

Enrolment Agreement

Thank you for choosing SET2LEARN.

This Enrolment Agreement forms part of your enrolment and should be read together with the SET2LEARN Student Handbook and any course-specific information provided to you.

The purpose of this agreement is to ensure you have been provided with sufficient information to make an informed decision before enrolling and that you understand your rights and responsibilities throughout your training.

By signing this agreement, you acknowledge that you have read and understood the information provided and agree to comply with the requirements of your enrolment.

1. Course Information

Prior to enrolling, I acknowledge that I have been provided with sufficient information to make an informed decision regarding my enrolment.

I understand that detailed information relating to my course is available on the SET2LEARN website, within the Student Handbook, and through discussions with SET2LEARN staff.

This information includes, where applicable:

- qualification or course overview
- expected learning outcomes
- delivery methods
- expected duration
- units of competency
- entry requirements
- assessment requirements
- work placement requirements (where applicable)
- learner support services
- fees and charges
- refund arrangements
- complaints and appeals
- government funding information, including Smart and Skilled (where applicable)
- issuance of qualifications and Statements of Attainment
- my rights and responsibilities as a learner.

Set2Learn Enrolment Agreement: Created and Updated 06.07.2026 approved by CEO review date 06.07.2027.

Call
1300 404 514

Message
info@set2learn.com.au

Office Address
Level 1, Unit 12A, 1345 The
Horsley Drive, Wetherill Park,
NSW, 2164

I acknowledge that I have had the opportunity to ask questions prior to enrolling and that the information provided is sufficient for me to make an informed decision.

2. Learner Support

SET2LEARN is committed to providing an inclusive, respectful and supportive learning environment.

Support may include:

- Language, Literacy, Numeracy and Digital (LLND) support
- reasonable adjustments for disability or medical conditions
- additional trainer support where appropriate
- flexible learning arrangements where appropriate
- referral to external support services.

Reasonable adjustments will be made where appropriate, provided they do not compromise the integrity of the training product or assessment requirements.

Learners are encouraged to advise SET2LEARN of any support needs before or during their enrolment so that appropriate assistance can be arranged.

Further information is available within the Student Handbook.

3. Fees and Payments

I understand that:

- course fees are outlined on our website;
- fees must be paid in accordance with my agreed payment arrangements;
- refunds are managed in accordance with the SET2LEARN Refund Policy contained within the Student Handbook;
- outstanding fees may affect the issuance of AQF Certification Documentation.
- in the event of gap fees applicable with smart and skilled funding, training quotes will be sent out prior to finalising enrolments.

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SET2LEARN reserves the right to suspend training or assessment services where agreed payment arrangements are not maintained.

4. Smart and Skilled Funded Training (Where Applicable)

Where I am enrolled in training funded under the NSW Government Smart and Skilled Program, I understand that:

- eligibility for government-subsidised training is determined in accordance with current NSW Government eligibility requirements;
- I am responsible for providing accurate information and all supporting documentation required to determine and verify my eligibility;
- providing false, misleading or incomplete information may result in the withdrawal of government funding, cancellation of my enrolment and/or repayment of applicable course fees;
- government funding is subject to eligibility requirements, available funding and SET2LEARN holding a current Smart and Skilled Contract;
- where I become ineligible for government funding, I may be required to pay the applicable full-fee tuition amount to continue my enrolment;
- SET2LEARN may verify my eligibility with the NSW Department of Education;
- my enrolment, attendance, assessment outcomes and training activity information may be disclosed to authorised government agencies in accordance with legislative and contractual requirements;
- I may be contacted by the NSW Department of Education or its authorised representatives regarding my subsidised training for compliance, quality assurance, evaluation or survey purposes.

Further information regarding Smart and Skilled is available in the Student Handbook and on the NSW Government website.

5. Training Guarantee

SET2LEARN is committed to supporting learners to successfully complete their training and assessment.

