

Pre-enrolment Information

Following is important information that potential students should read prior to enrolment in a **YouStudy** course (Full qualification or individual unit of competency).

Course Information

Students are encouraged to read the course information to ensure that they:

- 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

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

Course and Administration Fees

Course Costs for full qualifications or individual units of competency are available on the 'Courses' or 'Units' pages on our website. Students can also download our Schedule of Fees and Charges provided under the Enrolment section of the 'Student Information' Page on our website or request for this document to be posted or emailed to them.

Payment - Terms and Conditions for course costs are provided on the website or can be emailed or posted to students.

By accepting the Payment - Terms and Conditions the student agrees to pay the Course fees using the payment method they have selected under the Payment - Terms and Conditions Agreement.

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 available to them.



The duration of each Course is stated in the **YouStudy** Course Description and/or advised at time of enrolment.

Payment Methods

Payments for courses can be made by:

- **PayPal** and **Credit Card** links are provided on **YouStudy** invoices and available 24/7
- **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

Payment Options

Pay an Initial deposit payment and the balance by instalments

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.

Pay per unit

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.

Payment Plans by weekly, fortnightly or monthly payments

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.

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.

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 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.

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.

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.

Payment Information

By signing the Payment – Terms and Conditions Agreement students agree to honour the payment plan and understand that:

- 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;
- **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;
- in the event that they request or fail to advise of course cancellation, the balance of their course fees will be paid in full or continue to be paid under my payment plan schedule; and
- **YouStudy** will not issue a Certificate or Statement of Attainment/s until course fees are paid in full.

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.

Should the student default on the repayment schedule:

- 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
- the outstanding debt will be forwarded to a debt collection agency, and the student may also be required to pay additional fees associated with the debt collection process.

Enrolment Conditions

On Enrolment:



Upon receipt of the signed and completed Enrolment Form and Payment – Terms and Conditions Agreement Form **YouStudy** agrees to:

- provide a tax invoice
- provide a Payment Plan Agreement (if applicable)

After Payment of Fees:

Upon receipt of the signed and completed Enrolment Form, Payment – Terms and Conditions Agreement Form and agreed payment **YouStudy** agrees to:

- 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 my enrolment; and
- issue a Certificate or Statement of Attainment/s upon satisfactory completion of their course (if applicable).

The student will acknowledge the following, in relation to course enrolment:

- 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 I have accessed the course materials.
- The Course is non-transferable once the student has commenced their studies.

Enrolment Duration

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.

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 commenced their course at the time of login on or after the agreed commencement date.

The Course is non-transferable once the student has commenced their studies.

Cooling Off Period



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 including the student's active Login access.

If a student (participant) withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

A full refund of fees will be paid within seven (7) working days from when the Notice of Withdrawal from the course has been received.

Withdrawal due to illness or hardship

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:

- 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

NOTE:

- The student will forfeit a 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.

A Statement of Attainment will be given for any units that have been successfully completed and paid for in full

Assessment of learner needs

Prior to enrolment **YouStudy** will discuss with the student:

- what previous studies they have undertaken in this or related fields
- what experience they have had in this field – to determine if they may be entitled to Recognition of Prior Learning (RPL).
- their reasons for wanting to study the course they are applying for to ensure the course is right for their needs
- how they will be putting what they will be learning into practice – to ensure that the training offered is suitable for their needs
- identifying any support a learner needs prior to their enrolment or commencement

Language, Literacy & Numeracy Assessment

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 prospective student's ability to carry out all the learning tasks and required assessments to the required standard before enrolment. For students identified as requiring support will continue

Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs.

Course Assessment

Individual needs 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.

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.

Unique Student Identifier

It is a requirement to provide your Unique Student Identifier when enrolling in a course. As a registered training organisation, collecting and reporting your students' Unique Student Identifier (USI) numbers is a requirement under Commonwealth legislation and a condition of your registration. Refer to this [Consent for collection, use or disclosure of personal information](#). Also, [Benefits of the USI](#)

AVETMISS Data Collection

All RTO's must collect and report 'Total VET Activity' data, this data provided by RTOs contributes to the National VET Provider Collection, which is the principal source of information on training activity across Australia, the students undertaking it and the courses being delivered. [AVETMISS](#) stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students.