

Enrolment Terms & Conditions

1. Agreement to Terms and Conditions

- a. Your access to Fluro courses and services is dependent on your acceptance of the Terms and Conditions outlined in this document.
- b. If at any time you do not agree with these Terms and Conditions, you must immediately discontinue use of the course and service.
- c. We may revise these terms from time to time at our discretion. The terms posted on this page at the time of your use of our site shall apply.

2. Right to Release Information to Third Parties

- a. Your personal information is handled in accordance with the Privacy Act 1988 as described in Fluro's Privacy Policy.
- b. Fluro reserves the right to disclose your information where appropriate, to relevant persons and organisations to meet our requirements and commitments as a Registered Training Organisation.
- c. If you are enrolled through a group booking that is associated with a company/organisation, Fluro is authorised to disclose your personal details, progress, and any course outcomes to that company/organisation.
- d. Fluro has a right to collect, store and distribute unnamed user statistics that may be gathered during the course and/or service.

3. Course Assessments and Certification

- a. You have 15 days from enrolment to complete all course assessments.
- b. You are required to successfully complete all assessment components of your course to achieve certification.
- c. Fluro will email an electronic copy of your Statement of Attainment within 1 working day of successful completion of all assessments and authentication.
- d. Fluro will mail the original copy of your Statement of Attainment and White Card within 5 working days of successful completion of all assessments and authentication.
- e. Students' receipt of Statement of Attainment is dependent upon postage delivery times.

4. Student Responsibilities

- a. You are required to provide personal information that is truthful, complete and correct.
- b. Protecting your user name and password from unauthorised use.
- c. Only the student whose name appears on the course enrolment is permitted to participate in the course and complete the course assessment.
- d. Ensuring all use of your account complies with Fluro Terms and Conditions.
- e. Reporting any occurrences of unauthorised access and abuse of the course and/or services to Fluro as soon as possible.

5. Right To Suspend and Cancel

- a. Fluro reserves the right to suspend and/or cancel your access to the course and/or service if you are found to contravene any of the Terms and Conditions.
- b. If you choose or are provided with a user name, password or other piece of security information, you must treat such information as confidential. We may disable any user name or password at any time if, in our reasonable opinion, you are in breach of these terms.

6. Topic and RPL Assessment Assistance

- a. You must not seek assistance in answering assessment questions with the exception of assistance in translation and gaining understanding of questions posed.
- b. You must not plagiarise or copy any other person's assessment in part or whole, and must only submit work which is your own.

7. Authentication Audits

- a. Fluro conducts assurance audits of participants completing Nationally Recognised eLearning courses to verify identification and ensure the participant completed the course themselves.
- b. As part of the audit process you will be contacted by an assessor by phone, email or in person, as appropriate.
- c. If the assurance audit determines you have not undertaken the course yourself, or if you refuse to participate in the auditing process, Fluro reserves the right to cancel your course and mark your assessment as not competent.

8. Course Content

- a. All text, graphics, illustrations, animation, video, audio and software that make up the course and the service (hereafter collectively known as the "content") shall remain the property of Fluro.
- b. Fluro is the owner or licensee of all intellectual property rights in its site and the content published on it. Such works are protected by copyright laws and treaties around the world. All such rights are reserved.
- c. You may print a copy and download extracts of any pages from Fluro's site for your personal reference, provide you acknowledged Fluro Training as the copyright owner of such material.
- d. You must not use any content on our site for commercial purposes without first obtaining a written licence from us to do so.
- e. If you wish to enquire about using any content on Fluro's site, please contact info@fluro.com.au

9. Refunds

- a. Refunds of payments will be at the discretion of Fluro.

10. Outstanding Payments

- a. Fluro reserves the right to restrict participation in future courses for participants with outstanding payments until all payments owing to Fluro have been received.

11. Data and Information Security

- a. Fluro does not guarantee the security of any data or information disclosed online. You accept the inherent security implications of dealing online over the Internet and will not hold the Fluro liable for any breach of security or any actions or results arising from any breach of security.

12. Service and Course Availability

- a. While Fluro uses reasonable efforts to maximise system availability, you accept that scheduled and unscheduled systems outages may occur and release us from any liability arising as a result of such outages.
- b. Fluro may suspend, amend, or withdraw any service or content provided through our site without notice. Fluro will not be liable if, for any reason, our site is unavailable at any time for any period.

13. Delayed Delivery of Evidence of Completion

- a. While Fluro uses reasonable efforts to initiate delivery of evidence of completion within stated timeframes, you accept a delay in delivery may occur and release us from any liability arising as a result of such delays.

14. Provision for Language, Literacy and Numeracy (LLN) Assessment

- a. Fluro will where possible provide training and assessment support services that meet learners individual needs regardless of their age, gender, culture and background.
- b. Fluro recognises that some participants require more assistance than others.
- c. Participants with language, literacy or numeracy issues should notify Fluro so that we may provide assistance or referral to an appropriate program provider.
- d. All courses require a minimum level of English. Participants with English difficulties may be eligible for free English tuition provided by the Adult Migrant English Program (AMEP). Information on this program can be found at www.immi.gov.au/amep.

15. Technical Support

- a. Technical support is available for all participants enrolled in an e-learning course Monday to Friday 7:30am to 4:30pm AWST (excluding public holidays) by phone.
- b. If you require support outside of these times email helpdesk@fluro.com.au, your query will be addressed in Fluro's business hours listed above.

16. Complaints and Appeals Procedure

- a. Complaints may arise with participants and/or clients regarding the service provided by Fluro. As per our Complaints and Appeals Procedure, any complaint will be taken seriously and dealt with as soon as possible in order to resolve the issue.
- b. All participants have the right to appeal a decision made on an assessment. An appeals process is in place and applications can be made detailing the reason for the appeal. All appeals must be sent to the Compliance Manager who may obtain assistance from any other person.
- c. All complaints and appeals will be dealt with fairly, promptly, impartially, confidentially and in a timely manner. For more information or to register a complaint or appeal, please contact Fluro and we will provide you with the necessary documentation.

17. Access and Equity

- a. Fluro has a legal and moral obligation to provide an environment free from discrimination based on age, sex, race, disability, religion, political conviction, sexual preference, medical or criminal history. Fluro respects the rights and beliefs of all staff, consultants and participants with whom they may enter into a learning partnership.

18. Recognition of Qualifications issued by other RTO's

- a. Under the Australian Qualifications Framework (AQF), Fluro recognises and accepts AQF Qualifications or Statements of Attainment issued by any other RTO.

19. Access to Records

- a. Individuals have the right to access or obtain a copy of the personal information that Fluro holds about them. Requests to access or obtain a copy of personal information may be requested by phone. There is no charge for an individual to access personal information that Fluro holds about them.

20. Feedback

- a. You will be asked to provide feedback about your experience with training, assessment and support activities to ensure continuous improvement in the quality of our training.