



POLICY – Enrolment

Requirement	
<p>This policy is to document how students are enrolled into units and qualifications at YouStudy, Terms and Conditions regarding payment for courses, as well as how student finances are processed.</p> <p>YouStudy is committed to:</p> <ul style="list-style-type: none"> • The mutual recognition of qualifications or Statements of Attainment issued by other RTO's • Recognition of Prior Learning(RPL) of a student's previous industry or life experience <p>YouStudy guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.</p>	
Enrolment Information	Responsibility
<p>Enrolment is provided either:</p> <ul style="list-style-type: none"> • Online via the YouStudy website and is available 24/7 • By telephone via 1-300-887886 during normal business hours • By email to Administration at Head Office: enrolments@youstudy. • By mail to: YouStudy, P.O. Box 972, Kuranda, QLD 4881 • Via a representative of YouStudy 	<p>CEO</p> <p>Administration</p> <p>Enrolments</p>
Pre-enrolment Information	
<p>Pre-enrolment information is available on the website or in a downloadable format from the website or can be sent by email as an attachment.</p> <p>Course Information Students are encouraged to read the course information to ensure that they:</p> <ul style="list-style-type: none"> • Have determined that the learning outcomes meet their needs • Can follow the order of study and assessment requirements as outlined in the course information • Have met the entry requirements of the course • Meet the language, literacy and numeracy requirements for the course they intend to enrol in • Have the minimum requirements for computer/internet access as outlined in the course information 	<p>CEO</p> <p>Administration</p> <p>Trainers/Assessors</p>

<p>Employability or Foundation Skills Summaries Students are encouraged to read the Employability or Foundation Skills Summaries outlined in the Course Information</p> <p>Student Handbook Students are encouraged to read the Student Handbook, in particular the sections in relation the Refund Policy and Student responsibilities. Students are advised that they will have to acknowledge that they have read the information provided in the Student Handbook and agree to abide by YouStudy's policies and procedures, rules and the Student Code of Conduct. The Student Handbook is available on the website in a downloadable format or can be forwarded as an email attachment or in hard copy to the student</p>	
<p>Course Fees</p>	
<p>Tuition Fees for courses and Student Fees and Charges for administration are provided on the website or can be emailed or posted to students.</p> <p>Terms and Conditions for payments for course are provided on the website or can be emailed or posted to students.</p> <p>By accepting these Terms and Conditions the student agrees to pay the Course fees for the Course using the payment method and payment option they have selected from these Terms and Conditions.</p> <p>Students are required to pay the full amount of the Course fees even if they do not complete their Course or fail to advise YouStudy of their withdrawal from the Course after the Cooling Off Period.</p> <p>In the event that the student does not complete the Course within the given timeframe, their Course will be immediately suspended and access to their Course will no longer be provided.</p> <p>The duration of each Course is stated in the YouStudy Course Description and/or advised at time of enrolment.</p>	<p>CEO</p> <p>Administration</p> <p>Enrolments</p>
<p>Payment Methods</p>	
<p>Payments for courses can be made by:</p> <ul style="list-style-type: none"> • PayPal and Credit Card links are provided on YouStudy invoices and 	<p>CEO</p> <p>Administration</p>

<p>available 24/7</p> <ul style="list-style-type: none"> • Direct Electronic Funds Transfers (EFT) Bank Details are provided on all Invoices • Cheques should be posted to: YouStudy, P.O. Box 972, KURANDA, QLD 4881 • Payment Plans are arranged with Enrolments by telephone via 1-300-887886 during normal business hours or Email enrolments@youstudy.edu.au 	<p>Enrolments</p>
<p>Payment Options</p>	
<p>Pay an Initial deposit payment and the balance by instalments</p> <p>For all YouStudy courses you can choose to pay an initial deposit of no more than \$1,500.00 prior to the commencement of your course. The remaining balance will be paid in instalments as discussed by the student with YouStudy. The total amount required to be paid for tuition and services yet to be delivered to be invoiced for no more than \$1,500.00 at any one time.</p> <p>Pay per unit</p> <p>For all YouStudy courses you can choose to enrol and pay for one unit at a time in a full qualification or enrol and pay for study in just one unit of competency. You will be invoiced for each unit prior to your commencement in that unit. Should you not decide to complete the full qualification you will only be eligible to pay for units that have been commenced.</p> <p>Payment Plans by weekly, fortnightly or monthly payments</p> <p>To make it easier for students to pay for their course fees, YouStudy also offers simple payment plans so that you can pay over a number of smaller instalments by weekly, fortnightly or monthly payments.</p> <p>You should discuss your payment options with Enrolments, then you will be sent a Student Fee Notification email which will include details on the payment options available for your course and instructions on how to proceed for each one using the Payment Methods listed above.</p> <p>To apply for payment by instalments or a Payment Plan you will need to complete a Learner Instalment Payment Plan Agreement Form. This form will either be attached to your</p>	<p>CEO</p> <p>Administration</p> <p>Enrolments</p>



