

“The whole purpose of education is to turn mirrors into windows”

– Sydney J. Harris

TLB TERMS & CONDITIONS

COURSE DELIVERY

The Diploma of Business (BSB50215) is delivered by The Left Bank on behalf of the Academy of Information Technology (AIT) RTO 90511. Both AIT and The Left Bank are part of the Redhill Education group.

COURSE ENTRY REQUIREMENTS

1. A High School Certificate or equivalent is required to commence the Diploma of Business (Digital Marketing).
2. English level IELTS 5.5 is required for all Left Bank courses.
3. All Applicants must be over the age of 18. An exception can be made on a case to case basis. If a student is under the age of 18 the parent/guardian is responsible for approval and the payment of the course fees.

COURSE FEES

1. Please refer to the fees and payment section on our website on the [FAQ page](#).
2. If a student is paying any portion of fees via the VET Student Loans scheme they must apply for VET Student Loan assistance.
3. If a student is under 18, the parent/guardian is responsible for the payment of the Course Fees.

A copy of our course fees and third party payment options can be found on our [FAQ webpage](#).

COURSE REFUND POLICY

In the event a student withdraws on or before the relevant census date:

1. 100% of tuition fees paid will be refunded to the student.
2. The student will not incur a VET Student Loan debt.
3. The Left Bank reserves the right to cancel a student's enrolment before the census date if the student is not completing the nominated assessments and course work within the stipulated time frame and a full refund will be provided in line with our refund policy.

A copy of our census dates and our policies and procedures can be found on our [FAQ webpage](#).

In the event a student withdraws after the relevant census date:

1. There will be no refund of tuition fees to the student.
2. The student will incur a VET Student Loan debt.

COURSE MATERIALS AND ONLINE ACCESS

1. Login access will be active as at the agreed course commencement date. A student will be deemed to have commenced their course at the time of login or on the course intake/commencement date which is confirmed in writing to a student.
2. Course Materials are supplied entirely in an online environment unless otherwise stated in the course description. The Left Bank reserves the right to alter subject and course content at its discretion.
3. The content of the online Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of AIT and The Left Bank. You may not reproduce any part of the online Course Materials without the prior written consent.
4. Course materials are provided online via our Learning Management System (LMS) 24/7. The eLearning site may occasionally be unavailable, including for scheduled maintenance.

COURSE EXTENSION POLICY

1. In the event that the student does not complete the course or a study block within the stated or chosen course duration or period, he/she may apply for an extension before the enrolment expiry date. Applications for extensions can be made in writing to The Left Bank.
2. The Left Bank will provide a free enrolment extension for many of our courses if the student has not completed the course within the allocated time. Only one free extension is available per study block for courses taught by The Left Bank. For any further extensions, there is a fee of \$100 per extra extension, or part thereof, to be paid at the time of extension application. All course payments must be up-to-date at the time of extension along with the extension fee. The extension fee is non-refundable.
3. In the event of an increase in fees, students who extend will be required to pay the difference on recommencing studies.
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WITHDRAWAL DUE TO ILLNESS OR HARDSHIP

In the case of a person who withdrew from a course or program due to illness or extreme hardship, The Left Bank, at its discretion, may grant a refund of the fees. The following conditions apply:

1. The person concerned may be asked to produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
2. A cancellation/administration fee of 20% of full course fees will be withheld.
3. Withdrawal must take place within the first 30 days of course commencement.
4. No certificate or statement of course completion or attainment will be granted.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) acknowledges skills and knowledge obtained through:

1. Formal training, conducted by industry or educational institutions either in Australia or overseas.
2. Work experience.
3. Life experience.

Students applying for RPL are required to gather evidence of competence against a module's learning outcomes either by presenting a portfolio of work or by providing an academic transcript of a course or module completed with another training provider. Application forms for RPL are available from The Left Bank and must be forwarded with copies of all supporting documentation at least two weeks prior to course commencement.

CONFIDENTIALITY AND PRIVACY POLICY

We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

Information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

We will only disclose information that we have about you:

1. To the extent specifically required by law.
2. For the purposes of this agreement (including disclosing information in connection with any queries or claims).

General Terms and Conditions:

1. Fees can change without notice.
2. Terms and conditions are subject to change at anytime at The Left Bank's discretion.

USE OF STUDENT WORK AND MATERIALS

The Left Bank may at times be required to show or exhibit students' work or submissions to government authorities in order to demonstrate compliance with government requirements. The Left Bank may also use students' submissions for marketing purposes in brochures, videos, live demonstrations, official social media channels and other promotional materials and activities. The Left Bank uses the student work while acknowledging that the work is the product of its students and The Left Bank does not in any way claim ownerships or copyright of the material.

By acknowledging these Terms and Conditions students of The Left Bank agree that The Left Bank can use their submitted work for these purposes.

THE LEFT BANK CODE OF PRACTICE

The Left Bank has responsibilities to you as a student to provide you with a quality of service that will assist you as much as possible in attaining your course qualification.

We undertake to abide by all our policies and procedures.

The Left Bank agrees to:

1. Provide a tax invoice
2. Provide a VET Student Loan Fee Notice
3. Provide a Commonwealth Assistance Notice
4. Provide login details to access the online course materials and assessments, mark and provide feedback where applicable on submitted assessment tasks
5. Provide suitable administrative support throughout the enrolment period and course duration
6. Issue a certificate or statement of attainment upon satisfactory completion of the course (where applicable).

For further information on our Privacy Policy please visit our website's [Privacy Policy](#)

ACKNOWLEDGEMENT

By signing and completing the enrolment form I acknowledge that I have read and understood:

1. The terms and conditions of enrolment
2. The tuition fees associated with undertaking this course
3. That I must meet the VET Student Loan eligibility criteria if I am applying to access a VET Student Loan
4. That my place in the course will not be confirmed until I receive confirmation of enrolment from The Left Bank admissions team
5. That providing false or misleading information may result in the non-acceptance of this application
6. That the electronic signature and representation of my email address represents my agreement to the terms in this letter and was completed by me and not another person.