

ACCLM Enrolment Terms and Conditions

This document sets out the Terms and Conditions of the agreement between a learner and the Australasian College of Care Leadership and Management ('ACCLM') for the provision of the course(s) that a learner undertakes with ACCLM.

These Terms and Conditions apply to all ACCLM courses that a learner is to undertake.

These Terms and Conditions should be read in conjunction with the Learner Handbook and ACCLM's published Policies and Procedures published on the ACCLM website.

ACCLM website: [click here](#)

ACCLM's policies and procedures and Learner Handbook may be amended by ACCLM from time to time. Except to the extent required by law, ACCLM's policies and procedures and Learner Handbook, and any changes thereto, shall not be inconsistent with these Terms and Conditions. In the event of an inconsistency, these Terms and Conditions will take precedence.

ACCLM's Terms and Conditions will be effective immediately and binding on the learner from the date they submit their enrolment application.

Learner Obligations and Agreement

As an ACCLM learner you agree to the following:

- All of ACCLM's courses are full fee for service courses and all learners are liable to ACCLM for 100% of the published course fee at the time of enrolment unless Compassionate and Compelling Circumstances can be met.
- Paying all fees associated with your course enrolment (plus GST, if applicable).
- Paying any applicable miscellaneous fees.
- Notifying ACCLM within 14 days of any corrections or changes to your personal details including your name, address, phone number and email address.
- You represent and warrant that all information provided by you to ACCLM is true and correct and not misleading in any way. This includes all information you have provided that may impact your ability to study and meet your course requirements (such as any pre-existing conditions or disability).
- Provide ACCLM with your Unique Learner Identifier (USI) within 7 days from the date of commencement.
- To familiarise yourself with ACCLM's policies and procedures and Learner Handbook before applying to enrol in one of ACCLM's Courses as they contain information on, among other things:
 - Progression Policy
 - Recognition of Prior Learning and Credit Transfer
 - Support services and how to access these services during training
 - Consumer protection including complaints resolution
 - How to defer or discontinue training
 - Fees

Learner Code of Conduct

ACCLM is committed to fostering a positive and respectful learning environment for all learners, trainers, and staff. All learners are expected to conduct themselves professionally and respectfully in all interactions, including, but not limited to, communications with trainers, learner support staff, administrative personnel and other learners.

ACCLM does not tolerate:

- Aggressive, threatening, or abusive behaviour, including verbal and/or written communications.
- Unreasonable demands or entitlement-based behaviour that disrupts staff operations.
- Harassment, bullying, or intimidation of any kind towards ACCLM staff and other learners.
- Persistent non-compliance with ACCLM's policies and procedures.

Failure to adhere to these conduct expectations may result in disciplinary action, including restricted access to learner support services, suspension of enrolment, or immediate cancellation of enrolment without refund if the behaviour and/or the incident is deemed serious or egregious.

Learners experiencing difficulties are encouraged to engage with ACCLM's support services in a respectful and constructive manner.

Our Guarantee to Learners

- As a Registered Training Organisation (RTO), ACCLM must and will comply with all legislation, ordinances, rules, regulations, other delegated legislation, codes, guidelines, standards, and the requirements of any Authority so far as these may affect or apply to RTOs, vocational courses, the course of study or ACCLM's business including:
 - The National Vocational Education and Training Regulator Act 2011 (NVR Act)
 - The Standards for Registered Training Organisations (RTOs) 2015, made under subsection 185(1) and subsection 186(1) of the National Vocational Education and Training Regulator Act 2011.
 - The ACPET Code of Ethics for Members, including 3.3.3.1. ACPET's Revised Code of Ethics and New Code of Practice and the Code of Practice Principles.
- ACCLM is committed to maintaining the privacy and confidentiality of its RTO staff and learner records. ACCLM complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
- Your personal information will be shared with third parties including the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details, and changes, and will be shared, collected, stored, used, and disclosed in the circumstances set out in ACCLM's Privacy Policy, including where ACCLM needs to share, collect, use, store and/or disclose your personal information to provide you with the Course or as required by law.
- ACCLM takes all steps to ensure that the personal details of its learners and staff are not released to unauthorised persons or organisations, and personal information received by ACCLM is kept digitally secure and other record repositories before archiving any records.
- ACCLM will ensure that its staff are suitably qualified and experienced concerning the functions they perform in relation to the delivery of training and assessment services.

