



Australia Online Courses

1. Refund & Cancellation Policy

Course Suitability & Refund Policy Australia Online Courses is committed to providing a high-quality online learning experience. If a student finds that their chosen course is not suitable for their learning needs or professional goals, they may request a full refund.

To be eligible for a refund under this course suitability guarantee, a formal written request must be submitted via email to administration within **7 days of purchase**.

Refund requests received after this 7-day period will not be approved, and the student remains responsible for any outstanding course fees.

2. Course Duration & Extensions Policy

Standard Enrolment Durations To allow students maximum flexibility to balance study with work and personal commitments, standard course access periods are designated by qualification level from the course commencement date:

- **Advanced Certificates:** 12 Months standard access.
- **Diplomas:** 24 Months standard access.

Course Extensions We understand that unexpected life events can impact study progress. If a student is struggling to complete their training within the standard timeframe, Australia Online Courses offers **one complimentary extension of up to 12 months** to assist them in completing their qualification. Extension requests must be lodged with Student Services prior to the original enrolment expiry date.

3. Student Declaration & Sign-off

(This section should be placed just above the signature and date lines on your downloadable PDF enrolment form).

Student Declaration & Sign-Off By completing, signing, and submitting this enrolment form to Australia Online Courses, I legally acknowledge and agree to the following terms:

- **Access Limits:** I accept and agree to the standard course access period limits of 12 months for Advanced Certificates or 24 months for Diplomas, unless a formal extension has been granted.

- **Progress Tracking:** I consent to the automated digital tracking of my course progress, login activity, and assessment records for the purposes of grading, quality assurance, and academic integrity.
- **Financial Commitment:** I agree to pay the total course fees in full according to the selected payment method, and understand that non-completion of course modules does not release me from my financial obligation.
- **Accuracy of Information:** I declare that all information provided on this form is true, accurate, and complete to the best of my knowledge.

Student Name (Printed):

Student Signature: _____ **Date:** ____ / ____ / ____

(Note: If the student is under 18 years of age, a parent or legal guardian must also sign below).

Parent/Guardian Signature: _____ **Date:** ____ / ____ / ____