Terms and Conditions

The following terms and conditions constitute the agreement between you (the student) and Empower Institute (EI) registered as Cornerstone Investment Aust Pty Ltd for the provision of your course (“Agreement”).

1. **Accepting this Agreement**

You will have accepted this Agreement by clicking “I agree to the terms and conditions” on the EI website’s online enrolment system. The date you click “I agree to the terms and conditions” is the agreement date.

2. **Student Obligations**

By accepting this Agreement you:

a. agree to comply with the EI Policies and Procedures as published on the EI website (see http://www.empower.edu.au/policy-and-procedure/); and

b. confirm that you fulfil entry requirements if any for the course in which you are enrolling; and

c. confirm that all information provided to EI at the time of enrolment was accurate and complete, including anything that may impact on your ability to complete the course (such as a disability); and

You acknowledge that:

a. Your main learning materials will be available through the online learning system (eZone); and

b. You will require access to a computer and internet access for the duration of the course.

3. It is your responsibility to inform EI of any corrections or changes to your personal details including name, residential or postal address, email address, phone numbers or update yourself the information logging into your student portal of EI student management system (RTO Manager).

4. You acknowledge that Empower Institute will officially communicate with you via email or through eZone or RTO Manager in addition to formal letters.

5. **Empower Institute Obligations**

Under this Agreement, EI agrees to:

a. Provide you with access to eZone;

b. Provide you access to learning and administrative support;

c. Provide you with course materials, assessment and learning through eZone.
6. EI will provide feedback and grades for your assessment through eZone and/or RTO Manager.

7. On successful completion of all Course units and assessments, EI will issue you the appropriate certification for your course.

8. EI may make changes to your Course (including units, learning materials and assessments) and the Policies and Procedures as reasonably required from time to time.

9. **Course Duration and Extension**

   a. You must complete your course within the course duration as specified on the EI website and the course flyer.

   b. If you require additional time to complete your studies, you will need to apply for a Course Extension.

   c. To apply for a Course Extension, you must submit a Course Extension Request Form to EI prior to the expiry date.

   d. A Course Extension of up to 8 weeks will be granted if:
      - there are no material changes to the training package in respect to your course; and
      - your current course is not in a teach-out period.

   e. If your Course Extension is approved, EI will adjust the Maximum Duration of your course accordingly.

   f. If you do not complete the course within the Maximum Duration, your enrolment will expire immediately and you will not be entitled to any refund or partial refund.

10. **Changes During Your Studies**

    a. EI is a Registered Training Organisation which is approved to provide VET-FEE HELP enabled courses and is governed by regulations with which EI must comply. You acknowledge that EI may be required to make changes to your course (including units, learning materials and assessments) and the EI Student Policies and Procedures from time to time.

    b. Apart from, and in addition to changes that may be required under clause “10 a.”, EI may make changes to your course (including units, learning materials and assessments) and EI student Policies and Procedures from time to time.

    c. If a material change is made pursuant to clauses “10 a. and b.”, then EI will:
       - Provide you with 10 days’ notice by email or announcement in the eZone of the change; and
       - Work with you to address any potential disadvantage as a result of the change, which may include extending the Maximum Duration of the course; providing additional learning support services.
11. **Cancellations and Refunds**

Students of EI who wish to withdraw from a VET unit of study or VET course of study, must do so in writing using the ‘Change of Enrolment, Deferral or Withdrawal Form’ which is available from EI staff or by calling 1800 367 693.

a. **Refunds - Students Who Are Eligible For VET FEE-HELP Assistance**

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) who are enrolled in a Vet Fee-Help enabled course offered by Empower Institute.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of any tuition fees paid by the student for that unit will be refunded to the student; and
- the student will not incur a Vet Fee-Help debt

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a Vet Fee-Help debt.

b. **Refunds - Students Who Are Not Eligible for VET FEE-HELP Assistance (Fee for Service)**

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a Vet Fee-Help enabled course offered by EI.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- No refund is applicable.

12. VET FEE-HELP applicants agree that;
• You have provided a completed Request for VET FEE-HELP Assistance form within this application;
• You acknowledge that you have seen and understood the schedule of tuition fees related to VET FEE-HELP on the EI website;
• You have seen and understood the VET FEE-HELP information for 2014 booklet on the EI website.


13. You acknowledge that you have read, understood and accept these terms and conditions of Empower Institute enrolment.