



Shafston College

VET Enrolment Agreement

Terms and Conditions of Enrolment (VET Domestic) 2026

Version 2.1 | Covers on-campus, traineeship, online and school-based domestic VET students

1. Definitions

- 1.1 **Administrative Fees:** administrative fees as set out in the Schedule of Fees and Charges in clause 8 and as published on the Shafston College website.
- 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 (for example serious illness or injury, bereavement, a traumatic experience, or other circumstances assessed on individual merits by Shafston College).
- 1.6 **Late Payment Fee:** \$100.00.
- 1.7 **Parent or Guardian:** the parent or legal guardian of a Student who is under 18 years of age.
- 1.8 **School-Based Delivery:** delivery of a VET program to a Student who is concurrently enrolled at a secondary school, whether delivered at the school, at a Shafston College campus, or online, under an arrangement between Shafston College and the school.
- 1.9 **Shafston College:** Shafston International Pty Ltd (RTO Code 45694), trading as Shafston College.
- 1.10 **Shafston College Website:** <https://business.shafston.edu>
- 1.11 **Student or Students:** a student of Shafston College.
- 1.12 **USI:** Unique Student Identifier.
- 1.13 **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/.

3. Audience

- 3.1 This Agreement applies to:

- (a) any domestic Student participating in a VET program at Shafston College, including on-campus, traineeship, online and school-based students;
- (b) any Parent or Guardian of a Student who is under 18 years of age;
- (c) any staff member responsible for oversight, administration and management of VET programs;
- (d) 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 College at any campus or delivery site (including school-based delivery).

5. Pre-Enrolment Information

- 5.1 Before enrolment is confirmed and before any fees are collected, Shafston College will provide each Student (and, where the Student is under 18, their Parent or Guardian) with documentation setting out:
- (a) the training to be provided, including delivery mode, location, duration, and any third-party or school-based 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. Where the Student is under 18, the Parent or Guardian must also have received, read and understood it.
- 5.3 Shafston College 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 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 College 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 College 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. Where the Student is under 18, the Parent or Guardian is responsible for payment under the agreed payment plan.
- 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 College will issue a formal overdue notice. If fees remain unpaid after 28 days, Shafston College reserves the right to suspend the Student from classes and withhold results or certificates. If fees remain unpaid after 42 days, Shafston College may cancel the Student's enrolment in accordance with the Deferral, Suspension and Cancellation Policy.
- 7.5 All outstanding fees owed to Shafston College will be deducted from any approved refund. All bank and transaction fees will be borne by the Student.

8. Schedule of Fees and Charges

8.1 The fees below apply in addition to your tuition. If a fee applies to you, Shafston College will tell you the amount and the reason before you are asked to pay it. Where the Student is under 18, fees are explained to the Student and to their Parent or Guardian before they are charged.

Fee	Amount	When it applies
Enrolment / administration fee	\$250	Charged once. Non-refundable once the course service has commenced.
Tuition fees	Per fee schedule	Payable as set out in your enrolment agreement. Shafston College does not hold more than \$1,500 in prepaid fees from any student at any time.
Extension of time (2 weeks)	\$100	Per unit or cluster, when you need additional time beyond your scheduled end date.
Extension of time (4 weeks)	\$150	Per unit or cluster, when you need additional time beyond your scheduled end date.
Re-assessment / resit fee	\$150	Per assessment task, when a further attempt is needed beyond your included attempts (three), or when you resit after your study period end date.
Late enrolment fee	\$200	Per late enrolment application.
Late payment fee	\$100	When payment is not made by the instalment due date (clause 7.4).
Cancellation fee	\$500	Per course cancelled (clause 9).
Re-issue of records	See note	Replacement testamur, Statement of Attainment or academic record. Free when accessed by the student via the learner portal (including after course completion). Where the student cannot access the portal and asks Shafston College to process the re-issue, standard fees apply: \$55 per Testamur or Statement of Results (\$110 for a course no longer offered), and \$15 per Statement of Attainment.

8.2 You are given three (3) attempts to reach a satisfactory result at no extra charge. A re-assessment or resit fee applies only where a further attempt is needed beyond those included attempts, or where you resit after your study period end date. Student Support will confirm the amount and the reason before the fee applies.

8.3 Learning and assessment materials are provided once fees due are paid, and tax invoices are issued for fees paid. Any incidental cost, such as materials or texts, is disclosed and agreed before it applies.

9. Cancellation and Refund

9.1 All Administrative Fees are non-refundable and payable each time there is a request to change enrolment.

9.2 A Cancellation Fee of \$500.00 is payable per course cancelled.

9.3 Notification of cancellation must be received at least 28 days prior to the course commencement date.

9.4 Cancellation before the start date will attract a full refund minus the non-refundable Administrative Fee and Cancellation Fee.

- 9.5 Cancellation on or after the start date will not be granted a refund unless Shafston College Management deems that exceptional circumstances apply.
- 9.6 No refund will be given to Students who are expelled for misbehaviour or academic misconduct.
- 9.7 Refund requests must be submitted on the Shafston Cancellation and Refund Form (FRM-REF01). Students seeking a refund due to exceptional circumstances must submit independent evidence to support their request.
- 9.8 Refunds approved based on exceptional circumstances are at the sole discretion of Shafston College. Refundable fees will be calculated on a pro rata basis of weeks enrolled or units of competency completed, whichever is greater.
- 9.9 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.
- 9.10 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. The maximum period of deferral is 12 months.
- 9.11 Unsolicited Consumer Agreement: cooling-off period of 10 business days from signing.
- 9.12 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.

