

The Terms and Conditions of Enrolment (“Agreement”) represents the agreement between the student and Allara Learning, which owns and operates Tactical Training Group (RTO ID 91054) and WG Learning (RTO ID 91178).

Signing of Agreement

1. This Agreement will come into effect between Allara Learning and the student on the date of enrolment, being the date the student signs this Agreement, in accordance with Clause 2.
2. Signing of this Agreement is defined to have occurred on the earlier of when:
 - 2.1 the student signs the Enrolment Form; or
 - 2.2 the student selects and submits the “Accept Terms and Conditions” box on the enrolment webpage form.
3. In the case of electronic signing of this Agreement pursuant to Clause 2.2 above, the student agrees to Allara Learning recording the student’s acceptance in the student management system as proof of Agreement execution.
4. The student will be directed to a copy of this Agreement in their Welcome to Allara Learning confirmation email.
5. Upon signing this Agreement, the student confirms they are over the age of 18 years. If the student is less than 18 years of age, a parent or guardian of the student must advise Allara Learning in writing, of their permission for the student to undertake the course. In this event, the parent or guardian is responsible for payment of the course.

Length of Agreement

6. This agreement covers the entire period of the course the student is undertaking. This agreement extends to cover the student in the event of course cancellation under Clauses 31 - 33 and until all relevant course fees are paid.
7. By signing the Agreement in accordance with Clauses 2 and 3 above, the Student agrees to all the terms in this Agreement.

Student Responsibilities

8. Upon signing this Agreement, the student agrees:
 - 8.1 to comply with Allara Learning Terms and Conditions as set out in this Agreement, in their entirety;

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- 8.2 that they agree with any terms and conditions set out in the Participant Handbook as published on the Allara Learning website; [Allara Learning Participant Handbook and Policies](#)
- 8.3 that they meet all enrolment requirements of their course upon enrolling and signing this Agreement;
- 8.4 that it is their responsibility to retain copies of all assessments submitted to Allara Learning;
- 8.5 that they will ensure all information provided to Allara Learning is accurate and up to date at all times and that they are responsible to update personal information in the event of a change to this information;
- 8.6 to pay all fees applicable to their course plus GST (if applicable) as per Clauses 35 - 36; and
- 8.7 to the fee schedule as published on the Allara Learning website, under the relevant course.
- 8.8 provide photo identification to confirm their identity for online assessment purposes
- 8.9 provide proof of eligibility and entry requirements for any course they enrol into (as specified in the course guides and website)

Visa holders

9. If a visa holder, it is the student's responsibility to advise Allara Learning of their current visa type at enrolment. Please note Student Visa holders (subclass 500), cannot enrol with Allara Learning as we are not registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

Allara Learning Responsibilities

10. Allara Learning offers and provides online and blended education in a variety of courses. All courses are delivered in online and workplace delivery formats
11. Upon signing this Agreement and provided the student does not breach any of the Allara Learning terms and conditions in this Agreement and referenced policies, Allara Learning agrees to the following for the duration of course enrolment:
 - 11.1 supply the student with access to course materials and assessments for the qualification;
 - 11.2 grade assessments and return marks to students; and

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11.3 provide the student with administrative support and assistance.

12. Students are responsible to do the necessary course work to complete the various modules.

13. Students acknowledge they will have access to a computer or other internet capable device, as well as the internet, to access the online education course and by signing this Agreement, acknowledge this student requirement.

Allara Learning Course Materials and Assessments

14. The course materials provided online in all qualifications are owned by Allara Learning and are not to be copied or replicated without prior written consent.

15. Students are able to request a printed copy of course materials for their personal use to assist with their studies. In this case, hard copies of the course materials are bound by the conditions of Clause 14 above.

Completing Your Qualification

16. The student is taken to have successfully completed their qualification with Allara Learning when the trainer/assessor marks all Units of Competency as competent, that is, that the student has completed the course requirements competently.

17. Upon successful completion of the course, the student will be issued with the appropriate completion certificate for their course.

