Payment - Terms and Conditions

Student Responsibilities

Payment Options
Payments for courses can be made by:
- PayPal
- Credit card
- Direct funds Transfer/EFT
- Cheque
- Payment Plan
Details will be provided to you at the time of enrolment or are available from enrolments@youstudy.edu.au.

Methods of Payment for Courses:
Payment for courses can be made either:
- Online via the YouStudy website and is available 24/7 www.youstudy.edu.au.
- By telephone via 1-300-887886 during normal business hours
- By email to Administration at Head Office: admin@youstudy.edu.au
- By Cheque posted to: YouStudy, P.O. Box 972, KURANDA, QLD 4881
- Via a representative of YouStudy

Prior to Payment for your Course
Students are encouraged to read the following information prior to payment of their enrolment fees:
- Pre-enrolment Information
- Course Information
- Student Handbook
- Payment Plans
This information is available from the website: www.youstudy.edu.au.

Payment Acknowledgement
I give consent to YouStudy to make any enquiries necessary to verify the information disclosed in my application.

By accepting these terms I agree to pay the Course fees (plus GST if applicable) for the Course using the payment method I have selected under this Course Enrolment Agreement.
I accept that I am required to pay the full amount of the Course fees even if I do not complete my Course or fail to advise YouStudy of my withdrawal from my Course during the induction period.

In the event that I do not complete the Course within the given timeframe, my Course will be immediately suspended and access to my Course will be denied.

The duration of my Course is stated in the YouStudy Course Description and/or advised at time of enrolment.

Upon receipt of the Course Fee as determined in my Course enrolment agreement YouStudy agrees to:

- provide a tax invoice
- provide login details to access my online Course Materials and assessments
- mark and provide feedback on my submitted assessment tasks
- provide trainer support throughout my enrolment; and
- issue a Certificate or Statement of Attainment/s upon satisfactory completion of my course (if applicable).

I acknowledge the following, in relation to course enrolment:

- My course enrolment is complete when I have been issued a username and password for my online course access.
- YouStudy and I will agree on a date for online course access, this date will be known as the agreed course commencement date.
- Course duration is effective from the agreed course commencement date.
- Login access to available units will be active as at the agreed course commencement date.
- I will be deemed to have commenced my course at the time of login on or after the agreed commencement date and I have accessed the course materials.
- The Course is non-transferable once I have commenced my online study

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Payment Options

Full Qualification

I acknowledge that YouStudy’s Invoicing Policy is designed to ensure that all students are invoiced correctly as per SNR 11.3, ‘Option 3’ for invoicing.

Upon signing with YouStudy I will be invoiced for upfront fees and charges relative to the qualification into which I have enrolled.

YouStudy will invoice the student for a maximum of $1,000.00 prior to course commencement.

Following course commencement, YouStudy will invoice me for outstanding course fees in advance, but only such that at any given time the total amount required to be paid for tuition and services yet to be delivered to me will be no more than $1500.00 at any one time.

Short Course

If I am enrolling in a Short Course where the total fees do not exceed $1000.00, a minimum of $100 deposit is to be paid upfront prior to course commencement, with the balance remaining to be paid after receiving logon details have been provided to me and I have accessed the course materials.

Payment Plan:

I acknowledge that arrangements for Payment Plans can be made by contacting Administration at Head Office Ph: 1-300-887886 or email admin@youstudy.edu.au or via the website enquiries@youstudy.com.edu.au.

I agree to honour the payment plan and understand that:
- all instalments must be paid on or before the due date;
- I must ensure that sufficient funds are available in my nominated account to meet the instalment payments;
- YouStudy reserves the right to suspend access to my online Course in the event that I fail to pay any part of the Course Fees as and when it falls due for payment;
- in the event that I request or fail to advise my course cancellation, the balance of my course fees will be paid in full or continue to be paid under my payment plan schedule; and
- **YouStudy** will not issue a Certificate or Statement of Attainment/s until course fees are paid in full.

**Default**

Should I default on the repayment schedule:

- my enrolment will be suspended and my outstanding account will become immediately due and payable; or
- as a cancelled student my outstanding account will become immediately due and payable
- the outstanding debt will be forwarded to a debt collection agency, and I may also be required to pay additional fees associated with the debt collection process.

**Access to Course Materials:**

I acknowledge that:

- Course Materials and assessments are supplied in an online environment, unless otherwise stated in the **YouStudy** Course Description, and once enrolment has ended, access to this online content and assessments is denied. Therefore it becomes my responsibility to save and/or copy content as required for reference purposes.
- The content of the online Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of **YouStudy**. You may not reproduce any part of the online Course Materials without the prior written consent of **YouStudy**.

**Course Extension Policy:**

I acknowledge that if I wish to continue with your Course beyond the expiry date, application for a course extension must be made in writing to **YouStudy** and received 14 days prior to expiry date of the course.

- **YouStudy** will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the program/Course in the allocated time.
- Once the allocated time for a given program/course has ended the student will no longer be provided with access to the course material, course assessment and unlimited trainer support.
- In most instances **YouStudy** may arrange a course extension for a student at an additional fee of $280 for a three month extension and $500 for a six month extension.
Placing Course on Hold

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Students should contact YouStudy Administration to request their course be placed on hold for a period time which is not to exceed six months.

College Responsibilities

Course cancellation:

Cancellation of course or program by YouStudy

Should YouStudy cancel a course for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur with no administrative charges or penalties. Participants who have units that have already been assessed as competent will be issued a Statement of Attainment and have the cost of these units deducted from the refund.

A full refund of fees will be paid within seven (7) days

Withdrawal prior to course or unit commencement

If a student (participant) withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

A full refund of fees, less the 25% non-refundable administration fee will be paid within seven (7) days

Withdrawal after Course or Unit commencement

Once enrolled and if the student (participant) has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have received their log in details to their online course content and assessment and they have accessed the course materials.

Withdrawal due to illness or hardship

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, YouStudy may, at its discretion, allow a refund of the course fees. The following conditions apply:

- The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates
• In the case of hardship, a letter or email must be forwarded to YouStudy’s CEO who will consider each case at their discretion

NOTE:
- The student will forfeit a 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.
A Statement of Attainment will be given for any units that have been successfully completed and paid for in full

Confidentiality and Privacy

YouStudy will keep any information (including your account details) received in your direct debit request as confidential. YouStudy will make reasonable efforts to keep any such information that they have about me to secure and to ensure that any of its employees or agents who have access to information about me do not make any unauthorised use, modification, reproduction or disclosure of that information.

YouStudy will only disclose information that it has about you:
- to the extent specifically required by law; or
- for the purposes of this agreement (including disclosing information in connection with any query or claim).
- information provided by me is considered confidential and will not be divulged to any third party, nor will it be sold.

Student Handbook:

I accept it is my responsibility to ensure I read and understand the YouStudy Student Handbook prior to enrolment and to sign and return the acknowledgement form to Administration at Head Office. The YouStudy Student Handbook is available for download from the YouStudy website.

Revisions

Please note that YouStudy may revise the Student Handbook, Policy Documents and any terms and conditions contained in this agreement, at any time at our sole discretion. Any such revisions will be available from our website.

Acceptance of Payment – Terms and Conditions

By accepting the terms of these Payment – Terms and Conditions:

• you are warranting that you are 18 years of age or over; or
• if you are under 18 years of age, you must ensure your parent or guardian accepts the conditions of this Course Enrolment Agreement. By such execution, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of the course fee; and
• you are not legally bankrupt; and
• you are giving YouStudy consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia.