



**SHAFSTON**

RTO Code: 45694 CRICOS Code: 03917H



# SHAFSTON SCHOOL OF BUSINESS

VET Enrolment Agreement

Terms and Conditions of Enrolment (VET Domestic) 2026

Version 1.1 | April 2026

AMICITIA ET DOCTRINA



## 1. Definitions

- 1.1 Administrative Fees: administrative fees as published on the Shafston School of Business website and contained in the application form.
- 1.2 Academic Misconduct: attempts by a Student to cheat, plagiarise, submit AI-generated content as their own, or otherwise act dishonestly in undertaking assessment tasks, or assisting another Student to do so.
- 1.3 Agreement: these VET Enrolment Agreement Terms and Conditions.
- 1.4 Cancellation Fee: \$500.00.
- 1.5 Compassionate and Compelling Circumstances: circumstances beyond the control of the Student which have an impact on the Student's course progress or wellbeing. Examples include but are not limited to:
  - (a) serious illness or injury supported by medical certificate;
  - (b) bereavement of close family members supported by death certificate where possible;
  - (c) a traumatic experience supported by police or psychologist's reports;
  - (d) other circumstances assessed on individual merits by Shafston School of Business.
- 1.6 Late Payment Fee: \$100.00.
- 1.7 Shafston School of Business: Shafston International Pty Ltd (RTO Code 45694), trading as Shafston School of Business.
- 1.8 Shafston School of Business Website: <https://business.shafston.edu>
- 1.9 Student or Students: a student of Shafston School of Business.
- 1.10 USI: Unique Student Identifier.
- 1.11 VET: Vocational Education and Training.

## 2. Forms and Policies

- 2.1 All forms, policies and procedures referenced in this Agreement can be found at: [business.shafston.edu/forms-policies-procedures/](https://business.shafston.edu/forms-policies-procedures/)

## 3. Audience

- 3.1 This Agreement applies to:
  - (a) any domestic Student participating in a VET program at Shafston School of Business, including on-campus, traineeship, and online students;
  - (b) any staff member responsible for oversight, administration and management of VET programs;
  - (c) staff with responsibilities for teaching and supporting Students.

## 4. Scope

- 4.1 This Agreement applies to domestic Students who are seeking enrolment, admission, participating in, or completing a VET program with Shafston School of Business at any campus (Brisbane or Gold Coast).

## 5. Pre-Enrolment Information

- 5.1 Before enrolment is confirmed and before any fees are collected, Shafston School of Business will provide each Student with documentation setting out:
  - (a) the training to be provided, including delivery mode, location, duration, and any third-party arrangements;
  - (b) all fees, costs and charges the Student will be required to pay, including payment terms, refund conditions, and any additional fees;
  - (c) any obligations or liabilities imposed on the Student, including requirements for materials, equipment, IT, work placements, and the costs and processes for withdrawing from training;



(d) information about the Student's rights, including the complaints and appeals process.

- 5.2 Students must not pay any fees until they have received, read, and understood their Written Agreement.
- 5.3 Shafston School of Business will advise prospective Students, prior to enrolment, about the suitability of the training product based on a review of the Student's existing skills, including language, literacy, numeracy (LLN) and digital literacy.

## 6. Offer Acceptance Process

- 6.1 A Student may be provided with a Letter of Offer.
- 6.2 To accept the Letter of Offer, Students must read and fully understand this Agreement, the terms set out in the Letter of Offer, and meet all conditions outlined in the Letter of Offer. Where the Student is under 18 years of age, a parent or legal guardian must countersign the Letter of Offer, this Agreement, and any payment plan or financial arrangement on behalf of the Student.

## 7. Payment of Fees

- 7.1 Fees and charges are subject to change without notice prior to the Student's enrolment. Once enrolled, fees will not change for the normal duration of the enrolled course.
- 7.2 Shafston School of Business does not accept prepaid fees in excess of \$1,500 from any individual domestic Student for any single VET course prior to commencement. After commencement, Shafston School of Business may require fees in advance, provided that at no time the total amount of prepaid fees attributable to undelivered training services exceeds \$1,500.
- 7.3 Students who have agreed to a payment plan must make payments by the instalment due dates.
- 7.4 Students who fail to make payment by the instalment due date will incur a Late Payment Fee of \$100.00. If fees remain unpaid after 14 days, Shafston School of Business will issue a formal overdue notice. If fees remain unpaid after 28 days, Shafston School of Business reserves the right to suspend the Student from classes and withhold results or certificates. If fees remain unpaid after 42 days, Shafston School of Business may cancel the Student's enrolment in accordance with the Deferral, Suspension and Cancellation Policy.
- 7.5 All outstanding fees owed to Shafston School of Business will be deducted from any approved refund. All bank and transaction fees will be borne by the Student.