Course Extension

18. If the student does not complete all Units of Competency within the maximum time period (listed on their course guide) they may apply to Allara Learning in writing for an extension of their course.

19. Course extensions are granted at the sole discretion of Allara Learning.

Course Suspension

20. Students may request a course suspension from Allara Learning in writing at any time during their enrolment period.

21. Course suspensions may be granted for a period of no more than 3-6 months, effectively adding 3-6 months to the maximum period time for course completion.

22. Granting of course suspensions are at the sole discretion of Allara Learning.

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23. Students will still be liable to pay all course fees under this Agreement even though they have suspended their course.

Course Transfer

24. If student wishes to transfer from one Allara Learning course to another, they must submit their request in writing to Allara Learning.
25. Course transfers can only occur within 2-months of the signing of this Agreement.
26. The granting of course transfers are at the full discretion of Allara Learning. If Allara Learning does not grant the requested course transfer, the student must continue the course they are currently enrolled in as per the terms and conditions of this Agreement.
27. If the course transfer is successfully granted by Allara Learning, the student will be liable to pay the difference between the two courses.
28. There will be no refunds for course fees already paid upon the student transferring courses.

Cancellation Policy

If a student wishes to terminate their course before completion, they must inform Allara Learning in writing.

29. If the student has paid the full course fee upfront, they will be entitled to a refund of the course fee less an administration fee, listed under State and Territory Specific Terms, provided Allara Learning receives this cancellation request within the Refund Period.
30. If the student has elected to pay the course by direct debit payments, Allara Learning will cancel their direct debit, not refunding any monies paid by direct debit before the course cancellation, including the course deposit, provided Allara Learning receives this cancellation request within the Refund Period.

Refund Policy

31. Enrolment in a course with Allara Learning includes a non-refundable enrolment administration fee, as listed under State and Territory Specific Terms
32. The Refund Period is defined to be ten (10) calendar days from the Agreement Date which is defined as the signing date set out in Clause 2. The first date of the Refund Period is the calendar day after the Agreement Date.

33. If the student has a change of mind about studying with Allara Learning within the first ten (10) calendar days of enrolling, they will be entitled to a course refund or withdrawal of any planned future direct-debit instalment payments. Please note, this does not include the enrolment administration fee listed under State and Territory specific terms and conditions.
34. All refunds will be processed within 14 days of the student withdrawing from their course after written approval.

Payment of Course Fees

35. In line with Allara Learning's Fee Protection Policy Allara Learning will not collect more than \$1,500 prior to course commencement. Please refer to the Course Fact Sheet and Allara Learning Website for course fees <http://allaralearning.com.au/>
36. Upon signing this Agreement, the student agrees to the following conditions regarding payment of course fees:
- 36.1 the student agrees to pay the entire cost of their course unless they cancel the enrolment in accordance with Clauses 30- 32 above;
 - 36.2 if the student does not cancel their course enrolment within the Refund Period and in accordance with the Cancellation Policy, the student must pay the entirety of the course fees;
 - 36.3 if the student is paying by direct debit payments, the student acknowledges that they will continue the direct debit to Allara Learning for the duration of their enrolment;
 - 36.4 If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$40 will be charged.
37. If the student does not adhere to any of these conditions set out in this Agreement, including the Payment of Course Fees Clause 35, then Allara Learning has the right to restrict access to the course, withhold the provision of materials and/or withhold assessment marks and completion certificates.

State and Territory Specific Terms

The following fees and charges are payable when accessing subsidised training programs. Fees and charges payable vary in each of the States or Territories that Allara Learning is approved to deliver subsidised training in.

Australian Capital Territory

For subsidised training programs (Traineeships and Apprenticeships), Allara Learning will charge an administration fee per qualification to the client/student upon enrolment of the student into an Australian Apprenticeship.

The Directorate sets the fees payable per Australian Apprenticeship. These fees are published on the Allara Learning website www.Allaralearning.com.au.