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Once training has commenced, SET2LEARN will continue to provide the agreed training and assessment services unless:

- I withdraw from my course in writing;
- my enrolment is cancelled in accordance with SET2LEARN policies; or
- circumstances beyond SET2LEARN's reasonable control prevent delivery.

If SET2LEARN is unable to deliver the agreed training or assessment services, appropriate alternative arrangements or refunds will be provided in accordance with the Refund Policy and Australian Consumer Law.

6. Consumer Guarantee

SET2LEARN guarantees that training and assessment services will be:

- provided with due care and skill;
- fit for their intended purpose; and
- delivered within the agreed timeframe or, where no timeframe has been specified, within a reasonable timeframe.

Where SET2LEARN does not meet these guarantees, learners should lodge a complaint in accordance with the Complaints and Appeals Policy available in the Student Handbook.

Where a consumer guarantee has not been met, SET2LEARN will provide an appropriate remedy in accordance with Australian Consumer Law.

If the issue is minor and can reasonably be rectified, SET2LEARN will be provided the opportunity to correct the problem.

If the issue is a major failure that cannot be remedied, learners may be entitled to terminate the agreement and receive an appropriate refund or other remedy under Australian Consumer Law.

Consumer guarantees do not apply where a learner:

- changes their mind;
- chooses not to continue with the course; or

- finds a similar course elsewhere at a lower price.

7. Attendance and Participation

Learners are expected to actively participate in all scheduled learning and assessment activities.

Where attendance requirements apply due to licensing, funding, workplace or regulatory obligations, learners are expected to meet those requirements.

Learners should notify SET2LEARN as soon as possible if they are unable to attend a scheduled class or assessment.

Continued non-participation may result in learner support intervention, withdrawal or cancellation of enrolment in accordance with SET2LEARN policies.

8. Assessment and Academic Integrity

Assessment is conducted in accordance with the principles of assessment and the rules of evidence.

Learners are expected to submit work that is their own and maintain academic integrity throughout their enrolment.

Artificial Intelligence (AI) tools may be used for learning activities where authorised by the trainer. Unless specifically permitted within an assessment task, assessment evidence must represent the learner's own work and demonstrate their own skills and knowledge.

SET2LEARN may use a range of methods to verify the authenticity of assessment evidence, including learner questioning, observation, practical demonstrations and technology-assisted review processes.

Academic misconduct, including plagiarism, collusion, contract cheating or the unauthorised use of Artificial Intelligence (AI), may result in reassessment, disciplinary action or cancellation of enrolment in accordance with the Student Handbook.

9. Unique Student Identifier (USI)

All learners undertaking nationally recognised training must have a valid Unique Student Identifier (USI).

I understand that:

- I must provide a valid USI or authorise SET2LEARN to apply for one on my behalf;
- SET2LEARN cannot issue an AQF Qualification or Statement of Attainment until my USI has been successfully verified;
- my USI information will be handled in accordance with applicable legislation.

10. Complaints and Appeals

SET2LEARN is committed to resolving complaints and appeals fairly, promptly and transparently.

I understand that I have the right to:

- lodge a complaint;
- appeal an assessment decision or other decision affecting my enrolment;
- have my complaint or appeal managed fairly and without disadvantage; and
- access an independent external review if I am dissatisfied with the outcome of the internal process.

Further information is available in the Student Handbook.

11. Withdrawal, Deferral and Cancellation

I understand that I may withdraw from my course by providing written notice to SET2LEARN.

Requests for withdrawal, deferral or transfer will be managed in accordance with SET2LEARN policies and any applicable funding requirements.

SET2LEARN may suspend or cancel my enrolment where permitted under its policies, including where I:

- provide false or misleading information;
- fail to meet participation requirements;
- breach the Student Code of Conduct;
- fail to maintain agreed payment arrangements; or
- become ineligible for government-funded training.

Any applicable refunds will be managed in accordance with the Refund Policy.

12. Privacy Notice

Why we collect your personal information

As a Registered Training Organisation (RTO), SET2LEARN collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide the personal information requested, SET2LEARN may be unable to process your enrolment, deliver training and assessment services, issue AQF certification documentation, report your training activity to relevant government agencies, or meet our legislative and contractual obligations.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you and, where necessary, to comply with our obligations as a Registered Training Organisation (RTO).

