

Terms and Conditions of Enrolment

You will be required to sign and acknowledge that you have read and understood the following Terms and Conditions of Enrolment as part of the application for enrolment process for all Macedon Ranges Education Courses.

Please read the following Terms and Conditions of your enrolment and indicate your acceptance at the bottom of the Declaration in the Enrolment Portal.

Enrolment Declaration and Student Privacy Statement

The Terms and Conditions that apply to the provision of nationally accredited vocational Courses (Qualification, Skill Set, or Unit of Competency) provided to you by Macedon Ranges Education RTO ID:... are set out in this document.

By purchasing, enrolling, or applying to enrol in a nationally accredited vocational education and training Course at Macedon Ranges Education, you accept and agree to the Terms and Conditions in this document.

In consideration of my enrolment at Macedon Ranges Education, and the provision by Macedon Ranges Education of training and education services, learning resources, and student services.

Conditions of Enrolment

1. Agree to be bound by all terms and conditions, regulations, policies, procedures, codes, and guidelines of Macedon Ranges Education whilst I am enrolled as a student of the Institution, including:
 - a. Academic Misconduct Policy and Procedure
 - b. Access and Equity Policy
 - c. Assessments Policy and Procedure
 - d. Certification and Issuing of Qualifications and Statements of Attainment Policy and Procedure
 - e. Complaints and Appeals Policy
 - f. Copyright Policy and Procedure
 - g. Credit for Prior Learning Policy and Procedure
 - h. Cybersecurity Policy
 - i. Deferment, Suspension or Cancellation Policy and Procedure
 - j. Institution IT (Information Technology) Use Policy
 - k. Language, Literature, and Numeracy (LLN) Policy and Procedure
 - l. Marketing Policy
 - m. Privacy Policy
 - n. Privacy Principles Policy
 - o. Social Media Policy
 - p. Student Code of Conduct
 - q. Student Information Guide
 - r. Students Under 18 years Policy and Procedure

- s. Student Selection and Admission Policy
 - t. Student Progression and Exclusion Policy
 - u. Student Contact Policy and Procedure
 - v. Student Assessment Policy and Procedure
 - w. Student Grievance Policy and Procedure
 - x. Records Management Policy
 - y. Refund Policy and Procedure
 - z. Workplace Health and Safety Policy
 - aa. Terms and Conditions of Enrolment
2. Will comply with all lawful directions of Macedon Ranges Education personnel (e.g., emergency situations or Work Health and Safety requirements)
 3. Understand that falsification of records or details about myself either before or after my enrolment as a student, which may be construed as academic or general misconduct, may result in Macedon Ranges Education terminating my enrolment or imposing other penalties in accordance with the Macedon Ranges Education Policies and Procedures. Termination and/or other penalties may be exercised at any time during my studies at the Institution.
 4. Consent to any work I submit for assessment being scanned, copied or used by Macedon Ranges Education or its agents for the purpose of identifying plagiarism and any other academic or research misconduct.
 5. Agree to participate in and complete any programs or training required by the Macedon Ranges Education.

Your Obligations

By applying to enrol in, enrolling in, or purchasing, a Macedon Ranges Education Course you acknowledge and agree that you:

1. Fulfil all requirements as advised by Macedon Ranges Education for entry into the course and are satisfied that You will be able to undertake the key requirements of the Course.
2. Have provided full and accurate information to ensure you meet Macedon Ranges Education and Course entry requirements in accordance with the Macedon Ranges Education Enrolment policy and procedure.
3. Have read and understood the Course Information Guide and related information on the Macedon Ranges Education website.
4. Acknowledge and accept that Macedon Ranges Education cannot be held responsible for any technical and other changes or challenges beyond our control such as:
 - a. The operation of the Internet and the World Wide Web, including but not limited to viruses.
 - b. Any firewall restrictions that have been placed on your network or the computer you are using to access the Virtual Course.
 - c. Failures of telecommunications links and equipment.

