

# Enrolment Conditions

## Confirmation of Enrolment

If enrolling over the phone a receipt and an information sheet will be emailed to you detailing your course information and requirements. When enrolling online it is the student's responsibility to note the date, time, venue and any requirements for their course. WEA Illawarra will only contact a student should there be a change to the initial information provided.

## Payment at Time of Enrolment

All courses are offered as a "first in best dressed" situation and a student's place in any class is not guaranteed until payment has been made. Students must pay for their course at the time of enrolment and be aware that some courses carry additional fees for materials used in the class. Please refer to individual class requirement sheets.

**Email it:** The WEA Illawarra may use your email to communicate with you. Please indicate on the enrolment form if you do not wish to receive email communication from WEA.

**Other charges:** Some courses have charges for materials used in those courses. Details are found under course description or on the requirement sheet.

**Changes:** Course descriptions are provided as a guide only and WEA Illawarra reserves the right to change them or class schedules or a tutor when circumstances deem necessary. Accredited courses follow the accredited curriculum/training packages and cannot be changed.

**Ages:** WEA Illawarra is committed to providing a diverse range of lifelong learning opportunities with a particular focus on adult education. Persons aged under 15 yrs may be permitted to enrol in a course if accompanied by an adult. Please contact the WEA Illawarra office for further information.

**Public Holidays:** Courses do not run on public holidays unless otherwise stated.

**Unauthorised Statements:** No responsibility is accepted by WEA Illawarra for statements made by tutors or unauthorised agents of WEA Illawarra.

**Risk:** Participation in WEA Illawarra courses and clubs is entirely at participant's own risk. The WEA is not responsible for any vehicle or its contents parked at any WEA venue. Enrolment in a course is taken by the WEA Illawarra to indicate acceptance of these conditions.

**Refreshments:** At the Auburn Street Centre vending machines provide hot and cold drinks and snacks. The WEA Illawarra does not receive any money from these machines. BYO lunch for all day workshops and when you feel you will need more than a snack. Boiling water is available at all WEA Illawarra centres.

## Discounts:

10% discount- Seniors card/Concessions card/ Partner organisations

10% discount - for WEA Illawarra Members

Supporting evidence is required at the time of enrolment. Sorry no discounts on Accredited, Online and Distance courses, or those marked with an X. Only one discount can be used per course.

**Physical Access:** If you have any physical impediment affecting your mobility please advise when enrolling, including whether you can walk upstairs. Part of the Auburn Street Centre and the Balarang Centre have wheelchair access and disability facilities.

**Disability Access:** WEA Illawarra recognises that access to learning for people with a disability requires the removal of obstacles. Where feasible and where resources permit WEA Illawarra will assist participants with a disability or a special need.

**Student Exclusions:** WEA Illawarra may decline an enrolment or exclude a student if in the opinion of the WEA Illawarra, the student's welfare or that of other students or trainers may be at risk due to participation in a particular course. This includes, but is not limited to, medical conditions or disruptive or violent behaviour. An enrolment may also be declined if the student does not meet the stated requirements for the course, if numbers in the course are at a maximum or due to failure to pay the required course fee

**Receipts:** Please present your course receipt at the first course session.

**Refunds:** Once an enrolment has been processed, refunds are not made except when WEA Illawarra cancels a course. A credit note may be issued if a replacement student can be found prior to the course commencing, or in the case of a serious illness if a written request is accompanied by a medical certificate. However requests for a credit note or refund on medical grounds must be lodged within the term in

# General Information

which you are enrolled. An administrative charge of 10% of course fees applies with a minimum fee of \$10. WEA Illawarra cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a course. In some instances transfer between courses may be granted upon application by a student to the CEO. Final decisions on any refund, transfer or credit note issues remain with the CEO. For Online courses there are no refunds after you have enrolled and received access to the course.

**Refunds continued:** \*Enrolment for Distance Learning students becomes effective once students receive details of the competencies of a course and an outline of distance learning study procedures. After this point no refund is payable. However, in cases of hardship credit transfers may be made to a later WEA Illawarra course.

**Certificates:** For accredited courses, students who are deemed competent automatically receive a certificate. For all other courses, students who have attended at least 75% of sessions may obtain a Certificate of Attendance by a non-refundable payment of \$10 at the time of enrolment. Accredited Certificates are available for collection from the WEA Illawarra office two weeks after outcomes are received from tutor. Non-accredited certificates will be posted at the end of term. Requests for certificates after the end of the term will incur an additional administrative fee of \$5.

**No Smoking:** WEA Illawarra has a No Smoking Policy in all venues at which WEA Illawarra courses are held including car parks and grounds of a venue.

**Unauthorised Visitors:** Due to our Public Liability Insurance Policy unauthorised visitors are prohibited from attending WEA Illawarra classes.

**Privacy:** WEA Illawarra is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work as required under the Privacy Act. The WEA Illawarra website is a secure site.

## WEA Illawarra Centres

**Wollongong** 50-56 Auburn St, Wollongong

**Oak Flats** In the grounds of Balarang Public School, Government Rd, Oak Flats

## Additional Information

### Language, Literacy, Numeracy and Foundation Skills Support

Students who have difficulty in achieving the required level of competency in accredited courses may be counselled and offered opportunities for remedial study (e.g. English language and/or referral to other agencies, additional course work or coaching). An appropriate fee may be applicable in these circumstances and will be established on a case-by-case basis consultation. Please contact WEA Illawarra on phone 4226 1622 to discuss.

### Mutual Recognition of Qualifications Issued by other RTOs

As a Registered Training Organisation (RTO) WEA Illawarra recognises the AQF qualification and Statements of Attainment issued by other Registered Training Organisations through the process of credit transfer.

### Recognition of Prior Learning

Students who believe that they already have the skills and knowledge required to meet the competency standards in an accredited course may apply for Recognition of Prior Learning.

### Student Handbook

WEA Illawarra has developed a Student Handbook that is accessible in WEA Illawarra Centres and on request. This details assessment procedures (for accredited courses), grievances, access and equity and code of practice



Department of Industry

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