
AUSTRALIAN INSTITUTE OF MANAGEMENT EDUCATION AND TRAINING

(AIMVET Registered Training Organisation, RTO, 0049)

TERMS AND CONDITIONS OF ENROLMENT

- A. The Terms and Conditions that apply to the provision of nationally accredited vocational Courses (Qualification, Skill Set, Microcredential or Unit of Competency) provided to you by the Australian Institute of Management Education and Training Pty Ltd (AIMVET), a Registered Training Organisation (RTO code 0049) are set out in this document -Terms and Conditions.
- B. By purchasing, enrolling or applying to enrol in a nationally accredited vocational education and training Course at AIMVET, hereafter referred to as AIM, you accept and agree to the Terms and Conditions in this document.

Defined terms

In this document:

- a. **Award Certification** - Official documents that confirm that a Course has been completed and includes Testamurs, Statements of Attainment and Records of Results;
- b. **Courses** - The range of program types AIM offers that include nationally accredited vocational Qualifications, Skill Sets, Microcredentials or single Units of Competency;
- c. **Fees and Charges** - Any fees and charges AIM advises are to be paid by you or your Organisation on your behalf;
- d. **Microcredential** - A Course that aligns with a nationally approved unit of competency that forms part of a nationally accredited vocational qualification. Microcredentials include formal assessment and on successful completion of a Microcredential earns an AIM Microcredential Certificate and Statement of Attainment. The Attainment may be recognised for credit in an award course.
- e. **Provisional enrolment period** – A five (5) business day (cooling-off) period after your enrolment has been accepted to allow You to review the course and confirm it meets your needs. After this period, You are liable for the full Fee of the Course.
- f. **Qualification** -The result of an accredited completed program of learning that leads to formal certification aligned to learning outcomes as described in the Australian Qualifications Framework;
- g. **Skill Set** - A Course with several interrelated units of competency that include formal assessment. A Skill Set aligns with a vocational qualification and successful participants may receive an AIM Certificate of Attendance and a Statement of Attainment that may be recognised for credit in an award course;
- h. **Unit of Competency** - The smallest component of a vocational qualification that can be assessed and recognised; successful completion results in a Statement of Attainment;

- i. **You or Your** means the person enrolled in and/or purchasing an AIM Course under these Terms and Conditions.

Your Obligations

By applying to enrol in, enrolling in or purchasing, an AIM nationally accredited vocational education and training Course You acknowledge and agree that You:

1. fulfil all requirements as advised by AIM for entry into the Course, and are satisfied that You will be able to undertake the key requirements of the Course;
2. have provided full and accurate information to ensure you meet AIM and Course entry requirements in accordance with the AIM Enrolment policy and procedure;
3. have read and understood the Course Guide and related information on the [AIM website](#);
4. acknowledge and accept that AIM cannot be held responsible for any technical problems encountered such as:
 - i. the operation of the internet and the World Wide Web, including but not limited to viruses
 - ii. any firewall restrictions that have been placed on your network or the computer you are using to access the Virtual Course
 - iii. failures of telecommunications links and equipment
 - iv. browser application version issues.
5. are required to progress and complete the Course in the duration advised by AIM to avoid additional fees;
6. will undertake, attend and participate in any orientation, workshop or training required by AIM from time to time or as scheduled and will complete any assessments;
7. will provide an appropriate email address to be used for communication between AIM and yourself, will check regularly for communications from AIM, and will notify AIM of any changes to your email address or other contact details;
8. consent to your personal information and study progress being disclosed, in accordance with the *AIM Privacy of Student Information and Records* policy, to relevant government agencies or other party that may include an employer who has enrolled You and/or paid for Your course;
9. will behave with honesty, integrity and respect while participating in AIM Courses and in all dealings with AIM and its staff, students, other participants in the Course and the general public, in accordance with the *AIM Student Code of Conduct* policy;
10. will maintain a satisfactory standard of academic integrity in the participation, and completion, of any AIM Course undertaken by You, in accordance with the *AIM Academic Integrity policy*'

11. will comply with all lawful directions of AIM personnel (e.g. emergency situations or Work Health and Safety requirements); and
12. have read and understood [AIM policies and procedures](#) as a condition of your enrolment and participation in an AIM Course.

