



TERMS & CONDITIONS OF ENROLMENT

1. Enrolment & Selection

- Learners are encouraged to disclose any medical conditions, disabilities, or learning needs at enrolment to allow Intercept Group to provide appropriate support and reasonable adjustments in line with equity and access principles.
- To confirm enrolment, learners must pay a deposit, which includes a non-refundable administration fee. This secures a place in the course.
- It is the learner's responsibility to note the advertised course schedule, including start date, location, and delivery format.
- If a course is cancelled due to insufficient enrolments, Intercept Group will contact affected learners using their most recent contact details. Learners are responsible for ensuring their contact information is current.
- Learner requests to defer, transfer, or credit their enrolment due to personal circumstances will be considered. Where possible, alternative arrangements will be offered. Standard 2.1(iv) (Flexible delivery and support for progression)
- If a learner withdraws due to personal circumstances, Intercept Group will make every effort to facilitate enrolment in a future equivalent course.
- Late enrolments may be accepted provided all entry requirements are met. Full course fees still apply.
- Intercept Group reserves the right to refuse enrolment, withdraw a learner from training, or reallocate training staff where required. Learners will be notified as soon as practicable.
Some training activities involve physical risk (e.g. practical demonstrations, fieldwork). Participation is at the learner's own risk. Intercept Group maintains public liability insurance for activities conducted on premises.

2. Course Fees, Payments and Refunds and Fee Protection

Intercept Group Pty Ltd requires a minimum deposit, which will not exceed \$1,500 per individual prior to course commencement. If the full course fees are below \$1,500, the full fee may be required prior to course commencement. By signing this enrolment form you acknowledge that you will be liable for all collection fees and charges should non-payment of our invoice/s result in the matter being handed to our Debt Collection Agency.

Clients who withdraw from a course prior to the commencement of the course maybe entitled to a part refund. For a full copy of the Refund Policy visit our website or contact us.

3. Cooling Off Period

Learners are entitled to a statutory cooling-off period following enrolment, in accordance with relevant consumer protection laws. During this period, learners may cancel their enrolment by submitting written notice (via letter or email) to the RTO Manager within **7 business days**, provided training has not yet commenced.

For details regarding eligibility for a refund during this period, please refer to Intercept Group's **Refund Policy** available in the Student Handbook and on our website.

4. Training Guarantee

Intercept Group Pty Ltd will guarantee to complete all training and/ or assessment once the student has commenced study in their chosen qualification or course. If a student wishes to postpone or defer their enrolment with notification, the Training Guarantee enables the student to return to complete their studies within 6 months from the initial course date. If the student completes the withdrawal form notifying the RTO that they wish to withdraw, the guarantee ceases. Students are given one attempt to rebook their course under the training guarantee without incurring fees.

5. Complaints and Appeals

Intercept Group is committed to ensuring that all complaints and appeals are handled fairly, promptly, and without prejudice. Learners are encouraged to raise any concerns or issues with a staff member or the RTO's management team in the first instance. Where informal resolution is not possible, learners may submit a formal complaint or appeal using the **Complaints and Appeals Form**, available in the Student Handbook and from the RTO office. All submissions are acknowledged in writing and processed in line with our documented Complaints and Appeals Procedure.

6. Credit Transfer & Recognition of Prior Learning

Intercept Group recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO) under the principles of National Recognition. Learners may apply for Credit Transfer for any equivalent units of competency they have previously completed. To support an application, learners must provide authentic evidence such as an original certificate or an official academic transcript.

Details of the Credit Transfer and RPL process are outlined in the Student Handbook and can also be discussed with our administrative team.

7. Language, Literacy, Numeracy + Digital Support (LLND)

Intercept Group is committed to identifying and supporting the LLND needs of learners to enable full participation in training and assessment.

At enrolment, learners undertaking Certificate II and III qualifications are required to complete an LLND assessment. The results help identify any support needs and inform adjustments to learning strategies or resources.

Support may include:

- Additional learning assistance
- Referrals to specialist support services
- Adjustments to learning and assessment methods
- Guidance from trainers throughout the course

LLND skills are embedded in training package requirements and are essential for the successful completion of vocational competencies. Learners must demonstrate core skills such as:

- Reading and interpreting written materials
- Writing to communicate
- Calculating and measuring accurately
- Using digital technologies to access and submit tasks

Learners are encouraged to discuss any concerns about LLND skills with their trainer or support staff at any stage of their training.

8. Support Services

Intercept Group is committed to providing learners with access to appropriate support services to help them successfully complete their training and assessment. Learners are encouraged to discuss any support needs at enrolment, during induction, or at any time throughout their learning journey. Trainers and support staff are available to assist with:

- Academic or learning challenges
- LLND support
- Personal or wellbeing concerns
- Study planning and vocational guidance

Where additional assistance is required, Intercept may refer learners to external support providers to ensure holistic support. Please note that Intercept is not responsible for the costs or organisation of any external support services. Support services are tailored to individual learner needs and are designed to promote progression and successful course completion. Further details are available in the Student Handbook.

9. Resources to be provided by the VET Student

To support effective participation in training and assessment, learners may be required to supply resources, as relevant to the course they are undertaking. Where applicable, this information will be available in marketing material (including website), and at enrolment. If learners are unable to obtain the required materials, they are encouraged to speak with their trainer or support staff to explore available alternatives or support options.

10. Smart & Skilled & Training Plans

Intercept Group Pty Ltd is a Smart and Skilled Provider and must regularly submit data to the NSW Department of Education to meet contract requirements. This includes your Commitment ID, TCID (if needed), USI, contact details, AVETMISS data, and any credit transfers or recognised prior learning. Your progress in each Unit of Competency must also be reported at least every 28 days.

All students enrolled through the Smart and Skilled program must sign a Training Plan. If the Training Plan isn't signed, the enrolment may be cancelled. Students may be withdrawn from the course if they don't follow the Training Plan or stay in contact with Intercept Group.

11. Legislative and Regulatory Requirements

During induction, learners will be made aware of their rights and responsibilities under relevant Commonwealth, State, and Territory legislation, as it applies to participation in vocational education and training.

This includes, but is not limited to:

- Work Health and Safety (WHS)
- Anti-discrimination and equal opportunity laws
- Privacy and data protection laws
- Australian Consumer Law
- The National Vocational Education and Training Regulator Act 2011
- Child safety and protection policies (if applicable)

Learners must comply with Intercept Group's policies and procedures at all times. These obligations are detailed in the Student Handbook and apply throughout the duration of enrolment. By enrolling, learners acknowledge their responsibility to uphold the principles of safe, inclusive, and respectful participation in the learning environment.

Standard 1.1 – The RTO ensures learners receive accurate information on their rights and responsibilities, Compliance Requirements Policy – Obligation to comply with relevant legislation, Outcome Standard 1 – Learners are informed and protected under applicable laws

12. Privacy Protection

Intercept Group is committed to protecting the privacy and confidentiality of personal information in accordance with the Privacy Act 1988 (Cth) and the National VET Data Policy.

Personal information collected from learners is used only for purposes directly related to their enrolment, training, assessment, and the issuance of nationally recognised credentials. Information may also be shared with government agencies, regulators, or funding bodies as required under law for:

- AVETMISS reporting

- National VET data collection
- Regulatory audits or compliance activities

All learner records are securely stored, either electronically in password-protected systems or physically in secure storage. No records will be removed from the RTO's premises without appropriate authorisation or prior learner notification.

Learners may request access to their personal information at any time and can request corrections if information is inaccurate or incomplete.

13. Privacy Notice

Under the Data Provision Requirements 2012, all Registered Training Organisations (RTOs) are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection. This information is managed by the National Centre for Vocational Education Research Ltd (NCVER) and may be used for:

- Issuing authenticated VET transcripts
- Administering and regulating the VET system
- Conducting policy research, planning and statistical reporting
- Evaluating training delivery and market performance
- Informing government decisions and public policy

Personal information provided by learners may be disclosed to:

- The VET regulator (ASQA, VRQA, or TAC WA)
- The Australian Government Department of Employment and Workplace Relations
- State or Territory training authorities
- Other Commonwealth authorities as permitted by law
- Approved researchers engaged by NCVER

NCVER may also use the data to conduct surveys or studies related to training outcomes and the national VET system. Participation in these surveys is voluntary and supports continuous improvement of the VET sector. For more information, learners can review the NCVER Privacy Policy at www.ncver.edu.au.