- d. Changes to Training Packages including deletion of course and changes to core and elective units of competence or requirements of unit of competence.
 - e. Browser application version issues.
- 5. Are required to progress and complete the Course in the duration advised by Macedon Ranges Education to avoid additional fees.
 - 6. Will undertake, attend, and participate in any orientation, workshop, or training required by Macedon Ranges Education from time to time or as scheduled and will complete any assessments.
 - 7. Consent to your personal information and study progress being disclosed, in accordance with the Privacy Policy, to relevant government agencies or other parties that may include an employer who has enrolled you and/or paid for your course.
 - 8. Will behave with honesty, integrity, and respect while participating in Macedon Ranges Education Courses and in all dealings with Macedon Ranges Education and its staff, students, other participants in the Course, and the general public, in accordance with the *Student Code of Conduct*
 - 9. Will maintain a satisfactory standard of academic integrity in the participation, and completion, of any Macedon Ranges Education Course undertaken by You, in accordance with the Macedon Ranges Education *Academic Integrity Policy*
 - 10. Have read and understood Macedon Ranges Education policies and procedures as a condition of your enrolment and participation in a Macedon Ranges Education Course.

Fees and Enrolment

- 1. I acknowledge that I am responsible for maintaining my enrolment and that this includes:
 - a. Being aware of the key dates for my course as set out in the Student Handbook and as provided to me via the Learner Portal.
 - b. Ensuring that my enrolment is accurately reflected on my learner portal and that any units that I am undertaking to count towards my course requirements are shown on my training plan.
 - c. Enrolling and re-enrolling within the given time frames and in the manner specified.
 - d. Recognising that I am considered enrolled in my course when in each teaching period I am either (i) enrolled in at least one subject; or (ii) have an approved leave of absence.
 - e. Ensuring payment of all fees by the due date, or an extended date as required by the institution on application for a fee date extension; and
 - f. Ensuring that I provide my valid Australian Government issued Unique Student Identifier (USI) on enrolment.
 - g. Ensuring that I provide a certified copy of one of the following identity documents with my application:
 - i. Australian driver's licence (current), learner permit, or provisional licence issued by a state or territory, showing a signature and/or photo and the same name as claimed.
 - ii. Australian marriage certificate issued by a state or territory (church or celebrant-issued certificates are not accepted).

- iii. Passport (current) issued in Australia or by a country other than Australia with a valid entry stamp or visa, or
 - iv. Proof of age or photo identity card (current) issued by an Australian Government agency in the name of the applicant, with a signature and photo.
2. Will also be liable for all course fees or other fees or charges as set out in the Student Information Guide as applicable to my enrolment.

By applying to enrol in, enrolling in, or purchasing, Macedon Ranges Education Course, you acknowledge and agree that you:

- a. Are obliged to pay for the full Fee of the Course, once you have signed the enrolment form.
- b. Accept and understand that the Fees do not include equipment or materials required or any travel or other personal expenses incurred through participation in the Course.
- c. Accept and understand that the Fees do not include any costs associated with extending your Course duration.
- d. Have a five (5) business day provisional enrolment period to review and confirm the Course meets your needs.
- e. Are liable for the full Fee of the Course after the five (5) business day provisional enrolment period has elapsed if you have enrolled with a payment plan or by full fee payment; and You understand the Course Fee is not refundable unless the Course is fully cancelled by Macedon Ranges Education.
- f. Will be withdrawn from the Course if payment has not been received in accordance with the above conditions, and you will be confirmed in the Course upon approval of your application and payment of the Course Fee.
- g. Agree that your login details cannot be shared. In the case that you do share these details with others it may lead to the cancelation of your enrolment
- h. Will not be eligible for nor receive a refund if you fail to attend or complete the full Course in which you have been enrolled; and
- i. Will incur additional charges for administration if you lose or damage a certificate issued to you by Macedon Ranges Education and wish for a replacement.
- j. Acknowledge that there may be academic progress requirements that apply to my enrolment (including those outlined in the Student Admission and Progression Policy and that there may also be course progression or other requirements that apply. I acknowledge that not meeting these requirements may impact my enrolment, this may include restrictions being placed on my enrolment, and my enrolment being suspended or terminated.

