

## Centre for Professional Learning and Education| RTO 88148 Terms and Conditions of Enrolment and Re-enrolment

By enrolling or re-enrolling into a qualification/module provided by the Centre for Professional Learning & Education (CPLÉ), you agree to be legally bound by the following Terms and Conditions of Enrolment and Re-enrolment.

A number of legal and regulatory obligations CPLÉ is to follow for the sake of compliance govern this agreement. These legal obligations include but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988:
- Work Health And Safety Act 2011
- Anti-discrimination law such as the Racial Discrimination Act 1975, Sex Discrimination Act 1988 & Disability Discrimination Act 1992
- Disability Standards for Education 2005:
- Student Identifiers Act 2014:
- Australian Standard AS 4390 Records management:
- Student Identifiers Act 2014:
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010  
Competition and Consumer Act 2010
- Fair Work Act 2009
- Children and Young People ACT 2008
- Working with Vulnerable People (Background Checking) Act 2011

Please read the following terms and conditions carefully. If you do not agree with the following terms and conditions, you cannot be enrolled. If you require any assistance or clarification with any of the following requirements, contact CPLÉ on 02 6293 6220 or [cple@commsatwork.org](mailto:cple@commsatwork.org)

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## Terms and Conditions of Enrolment and Re-enrolment

### 1. Your declaration

By enrolling or re-enrolling into a qualification/module with CPLE, you:

- Confirm that all the information you have provided to CPLE in all documentation completed to date, is true and correct at the time it is given and remains so during the period of enrolment.
- Confirm that you have access to a suitable workplace that suffices to fulfil qualification requirements.
- Agree to seek a suitable workplace where you can complete a work placement if not working in the required sector.
- Agree to complete all mandatory work placement hours and requirements of the qualification/module.
- Confirm that you have access to a computer with an internet connection and Microsoft Office software or equivalent; the ability to view YouTube videos on-line; and any additional hardware, software or equipment as specified in our qualification outline for the qualification/module in which you are enrolling.
- Confirm that you have read and understood all the information in this document, relevant CPLE Policies, Codes of Conduct, and that you agree to act in accordance with them.
- Accept that it is your responsibility to ensure that the personal information you provide to CPLE is kept current. Any changes to your name, address, email address, phone numbers, and payment options must be provided to CPLE as soon as possible with any relevant supporting documentation.
- Agree to retain a current email address by which you can be contacted for the duration of your qualification/module and through which CPLE may communicate formally with you directly via email and through the learning management system.
- Understand that all due dates and class attendance requirements must be upheld at all times for the sake of maintaining your enrolment and demonstration of 'working towards' the completion of the qualification/module.
- Acknowledge that you may be prevented from enrolling with CPLE or have your enrolment cancelled if CPLE determine that any of the above statements are untrue, or you are otherwise in breach of these terms and conditions.

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### 2. Payment terms

By enrolling in a qualification with CPLE, you:

- Understand enrolment into the qualification/module incurs a non-negotiable, mandatory student administration fee which will be charged and an invoice will be generated within the next 14 days of approved enrolment.
- Confirm that you have read and understood the fees and payments associated with your qualification/module and agree to pay all fees plus any applicable GST.
- Understand that fees must be paid on enrolment or a payment plan must be in place for the purpose of accessing CPLE training and assessment processes.

If you fail to pay any part of the qualification fees by the due date, CPLE reserves the right to:

- Restrict access to its online learning management system
- Withhold marking of assessment tasks, the issuing of results, qualifications or statements of results.
- Notify relevant credit agencies of your default.

You acknowledge that the qualification/module fees do not include:

- The cost of the replacement of the textbook issued to you upon enrolment – this will be an additional cost of \$100.00.
- Travel or any other personal costs associated with undertaking study with CPLE.
- Re-issue of any replacement qualifications or statement of results issued by CPLE will incur a fee of \$25.00.

### 3. Refund of Fees

You may be entitled to full or partial refund of fees, minus student enrolment fees:

- In the event you withdraw due to extenuating circumstances. This may include matters relating to your health, medical conditions or the passing of an immediate family member. Evidence proving such circumstances will be required for this to be actioned.

