

Skills and Employment Institute of Australia (SEIA)

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Skills and Employment Institute of Australia (SEIA) is a trading name of HM Green Pty Ltd. RTO ID: 90430



TERMS AND CONDITIONS

STUDENT RIGHTS

- Expect Skills and Employment Institute of Australia (SEIA) to provide training of a high quality that recognises and appreciates their individual learning styles and needs, and learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
- Have access to all SEIA's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation and learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination, be treated with dignity and fairness.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc, and provided with fair and equitable refund policy, complaint and appeal policy and procedure.
- Appeal for a review of the results of an assessment/refund/decisions
- Expect that SEIA will be ethical and open in their dealings, their communications and their advertising, and will observe their duty of care to them.
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

STUDENT RESPONSIBILITIES

- Paying of all fees and charges associated with their course and providing their own course requirements where notified prior to enrolment. These fees maybe paid by the employer.
- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about them at time of enrolment, and to advise SEIA of any changes to their address or phone numbers within 7 days.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance ensuring they attend classes/training sessions sober and drug free, and smoke only in open areas away from other people.
- The security of their personal possessions while attending a course and respecting SEIA's property and observing policy guidelines and instructions for the use of equipment.
- Promptly reporting all incidents of harassment or injury to SEIA's administration office.
- Maintain ethical standards in no copying or attempting to copy the work of others or plagiarism.

COLLEGE RESPONSIBILITIES

- Ensure trainers hold qualifications that are current and relevant to the units which they train/assess.
- Any information passed on to students is accurate and any advice given is done so consistent with legislative requirements and SEIA's own policies/procedures.
- Classes are held as scheduled by SEIA.

REFUNDS

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to SEIA in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

In the unlikely situation where SEIA is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, students will receive a full refund of the total amount of course fee paid.

Student's eligibility for a refund will be assessed as follows:

- A full refund will apply where **SEIA** cancels the course prior to commencement.
- A refund of unused course fees will apply where **SEIA** cancels the course after commencement. The amount of unused course fees will be calculated based on services already provided up to the day the course stops.
- 70% of the pre-paid course fees be refunded where the **student** withdraws in writing 28 days or more prior to the course commencing.
- 60% of the full course fees where the student withdraws in writing less than 28 days prior to the course commencing. You can make this period shorter or longer.
- No refund where the student withdraws at course start time or after commencement of the course.
- No refund where the student is excluded for misbehaviour.

CANCELLATION OF THE COURSE BY SEIA

If a course is rescheduled by SEIA prior to program or course commencement, then participants at their discretion can be rescheduled to the next available course date. No monies will be paid by SEIA for any expenses the participant has or may incur as a result of the reschedule.

If the rescheduled dates do not suit, participants will be entitled to a full refund.

FEES

These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

The fees and charges will be shown in a written agreement that will we send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay. The Tax invoice will provide you with SEIA have nominated account for payments of fees held in advance.

Fee information provided to domestic students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Refund information and conditions relating to these
- The learners rights as a consumer

For further information, please our *Schedule of Fees and Charges*.

Print Name: _____

Signature: _____ **Date:** _____