- If ACCLM defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, ACCLM will make every effort to transfer the learners' enrolment to another RTO. If this is unsuitable, ACCLM will issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the learner which can be issued in a Statement of Attainment at the time the service is terminated. This refund will be paid to learners within 14 days of the default day with a statement explaining how the refund amount has been calculated.
- ACCLM acknowledges that it has a responsibility under the Standards for RTOs 2015 to limit the fees paid by learners in advance of their training and assessment services being delivered.
- ACCLM may not accept payments in advance of services being delivered exceeding \$1,500 from a learner at one any time. This means not prior to the course commencing or during the learner's enrolment. Following the course commencement, ACCLM may require payments of additional fees in scheduled payments in advance from the learner but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered. This requirement only applies when the payment for the fees are being made directly by an individual consumer that falls under the protection of Australian Consumer Law. By this, we generally mean the learner.
- This requirement is not applicable where the fees are being paid by the learner's employer or a funding authority. These are business-to-business transactions and do not require the limitation of fees paid in advance. Also, if fees are being charged in arrears of the services being delivered (at the end of the course) then the need to limit the amount of fees does not apply. It only applies where fees are being sought in advance of the services being delivered.
- ACCLM is committed to providing a supportive learner-centered learning environment and recognises that early identification and support of learners at risk of progression gives them the best chance of success. Each learner's enrolment is monitored to ensure that learners who are at risk of not achieving satisfactory progress receive appropriate learning support and assistance.

Statutory Cooling Off Period

- The Standards for RTOs 2015 require a person to be informed of their right to a statutory cooling-off period if one is applicable. A statutory cooling-off period is defined within the Australian Consumer Law introduced in 2011. A statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling-off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.
- Both staff and learners should be aware that ACCLM does not use unsolicited marketing or sales tactics as described in the above point. We do, however, offer all learners a 10 day cooling off period from the date that their signed application form is received by ACCLM. For refund options in other circumstances, learners should refer to ACCLM's Refund Policy.
- For further details about a statutory cooling-off period and our general obligations for consumer protection during the enrolment process please view the Australian Consumer Law reference.

Australian Consumer Law reference: [click here](#)

Maximum Course Duration

For all diploma and certificate courses, the course fee includes access to all online learning materials, course resources, assessments, trainer and administration support for a maximum period of:

- Full time - maximum duration 1 year, 52 weeks.
- Part time - maximum duration 2 years, 104 weeks.

For CHCSS00093 Alcohol and Other Drugs Skill Set course fee includes access to all online learning materials, course resources, assessments, and trainer administration support for a maximum duration of 6 months.

Course Extensions

ACCLM does not offer course extensions. All learners are required to complete their course within the maximum specified timeframe.

Reinstatement of Enrolment

Reinstatement of enrolment post course expiry, cancellation or withdrawal by ACCLM or the learner will be required to re-enrol to complete their course.

The cost of re-enrolment is based on the current published course fee less any previous course credits that can be applied.

Fees Payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 5 days of setting up their payment plan with EZYPAY. ACCLM may discontinue training if fees are not paid in accordance with the agreed fee schedule.

Payment Plans and Study Progression Requirements

If a learner is paying their course fees in instalments, they must:

- Complete a Direct Debit Request Service Agreement with EZYPAY
- Pay all instalments on or before the due date.
- Learners must maintain payments that are at least one unit installment ahead of their study progression. This ensures that learners remain financially up to date with their enrolment and course access.
- If a learner progresses through their course at a more rapid pace than outlined in their selected payment plan (full-time or part-time schedule), their payment plan must be adjusted to match their updated study progression.
- The adjusted payment schedule will reflect the number of units completed at an increased rate, requiring the learner to make additional payments to stay at least one unit ahead.
- Learners who do not update their payment plans in accordance with their study progression may have their course access temporarily suspended.
- Any missed payments or failure to adhere to the updated payment schedule may result in the application of standard arrears policies, including debt recovery procedures if necessary.

