for the full course fee and is not structured on a pay-per-use, pay-per-class, pay-per-assessment, pay-per-unit or subscription basis.

4. Fees Components

4.1 The course fee includes the following embedded, non-refundable components:

- a. **Application and Setup Fee: \$250**
- b. **Monthly Course Administration Fee: \$150** for each full or part month of enrolment during the standard enrolment period

4.2 The Application and Setup Fee cover matters such as application review, pre-enrolment communication, interviews or suitability discussions, admissions administration, enrolment processing, payment plan set-up and transaction costs, student file creation, system setup, onboarding and support contact, compliance administration and reporting, and initial trainer allocation.

4.3 The Monthly Course Administration Fee covers matters such as ongoing course administration, payment plan administration and transaction costs, trainer allocation, access to the learning platform, availability of student support, assessment administration, compliance systems, recordkeeping, and other related administrative and servicing activities during the enrolment period.

4.4 These embedded fee components form part of the total advertised course fee and do not constitute additional charges unless expressly stated otherwise.

5. Refunds

5.1 If the student withdraws in writing within the 7-day evaluation period, any refund approved by ITAC will be calculated after the deduction of the non-refundable **\$250 Application and Setup Fee**, or the amount paid to date if less than \$250.

5.2. The Monthly Course Administration Fee is not payable if the student withdraws within the evaluation period.

5.3 After the 7-day evaluation period, refunds, course credit (including a reduction of the course fee payable) is not available because the student:

- a. changes their mind;
- b. experiences hardship, illness, injury, pregnancy, family or caring responsibilities, employment related changes, changes or financial difficulty;
- c. does not participate;
- d. withdraws from the course;
- e. does not commence or complete placement;
- f. is dissatisfied with the amount of time required;
- g. does not complete the course within the enrolment period;
- h. fails assessments or fails the course; or
- i. no longer wishes to continue.

5.4 The student acknowledges that ITAC incurs costs and allocates resources from the time of enrolment, regardless of when or how often the student engages with the course. This includes maintaining trainer availability so that support, marking, guidance and other course services are available when required, even if the student delays participation or does not engage consistently throughout the enrolment period.

5.5 Nothing in these Terms and Conditions excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or any other applicable legal requirements.

6. Hardship and Discretionary Support

6.1 After the 7-day evaluation period, hardship or medical circumstances do not create a right to a refund, credit or release from the balance of the course fee.

6.2 ITAC may, in its absolute discretion, offer practical support measures where appropriate, including:

- a. an adjusted payment arrangement;
- b. an extension of time;
- c. temporary academic support measures;
- d. temporary administrative support arrangements; or

e. other reasonable assistance considered appropriate by ITAC.

6.3 Any such support is discretionary and does not amount to a waiver of the contract unless confirmed in writing by the General Manager.

6.4 Nothing in this clause limits ITAC's obligation to consider and, where required by law, provide reasonable adjustments for students with disability in accordance with applicable legislation, including the *Disability Discrimination Act 1992* and the *Disability Standards for Education 2005*.

7. Enrolment Period and Extensions

7.1 The standard enrolment period is 12 months from the course start date.

7.2 The enrolment period ends at 11:59 pm on the day before the 12-month anniversary of the course start date, unless the course is completed earlier or an extension is approved by ITAC.

7.3 The 12-month enrolment period is the maximum standard period in which the student may complete the course without an approved extension. It is not a representation that the course will take 12 months to complete.

7.4 The student must complete all required learning, assessment and placement requirements within the 12-month enrolment period unless ITAC approves an extension.

7.5 If the student has not completed the course by the end of the 12-month enrolment period, access may cease and the student may be withdrawn from the course unless an extension is approved.

7.6 Extensions may be available at ITAC's approved fee at the time of application.

7.7 ITAC is not obliged to grant an extension.

7.8 Any assessment submitted after the expiry of the enrolment period may be refused, returned unmarked, or held pending approval and payment of an extension.

8. Course Access and Lockout

8.1 ITAC may deactivate or limit student access to the learning platform, classes, support services, webinars, trainer assistance, assessment marking, placement processing and related services at the end of the enrolment period if the course has not been completed and no extension has been approved.

