

Terms and Conditions

By submitting an enrolment form and paying the Course Fees, or deposit, the learner agrees to the below Terms and Conditions of Enrolment.

Terms and Conditions are subject to change.

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Enrolment Agreement

1. By accepting these terms, the learner agrees to pay the Course fees for the Course using the payment method selected on the enrolment form.
2. The learner accepts that he/she is required to pay the full amount of the Course fees even if he/she does not complete the Course.
3. The duration of the Course is stated in the MLE Course Brochure.
4. Course commencement is the date upon which MLE issues the Learner their username and password
5. Learners are unable to graduate from their course until course fees have been paid in full.
6. The learner has read the **Learner Handbook**.

Course Enrolment

1. Course enrolment is complete when the learner has been issued a username and password for online course access/or sent course materials via another method;
2. Course duration is effective from the date eLearning access/access to materials is granted; and
3. Course commencement is effective from the date eLearning access/access to materials is granted.
4. Special offer coupon codes cannot be added to an enrolment retrospectively and must be added at the time of enrolment.

Course Materials, Access and Assessment

1. Course Materials are supplied in an online environment, unless otherwise stated, and are available for viewing online and may not be downloaded;
2. The content of the online Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of MLE. You may not reproduce any part of the online Course Materials without the prior written consent of MLE;
3. Course materials and course content are subject to change;
4. Course materials are provided online via our Learning Management System (LMS) 24/7 or via alternative means. The eLearning site may occasionally be unavailable during scheduled maintenance. In the event that our eLearning system becomes unavailable, course materials will be provided by another mode of delivery;
5. Independent research beyond the course materials may be required to complete the assessment;
6. All assessment must be submitted online via the eLearning system;
7. eLearning access may be suspended after six (6) months of inactivity; and
8. 24 months enrolment/access is provided until the date of graduation, as long as course fees have been paid in full.

Payment Plan

Term

- 1) The Student agrees that the Contract becomes binding on the date that MLE accepts the Student's completed Payment Plan Application (Commencement Date).
- 2) Unless terminated earlier in accordance with this Contract, the Contract will terminate on the date that is shown as the 'Final Payment Date' in the Payment Plan Application.
- 3) The period commencing on the Commencement Date and ending on the date referred to in clause 2 is the Term.

2. Deposit

- 1) A deposit amount (\$315) is payable to MLE by the Student on the Confirmation of Enrolment Acceptance Date
- 2) The Total Amount may be reduced by the amount of the deposit.

Payments and Fees

The Student will make payment to MLE the Total Amount in accordance with the Payment Plan Application.

Issuance of Certificates. Certificates will be issued upon completion of the direct debit payment plan and fees are paid in full.

Course Withdrawal and Refunds

Refunds and Course Withdrawal

MLE does not provide refunds if you change your mind or choose the wrong service/product.

Should MLE cancel the course for any reason, students enrolled at the time MLE announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties.

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.

We will only disclose information that we have about you:

1. to the extent specifically required by law; or
2. for the purposes of this agreement (including disclosing information in connection with any query or claim)
3. information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

Upon enrolment into the course, we may use the content from your emails in our marketing materials and on our website testimonials page, as well as send you a monthly newsletter. Your identity will never be revealed; however, we will use your initials and your City. Please be assured that we respect your privacy and only comments related to course outcomes and student experiences will be mentioned.

MLE Code of Practice

MLE 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 professional development certificate. We undertake to abide by all our policies and procedures.

MLE agrees to:

1. Provide a tax invoice;
2. Provide login details to access the online Course Materials (or alternative access) and mark assessments and provide feedback where applicable on submitted assessment tasks;
3. Provide unlimited tutor support via email throughout the enrolment;
4. Issue a Certificate upon satisfactory completion of the course (if applicable). We will provide clients with the results of their assessment within 7-14 days of assessment submission/completion. Certificates (hard/electronic copy) will be issued within 30 days being deemed competent

Student Obligations

Students with MLE are required to:

1. Ensure that all the information provided to MLE is accurate;
2. Notify MLE of any contact changes (email, telephone, address etc.);
3. Advise MLE of any difficulties or problems they may experience with MLE staff, procedures or training;
4. Achieve satisfactory progress with their studies through participation and completion of assessments. Students are able to submit an assignment for marking three (3) times. If a student fails to attain a Satisfactory upon the third attempt, re-enrolment into the unit will be required – charges will apply; and
5. NOT submit or claim as their own, work derived from other source or work completed by another person. Students found copying and pasting content directly from the Internet will be in breach of these terms and conditions and enrolment in the unit will be cancelled. Re-enrolment into the unit will be required – charges will apply.
6. In your interaction with MLE staff (including, but not limited to telephone calls, emails and instant chats) you agree to conduct yourself civilly and respectfully at all times. As a customer or student of MLE, you agree that you shall not, under any circumstances, use abusive language or harass staff. MLE reserves the right to determine, at its sole discretion, what constitutes abusive language and harassment, and where that has occurred; and may, partially or completely, deny service to any infringing party.