<p>Student Fee Notification email or you can contact us by phone on 1-300-887-886 or email enrolments@youstudy.edu.au and we will provide you with the correct forms.</p> <p>The amount of your first payment and the frequency or number of instalments will depend on the course you are enrolling in and your individual circumstances.</p> <p>Third Party payment Some employers will pay training fees on behalf of their employee. This is an agreement between you and your employer. Your employer can choose to pay the full fee upfront, or by a payment plan if eligible. You will both need to complete and sign a Third Party Payment Request Form and a Third Party Instalment Payment Plan Agreement Form if applicable. Your Student Fee Notification Email will include instructions on how to obtain these forms.</p>	
Terms and Conditions Agreement	
<p>By signing the Terms and Conditions Agreement students agree to honour their Rights and Responsibilities in regards to payment options and understand that:</p> <ul style="list-style-type: none"> - all instalments must be paid on or before the due date; - they must ensure that sufficient funds are available in their nominated account to meet the instalment payments; - understand that YouStudy reserves the right to suspend access to their online Course in the event that they fail to pay any part of the Course Fees as and when it falls due for payment; - advise YouStudy in writing should they wish to cancel or amend their payment instalments or payment plan <p>Should the student default on the repayment schedule:</p> <ul style="list-style-type: none"> - their enrolment will be suspended and their outstanding account will become immediately due and payable; or - as a cancelled student their outstanding account will become immediately due and payable - Should contact Enrolments to discuss alternative payment options - YouStudy reserves the right to forward any outstanding debt to a debt collection agency, and the student may also be required to pay additional fees associated with the debt collection process. - YouStudy will not issue a Certificate or Statement of Attainment/s until course fees are paid in full. 	<p>CEO</p> <p>Administration</p> <p>Enrolments</p>

Enrolment Conditions	
<p>On Enrolment Upon receipt of the signed and completed Enrolment Form and Terms and Conditions Agreement Form YouStudy agrees to:</p> <ul style="list-style-type: none"> • provide a tax invoice • provide a Payment Plan Agreement (If applicable) <p>After Payment of Fees: Upon receipt of first payment YouStudy agrees to:</p> <ul style="list-style-type: none"> • provide login details to access the YouStudy Study Centre and the online Course Materials and assessments • mark and provide feedback on their submitted assessment tasks • provide trainer support throughout their enrolment; and • issue a Certificate or Statement of Attainment/s upon satisfactory completion of their course (if applicable). <p>The student will acknowledge the following, in relation to course enrolment:</p> <ul style="list-style-type: none"> • Their course enrolment is complete when they have been issued a username and password for their Study Centre online course access • YouStudy and the student will agree on a date for online course access, this date will be known as the agreed course commencement date • Course duration is effective from the agreed course commencement date • Login access to available units will be active as at the agreed course commencement date. • They will be deemed to have commenced their course at the time of login on or after the agreed commencement date and have accessed the course materials. • The Course is non-transferable once the student has commenced their studies. 	<p>CEO</p> <p>Administration</p> <p>Enrolments</p>
<p>Enrolment Duration</p> <p>At the time of course enrolment YouStudy and the student will agree on a date for online course access, this date will be known as the agreed course commencement date and course expiry date.</p> <p>Course duration is effective from the agreed course commencement date until the course expiry date. Login access to available units will be active as at the agreed course commencement date. A student will be deemed to have</p>	<p>CEO</p> <p>Administration</p> <p>Enrolments</p>