10. School-Based Delivery and Students Under 18

- 10.1 Where a Student is enrolled under School-Based Delivery, the training is delivered under an arrangement between Shafston College and the Student's school. The Student, their Parent or Guardian, and the school are informed of the arrangement prior to or at the time of enrolment.
- 10.2 Where a Student is under 18 years of age, a Parent or Guardian is involved in the enrolment, is provided with the pre-enrolment information, countersigns this Agreement and any financial arrangement, and is involved in any decision to defer, suspend or cancel the enrolment.
- 10.3 Shafston College is committed to the safety and wellbeing of students under 18. All trainers and assessors working with students under 18 hold a current Working with Children Check (Blue Card). Child safety concerns may be raised with Shafston College at any time and are handled in accordance with our child safety commitment.
- 10.4 Where fee arrangements for a school-based Student are agreed with the school, those arrangements are set out in the enrolment agreement and explained to the Student and their Parent or Guardian.

11. Consumer Protection

- 11.1 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.
- 11.2 If Shafston College 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.
- 11.3 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, or access to dispute resolution through the relevant consumer protection authority.
- 11.4 Note: The Tuition Protection Service (TPS) applies to international students only. Domestic students are protected through the consumer protection mechanisms described above.

12. Prepaid Fee Protection

- 12.1 Where Shafston College receives prepaid fees from a domestic Student in excess of \$1,500 for any single VET course, Shafston College maintains fee protection measures in accordance with Compliance Requirement 18 of the Standards for Registered Training Organisations 2025.

- 12.2 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.

13. Attendance and Progress

- 13.1 Shafston College will monitor the Student's academic progress throughout the study period.
- 13.2 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.
- 13.3 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. Where the Student is under 18, the Parent or Guardian and the school are kept informed.
- 13.4 Shafston College 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.
- 13.5 Persistent unexplained absences may trigger the non-progression process and may result in cancellation of enrolment.
- 13.6 Students may extend their study duration in limited circumstances at the cost of an additional fee (clause 8). Certain courses require the completion of mandatory vocational placement hours as a condition of qualification. Vocational placement requirements are disclosed prior to enrolment and detailed in the VET Student Handbook and on the Shafston College website.

14. Assessment

- 14.1 Students will be provided with their study schedule during orientation, including assessment information, minimum progress requirements, and online login details.
- 14.2 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.
- 14.3 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.
- 14.4 Students are given three (3) attempts to reach a satisfactory result at no additional charge. A re-assessment or resit fee, as set out in clause 8, applies only where a further attempt is needed beyond those included attempts, or where the Student resits after the study period end date. Reasonable adjustment to assessment methods may be made for Students with disability or other identified needs, without compromising the integrity of the assessment outcome.

15. Code of Conduct, Complaints and Appeals

- 15.1 Students must read and abide by the Student Code of Conduct published at business.shafston.edu.
- 15.2 Students must be respectful and inclusive of all people on campus and are encouraged to speak with staff immediately if they feel treated unfairly.
- 15.3 Students can access the Complaints and Appeals Policy and Procedure (OPOL009) at any time on the website. Complaints are acknowledged within 5 business days, with a written outcome within 20 business days. Enrolment is maintained during the process.
- 15.4 Shafston College may suspend a Student's enrolment due to misbehaviour, which can also be grounds for cancellation.

16. External Appeals

- 16.1 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, including the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au, the Queensland Office of Fair Trading, the National Training Complaints Hotline (13 38 73), or the Anti-Discrimination Commission Queensland.

- 16.2 The external appeal process does not remove the Student's right to take action under Australian Consumer Law.

17. Records, Qualifications and Re-Issue

- 17.1 Students are entitled, at no additional cost, to a formal Testamur and Statement of Results upon successful completion.
- 17.2 Students have free access to their records, including replacement copies of a Testamur, Statement of Attainment or academic record, via the learner portal, including after they have completed their course. Where a student is unable to access the portal and requests that Shafston College process a re-issue on their behalf, the standard re-issue fees set out in clause 8 apply.
- 17.3 Shafston College 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.

18. General Terms

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

19. Confidentiality and Privacy

- 19.1 Shafston College collects Student personal information to process and manage enrolment in VET courses.
- 19.2 Shafston College 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).
- 19.3 NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the NVETR Act, for purposes including populating authenticated VET transcripts, administration of VET, facilitation of statistics and research, and understanding the VET market.
- 19.4 Students may receive a student survey from a government department, NCVER employee, agent, or third-party contractor, and may opt out at the time of being contacted.
- 19.5 Students may contact Shafston College at any time to request access to or correction of their personal information, make a complaint about how it has been handled, or ask about this Privacy Notice. Full details are set out in the NCVER Privacy Policy (www.ncver.edu.au/privacy) and the DEWR VET Privacy Notice.

20. 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: _____

For students under 18 years of age — Parent or Guardian:

- ☐ I am the Parent or Guardian of the Student named above, and I have read, understood and agree to this Agreement, including the fees payable, on behalf of the Student.

Parent/Guardian Name: _____ Relationship: _____ Signature: _____
Date: _____