

PRE-ENROLMENT INFORMATION

Blended Learning International is committed to providing excellence in all areas of our operations from your first enquiry about our programs to your course completion. The information provided in this documentation is to provide you with answers to questions you may have about enrolling with Blended Learning International.

Code of Practice

Blended Learning International is a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA). This code of practice supports our guarantee and commitment to quality training and assessment, demonstrated through our:

- Training and Assessment strategies and assessments which are developed through consultation and engagement with and feedback from industry representatives and other RTO's
- Learning and assessment which is tailored to meet an individual student's learning needs
- Continuous improvement of all training products and services via informal and formal feedback mechanisms
- Ethical and accurate marketing and advertising
- Pre-enrolment information regarding costs and charges for training products
- Documented refund policy
- Recording and retention of student records and students' right to access the information we hold
- Confidentiality of information held unless authorised by students/clients or under law
- Protection and privacy of student's personal information.
- Commitment to the principles of access and equity
- Complaints and appeals procedures clearly explained
- Compliance with training legislation and Standards for Registered Training Organisations (RTOs) 2015 as updated.

- We assist students to gain recognition for existing skills and knowledge through Recognition of Prior Learning (RPL) and provide RPL kits to support this process
- We provide mutual recognition for completed relevant units of competency with another RTO.

Fees

Course fees are provided in the course marketing document and also available upon enquiry to Blended Learning International.

The following provides details on all fees as charged by Blended Learning International including course fees, administration fees, materials fees and any other charges

- **Enrollment fee \$506** – this is the standard enrollment fee to be paid prior to course commencement
- **Cancellation fee \$200** – applies once the student has been accepted into the program. This is to cover administration fees and ongoing record requirements.
- **Re enrollment fee \$506** – applies where a student does not complete a course within the required period of time as detailed in their letter of offer.
- **Re assessment fee \$100** – applies for any additional re-assessment. Note that every student is provided with two re-assessment opportunities at no additional fee. Requests for re-assessment beyond these two additional opportunities, incur an assessment fee of \$100 for each additional re-assessment.
- **Re issue of certificate \$45**
- **Re issue of transcript \$20**
- **Administration fee \$200** – applies where course cancellation by the student occurs after course commencement

Payments of Fees

Fees may be paid in person Blended Learning International or via direct deposit or bank transfer. Blended Learning International also accepts:

- MasterCard, or, VISA

Refunds

A student who wishes to cancel their enrolment must give notice in writing. A refund of fees may be given in the following exceptional circumstances:

- You have overpaid the invoiced amount.
- You enrolled in a course that has been cancelled by Blended Learning International. Blended Learning International will refund in full all fees for the course paid by the student.
- You formally advise Blended Learning of cancellation **10 business days** or more prior to the commencement of a program. You will be entitled to a full refund of fees paid less the Cancellation fee of \$200 to cover administration costs.
- You give notice to cancel your enrolment 9 business days or less prior to the commencement of your program. In this case, you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Blended Learning is required to cover the costs of staff and resources.
- You have withdrawn from the course after the commencement date of your course, as detailed in this letter of offer. You **will not** be entitled to a refund of any fees paid in advance by you.

A refund is **not** given for the following circumstances:

- You have changed your job during the course
- You are not able to complete the course due to changes in your working hours
- You are not to complete the course due to any non-specific personal issue
- You are not able to complete the course due to moving home or moving interstate
- You are not able to complete the course due to redundancy or retrenchment

Discretion may be exercised by the Blended Learning International General Manager/Director in all situations, if the student can demonstrate that extenuating or significant personal circumstances (e.g. a death in the family, a serious illness, circumstances that by their serious, unpredictable, or uncontrollable nature) led to their withdrawal. To apply for a refund in these circumstances, this must be in writing, with evidence provided, to the Blended Learning International General Manager. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The General Manager/Director may also authorise a refund of tuition fees if the circumstances require it.

Student Records

Students are issued with a transcript of their results when they either complete or withdraw from their course, provided they have been deemed fully competent in some, or all, units of the course upon completion or withdrawal.

Students may, for a fee, obtain additional copies of their official transcript.

The transcript of a student who has fees or charges outstanding from a session will have WD (withheld, fees due) recorded against the units of the course. The results for these units will be released when the fees and charges are paid.

All student records are stored within the Blended Learning International Administration Office for a period of not less than twelve months. After this time these records are archived.

Accessing Your Records

Students can access their records by contacting the RTO Office Manager on (02) 6230 4633.

Graduation

Graduation ceremonies are arranged by our Administration Office and held in January each year. Invitations are mailed out by the second week of December so please ensure you keep our Administration Office updated with your latest mailing address at all times.

What to do about Problems at Blended Learning International

BLI has a grievance policy which provides guidelines for students who would like to submit an appeal against an assessment decision, or make a complaint.

If you are concerned about a decision by BLI that affects you and your studies or the service BLI provides, discuss the matter with your trainer or RTO Manager. Blended Learning International has a Complaints and Appeals Policy and also Forms for the lodgement of complaints and appeals. These are available from Administration staff.

Recognition of Prior Learning (RPL)

Students may already possess the knowledge and skills required to meet the requirements of some or all competencies in a course. These students may apply for RPL. Further information on RPL including application form can be obtained from Administration staff. A student must present for RPL prior to course enrolment.

Language, Literacy & Numeracy

Blended Learning International is committed to helping all students succeed in completing our courses and assessments. Anyone with language, literacy and/or numeracy issues will be given assistance to successfully complete their training. Please contact our RTO Manager if you need assistance with language, literacy and/or numeracy.

Student Support Services

Blended Learning International is committed to helping students from enquiry through to course completion. Email support is provided at: info@blendedlearning.edu.au. Phone support is available 9:00 am to 5:00 pm, Monday to Friday on 02 6230 4633. All enquiries are responded to within five (5) working days. If the matter is urgent students can present in person or via phone to the RTO General Manager.

Access, Equity & Anti-Discrimination

All staff at Blended Learning International have been instructed to ensure that all clients are treated fairly and equally at all times. We aim to ensure that all individuals have equal opportunities in programs and services regardless of their age, gender, indigenous culture, ethnic origin, (dis)ability, economic circumstances, religious or political affiliations and whatever their literacy and numeracy skills. Our Policy on Access and Equity is available from Administration staff.

Legislation

Our providers undertake to keep up-to-date with any legislation which relates to the ability of students to complete the appropriate training and assessment in a safe and appropriate environment. For more information about legislation such as Privacy,

WH&S, and VET education, please contact the Blended Learning International office directly on 02 6230 4633 or via email info@blendedlearning.edu.au

Mutual Recognition

Blended Learning International will recognise Australian Quality Framework qualifications and statements of attainment issued from other Registered Training Organisations upon Validation from the issuing RTO.

Privacy Policy

Blended Learning International follows strict privacy policies in conjunction with Privacy laws. All forms, files, results and records of any student are deemed confidential under privacy laws. Records are accessible only for relevant staff members and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission (or in circumstances as dictated by law).

Any Questions?

If you have any questions at any time, please email us at the contact below.

Blended Learning International is committed to ensuring that you have a good outcome for your own personal satisfaction as well as for your studies and your career development.

For further information contact:

Email: info@blendedlearning.edu.au

Phone: 9:00 am to 5:00 pm, Monday to Friday on 02 6230 4633.