<p>commenced their course at the time of login on or after the agreed commencement date.</p> <p>The Course is non-transferable once the student has commenced their studies.</p>	
<p>Cooling Off Period</p>	
<p>Students are entitled to a 10 Business Day Cooling Off Period and can cancel and withdraw from the course during this time without penalty. The Cooling Off Period commences from the agreed course commencement date when the student receives their active Login access to the Student Portal and Online Course Access.</p> <p>A full refund of fees will be paid within seven (7) business days from when the Notice of Withdrawal from the course has been received.</p>	<p>CEO Administration</p>
<p>Withdrawal from Course during Cooling Off Period</p>	
<p>If a student (participant) withdraws from a course during the Cooling Off Period, full refund of the fees will be made. A full refund of fees will be paid within seven (7) business days.</p>	<p>CEO Administration Trainers/Assessors</p>
<p>Withdrawal from Course after commencement</p>	
<p>Once enrolled and after the Cooling Off period, if the student (participant) has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have received their log in details to their online course content and assessment and they have accessed the course materials.</p>	<p>CEO Administration</p>
<p>Withdrawal due to illness or hardship</p>	
<p>In the case of a participant withdrawing from a course or program due to illness or extreme hardship, YouStudy may, at its discretion, allow a refund of the course fees. The following conditions apply:</p> <ul style="list-style-type: none"> • The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates • In the case of hardship, a letter or email must be forwarded to YouStudy's CEO who will consider each case at their discretion <p>NOTE:</p> <ul style="list-style-type: none"> - The student will forfeit a 25% non-refundable 	<p>CEO Administration</p>

<p>administration fee</p> <ul style="list-style-type: none"> - Withdrawal must take place prior to the expiration of the course. <p>A Statement of Attainment will be given for any units that have been successfully completed and paid for in full</p>	
<p>Pre-Training Review</p>	
<p>Language, Literacy & Numeracy (LLN) Assessment</p> <p>YouStudy is committed to ensuring accessibility to all perspective students for the training courses we provide and recognises that at times language, literacy and numeracy requirements for the qualification may restrict a person from achieving the competencies required for particular courses or programs. We will make every effort to assess a perspective student's ability to carry out all the learning tasks and required assessments to the required standard before enrolment.</p> <p>A pre-Training Review is conducted by trainers with students to identify whether the student requires Language, literacy and numeracy support, this may require the student to complete an LLN assessment. When it is identified that the student would benefit from additional LLN support the recommended course of action will be prepared by Learning Support and a Study Support Plan will be prepared for the student. This Support Plan could assist the student prior to and during their studies and will be monitored by a dedicated Learning Support person.</p> <p>Course Assessments Where Student Study Support has been identified the individual needs of the student in relation to assessment will be identified and a flexible approach which will be fair and equitable for all participants will be developed where appropriate.</p> <p>Disability Support Students with a disability are encouraged to discuss their specific support requirements prior to the commencement of studies. Every effort will be made to arrange for suitable support prior to enrolment.</p>	
<p>Resources provided as part of Course Enrolment</p>	
<p>The following resources are available to YouStudy students and included as part of their enrolment in a course (qualification or unit of competency). Use of these resources by students will vary depending on the student's study requirements for each unit.</p>	

<ul style="list-style-type: none"> - Course Content is accessible online 24/7, set out into topics relevant to the unit that you are studying, print copies are available for those students that prefer a hard copy to read. - Student Portal to view your Training Plan, view your progress through your units of competency, message your teacher, view and store documents - an eLibrary of resources relevant to your study including examples of business documents, templates, journal articles and reading papers - ongoing Student Support provided by your teachers and faculty staff to answer questions regarding your enrolment, to provide academic advice, Language, Literacy and Numeracy support, or to mentor you through your studies - our YouStudy Social eLearning site so you can use or develop your communication and social skills to enhance your learning - Webinar Sessions to interact with your teacher, chat to mentors or industry experts, you can also request a recorded session to view in your own time - An Event Calendar so that you do not miss a live webinar session, mentoring session or video class - access to a Video Training Library of over 2,000 self-paced training classes. Engaging, top-quality courses taught by recognised industry experts so you can keep your software, creative and business skills current whilst studying at YouStudy - an ePortfolio to allow you to collect, reflect on and share your study achievements and development online 	
Related policies	
<ul style="list-style-type: none"> • Refund 	<p style="text-align: center;">RTO administration Trainers/assessors</p>
Related procedures	
<ul style="list-style-type: none"> • Enrolment • Refund 	<p style="text-align: center;">RTO administration Trainers/assessors</p>
Related documents	
<ul style="list-style-type: none"> • Enrolment Form • Pre-enrolment Information • Payment Terms and Conditions 	<p style="text-align: center;">RTO administration Trainers/assessors</p>



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| <ul style="list-style-type: none">• Terms and Conditions Agreement• Payment Instalment and Payment Plan Application Form• Student Handbook• Web Site Pages | |
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