

# SSC Terms & Conditions - Domestic Enrolment

These Terms and Conditions apply to all domestic students enrolling in nationally recognised training delivered by South Sydney College (SSC).

By submitting your enrolment and paying applicable fees, you agree to be bound by these Terms and Conditions.

## 1. Formation of Agreement

1.1 This agreement is formed when SSC:

- Receives a completed Enrolment Form
- Conducts or verifies your LLND assessment
- Confirms you meet course entry requirements
- Provides access to the Student Handbook and fee information
- Receives required fees or an approved payment arrangement

1.2 This agreement consists of:

- The Enrolment Form
- These Terms and Conditions
- The Fee Information Sheet
- The Student Handbook
- Relevant SSC policies and procedures

Together, these documents form the binding agreement between you and SSC.

## 2. Student Information and Accuracy

2.1 You must provide accurate, current, and complete information at enrolment.

2.2 Your legal name must match your official identification for certificate issuance purposes.

2.3 You must notify SSC within 7 days of any change to your:

- Residential address

- Email address
- Phone number
- Emergency contact details

2.4 Providing false or misleading information may result in refusal, suspension, or cancellation of enrolment.

## 3. Unique Student Identifier (USI)

3.1 A valid Unique Student Identifier (USI) is mandatory for all students enrolled in nationally recognised training.

3.2 SSC cannot issue a Statement of Attainment or Qualification without a verified USI.

3.3 You are responsible for:

- Creating your USI
- Providing it to SSC
- Ensuring your personal details match your USI record

## 4. Fees and Payment Obligations

4.1 All tuition and non-tuition fees are published prior to enrolment.

4.2 Fees must be paid:

- In full prior to commencement; or
- In accordance with an approved payment plan

4.3 You are responsible for ensuring payments are made by the due dates.

4.4 Failure to make payments may result in:

- Suspension of access to learning systems
- Withholding of results or certificates
- Cancellation of enrolment

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4.5 Reasonable administration or late fees may apply where payments are overdue.

4.6 Outstanding debts may be referred to a debt collection agency, and associated recovery costs may be added to the outstanding amount.

### 5. Refunds and Withdrawals

5.1 Refunds are assessed in accordance with Australian Consumer Law and SSC's refund policy.

5.2 Refund requests must be submitted in writing using the approved form and include any supporting documentation.

5.3 Refunds are paid only to the original payer.

5.4 Approved refunds are processed within a reasonable timeframe.

5.5 Refunds may be reduced or not approved where:

- A substantial portion of the course has been delivered
- Withdrawal occurs after course commencement
- The student is cancelled due to misconduct or serious breach

5.6 If SSC is unable to deliver the course, you are entitled to a refund for services not yet provided.

5.7 This refund policy does not remove your rights under Australian Consumer Law.

5.8 Where a course or course bundle includes SkillX micro-learning access, any accessed or completed micro-learning content may be treated as a partially delivered service. SSC may retain a reasonable amount for accessed micro-learning resources, with any remaining

eligible fees refunded in accordance with SSC's refund policy.

### 6. Course Duration and Assessment

6.1 You are expected to complete your course within the agreed duration.

6.2 Assessment is competency-based and conducted in accordance with national training requirements.

6.3 You are responsible for submitting your own original work.

6.4 Plagiarism, cheating, or use of unauthorised assistance may result in:

- Assessment being marked Not Yet Competent
- Disciplinary action
- Possible cancellation of enrolment

6.5 Reassessment opportunities and associated fees are outlined in course information and the Student Handbook.

### 7. Student Conduct

7.1 You must comply with SSC's Code of Behaviour and policies.

7.2 Misconduct includes, but is not limited to:

- Harassment, bullying, or discrimination
- Academic dishonesty
- Disruptive or abusive behaviour
- Misuse of SSC systems or platforms

7.3 Serious or repeated misconduct may result in suspension or cancellation of enrolment.

7.4 Cancellation due to serious misconduct may affect refund eligibility.

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### **8. Course Variations, Suspension and Cancellation**

8.1 You may request deferment, suspension, or withdrawal in writing.

8.2 SSC may suspend or cancel enrolment due to:

- Non-payment of fees
- Failure to meet course requirements
- Misconduct

8.3 Students have the right to access SSC's complaints and appeals process before a cancellation decision is finalised.

### **9. Issuance of Certificates**

9.1 SSC will issue a Statement of Attainment or Qualification within 30 calendar days of:

- Successful completion of all required units
- Receipt of all outstanding fees
- Verification of your USI

9.2 Certificates will not be issued where fees remain outstanding.

### **10. Privacy and Personal Information**

10.1 SSC collects and manages personal information in accordance with the Privacy Act 1988 and applicable privacy principles.

10.2 Your information is collected for purposes including:

- Enrolment and administration
- Training and assessment
- Issuing qualifications
- Regulatory reporting

10.3 Your information may be disclosed to government agencies where required by law.

10.4 You may request access to or correction of your personal information.

### **11. Complaints and Appeals**

11.1 You have the right to lodge a complaint or appeal regarding:

- Assessment outcomes
- Administrative decisions
- Refund decisions
- Conduct matters

11.2 Complaints and appeals are handled fairly, confidentially, and without disadvantage to you.

11.3 Access to SSC's internal complaints process does not remove your right to pursue external remedies under Australian law.

### **12. Limitation and Changes**

12.1 SSC reserves the right to:

- Update policies and procedures
- Make minor changes to delivery methods where required

12.2 Any significant changes affecting your course will be communicated in writing.