

Enrolment Agreement Policy

Purpose

The purpose of this policy is to ensure that the guidelines for enrolment terms and conditions are specified in one document. This document states the terms and conditions that is student is informed about at the time of enrolment into the course.

Induction/Orientation

Student are notified about their orientation day/enrolment day via email and/or mobile (SMS or phone call).

The orientation day is usually within one week prior to the start of the course.

Enrolment

On the day of the enrolment (orientation day), the students confirm their enrolment by completing the enrolment form.

The Student shall pay the NAHB Fees stated in the Student Written Agreement and NAHB shall enrol the Student in the Course offered in the Letter of Offer (Standard 3.1 a, b – The National Code 2017).

There shall be no requirement for NAHB to issue any qualification prior to the completion of the Course. A Statement of Attainment can be issued at the end of study period on student request.

Where the student is enrolled in more than one course, then it is considered as combined package program.

Fees

The Student acknowledges that:

- a)** The Fees shall be paid to NAHB in the manner detailed in NAHB Fee Payment Plan and shall be refunded only in accordance with the NAHB Refund Policy (Standard 3.1 c – The National Code 2017). In the case where student does not make tuition fee payments as agreed upon in the Payment Plan, the student will inactively advise NAHB that they will not be continuing their studies. NAHB reserves the right to report via PRISMS the termination of studies.
- b)** NAHB may at its discretion postpone the commencement date, cancel or vary the Course. In the event of postponement or Cancellation, NAHB will make a refund of Fees in accordance with the ESOS Act and the Student agrees that there shall be no entitlement to damage whatsoever.
- c)** In the event the Student abandons the Course all Fees payable for the Course are due to NAHB on demand as specified in the Student Refund Policy.
- d)** The Student will pay in addition to the Fees any Government duty, charge or levy which may be imposed upon this contract.
- e)** Late payment of Fees will incur a penalty on the fee instalment owed to NAHB as referred in the NAHB Fees and Charges Policy. Late Fees paid by credit card will incur a further charge as referred in the NAHB Fees and Charges Policy.
- f)** NAHB may restrict or withhold services or materials from the Student if Fees are overdue.
- g)** All requirements outlined in the NAHB Fees and Charges Policy have been read and understood by the Student.

Suspension and Cancellation

- a)** Students may suspend or cancel their Course once in accordance with NAHB Student Deferral, Suspension and Cancellation Policy

b) Upon Suspension and/or Cancellation of the Course the Fees scheduled in “Fees and Charges” remain due on the scheduled dates.

Credit Transfer / Recognition of Prior Learning

The Student acknowledges that the application process for Credit Transfer or Recognition of Prior Learning has been explained & accepts the amount of credit/recognition of prior learning granted and that the Student has read and understood the information detailed in the NAHB Credit Transfer / Recognition of Prior Learning Policy. The Student also acknowledges that NAHB adheres to obligations to recognize AQF Qualifications and Statements of Attainment issued by other RTO’s as per Obligations to Recognize AQF Qualifications Policy.

Language, Literacy and Numeracy

Students enrolling for a VET course in NAHB are required to undertake LLN Assessment.

Students enrolling in all EAL courses at NAHB will be required to undertake English Placement Assessment. Failing to meet the requirements of the English Placement Assessment will result in EAL students to change their level of Qualification.

Refer Language, Literacy, and Numeracy Policy

Pre-Enrolment Information

The Student acknowledges having viewed, read and understood prior to enrolment. The student does this by signing the induction checklist.

- The course content and duration, qualification offered if applicable, modes of study and assessment methods.
- The requirements for acceptance into a course, including the minimum level of English Language proficiency. In the event an International Student is assessed as requiring extra tuition in English, the Student will be required to undertake EAL courses in any RTO prior to enrolment into the VET course at NAHB. A conditional CoE may be issued in this case.
- Grounds on which the enrolment may be deferred, suspended or cancelled.
- Grounds on which a student refund is issued.
- That Australian law requires student visa holders to inform NAHB of any changes of address within 7 days and other changes thereafter (Standard 3.1 e – The National Code 2017).
- That students personal and contact details, course enrolment details and any changes or breaches to student visa may be made available to Commonwealth State agencies and the Fund Manager of the ESOS Assurance Fund pursuant to obligations under the ESOS Act 2000 and the National Code (Standard 3.1 d)
- NAHB policies and procedures including but not limited to Complaints and Appeals policy, Fees and Charges Policy, Academic Course Progress Policy.

Disciplinary Procedures

All Students enrolled in programs or using the services of NAHB are required to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate as outlined in the NAHB Code of Student Behaviour Policy, NAHB will take action in accordance.

Liability

NAHB shall not be liable for any personal injury to or death of the Student or loss of or damage to any property of the Student arising out of or in any way connected with the enrolment in and the completion of the Course or the Student’s accommodation arrangement whether or not by reason of any wilful or negligent act or omission or breach of contract by NAHB, its officers, representatives, employees or agents

Binding Agreement

NAHB and the Student agree to be bound by the provisions of the Acceptance of Letter of Offer and this Enrolment Agreement which shall bind NAHB and the Student upon signing by the Student and the receipt by NAHB of the Fees

and shall continue to enforce until the completion of the Course as determined by NAHB.

Governing Law and Jurisdiction

This Enrolment Agreement is governed by and is to be construed in accordance with the laws of the State in which the Student is enrolled. NAHB and the Student irrevocably and unconditionally submit to the non-exclusive jurisdiction of the Courts of that State and Courts entitled to hear appeals from those Courts.

This agreement does not remove the right to take further action under Australia's Consumer Protection Laws.

Document History		
Version No, Date	Modification Details	Modifications made by:
1.0, June 2017	Published the first version of the policy	PG

Related Documents

- Language, Literacy and Numeracy Test
- Enrolment Form
- Letter of offer
- Written agreement

Documents where the Policy is Quoted

- NA- Internal Policy

Review Date: June 2019