(Subsidised Contracts are held in Australian Capital Territory by TTG and WGL)

New South Wales

For subsidised training programs inclusive of Entitlement Full Qualification and Targeted Priority Full Qualification Programs, Allara Learning will;

- i. charge an enrolment administration fee of \$240, unless the student qualifies for a fee exemption.
- ii. charge a fee per qualification as required and stipulated in the NSW Smart and Skilled price fees and subsidies list,
- iii. make fees and charges payable prior to the completion of the qualification and issuance of certification, and

These fees are published on the Allara Learning website www.Allaralearning.com.au.

Subsidised training programs inclusive of Traineeships, Apprenticeships and School Based Trainees or Apprentices are fee free in New South Wales.

Fee free apprenticeships are available to NSW apprentices whose training is funded under the NSW Government's Smart and Skilled Program and commenced after 1 July 2018.

Fee free traineeships are available to NSW trainees whose training is funded under the NSW Government's Smart and Skilled Program and commenced on or after 1 January 2020

(Subsidised Contracts are held in New South Wales by TTG and WGL)

If applying for a fee exemption or concession fee, the student must provide appropriate evidence to Allara Learning. Refer to the [Smart and Skilled Fees Administration Policy](#) for full details.

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Queensland

Allara Learning will charge a fee per nominal hour for a qualification for all subsidised training programs (Traineeships and Apprenticeships) subsidised under the User Choice Program.

For programs subsidised via the VET Investment initiatives including; Certificate 3 Guarantee, or Higher Level Skills programs, Allara Learning charges a co-contribution fee per qualification charged at a per unit price.

These fees are published on the Allara Learning website www.Allaralearning.com.au.

For an overview of what the Certificate 3 Guarantee means for students, view the [Certificate 3 Guarantee student fact sheet \(PDF, 161KB\)](#) or [\(DOCX, 98KB\)](#).

For an overview of the Higher Level Skills program, read the [Higher Level Skills student fact sheet \(PDF, 68KB\)](#) or [\(DOCX, 97KB\)](#).

If applying for a fee exemption or concession, evidence must be provided. Refer to the following policies for full details:

- User Choice https://desbt.qld.gov.au/_data/assets/pdf_file/0021/7824/user-choice-policy.pdf
- Certificate 3 Guarantee https://desbt.qld.gov.au/_data/assets/pdf_file/0019/7822/c3g-policy.pdf
- Higher Level Skills https://desbt.qld.gov.au/_data/assets/pdf_file/0022/7573/hls-policy.pdf

(Subsidised Contracts are held in Queensland by TTG and WGL)

Tasmania

Allara Learning will charge a fee per nominal hour for a qualification for all subsidised training programs (Traineeships and Apprenticeships) subsidised under the User Choice Program.

These fees are published on the Allara Learning website www.Allaralearning.com.au.

(Subsidised Contracts are held in Tasmania by TTG)

Workplace Assessment and Experience

Studying with Allara Learnings allows students to complete their learning online. In some instances, they will also need to complete Work based Learning, also known as a Work Placement. This means that during the course they complete some of their training and assessment in a real workplace.

If participating in a Job Ready Program, Allara Learning will partner with an organisation to find suitable workplace. If the student is already working in a related industry, they can complete this at their own workplace.

Learner responsibilities:

- be prepared and able to undertake work placement
- workplace placement will need to be approved by Allara Learning
- complete prescribed tasks and activities, under the guidance of a qualified Workplace Supervisor and Assessor.
- record these tasks in an assessment booklet and provide these to the Assessor.
- undertake any relevant police checks, if required.

Allara Learning responsibilities:

- An Allara Learning Trainer and Assessor will visit the student and their supervisor to check on the students' progress.
- If participating in a Job Ready program, Allara Learning will organise work placement and development of practical skills.
- Students who do not successfully gain employment upon completion of the Job Ready program are responsible for securing their own work placement. This work placement must be secured within 3-months post delivery of workshops and work placement activities.