Failure to Pay Course Fees

If a learner fails to pay their course fees in accordance with ACCLM's Enrolment Terms and Conditions or commit any other default or misconduct in connection with these Terms and Conditions, the Learner Handbook and/or policies and procedures, then ACCLM may take any action permitted by law which may include:

- Withholding the provision of course materials
- Withholding the grading of assessments
- Restricting LMS access
- Suspension of the learner's enrolment
- Notifying the relevant credit agencies of the default
- Administrative withdrawal
- Ceasing or suspending any obligation that ACCLM has under these Enrolment Terms and Conditions

If a learner encounters financial hardship, they should contact the administration team to discuss potential options for a short temporary adjustment to their payment schedule.

Costs of Course Fee Recovery

The debtor/learner shall pay for all costs incurred by ACCLM in the recovery of any monies owed under these Enrolment Terms and Conditions, including recovery agent costs, location search costs, process server costs, and solicitor costs on a solicitor/client basis.

The recovery percentage cost payable is 20% of the total outstanding fee.

Schedule of Fees and Charges

The Principal Executive Officer is responsible for approving the ACCLM Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- The total amount of all fees including course fees, administration fees, material fees, and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable fees.
- The nature of the guarantee given by ACCLM to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study;
- Any discounts, fee reductions, or exemptions available for multiple enrolments or continuing learners, and the options available to learners who are deemed not yet competent as of their course end date.
- ACCLM refund policy.
- All course fees paid are non-transferrable.

Non Refundable Miscellaneous Fees

ACCLM will levy non-refundable miscellaneous fees for services rendered where applicable. These include:

- Enrolment fee – inclusive of the full course fee and is non-refundable
- Issuance of transcripts during a course period
- Reissue of transcripts and certificates
- Late payment fees
- RPL and Credit Transfer fees

The current fees and charges for ACCLM can be viewed via the ACCLM website: [click here](#).

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains that the supply of a 'professional or trade course' is a GST-free education course.

ATO reference: [click here](#)

Where a learner is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to ACCLMs' schedule of fees and charges and the non-refundable miscellaneous charges for details of what GST is and is not applied to.

Refunds

The following refund policy will apply:

- **Prior to commencement** - Learners, who give notice to cancel their enrolment **within 10 business days** of submitting their signed application form will be entitled to a **full** refund of any fees paid.
- **Prior to commencement** - Learners who give notice to cancel their enrolment **after 10 business days** of submitting their signed application form will be entitled to a full refund less ACCLM's non-refundable enrolment fee of \$200. ACCLM retains this amount to cover the costs of staff and resources that will have already been committed based on the learner's initial intention to undertake the training.
- **After commencement** - Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of any fees paid except in the circumstances where:
 - ACCLM has failed to fulfill its service agreement and fees are refunded under our guarantee to learners
 - The learner meets the requirements for Compassionate and Compelling Circumstances

Discretion may be exercised by the Principal Executive Officer in all situations if the learner can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the learner will be offered a full or partial credit toward the tuition fee in another scheduled program in-leu of a refund in the first instance. The Principal Executive Officer may also authorise a full or partial refund of tuition fees if the circumstances deem it appropriate.

Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are those that are deemed to be beyond the control of the learner and would adversely impact the learner's ability to study including:

- **Serious illness or injury** that exceeds a recovery period of more than 120 days. Evidence must include (where relevant) the following:
 - Medical Certificate from a doctor/specialist, or hospital that includes:
 - Diagnosis, nature, and severity of the illness or injury.
 - The expected recovery period and whether it exceeds 120 days.
 - Impact on the individual's ability to study or continue their enrolment.
 - Hospital admission/discharge summary (if applicable)
 - A hospital report confirming admission, treatment, and expected recovery duration.
 - Ongoing treatment plan and/or referral letter
 - If long-term treatment (e.g., physiotherapy, mental health care, rehabilitation) is required, a treatment plan or referral from a specialist outlining the recovery duration.
 - Doctor's statement on study impact
 - A specific statement from the medical provider confirming whether the learner is unable to continue studies for the duration of the illness/injury.
 - If the illness/injury affects the learners' mental health (e.g., severe anxiety, depression, PTSD), a report from a counsellor, psychologist or psychiatrist.
 - If the illness/injury results in permanent disability or long-term impairment, additional supporting documents (e.g., NDIS or disability support and insurance documentation) may be requested.
- **Bereavement of a close family member** such as a parent or sibling. Evidence must include at least one of the following:
 - Funeral Notice or Memorial Service Program
 - A document confirming the details of the funeral or memorial service.
 - Statutory Declaration
 - A signed and witnessed statutory declaration from the student or a family member explaining the situation and its impact.
 - Letter from a Medical or Mental Health Professional
 - Statement from a doctor, psychologist, or counsellor confirming the emotional or psychological impact of the bereavement on the student.
 - Obituary or Public Death Notice
 - A newspaper or online obituary confirming the passing of the family member.