You are not eligible for any refund

- For all portion of your enrolment fee in the event of a change of mind or withdraw from the qualification/module.

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- For modules previously provided.
- If you do not complete the qualification within its mandatory timeframe unless an extension has been granted.

To be eligible for a refund you must have:

- Withdrawn from the qualification/module and have paid the relevant associated fees.

No refund of fees will occur whilst there is an outstanding debt associated with your qualification/module.

### 4. Codes of Conduct

- CPLE Codes of Conduct provide a clear outline of our expectations of students enrolled in its qualifications and modules with regard to personal and academic conduct.
- All students must be familiar with and abide by the CPLE Codes of Conduct and all relevant Policies and Procedures.
- Notifications of cancellations and/or refunds must be made in writing to [cple@commsatwork.org](mailto:cple@commsatwork.org)

### 5. Grievances and Complaints

- Student Complaints and Appeals Policies are available on upon enrolment and must be followed in the event you hold such a claim
- In the first instance a student with a grievance or complaint should contact the RTO Manager [Carla.scalia@communities@work.org](mailto:Carla.scalia@communities@work.org)

### 6. Learning Management Systems (LMS)

- While enrolled in a qualification/module with CPLE, you are expected to comply with the Terms and Conditions for use of the learning management systems (LMS) used by the RTO. Misuse of the LMS is misconduct and all relevant Policies and Procedure will apply. This may result in cancellation of enrolment and loss of fees.
- CPLE may collect and use LMS data to track use of the website to help improve services. Collection of data will be handled in line with privacy and confidentiality laws and requirements

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- Students must read the documentation associated with the use of the Learning Management System and the Terms and Conditions for use provided to you upon enrolment

### 7. Privacy

By enrolling in a qualification/module with CPLE you:

- Agree that CPLE may collect personal information about you for the purposes of enrolling you in your qualification/module, processing your enrolment application and managing your participation in your qualification/module.
- Understand that your personal information will be stored on a secure server/s and only accessible in confidence by CPLE staff for the purposes for which they have been collected.
- Understand that CPLE will take all reasonable steps to protect personal information from misuse, loss, disclosure and unauthorised access.
- Understand that CPLE is obligated to disclose your personal information to relevant government authorities as required by relevant laws and reporting.
- Understand that some services may be delivered using third party providers with information housed in secure data centres.
- Understand that as a part of your enrolment with CPLE you will be issued with a series of satisfaction surveys in relation to your qualification. It is a condition of our RTO registration to issue the surveys and in some instances outcomes of these surveys are reported to our Governing regulators.
- Confirm that you have read the CPLE Privacy Policy supplied to you upon enrolment

### 8. Modification to Qualifications/Modules, Policies and Fees

- CPLE fees are reviewed on a regular basis and are not grandfathered.
- CPLE may make changes to your qualification/module. This may include the qualification structure, units, learning materials and assessments. You will be notified of such changes in line with CPLE's Training Product Transition and Expiry Policy and Procedure
- CPLE Policies and Procedures will change from time to time. You will be notified of any such changes as they occur.

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### 9. CPLE Commitments

Subject to these Terms and Conditions, The Centre for Professional Learning and Education commits to:

- Comply with any relevant national standards and relevant state training authority legislation, policies and procedures
- Administer and monitor your enrolment and progress.
- Identify any additional support required for the learner to successfully complete training, including on-the-job workplace support and/or structured learning and training materials provided by CPLE
- Identify how training and assessment will take place and specify when each unit/module is due for submission
- Provide you with access to the CPLE online learning management system, specified associated learning material and qualified academic staff
- Respond in a timely manner to your questions throughout your enrolment.
- Assess and provide feedback on your assessment items.
- Issue you with the necessary certification for successful completion of a your enrolled qualification/module

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## STUDENT DECLARATION

*I have read and agree to the above terms and conditions for enrolment and understand that I must abide by these during all periods of my enrolment into my chosen qualification/module with Communities@Work | Centre for Professional Learning and Education (RTO 88148)*

Learner Full Name	Signature	Date

## RTO DECLARATION

*The above terms and conditions will be abided by Communities@Work | Centre for Professional Learning and Education (RTO 88148) during your enrolment of your chosen qualification/module.*

RTO Representative	Signature	Date

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