## 8. Cancellation and Refund

- 8.1 All Administrative Fees are non-refundable and payable each time there is a request to change enrolment. Refer to [business.shafston.edu/forms-policies-procedures/](https://business.shafston.edu/forms-policies-procedures/) for current Administrative Fees.
- 8.2 A Cancellation Fee of \$500.00 is payable per course cancelled.
- 8.3 Notification of cancellation must be received at least 28 days prior to the course commencement date.
- 8.4 Cancellation before the start date will attract a full refund minus the non-refundable Administrative Fee and Cancellation Fee.
- 8.5 Cancellation on or after the start date will not be granted a refund unless Shafston School of Business Management deems that exceptional circumstances apply.
- 8.6 No refund will be given to Students who are expelled for misbehaviour or academic misconduct.
- 8.7 Refund requests must be submitted on the Shafston Cancellation and Refund Form. Students seeking a refund due to exceptional circumstances must submit independent evidence to support their request.
- 8.8 Refunds approved based on exceptional circumstances are at the sole discretion of Shafston School of Business. Refundable fees will be calculated on a pro rata basis of weeks enrolled or units of competency completed, whichever is greater.
- 8.9 Any refund will be paid to the person or entity that originally paid the course fees, less any bank fees, within 28 days of receiving a fully completed refund application form.



- 8.10** Students may request in writing to defer their course prior to the offered course start date. Prepaid fees will be transferred to the deferred course start date. Deferral requests must recommence within 12 months of the original course start date.
- 8.11** Unsolicited Consumer Agreement: cooling-off period of 10 business days from signing.
- 8.12** Solicited Consumer Agreement: cooling-off period of 5 business days from signing. This refund policy does not limit the Student's rights under applicable Australian consumer protection legislation.

## 9. Consumer Protection

- 9.1** The Student Agreement and the availability of the complaints and appeals process does not remove the Student's right to act under Australian consumer protection law.
- 9.2** If Shafston School of Business is unable to deliver the enrolled course, domestic Students are protected under applicable Australian consumer protection legislation, including the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010) and relevant state fair trading legislation.
- 9.3** In the event of provider default, Students may be entitled to:
- a full or partial refund of tuition fees paid;
  - assistance to transfer to a suitable alternative course or provider;
  - access to dispute resolution through the relevant consumer protection authority.
- 9.4** Contact for consumer protection:
- Australian Competition and Consumer Commission (ACCC) at [acc.gov.au](http://acc.gov.au) or 1300 302 502
  - Queensland Office of Fair Trading at [qld.gov.au/law/fair-trading](http://qld.gov.au/law/fair-trading) or 13 74 68

**Note:** The Tuition Protection Service (TPS) applies to international students only. Domestic students are protected through the consumer protection mechanisms described above.

## 10. Prepaid Fee Protection

- 10.1** Where Shafston School of Business receives prepaid fees from a domestic Student in excess of \$1,500 for any single VET course, Shafston School of Business maintains fee protection measures in accordance with Compliance Requirement 18 of the Standards for Registered Training Organisations 2025.
- 10.2** Students who have paid fees in advance are entitled to receive the training for which they have paid, or a refund in accordance with this Agreement.

## 11. Attendance and Progress

- 11.1** Shafston School of Business will monitor the Student's academic progress throughout the study period.
- 11.2** A Student is considered at risk of unsatisfactory course progress if they have not demonstrated competency in at least 50% of the units of competency scheduled for their current study period.
- 11.3** Students who are identified as not meeting course progress will receive a Reminder Letter, followed by a Warning Letter, and will be offered appropriate support.
- 11.4** Shafston School of Business expects on-campus domestic Students to attend at least 80% of scheduled timetabled classes. Students who miss classes without notification or approved reason will be contacted.
- 11.5** Persistent unexplained absences may trigger the non-progression process and may result in cancellation of enrolment.
- 11.6** Students may extend their study duration in limited circumstances at the cost of an additional fee. Certain courses require the completion of mandatory vocational placement hours as a condition of qualification. Students must complete the minimum placement hours specified for their course. Vocational placement requirements are disclosed prior to enrolment and are detailed in the VET Student Handbook and on the Shafston School of Business website.



## 12. Assessment

- 12.1** Students will be provided with their study schedule during orientation, including assessment information, minimum progress requirements, and online login details.
- 12.2** Students will be assessed by formative and summative tasks graded satisfactory or unsatisfactory, with the unit of competency overall being either competent or not yet competent.
- 12.3** Students will receive written feedback on assessment outcomes within seven (7) days and may resubmit unsatisfactory items by a due date elected by the trainer.
- 12.4** Students at risk of not meeting course progression may incur additional fees including: re-assessment fee of \$50 per unit of competency, workplace observation fee as published on the Shafston School of Business website, and re-enrolment fees as applicable. A full schedule of additional fees is available at [business.shafston.edu/forms-policies-procedures/](http://business.shafston.edu/forms-policies-procedures/). Reasonable adjustment to assessment methods may be made for Students with disability or other identified needs, without compromising the integrity of the assessment outcome.