My Personal Details

1. Will notify Macedon Ranges Education of any change to my personal details (including changes to my mailing address and contact details) within 48 hours and I acknowledge that Macedon Ranges Education shall not be in any way liable for any matter arising out of a failure to notify the Institution of such changes.
2. Acknowledge that a failure to update my personal details will not be an acceptable reason for failing to respond to any correspondence from Macedon Ranges Education as required.
3. Declare that all information that I have provided is, to the best of my knowledge, complete, true, and correct.
4. Authorise Macedon Ranges Education to obtain information about me from other educational institutions for the purposes of verifying my details and managing my enrolment.
5. Understand that Macedon Ranges Education must comply with Australian laws and regulations, including those relating to export controls, and may need to take appropriate actions.

Communication, notices, and records

1. Acknowledge that Macedon Ranges Education correspondence, including formal notices and other communications, will be issued to me electronically via my student email address and the Learner portal.
2. Agree to check my Learner portal and emails on a regular basis, which is at least twice per week, including during breaks or leave periods. This includes making arrangements to access Macedon Ranges Education emails while travelling outside of Australia.
3. Understand that upon graduation, the details of my qualifications will be included in Macedon Ranges Education's records of graduation and will become a matter of public record.

Macedon Ranges Education Obligations and Rights

1. Macedon Ranges Education provides self-paced online/distance and classroom Courses to self-directed and independent adult learners who are working or seeking work and who want to manage their learning with guidance and support from Macedon Ranges Education staff who are experienced, competent, and qualified, and current in industry trends and practices.
2. Macedon Ranges Education provides you with key information (Macedon Ranges Education Student Handbook and Macedon Ranges Education Student and Academic Policies and Procedures. These can be located on both our website and via the Learner Portal to support your enrolment and study and recommends all learners refer to the Macedon Ranges Education website: <https://www.mymre.com.au>, to access these documents.
3. Macedon Ranges Education recognises your rights to take action under Australia's consumer protection laws and respects your privacy in accordance with Australia's Privacy Act 1998
4. Macedon Ranges Education reserves the right to cancel courses if it is unable to provide them due to any event outside its control. It will endeavour to advise you as soon as possible in the event this occurs. Macedon Ranges Education will refund in full any payments received for any course that it cancels. Macedon Ranges Education will not be liable for any claims arising from course cancellation.

5. Macedon Ranges Education reserves the right to change the particulars of its services, including changes to courses, webinars, and programs where circumstances beyond Macedon Ranges Education's control necessitate such changes.
6. Macedon Ranges Education reserves the right to change Course Fees at its discretion and will give reasonable notice of any changes to associated Fees and costs that may affect a student's ability to participate in study.
7. Macedon Ranges Education has measures in place to ensure students who have prepaid Fees are protected in the event Macedon Ranges Education is unable to continue to offer a Course or ceases to operate as an RTO. In the unlikely event this occurs, Macedon Ranges Education will:
 - a. Support students to continue their Course at another RTO where possible.
 - b. Support students to transfer to another vocational Course at Macedon Ranges Education Refund any unused portion of a prepaid Course a student has enrolled in or already commenced.
 - c. Issue Statements of Attainment for completed unit(s).
 - d. Return any student work where a grade has not been finalised.
8. In the event of any breach of this contract by Macedon Ranges Education, the remedies of the Learner or Employer shall be limited to damages that do not exceed the Course Fee.
9. Macedon Ranges Education will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that are caused by events outside Macedon Ranges Education's reasonable control (Force Majeure Event). A Force Majeure Event includes any act, event, non-happening, omission, or accident beyond Macedon Ranges Education's reasonable control. Macedon Ranges Education will use reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which obligations may be met despite the Force Majeure Event.
10. These Terms and Conditions may be altered, varied, or replaced by Macedon Ranges Education from time to time, at its sole discretion.

My confirmation

1. I have read and understood all information relevant to my enrolment and made available by the Institution, including the Macedon Ranges Education Privacy Policy as set out below as the Appendix to this enrolment declaration.
2. I acknowledge the collection, management, use, and disclosure of my personal information in accordance with the requirements of legislation and the Macedon Ranges Education Privacy Policy.
3. I acknowledge that, if I am enrolled in a course run jointly by the Macedon Ranges Education and another partner organisation Macedon Ranges Education may release information about my enrolment and results to the other organisation.
4. I acknowledge that the terms of this enrolment declaration, as set out above, are legally binding and will be enforced by Macedon Ranges Education.

For Related Policies and Procedures, please see page 1 of This Document.

Version Control

This document is under version control.

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