



DV-alert Terms & Conditions of Enrolment

By submitting your enrolment application, you accept and agree to comply with these terms and conditions, the RTO Student Handbook and DV-alert Course Prospectus available [here](#) (together, the **Terms**). These Terms are entered into between us, Lifeline Australia (ACN 081 031 263) and you, the individual applicant or student.

1. All enrolments are subject to course availability and our acceptance of your enrolment application. Lifeline Australia reserves the right to refuse any enrolment application at our discretion, including if you do not meet the eligibility requirements or fail to provide required documentation.
2. To be eligible for DV-alert training you must:
 - a. be at least 18 years of age;
 - b. hold Australian or New Zealand citizenship, permanent residency, or a visa with no study limitations that meets Visa Entitlement Verification Online (**VEVO**) check requirements;
 - c. provide proof of identification, age and visa status (if applicable);
 - d. successfully complete our Language Literacy and Numeracy (**LLN**) Assessment;
 - e. obtain a Unique Student Identification (**USI**) or authorise us to create one on your behalf;
 - f. not currently be, and have not been in the past 5 years:
 - i. subject to a DV Order (or equivalent) as a respondent;
 - ii. on parole or probation for a conviction involving family, domestic or sexual violence offences;
 - iii. facing criminal DV charges or on bail in relation to a DV charge; or
 convicted of a DV offence or a criminal offence associated with a DV incident. We may conduct VEVO checks and other background checks to verify your eligibility.
3. By enrolling, you warrant that you meet all eligibility requirements in clause 2 and that all information you provide to us is true and accurate. Lifeline Australia may immediately revoke acceptance of your enrolment and/or terminate your participation in the DV-alert training if we discover that you provided false or misleading information regarding your eligibility, including in relation to your criminal history, DV Order status, or visa status. You must immediately notify Lifeline Australia in writing if your circumstances change such that you no longer meet the eligibility requirements under.
4. Lifeline Australia reserves the right to change the designated venue and date on any event described in our course prospectus or the DV-alert website, or cancel an advertised course due to insufficient bookings or circumstances beyond our reasonable control.
5. Lifeline Australia and the Lifeline Centre will provide all written forms of communication to the student registered email address. It is your responsibility to update Lifeline Australia and Lifeline Centre of any changes to their contact details.
6. Lifeline Australia will provide the training with reasonable care and skill. However, we are not liable for any indirect or consequential losses that may arise. Subject to your consumer law rights, Lifeline Australia's liability under these Terms is limited to, at our option, re-supplying the training.
7. You must act in accordance with the Student Code of Conduct, available on the Lifeline Australia website [here](#). Lifeline Australia may immediately suspend or cancel your enrolment if it deems your behaviour to be unacceptable for the training environment setting, or you are otherwise in breach of these Terms.
8. You have the right to lodge a formal complaint or appeal to Lifeline Australia in accordance with our Concerns Complaints and Feedback Policy available on the Lifeline Australia website [here](#).
9. All training materials, content and resources remain Lifeline Australia's intellectual property. You may use the training materials solely for your personal learning purposes and must not reproduce, distribute or commercialise them without our written consent.

10. Lifeline Australia will collect, use and disclose your personal information in accordance with our Policy, the Privacy Act 1988 (Cth) and our RTO VET Data Policy available on the Lifeline Australia website [here](#).
11. You consent to Lifeline Australia collecting, using and disclosing your personal information for the purposes of enrolment, identity verification, conducting Visa Entitlement Verification Online (VEVO) checks where applicable, confirming eligibility to participate in training, and meeting regulatory and reporting obligations. This includes reporting information to relevant State or Territory training authorities and in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). For information about how your personal information is collected, used, disclosed and protected, please refer to the National [VET Data Privacy Notice \(Schedule 1\)](#) and Lifeline Australia's Privacy Policy.
12. These Terms are governed by the laws of New South Wales.