

## Terms & Conditions of Enrolment



1. The College reserves the right to cancel a course when there are insufficient enrolments. This usually occurs within three working days of the course start date and each enrolled student is contacted by phone or email (if email address has been provided). You can assist by enrolling early and providing us with both day and evening contact numbers and an email address. If we cannot place the student in another course, we refund the full amount paid. This is the only instance where a refund is available.
2. The College cannot accept responsibility for changes in your personal circumstances. Please choose your course carefully, before enrolling, as refunds will not be given unless a course is full or has been cancelled by the College. Requests for refunds will only be considered up to seven working days prior to the commencement date of the course. A \$30 administration charge will be incurred for all withdrawals. All refunds will be processed within a 14-day period. All enrolments are confirmed by email or, if an email address has not been provided, by letter. If you have not heard from us within 72 hours of sending your enrolment, the onus is on you, the student, to contact us to ensure we have received your enrolment. Course transfer between terms is not available. *(If enrolment is in a Smart & Skilled subsidised course - see website at [www.nbmc.nsw.edu.au](http://www.nbmc.nsw.edu.au) for fee and consumer protection information for these courses).* Deferral of a course is only available on the discretion of the Executive Director.

If you are unable to attend a course due to ill health, a refund or transfer will only be provided if a medical certificate is supplied.

3. To ensure students have had the necessary time for their circumstances to change, students who have had a previous enrolment finalised due to non-completion, are unable to re-apply to the College for a course (whether the same accredited course or a different accredited course) until a minimum of 6 months has passed from the previous enrolment being finalised. The 6-month period may be waived by the Executive Director should extenuating circumstances exist such as a medical certificate attesting to a change in the student's circumstances so they will now be able to meet the relevant standards required. This clause does not apply to students enrolling in lifestyle courses.
4. The minimum age for anyone enrolling in courses is 15 years (with parental consent) unless otherwise specified by funding eligibility. Family members/friends/children/pets (excluding assistance animals as defined in *Disability Discrimination Act 1992* (Cth) Section 9) **may not** accompany students to classes. If a carer needs to accompany a student to a course, this must be organised with the College in advance.
5. A discount of 10% is granted (except for Smart & Skilled full qualification courses, courses which specifically note "no concessions" or courses that are already discounted or funded) to people receiving full Australian pensions and benefits, including full time students and holders of the NSW Seniors Card (not National Seniors Association card). The discount must be claimed at the time of enrolment and cannot be claimed retrospectively or in conjunction with any other discount.
6. Full qualification courses which cost more than \$1500 are payable by instalments as set out in the Student Handbook. Details of instalment amounts, and due dates will be advised upon confirmation of enrolment. The same policy regarding refunds (as detailed in 2 above) applies to full qualification courses *(unless the enrolment is in a Smart & Skilled subsidised course - see website at [www.nbmc.nsw.edu.au](http://www.nbmc.nsw.edu.au) for fee and consumer protection information for these courses).*
7. Northern Beaches and Mosman College may share personal data with EzyPay to process payments. Please refer to NBMC Privacy Policy on the College website for further information or <https://www.ezypay.com/privacy-security>
8. Enrolment in a full qualification course will require a personal or telephone interview with a College representative to ensure the course is appropriate for your needs and to discuss any prerequisites to the course; Recognition of Prior Learning (RPL) and/or credit transfer. The Student Handbook is available on the College website and contains important information regarding enrolment, participation and assessment in our accredited courses.
9. Northern Beaches & Mosman College undertakes to make an RPL and Credit Transfer process available to all students for nationally recognised training courses within the scope of registration of NBMC. If you decide to apply for RPL, please contact your Training Coordinator at least 2 weeks before the course commences, or for late enrolments, you must advise the Training Coordinator on enrolment. Students then have 3 weeks to lodge a fully completed application with all supporting documentation. Applications received after this time will not be considered. Please be aware, if any of the training for units of competency for which you are applying for RPL are delivered while your application is still being considered, it is strongly recommended that you attend the related classes as we cannot guarantee that your application for RPL will be successful. As a guide the process will take between 2 and 4 weeks once your application has been submitted.
10. It is a federal government requirement that from 1 January 2015 all students undertaking nationally recognised training, delivered by a registered training organisation, will need to provide a Unique Student Identifier (USI). Information and assistance on obtaining a USI can be provided by the College or by visiting [www.usi.gov.au](http://www.usi.gov.au). Please note, the College cannot issue Statements of Attainment or Certificates to students who have not provided a USI.
11. If you require learning, disability, impairment, long term condition or language support, please advise the College upon enrolment as some support services are available.
12. Course fees cover training and administrative costs – some lifestyle courses may require additional expenditure for materials, equipment, or ingredients, payable directly to the trainer in class.

13. To protect fellow students, trainers and College staff, if you arrive at College obviously unwell, you may be asked to leave. COVID vaccinations may be a requirement for mandatory work placements in aged care, disability, childcare, health and other courses.
14. Student parking is not available on College premises. Street parking only, is available at the Brookvale and Mosman campuses.
15. Receipts are emailed to students at the time of payment processing or, if no email address has been provided, will be posted together with the confirmation of enrolment.
16. NBMC will provide details of vocational and/or accredited enrolments and outcomes to the National Centre for Vocational Education Research (NCVER) to assure quality. NCVER may contact students to survey the learning process and outcome. Please advise the College in writing if you do not wish your details to be released for this purpose. Please refer to NBMC Privacy Policy on the College website.
17. NBMC will provide students personal information in accordance with our Privacy Policy (available at [https://nbmc.nsw.edu.au/privacy\\_policy](https://nbmc.nsw.edu.au/privacy_policy))
18. The Tech Savvy Seniors program is an initiative of the NSW Ageing Strategy and is funded in partnership between the NSW Government and Telstra. TSS courses are open to seniors aged 60 years and above, or Aboriginal or Torres Strait Islander elders aged 50 years and above only. You will be required to show a proof of age document to your trainer on arrival at your course.

#### **OUR COMMITMENT TO YOUR SATISFACTION**

\* Confirmations: All enrolments will be confirmed by email or, if no email address has been provided, by post.

\*If a course is cancelled because of insufficient numbers and a refund is requested, the refund amount will be credited to the credit card used to pay for the course. If a credit card was not used or the account is no longer active, a refund cheque will be posted to the original payee.

\* At the completion of your course, the College may issue you with a free Statement of Attendance, upon request, if you have attended 75% of the course. If the course is an accredited course and you satisfactorily complete the required competencies, a Statement of Attainment or Certificate will be issued.

\* These Terms & Conditions should be read in conjunction with the Student Handbook and NBMC Privacy Policy which are both available at [www.nbmc.nsw.edu.au](http://www.nbmc.nsw.edu.au)