8.2 ITAC may also suspend access or services where accounts are overdue, subject to applicable law and reasonable administrative processes.

9. Payment Obligations

9.1 The student must ensure all instalments and other amounts due to ITAC are paid on time.

9.2 The student must promptly address any unsuccessful payment by paying the overdue amount or making another arrangement approved by ITAC.

9.3 A dishonour fee of \$3.00, or such other amount as reflects the amount charged to ITAC by the financial institution, may apply for each unsuccessful direct debit transaction.

9.4 If the student falls into arrears, ITAC may:

- a. suspend services;
- b. withhold assessment marking;
- c. prevent progression;
- d. restrict access to systems or support; and
- e. take steps to recover the debt, including referral to an external collection agency.

10. Work Placement

10.1 Where the course includes mandatory work placement, the student is responsible for reading and complying with all placement requirements communicated by ITAC.

10.2 The student acknowledges that work placement is a compulsory part of relevant courses and may require clearances, travel, physical activity, full-day attendance, professional conduct, and compliance with workplace expectations.

10.3 The student is responsible for obtaining, paying for, and maintaining any clearance, check, permit, evidence or other requirement necessary for placement or work in the relevant jurisdiction.

10.4 The student is expected to take reasonable steps to arrange a suitable placement using their own contacts and local opportunities where possible, including liaising with prospective host organisations and completing any required placement documentation such as the memorandum of understanding.

10.5 Where ITAC assists with placement arrangements, ITAC does not guarantee placement in the student's preferred workplace, suburb, distance from home, timetable, age group, year level, setting or other preferred conditions. Any placement arranged or identified by ITAC may differ from the student's preferences, including in relation to travel, workplace type, hours, cohort, year level or location.

10.6 If ITAC arranges a placement for a student and the student refuses, declines or withdraws from that placement, ITAC may, at its discretion, charge an additional

placement arrangement fee before taking any further steps to identify, approach or arrange another placement. ITAC may refuse to organise or approve a second placement at its discretion.

10.7 Additional placement-related fees may apply where stated in ITAC's fee schedule or policies, including fees for rescheduling, cancellation, non-attendance or other avoidable administrative events.

10.8 Failure to secure, accept, commence, maintain or complete a suitable placement does not entitle the student to a refund, credit or reduction in fees.

11. Professional Conduct

11.1 Students must behave professionally and respectfully in all dealings with ITAC staff, trainers, workplaces, fellow students and any related third parties.

11.2 ITAC may suspend, restrict or cancel enrolment or participation where the student engages in conduct that is abusive, threatening, dishonest, discriminatory, unsafe, inappropriate, disruptive or otherwise incompatible with professional standards or placement requirements.

11.3 ITAC may suspend, restrict or cancel enrolment or participation where ITAC reasonably considers that the student poses a legal, regulatory, safety or reputational risk to ITAC, its staff, students, placement partners or other third parties.

11.4 Cancellation or suspension for conduct reasons does not of itself release the student from liability for fees already payable under these Terms and Conditions.

12. Integrated Course Structure and No Exit Points

12.1 ITAC courses are structured using an integrated course design in which evidence for units of competency is gathered across multiple tasks, clusters, modules and workplace activities.

12.2 Accordingly, there are no mid-course or partial completion exit points that would enable ITAC to issue a Statement of Attainment. Students must complete all required assessments to be eligible for issuance of the relevant Australian Qualifications Framework certification documentation, including the certificate and Record of Results.

12.3 Non-accredited participation or completion certificates may be issued by ITAC at its discretion and do not replace AQF certification documentation.

13. Qualification Issuance and Completion Documents

13.1 ITAC will issue AQF certification documentation only when all applicable requirements have been met, including:

- a. all course fees and any other amounts due to ITAC have been paid in full;
- b. all required assessments have been completed to the required standard within the student's enrolment period or any approved extension period;
- c. all required workplace or practical components have been completed within the student's enrolment period or any approved extension period;
- d. the student is otherwise eligible for issuance under applicable standards and rules; and
- e. the student has provided a valid Unique Student Identifier where required.