- **Witnessing or being a victim of a serious crime.** Evidence must include (where applicable) the following:
 - Police Report or Crime Reference Number
 - A report filed with law enforcement confirming the incident.
 - If a full report is unavailable, a crime reference number and a statement from the police may suffice.
 - Victim Support and/or Counselling Documentation
 - A letter or report from a registered psychologist, counsellor, or trauma support service confirming that the learner has been affected by the incident and requires recovery time.
 - If ongoing therapy is required, a treatment plan outlining the impact on their ability to study.
 - If the learner sustained physical injuries, a medical certificate or doctor's report outlining the injuries and recovery period.
 - If the crime resulted in mental health concerns (e.g., PTSD, severe anxiety), a statement from a counsellor, psychologist or psychiatrist.
 - Legal Documentation (if applicable)
 - A statement from a legal representative confirming the learners' s involvement as a victim or witness.
 - Employer Statement (if applicable)
 - If the crime occurred in a workplace or institution, a statement from the employer, school, or relevant authority confirming the incident.
 - All documentation should be on stationery, signed, and dated.
 - Confidentiality must be maintained, and the learner should only provide necessary details.
 - If the crime involves domestic violence, sexual assault, or other sensitive matters, victim support documents can be used instead of police reports for privacy reasons.

Where refunds are approved, the refund payment must be paid to the learner within 21 days from the date of approval. Tuition refunds will be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

Refunds – Learner Misconduct

No refund will be granted to a learner whose enrolment is terminated for failure to comply with ACCLM's policies and procedures. Learners who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Learner Code of Conduct for further guidance.

Learner Complaints about Fees or Refunds

Learners who are unhappy with ACCLM's arrangements for collecting and refunding tuition fees are entitled to lodge a complaint. This should occur in accordance with the ACCLM complaints policy and procedure.

This refund policy and the availability of our complaints and appeals processes do not remove learners' rights to take further action under the Australian Consumer Protection laws.

Deferrals

Learners can suspend their studies due to extenuating circumstances for a maximum consolidated period of time under the following conditions:

- Learners studying an Advanced Diploma, Diploma or Certificate course cannot exceed a deferral period of 2 months. Learners can apply for further deferral periods within the maximum course duration, with no consolidated deferral period exceeding 6 months. Learners studying a Skill Set cannot exceed a deferral period of 1 month.
- Additional deferral requests are assessed on a case by case basis and must meet Compassionate and Compelling Circumstances requirements.
- Learners who are in arrears with their course payments cannot apply for a deferral. Learners remain liable for all payments due under their enrolment agreement.
- No refund of course fees will apply on the basis of any approved deferral period.

ACCLM reserves the right to refuse a course deferment application.

Learner Initiated Course Withdrawals

Learners who wish to withdraw from their course before completion must submit a completed Withdrawal Form along with any required supporting documentation to admin@acclm.edu.au.

Withdrawal applications are assessed individually and must demonstrate compassionate or compelling circumstances where applicable.

Failure to return the form within 10 business days may result in an administrative withdrawal initiated by ACCLM.

ACCLM Initiated Course Withdrawals

ACCLM reserves the right to administratively withdraw a learner in the following circumstances:

- The learner failed to return a completed withdrawal form within 10 business days of ACCLM being notified that the learner wishes to withdraw.
- The learner has failed to demonstrate satisfactory course progression.
- The learner's course has expired, and no re-enrolment has been arranged.

Learners remain liable for outstanding course fees and may be subject to ACCLM's Reinstatement of Enrolment Policy if they wish to resume their studies.

The Principal Executive Officer will assess all withdrawal applications and, where feasible and appropriate, seek to further understand the circumstances of why the student is requesting to withdraw from their studies. Students will receive written notification of the decision.