

ENROLMENT

Enrolment in all accredited courses occurs prior to the commencement date of the course. Prior to enrolment prospective client will have completed a Pre-training Review in which they will have been interviewed by a Trainer/Assessor who provides them with details of the course, clarifies any pre-requisites and explains the Skills Recognition process along with any other requirements.

Clients are required to pay a deposit to confirm their place in a course prior to course commencement that does not exceed \$1000. The deposit is held in a separate 'Student Fees' account and is retained in this account until the client has completed their studies. The funds held in this account are available to meet any refund commitments should the client not complete with their training and request a refund.

All enrolments are subject to these Terms and Conditions. Training courses are GST exclusive with the exception of non-accredited courses. LE Industry Services reserves the right to cancel, postpone or reschedule any training courses due to insufficient registrations or other reasons beyond its control. Fee paying participants affected will receive a full refund or be given the opportunity to transfer to the next available course at no additional fee.

SKILLS RECOGNITION

Students may meet course entry requirements through education, training, work or life experience. Students who believe they already have some or all of the competencies in the course may apply for Recognition of Prior Learning (RPL). If you have completed units from your course at another institution, you may be eligible to have this formal training and/or qualifications recognised through (CT) Credit Transfer.

REFUNDS

If no written notification is received, the full course fee is applicable upon rescheduling. Provided that written notification is received by LE Industry Services not less than 5 (five) working days prior to the commencement date of a course, you may request one of the following:

- a. A refund of course fees on cancellation
- b. Transfer to another course – subject to availability
- c. Substitution of another person to attend the nominated course in place of the person enrolled

Please contact LE Industry Services administration to access the Fees and Refund Policy

PARTIAL REFUND

When notification is given with a case for medical or financial hardship one (1) to five (5) working days prior to the commencement of training, up to 100% of the fees is refundable.

NO REFUND

No refund will be provided when no notification of cancellation has been provided before the commencement of the course and the participant does not attend; or fees on cancellation.

PRIVACY

LE Industry Services complies with the Privacy Act and Australian Privacy Principles, which provides guidance on the collection, storage, use and disclosure of personal information. No other parties will share your personal information, unless they have a legal right to the information or a right to the material as required under the standards of the Australian Quality Training Framework. Student records are strictly confidential and will only be made available to the student upon written request.

ACCESS AND EQUITY

Participants can expect our staff to treat all people in a fair, respectful and non-discriminatory manner and at all times be professional in performing their duties. At LE Industry Services we believe that the learning environment should be comfortable for all staff and participants and free from any form of harassment or discrimination. We value diversity, respect, cooperation and safety, and are committed to equality.

COMPLAINTS AND APPEALS

Complaints and appeals may occasionally arise, despite LE Industry Services' efforts to provide satisfactory services to all associated parties and stakeholders. Participants, clients and stakeholders are permitted the opportunity to have any substantiated complaint or appeal resolved in accordance with the complainant's wishes with an outcome that satisfies all parties involved.

LE Industry Services will attempt to resolve all complaint and appeals within 10 days.

To make a complaint or appeal please see your trainer; or contact the LE Industry Services administration office on 03 5126 0395

Unsatisfied complainants can be referred to the Victorian Registration and Qualifications Authority (VRQA) via <http://www.vrqa.vic.gov.au/complaints/default.htm>

LE Industry Services
TOID 22517
6 – 8 Della Torre Road
Moe Vic 3825
Ph: 03 5126 0395