13.2 ITAC will not issue certificates, records of results, statements, attestations of completion, graduation documents or other formal completion documents while fees remain unpaid.

14. Course Completion Timeframes

14.1 Any course duration, indicative completion timeframe or similar estimate published or communicated by ITAC is separate from the enrolment period and is provided as general information only.

14.2 Actual completion times vary based on individual circumstances, participation, capability, prior experience, support needs, placement timing and other factors.

15. Centrelink and Reporting

15.1 Where required, ITAC may report student progress, participation or related information to Centrelink or other authorised bodies in accordance with legislative or regulatory obligations.

16. Use of Images and Promotional Material

16.1 ITAC may take and use photographs, video recordings, testimonials and related material featuring students for promotional, marketing and social media purposes unless the student withdraws consent.

17. Provider Cancellation or Inability to Deliver

17.1 If ITAC cancels a course before it starts, or is unable to provide the agreed training and assessment services for reasons within ITAC's control, ITAC may offer an alternative arrangement, transfer the student to another suitable course or intake, or provide a refund or partial refund having regard to the circumstances, the services already provided, and any applicable legal obligations.

18. Force Majeure

18.1 ITAC is not liable for any delay, interruption, suspension, failure or inability to perform its obligations under this agreement to the extent caused by an event or circumstance beyond its reasonable control.

18.2 Such events may include natural disasters, fire, flood, storm, epidemic, pandemic, public health event, government action or restriction, industrial dispute, civil disturbance, war, terrorism, power outage, fuel restriction, failure of telecommunications or internet services, failure of third-party platforms or service providers, workplace closure, or any other similar event beyond ITAC's reasonable control.

18.3 Where a force majeure event occurs, ITAC may suspend, delay, modify or replace affected training, assessment, placement, support or administrative arrangements for the duration of the event and for a reasonable period thereafter.

18.4 ITAC will take reasonable steps to minimise disruption where practicable, including by using alternative delivery, assessment, support or administrative arrangements where reasonably available.

18.5 A force majeure event does not of itself entitle the student to a refund, credit or reduction in fees, except to the extent required by law.

18.6 Nothing in this clause excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law or any other applicable law.

19. Policies and Administrative Updates

19.1 ITAC will update these terms and conditions, policies, procedures, website information and administrative processes from time to time.

19.2 These updates do not retrospectively vary these Terms and Conditions for an existing enrolment unless:

- a. the change is required by law or regulator;
- b. the change is administrative only and does not materially reduce the student's rights;
- c. the change is beneficial to the student; or
- d. the change is otherwise agreed in writing between ITAC and the student.

19.3 Students are encouraged to check ITAC's website for current policies, procedures and administrative information.

20. General Terms

20.1 If any provision of these Terms and Conditions is invalid, void or unenforceable, that provision is to be read down or severed to the extent necessary for the term to become valid, and the remainder continues in effect.

20.2 A failure or delay by ITAC in enforcing any right does not amount to a waiver of that right.

20.3 In the event of any inconsistency, conflict or ambiguity between these Terms and Conditions and any other policy, procedure, handbook, course information, website content or other information provided by ITAC, these Terms and Conditions prevail unless otherwise expressly approved in writing by the General Manager.

20.4 No verbal statement, informal email, text message, marketing statement, social media message or other representation made by ITAC staff alters these Terms and Conditions unless the variation is expressly approved in writing by the General Manager.

20.5 The contract is governed by the laws of Western Australia.

21. Early Childhood: First Aid Unit

21.1 For relevant Early Childhood courses, including courses where *HLTAID012 Provide First Aid in an education and care setting* is required (or its successor), that unit is not delivered by ITAC unless expressly stated otherwise.

21.2 Students must complete that unit externally through an appropriate provider at their own expense and provide ITAC with the Statement of Attainment or other evidence accepted by ITAC, within their enrolment period or any approved extension period.

22. Early Childhood: Payment Threshold for Combo Progression

22.1 Students enrolled in the Early Childhood Combo must meet the minimum payment threshold specified by ITAC before progressing from the Certificate III phase to the Diploma-level phase.

22.2 The current threshold is \$1,500, unless otherwise advised by ITAC in writing.