

## **Terms and Conditions for Academy of Information Technology Pty Ltd and its wholly owned subsidiary The Left Bank.**

### **Course Fees and Duration**

Please refer to the fees and payment option on our website on the [FAQ](#) page.

If the student is under 18, the parent/guardian is responsible for the payment of the Course Fees.

In the event that the student does not complete the course within the stated or chosen course duration or period, he/she may apply for an extension before the enrolment expiry date. Otherwise, the course must be completed within the stated course duration period.

Course durations will be advised at the time of enrolment.

**If a student is paying any portion of fees via VET FEE-HELP you must apply for VET FEE-HELP assistance. You must read the [VET FEE-HELP information booklet](#) before completing the VET FEE HELP application you receive by post.**

If you request VET FEE HELP assistance, but later decide to cancel this request, you must advise our student admissions team in writing prior to the relevant census dates. A copy of our census dates can be found on our [FAQ webpage](#).

### **Course Refund Policy**

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

- 100% of tuition fees paid will be refunded to the student and;
- The student will not incur a VET FEE – HELP debt.

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

- There will be no refund of tuition fees to the student and;
- The student will incur a VET FEE – HELP debt.

## **Course Enrolment**

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.

## **Course Materials and eLearning Access**

Course Materials are supplied entirely in an online environment unless otherwise stated in the course description.

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.

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**

If the student wishes to continue with their course beyond the expiry or required completion date, application for a course extension must be made via or administration team and received at least 7 days prior to expiry date. The Left Bank will provide a free enrolment extension for many of our courses if the student has not completed the course within allocated time. Some courses may not be eligible for a free extension. Once the allocated time for a given course has ended the student will no longer be provided with access to the course material, course assessment and other learning support.

## **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 if,

The following conditions apply:

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

## **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:

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

## **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 certificate.

We undertake to abide by all our policies and procedures.

The Left Bank agrees to:

1. Provide a tax invoice;
2. Provide login details to access the online Course Materials and assessments mark and provide feedback where applicable on submitted assessment tasks;
3. Provide suitable administrative support throughout the enrolment period and course duration; and
4. 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 – [Privacy Policy](#)

## ACKNOWLEDGEMENT

By signing and completing this agreement I acknowledge:

- That I have read and understood the terms and conditions of enrolment;
- The tuition fees associated with undertaking this course
- That I must meet the VET FEE - HELP eligibility criteria if I am applying to access VET FEE - HELP ;
- That my place in the course will not be confirmed until I receive confirmation of enrolment from The Left Bank admissions team ;
- That providing false or misleading information may result in the non-acceptance of this application;
- 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.