

ENROLMENT

Responsibilities

EnerTrain is responsible for:

- Providing students with accurate, timely and comprehensive program, fee and enrolment information to enable them to make an informed choice about the most suitable learning pathway for them and to address any individual needs.
- Advising students on their program selection, including:
 - Making recommendations for the program and completion pathway that best suits a student's existing skills and competencies and learning requirements;
 - The availability of recognition of prior learning (RPL) to gain program credit; and
 - All qualification and study requirements.
- Providing personalised advice regarding enrolment, deferral and withdrawal.
- Providing written terms and conditions for enrolment into an accredited program.
- Providing access to all student-related policies in the [Student Handbook](#).
- Correcting any enrolment errors found through EnerTrain quality assurance processes or as notified by a student or EnerTrain staff member.
- Ensuring students are not enrolled in, and do not incur a financial liability for, a program they did not agree to.
- Providing access to an online [Student Learning Portal](#) that allows students to:
 - Access and manage their enrolment details;
 - Update their personal information;
 - Access program training and assessment resources;
 - Upload assessment documentation; and
 - View their assessment results.
- Intervening with appropriate support and actions if there are concerns with a student's enrolment, attendance or participation.

Students are responsible for:

- Ensuring their personal and contact details are current.
- Advising EnerTrain of any changes to their personal and contact details within 14 days.
- Accessing program and enrolment information.
- Seeking program selection and planning advice.
- Enrolling by the program enrolment deadline.
- Checking to ensure their enrolment is correct and meets any pre-requisite or co-requisite requirements.
- Advising EnerTrain of any errors or omissions on any documentation they receive from EnerTrain.
 - Failure to advise EnerTrain about any incorrect enrolment details by the census date may result in academic and/or financial penalties.
- If necessary, amending their enrolment prior to the program start date.
- Clarifying who is responsible for payment and getting appropriate authorisation if required
- Paying their enrolment deposit and program fees by their due dates.
- Submitting the required forms when applying for deferral or withdrawal from a program, and providing the required supporting documentation.
- Ensuring they have an accurate understanding of what the deferral or withdrawal represents to their study options as well as its financial implications.
- Regularly checking their email account for correspondence from EnerTrain.
- Being familiar with, and abiding by, EnerTrain policies in the [Student Handbook](#) as a condition of their enrolment.

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- Attending and participating in all program learning and assessment activities.
- Completing all program requirements within specified time frames.

Census date

The census date is the last date in the study period to defer or withdraw from a program without incurring a financial liability. The *census date is 14 days after the program start date.*

Deferral

- Students may apply to defer from a program they have enrolled in, to a future program.
- The maximum period of deferment is one (1) year.
- Students are able to defer their studies without financial liability, any time prior to the program start date. Students are unable to transfer any paid fees or receive any refunds if they apply to defer their studies after the program start date.
- If students apply to defer at least 28 days before the program start date and their deferment is accepted by EnerTrain, their paid Enrolment Deposit and/or Program Fee will be transferred to their replacement enrolment for the following year.
- Students who defer after the program start date may apply for a refund under the 'Special Circumstances' provisions of the if their decision to defer is based on unexpected or extenuating circumstances.
- Students must request to defer their studies in writing. Applications for deferment are accepted at EnerTrain's discretion.

Withdrawal

Students can withdraw from a program without incurring financial liability as follows:

- By the census date; or
- After the census date, with special permission from the CEO, with a "Withdrawn Discontinued" notation recorded on their student record.

Before census date: If a student withdraws from their program before the census date, they will have any payments they have already made, automatically refunded, minus the non-refundable administration fee. These refunded payments generally include: the Enrolment Deposit (due at enrolment) and the Program Fee (due at program start date).

After census date: If the student has commenced the program and the census date has passed and they have paid their scheduled program fees, all paid fees will be forfeited and any refund is not applicable, in accordance with the EnerTrain Refund Policy.

Students who withdraw after the census date may apply for a refund under the 'Special Circumstances' provisions if their decision to withdraw is based on unexpected or extenuating circumstances.

The [Request to Defer Form](#) and the [Request to Withdraw Form](#) are available through request to EnerTrain via telephone, email and may be submitted by email to admin@enertrain.com.au

FEES

Responsibilities

EnerTrain is responsible for:

- Providing accurate and accessible information to students about all fees in the relevant [Program Outline](#), including:
 - Program fees;
 - Program payment schedule including invoice due dates; and
 - other fees and charges.
- Publishing all applicable student fees as required under relevant legislation.