## 13. Code of Conduct, Complaints and Appeals

- 13.1** Students must read and abide by the Student Code of Conduct published at [business.shafston.edu](http://business.shafston.edu).
- 13.2** Students must be respectful and inclusive of all people on campus.
- 13.3** Students are encouraged to speak with staff immediately if they feel treated unfairly.
- 13.4** Students can access the Complaints and Appeals Policy and Procedure (OPOL009) at any time on the website.
- 13.5** Your complaint will be acknowledged within 5 business days. You will receive a written outcome within 20 business days. Your enrolment is maintained during the process.
- 13.6** Shafston School of Business may suspend a Student's enrolment due to misbehaviour, which can also be grounds for cancellation.

## 14. External Appeals

- 14.1** If a Student is not satisfied with the outcome of the internal complaints process, the Student may access an external appeals process at no or low cost.
- 14.2** External review options include:
  - (a) Australian Skills Quality Authority (ASQA) at [www.asqa.gov.au](http://www.asqa.gov.au);
  - (b) Queensland Office of Fair Trading at [www.qld.gov.au/law/fair-trading](http://www.qld.gov.au/law/fair-trading) or 13 74 68;
  - (c) National Training Complaints Hotline at 13 38 73;
  - (d) Anti-Discrimination Commission Queensland at 1300 130 670.
- 14.3** The external appeal process does not remove the Student's right to take action under Australian Consumer Law.

## 15. Miscellaneous Fees

- 15.1** Students are entitled, at no additional cost, to a formal Testamur and Statement of Results upon successful completion.
- 15.2** Administration Fee of \$55 for reissue of any Testamur/Qualification and/or Statement of Results (\$110 for courses no longer offered).
- 15.3** Administration Fee of \$15 per document for reissue of any Statement of Attainment before course completion or withdrawal. Shafston School of Business cannot issue any AQF certification documentation (Qualification or Statement of Attainment) without a verified Unique Student Identifier (USI) on file. It is the Student's responsibility to obtain and provide a USI prior to or during enrolment. If a verified USI is not on file at the time of course completion, certification issuance will be withheld until a verified USI is provided.



## 16. General Terms

- 16.1** Students must meet the requirements of the course and abide by the rules and regulations of Shafston School of Business. Enrolment may be cancelled for failure to comply.
- 16.2** Students are responsible for their own books, equipment and personal items. Shafston School of Business is not liable for loss or damage except where liability is imposed by law.
- 16.3** All learning materials supplied by Shafston School of Business are copyright and remain its property. Where Shafston School of Business engages third parties in the delivery or assessment of training (including workplace supervisors for traineeship programs or vocational placement hosts), Students will be informed of the third-party arrangement prior to or at the time of enrolment.
- 16.4** Students agree to advise Shafston School of Business of any changes to personal information within 7 days of occurrence.
- 16.5** If a new version of a National Qualification is endorsed, Shafston School of Business must manage the transition of students to the new version in accordance with ASQA's directions. This does not constitute provider default.

## 17. Confidentiality and Privacy

- 17.1** Shafston School of Business collects Student personal information to process and manage enrolment in VET courses.
- 17.2** Shafston School of Business is required by the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose personal information to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).
- 17.3** Shafston School of Business is also required to disclose personal information to the relevant state or territory training authority.
- 17.4** NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the NVETR Act for purposes including:
  - (a) populating authenticated VET transcripts;
  - (b) administration of VET;
  - (c) facilitation of statistics and research; pre-populating RTO student enrolment forms;
  - (d) understanding the VET market.
- 17.5** NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Department of Education, Commonwealth authorities, State and Territory authorities.
- 17.6** For more information:
  - NCVER Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)
  - DEWR VET Privacy Notice at [www.dewr.gov.au/national-vet-data/vet-privacy-notice](http://www.dewr.gov.au/national-vet-data/vet-privacy-notice)
- 17.7** Students may receive a student survey from a government department, NCVER employee, agent, or third-party contractor. Students may opt out at the time of being contacted.
- 17.8** Students may contact Shafston School of Business at any time to:
  - (a) request access to their personal information;
  - (b) correct their personal information;
  - (c) make a complaint about how personal information has been handled;
  - (d) ask about this Privacy Notice.



## 18. Student Declaration

By signing below, you confirm and agree to the following:

- I declare that the information provided is true, complete, and correct to the best of my knowledge.
- I understand that giving false or incomplete information may lead to the refusal of my application or cancellation of enrolment.
- I have read, understood, and agree to the Terms and Conditions of Enrolment set out in this Agreement.
- I have received, read, and understood the pre-enrolment information for this course, including course content and outcomes, assessment requirements, total fees payable, refund and cancellation policy, and the complaints and appeals process.
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.
- I accept liability for payment of all fees as outlined in this Agreement.

**Student Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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