

## COURSE INFORMATION AGREEMENT

### Training Guarantee

The RTO will guarantee to complete all training and/or assessment once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal written request notifying the RTO that they wish to withdraw. If a student voluntarily drops out, this guarantee is valid for a maximum of six months from initial course commencement date. In the event of the RTO not being able to provide the training that the student has enrolled, and when the student has been required to pay a fee, the RTO will provide a full refund or pro-rata of any units not completed. Please refer to the Refund procedure for further information on refunds.

### Consumer Guarantee

The RTO guarantees that the services provided by the RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

### What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy and procedure for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is **minor** and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the RTO is unable to fix the training service, the consumer can choose to terminate the contract for services and obtain a full refund, or seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

The RTO is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

**By signing below, I acknowledge and agree to the above information:**

STUDENT'S SIGNATURE	STUDENT'S PRINTED NAME	DATE
GUARDIAN'S SIGNATURE	GUARDIAN'S PRINTED NAME	DATE