



The Learning Professionals
admin@thelearningprofessionals.com.au
ABN: 87 281 145 065
RTO No: 20665

Terms and Conditions of Training and Assessment

Additional fees and cost that may apply to individual students

Replacement of Certificate/Statement of Attainment \$30

Credit Transfer Per Unit \$30

Complaint and Appeal

Students have access Complaint and Appeal form is available at www.lpcomm.com This written agreement, and the right to make complaints and seek appeals of decisions, does not affect the rights of the Applicant to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies

Cancellation/withdrawal

If the student is absent for 5 consecutive schedule sessions (if applicable) without prior approval or reasonable grounds (such as compassionate or compelling reasons beyond the student's control), The Learning Professionals staff will notify the student of the intention of cancel their enrolment. In the letter, the student will be informed of their right to access the complaints and appeals process. If the appeal is not upheld or the student withdraws from the appeal process, the student's enrolment with The Learning Professionals will be cancelled.

Refund Policy

You may make a request for Refund of tuition fees via email admin@thelearningprofessionals.com.au Whether the student is entitled to a refund or not, they will receive written notification of the outcome which will include an explanation of how the refund was calculated within 20 working days of receipt of the refund application. The refund will be paid via electronic funds transfer EFT to the applicants nominated bank account

Course cancelled by the Learning Professionals	100% refund of tuition fees
Applicant cancellation notified in writing and received by The Learning Professionals prior to commencement date	100% refund of tuition fees
Participant cancellation after course commencement	Pro rata tuition fee
Materials & Equipment fees	0% refund

AQF Certification documentation issuance and USI

Once students have completed their course program, AQF certification documentation will be used within 30 calendar days of the student being assessed as meeting the requirements of the qualification in which the applicant is enrolled, providing all agreed fees have been paid. Students are entitled to a formal Statement of Attainment completed and assessed competent units upon cancellation, prior to completing the qualification, provided all tuition fees for the study periods incurred have been fully paid.

All students need a verified USI in order to receive their AQF certification documentation unless an exemption applies under the Student Identifiers Act 2014. Further information on USI exemptions can be found at <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi>

Other conditions

Students must notify The Learning Professionals of changes of address, telephone number, email address within 7 days of the change. Failure to do this may mean the student may not receive important information which may affect their course enrolment. The Learning Professionals

- formal communication method of policy and procedure will be via www.lpcomm.com Students are required to keep abreast with the latest policy and procedure by regularly checking for updates as policies are subject to variance The Learning Professionals will formally correspond with students via email, it is the student's obligation to regularly check their email account
- will retain a copy of this written agreement and receipts of payments made by the student under this written agreement for at least 18 months after cancellation or completion and provides the student with a copy of this written agreement, and receipts of any payments made by the student.

Students are responsible for keeping a copy of the written agreement as supplied by The Learning Professionals, and receipts of any payments of tuition fees or non-tuition fees.