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education

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Research Ltd (NCVER). NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant State or Territory Training Authority.

SET2LEARN does not routinely disclose your personal information to overseas recipients.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) and the National Vocational Education and Training Regulator Act 2011 (Cth).

Your personal information may be used and disclosed by NCVER for purposes that include:

- populating Authenticated VET Transcripts;
- administration of vocational education and training (VET);
- facilitating statistics and research relating to education, including surveys and data linkage; and
- understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than Registered Training Organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation;
- facilitation of statistics and research relating to education, including surveys and data linkage; and
- understanding how the VET market operates for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

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NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information, please refer to the NCVER Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your personal information, in the first instance please contact SET2LEARN using the contact details below.

DEWR is authorised by law, including the Privacy Act 1988 (Cth) and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at:

<https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

NSW Government Funded Training (Where Applicable)

Where you are enrolled in training subsidised by the NSW Government under Smart and Skilled or another government-funded program, SET2LEARN may also disclose your personal information to the NSW Department of Education and other authorised agencies for the purposes of:

- determining and verifying eligibility for subsidised training;
- administering funding arrangements;
- monitoring participation and progression;
- compliance and audit activities;
- quality assurance;
- reporting and program evaluation.

The NSW Department of Education manages personal information in accordance with applicable privacy legislation.

Surveys

You may receive a student survey which may be run by a government department, NCVER, an NCVER employee, agent, third-party contractor or another authorised agency.

Participation is voluntary and you may choose to opt out when contacted.

Contact Information

At any time, you may contact SET2LEARN to:

- request access to your personal information;
- request correction of your personal information;
- make a complaint about how your personal information has been handled;
- ask a question about this Privacy Notice.

SET2LEARN Pty Ltd

RTO Code: 45249

Phone: (02) 8076 4774

Email: info@set2learn.com.au

Website: www.set2learn.com.au

13. Learner Declaration and Consent

By signing this agreement, I declare that:

- I have received, read and understood the SET2LEARN Student Handbook.
- I acknowledge that I have been directed to the SET2LEARN website and understand that it contains important information relating to my course, enrolment, policies and procedures.

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- I have been provided with sufficient information to make an informed decision before enrolling.
- I understand the course requirements, assessment requirements and any work placement requirements applicable to my course.
- I understand the learner support available to me and have disclosed any support needs or reasonable adjustment requirements.
- I understand the fees, payment arrangements and refund policy.
- I understand the Training Guarantee and Consumer Guarantee.
- I understand the requirements relating to Smart and Skilled funding (where applicable).
- I understand the requirements relating to my Unique Student Identifier (USI).
- I understand that AQF Certification Documentation will only be issued once I have successfully completed all course requirements, provided a valid USI and met any outstanding financial obligations.
- I understand the requirements relating to academic integrity and the acceptable use of Artificial Intelligence (AI).
- I have read the Privacy Notice and consent to the collection, use and disclosure of my personal information as described in this agreement, including disclosure to NCVER, the relevant State Training Authority and other authorised agencies where required by law.
- I authorise SET2LEARN to verify my previous qualifications, Statements of Attainment, Statements of Results and USI records where required for enrolment, Credit Transfer, Recognition of Prior Learning (RPL), funding eligibility or regulatory purposes.
- I declare that all information I have provided is true, accurate and complete.
- I understand that providing false or misleading information may affect my enrolment and/or eligibility for government-funded training.

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- I agree to comply with the SET2LEARN Student Handbook and all applicable policies and procedures throughout my enrolment.

14. Learner Consent

I acknowledge that I have had the opportunity to ask questions regarding my enrolment before signing this agreement.

I understand my rights and responsibilities as a learner and consent to the collection, use and disclosure of my personal information as described in this agreement.

I understand that this agreement forms part of my enrolment with SET2LEARN.