Enrolment, Fees, Charges, Payment and Refunds

By applying to enrol in, enrolling in or purchasing, an AIM VET Course, You acknowledge and agree that You:

1. are obliged to pay for the full Fee of the Course, once you have signed the enrolment form, and have been accepted into the Course;
2. accept and understand that the Fees do not include equipment or materials required or any travel or other personal expenses incurred through participation in the Course;
3. accept and understand that the Fees do not include any costs associated with extending your Course duration;
4. have a five (5) business day provisional enrolment period to review and confirm the Course meets your needs. The provisional enrolment period commences on the enrolment date which is confirmed by AIM in writing via the Enrolment Confirmation email;
5. are liable for the full Fee of the Course after the five (5) business day provisional enrolment period has elapsed; and You understand the Course Fee is not refundable, unless the Course is fully cancelled by AIM;
6. will be withdrawn from the Course if payment has not been received in accordance with the above conditions, and You will be confirmed in the Course upon approval of your application and payment of the Course Fee;
7. agree that your log-in details cannot be shared. In the case that you do share these details with others it may lead to the cancelation of your enrolment;
8. may not receive a full refund after the provisional enrolment period unless *Special Consideration* has been applied for and granted;
9. will not be eligible for nor receive a refund if you fail to attend or complete the full Course in which you have been enrolled; and
10. will incur additional charges for administration if you lose or damage a certificate issued to you by AIM and wish for a replacement.

AIM Obligations and Rights

1. AIM provides self-paced online and classroom Courses to self-directed and independent adult learners who are working and who want to manage their learning with guidance and support from AIM staff who are experienced, competent and qualified, and current in industry trends and practices;
2. AIM provides You with key information (AIM Student Handbook and AIM Student Policies and Procedures, including the *Complaints and Appeals*, *Privacy of Student Information and Records*, *Withdrawals*, *Deferral*, *Extension*, *Transfer and Refund* policies) to support your enrolment and study and recommends You read them before finalising your enrolment; refer to the AIM website: <https://www.aim.com.au/information-and-policies/vet>;
3. AIM recognises Your rights to take action under Australia's consumer protection laws and respects your privacy in accordance with Australia's Privacy Act 1998;
4. AIM reserves the right to cancel Courses if it is unable to provide them due to any event outside its control. It will endeavour to advise You as soon as possible in the event this occurs. AIM will refund in full any payments received for any Course that it cancels. AIM will not be liable for any claims arising from Course cancellation;
5. AIM reserves the right to change the particulars of its services, including changes to Courses, webinars and programs where circumstances beyond AIM's control necessitate such changes;
6. AIM reserves the right to change Course Fees at its discretion and will give reasonable notice of any changes to associated Fees and costs that may affect a student's ability to participate in study;
7. AIM has measures in place to ensure students who have prepaid Fees are protected in the event AIM is unable to continue to offer a Course or ceases to operate as an RTO. In the unlikely event this occurs, AIM will:
 - i. Support students to continue their Course at another RTO where possible
 - ii. Support students to transfer to another vocational Course at AIM
 - iii. Refund any unused portion of a prepaid Course a student has enrolled in or already commenced.
 - iv. Issue Statements of Attainment for completed unit(s).
 - v. Return any student work where a grade has not been finalised.
8. In the event of any breach of this contract by AIM, the remedies of the Student/Employer shall be limited to damages that do not exceed the Course Fee.
9. AIM will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by events outside AIM's reasonable control (Force Majeure Event). A Force Majeure Event includes any act, event, non-happening, omission or accident beyond AIM reasonable control. AIM will use reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which obligations may be met despite the Force Majeure Event.
10. These Terms and Conditions may be altered, varied or replaced by AIM from time to time, in its sole discretion.