



## DV-alert Terms & Conditions of Enrolment

As a student it is your obligation to abide by the following terms and conditions of your enrolment and the policies and procedures as outlined in the RTO Compliance Manual.

- All enrolments are subject to course availability and acceptance of enrolment application.
- Lifeline Australia reserves the right to refuse the enrolment of any participants at its discretion and will not have any further correspondence.
- For course cancellation, Lifeline Australia reserves the right to change the designated venue and date on any event described in its course catalogue. Lifeline Australia further reserves the right at its absolute discretion and without liability to cancel, an advertised course due to insufficient bookings or through circumstances beyond the reasonable control of the company.
- All enrolment conditions must be met (including the provision of supporting documents) before enrolment can be finalised for the DV-alert training. Conditions include: the successful completion of a Language Literacy and Numeracy (LLN) Assessment (TBA); Unique Student Identification (USI); Proof of Australian or New Zealand Citizenship, Permanent Resident, or hold a visa with no study limitations and meet the Visa Entitlement Verification Online (VEVO) check requirements; Proof of Identification & Age (must be 18 or over). Refer to the DV-alert Pre-enrolment Information Booklet for information about entry requirements.
- Lifeline Australia and Lifeline Centres will provide all written forms of communication to the student registered email address. It is the students' responsibility to update Lifeline Australia and Lifeline Centres of any changes to their contact details.
- Students may apply for Recognition of Prior Learning (RPL) or Credit Transfer from previous studies and related work experience. Students must provide evidence of previous completed qualification and proof of industry experience. Refer to the Recognition Policy on the RTO Compliance Manual.
- For face-to-face/virtual workshop training delivery, Lifeline Centres will deliver the training and assessment for **CHCDFV001 Recognise and respond appropriately to domestic and family violence** on behalf of Lifeline Australia RTO 88036. The training schedules and course information for the workshop training delivery and eLearning program are available on the Pre-enrolment Information Booklet.
- For assessment, all students are provided with multiple opportunities to demonstrate competency in an assessment. Students may be *re-assessed* twice (2) maximum for each assessable item. The trainer will provide learning support to students if required. An action

plan inclusive of timeframes will be negotiated between the trainer and student to provide students with opportunity to further develop their skills and/or knowledge for re-assessment. Students have a right to appeal if they are not satisfied with the outcome of an assessment. Refer to the Complaint and Appeal Policy on the RTO Compliance Manual.

- Lifeline Australia will issue a Statement of Attainment to students who have achieved the competency level of the required unit of competency in both theory and practical assessments; and completed all required attendance (*workshop delivery training only*). All Certificates or Statement of Attainments will be issued electronically via email.
- For extension and withdrawal, refer to the RTO Compliance Manual.
- Lifeline Australia requires that all personnel, volunteers, and students abide by the organisation's Code of Conduct. The Code articulates the ethical principles and standards that sustain the integrity of the organisation's services and procedures by providing a clear understanding of what is considered ethical conduct for delivery of Lifeline services. Refer to the RTO Compliance Manual for the Code of Conduct.
- Lifeline Australia may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the training environment setting.
- For information about privacy, refer to the Personal Information Management Policy, Privacy Policy, and [Privacy Notice for Students](#) on the RTO Compliance Manual.