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- Providing accessible payment methods for students.
- Ensuring any non-program fees meet legislative requirements relating to incidental fees and charges.
- Ensuring fair and equitable processes for issuing program fee refunds to students in accordance with relevant legislation and EnerTrain policy.

Students are responsible for:

- Ensuring all information provided for the purpose of enrolment and fee collection is accurate, including enrolment records and personal information.
- Reading and acting on information about fees (including invoices) in a timely manner.
- Paying all fees and charges by the specified due date.
 - Failure to pay outstanding fees may result in the cancellation of a student's enrolment.

Payment

Payment of program fees and other fees and charges by their due date is a condition of a student's enrolment.

Failure to pay all fees owing, by the deadline, may result in a student being prevented from:

- Accessing their assessment results;
- Accessing online resources including program resources;
- Being issued a Qualification Certificate, Statement of Attainment or Transcript of Results upon graduation from an EnerTrain program; and/or
- Enrolling in further programs/courses with EnerTrain.

EnerTrain will notify a student who fails to pay their fees by the required deadline, of the intention to cancel their enrolment and list any other penalties that apply as per the list above.

Program invoices are provided to students or their employers (as appropriate) via email.

Payment of the Enrolment Deposit is required *prior to the program start date*. There is a non-refundable administration cost included in this enrolment deposit – see the program pricing information available in the relevant [Program Outline](#) on the EnerTrain website.

Purchase orders for account holders are required *prior to the program start date*.

Fee payments must be paid according to the payment schedule in the relevant [Program Outline](#) available from the EnerTrain website.

Available payment methods are: Electronic Funds Transfer (EFT); Credit Card; PayPal and Cheque.

Payment instructions are provided at enrolment and are also available on the EnerTrain website.

REFUNDS POLICY

Overpayment

If a student has overpaid an invoice, the student will receive a refund to the value of the overpayment.

Census date

Refunds of program fees or other fees and charges will be granted on the basis of amendment to enrolment on, or before, the census date. The *census date is 14 days after the program start date*.

Refunds will not be made for program fees or other fees and charges paid by students who withdraw after the census date – these students are liable for the full amount even if they subsequently withdraw during the study period.

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Deferral

Students are able to defer their studies without financial liability, any time prior to the program start date. Students are unable to transfer any paid fees, or receive any refunds, if they apply to defer their studies after the program start date.

If students apply to defer at least 28 days before the program start date and their deferment is accepted by EnerTrain, their paid enrolment deposit and/or program fee will be transferred to their enrolment for the following year.

Students who defer after the program start date may apply for a refund under the 'Special Circumstances' provisions if their decision to defer is based on unexpected or extenuating circumstances.

Withdrawal

If a student withdraws from their program before the census date, they will have any payments they have already made, automatically refunded, minus the non-refundable administration fee. These refunded payments generally include: the enrolment deposit (due at enrolment) and the program fee (due at program start date).

If the student has commenced the program and the census date has passed and they have paid their scheduled program fees, all paid fees will be forfeited and any refund is not applicable.

Students who withdraw after the census date may apply for a refund under the 'Special Circumstances' provisions if their decision to withdraw is based on unexpected or extenuating circumstances.

Refunds under special circumstances

There are special circumstances under which students may have program fees refunded.

To be eligible to apply for a refund due to special circumstances the student must:

- have remained enrolled in the program after the census date; and
- not have successfully completed the program requirements.

Students applying for a refund due to special circumstances must demonstrate that the circumstances were:

- beyond their control;
- did not make their full impact known until on or after the census date; and
- were such that they made it impracticable to complete the requirements for the program.

Special circumstances may include:

- sudden serious illness or hospitalisation;
- documented medical conditions causing an inability to continue study;
- significant financial hardship causing an inability to continue paying for the program;
- death in the family or other crisis that causes inability to continue the program; and
- bankruptcy.

Termination of services or failure to provide services

Students have a right to obtain a full refund of fees paid for services not provided by EnerTrain in the event that:

- the contractual agreement is terminated early by EnerTrain; or
- EnerTrain fails to provide the agreed services.

Refund Amounts

Following are the levels of refund available depending upon timing during enrolment:

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Timeframe or situation	Refund as % of fees paid
From enrolment date to program start date	100% of Enrolment Deposit (less the non-refundable administration fee) - see the relevant Program Outline for amount
From program start date to census date	100% of Enrolment Deposit (less the non-refundable administration fee) and 100% of the first Program Fee in the Payment Schedule - see the relevant Program Outline for amounts
After census date with no special circumstances	0% of any fees paid
After census date under 'special circumstances' conditions	100% of any pre-paid training not yet undertaken
<ul style="list-style-type: none"> The contractual agreement is terminated early by EnerTrain; or EnerTrain fails to provide the agreed services 	100% all fees paid so far

Breach of conditions of enrolment

Students who breach the Conduct Policy or Discipline Policy or any other policy provided to students in the Student Handbook, or who are suspended or expelled from their program, are not eligible for a refund of fees as adherence to EnerTrain policies and procedures is a condition of enrolment.

Supporting documentation

The student must submit an application in writing using the EnerTrain Refund Request Form.

When a student applies for refund of fees under special circumstances supporting documents must be provided.

Failure to provide these will result in the student's application not being assessed as privacy laws prevent EnerTrain staff from obtaining information about the student's circumstances from a third party without the student's written consent.

Documentary evidence must be originals or provided as Justice of the Peace certified copies of original documents.

Requesting a Refund

To request a refund, students must lodge a written refund application to EnerTrain using the online or printable Request For Refund Form available from the EnerTrain website or request a printable form via admin@enertrain.com.au. The printable form may be submitted to admin@enertrain.com.au.

Requests for refunds of program fees will be processed within 10 working days of receiving the request unless a request to transfer enrolment to another program is received from the student in writing during this period.

Refund Complaints

The EnerTrain Complaints Policy in the Student Handbook outlines the appeal mechanism available to students who are not satisfied with determinations made by EnerTrain regarding refunds.

However, the availability of EnerTrain complaints processes does not remove the right of the student to take action under Australia's Consumer Protection Laws.

Students may lodge a formal written complaint to EnerTrain using the online Complaints Form available on the EnerTrain website or request a printable form via admin@enertrain.com.au.

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DISCLOSURE OF INFORMATION

EnerTrain may collect personal information about students (including sensitive and additional information that may be collected during the program of their study and during their dealings with EnerTrain) for the purposes of:

- Enrolling students in their selected program; and
- Managing student participation in their enrolled program.

EnerTrain may seek verification directly from the source of documentation that students have provided to support their enrolment application.

EnerTrain collects information for the purposes of processing student applications, as well as lawfully providing student data, and reports to a number of Commonwealth and State government departments and authorities when requested, and, with student approval only, to their employer (where applicable).

EnerTrain will not provide students details to any other parties without obtaining the student's prior written consent.

Students have the right to access their personal information which EnerTrain holds in reference to them, subject to exceptions in relevant privacy legislations.

QUALITY AND CERTIFICATION COMPLIANCE

As a Registered Training Organisation (RTO) EnerTrain is responsible for the quality of training and assessment delivered to students in compliance with the Standards for RTOs 2015.

EnerTrain is also responsible for the compliant issuance and maintenance of all student Australian Qualification Framework (AQF) certification documentation in accordance with the Standards for RTOs 2015.

TRAINING GUARANTEE

EnerTrain does not guarantee that:

- a student will successfully complete a training product on its scope of registration;
- a training product can be completed in a manner which does not meet the requirements of the Standards for RTOs 2015; or
- a student will obtain a particular employment outcome where this is outside the control of EnerTrain.

PROVIDER DEFAULT

In the event that EnerTrain cancels a student's enrolment due to provider default, students will be notified in writing and given the option to:

- Transfer their enrolment to another EnerTrain program or study period; or
- Be offered a place in a similar program of study leading to a comparable qualification with another nominated institution:
 - With full credit for subjects successfully completed at EnerTrain; and
 - Without any requirement to pay the new provider any fees for replacement subjects that the student commenced with EnerTrain but did not complete because the subject ceased to be offered.

CHANGES TO AGREED SERVICES

Changes to agreed services

Where there are any changes to agreed services, EnerTrain will advise students as soon as practicable, generally within 3 days.

Changes related to training delivery may include but are not limited to:

- training venue;
- training dates;
- training start or end times; or
- trainer/assessor.

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Changes relating other relevant information may include:

- policies or procedures;
- existing third party arrangements;
- any new third party arrangements; or
- a change in ownership.

THIRD PARTY ARRANGEMENTS

Where EnerTrain uses third parties for the delivery of services on its behalf a written agreement is in place and is systematically monitored to ensure compliance.