

TERMS AND CONDITIONS

Student Information Course Information

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide.

This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required, as well as vocational outcomes.

Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015.

Your USI account will contain all your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

From 1 January 2015, all students are required to provide Allens Training Pty Ltd with a verified USI before we can issue any certification. For further information on what a USI is and how this number will affect you please refer to the Allens Training Pty Ltd website, or to the USI website: <https://www.usi.gov.au/>

Enrolment

Enrolment and admission into some of Allens Training Pty Ltd courses are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training courses are contained in individual course documentation and are made available prior to enrolment. All course information is located on our website.

In the event a potential student does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards. Questions regarding prerequisites can be addressed by contacting Coast Wide First Aid Training or Allens Training Pty Ltd Contact Centre on 1300 559 064.

Upon successful enrolment, students will be provided with login details to access their individual Training Desk Portal. Training Desk will provide the student with access to their training records (previous courses completed, Statement of Attainment) which can be downloaded at any time.

Course Delivery

Coast Wide First Aid Training delivers Training and Assessment on behalf of Allens Training Pty Ltd RTO 90909. The Third-Party organisation has an agreement in place which is registered with ASQA and is authorised to deliver training on behalf of Allens Training Pty Ltd.

The course fee is paid directly to Coast Wide First Aid Training, with no further enrolment fees required.

Course Fees

Each qualification, unit of competency or course offered by Allens Training Pty Ltd and or a third-party delivering training on their behalf has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected course. Course fees are set at competitive rates and will be advised prior to the enrolment in a course.

These fees may vary from course to course. Fees and charges are available on request by telephoning Allens Training Pty Ltd Contact Centre 1300 559 064 or the third-party delivering training on behalf of Allens Training Pty Ltd prior to enrolling into the course.

All fees will be paid according to the fee structure provided prior to enrolment.

It is our policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees, or additional expenses.

Course fee inclusions:

- All tuition.
- Support and coaching.
- Any associated student workbooks, handouts, or manuals.
- Classrooms and facilities.
- Access to any specialised equipment necessary in the training.

Where additional resources normally associated with a program of study are required (e.g., reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

There are no additional fees associated with your training, except for cancellation fees or replacement of resources. Students who require replacement of issued learner's resources or workbooks will be liable for additional charges to cover the cost of replacement.

Payments

Course fees are due and payable at the time of enrolment unless otherwise negotiated. No Statement of Attainment or Qualification will be issued until full and final payment has been received.

Student Fee Guarantee

Allens Training Pty Ltd holds a term deposit for protection of student course fees that are paid in advance for a training course. The intent of this is to ensure that mechanisms are in place to protect the student's investment and provide access to funds or a comparable course acceptable to the student at no additional cost, if the RTO (Allens Training Pty Ltd) ceases to operate or is unable to provide the services outlined in the contract with the student.

Refund Policy and Cancellation

When an applicant accepts a place offered by Coast Wide First Aid Training and pays the fees, it means a binding contract is created between the student and Coast Wide First Aid Training. Notification of cancellation/withdrawal from unit/s of competency, withdrawal, or deferral from a course of study must be made in writing to Coast Wide First Aid Training.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment fees less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Coast Wide First Aid Training is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training. Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the learner resources have been dispatched.

There is no charge for a student to transfer to another course with Coast Wide First Aid Training.

If Coast Wide First Aid Training cancels a course, then a full refund will be made available to whoever paid that course fee.

Please note that administration fees may still apply for the processing of refunds.

Discretion may be exercised by the CEO in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The CEO may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student.

Note: If for any reason Coast Wide First Aid Training is unable to fulfil its service agreement with a student, Coast Wide First Aid Training must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.

Guarantee of Training

Coast Wide First Aid Training reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Coast Wide First Aid Training reserves the right to change course fees, dates, content, trainers, or method of presentation at its discretion.

Full Details of the Students Rights and Responsibilities can be found at the website below:

<https://allenstraining.com.au/students/student-handbook>