

AUSTRALASIAN COLLEGE OF HEALTH AND WELLNESS (ACHW) UNACCREDITED PROGRAMS: TERMS AND CONDITIONS

A. Agreement

1. I hereby apply to enrol in an ACHW unaccredited program ('Postgraduate Certificate', 'Short Course', 'Workshop', Professional Certificate) commencing as indicated on the unaccredited program, enrolment form ('the Application'). I agree that on acceptance of the Application by ACHW ('Acceptance'), the Acceptance will become the Contract of Enrolment ('the Contract').
2. By purchasing, enrolling, or applying to enrol in an ACHW unaccredited program I accept and agree to these Terms and Conditions as part of the Contract.
3. I confirm that, where applicable, the Terms and Conditions of ACHW payment providers (e.g. Zip Money) have been made available to me prior to enrolling and as part of my Application.
4. I confirm that the Terms and Conditions have been made available to me prior to enrolling and understand that any variation of these Terms and Conditions will be done in writing, which includes updating the Terms and Conditions on the ACHW website.

B. Your Obligations

5. I have read and understood all ACHW unaccredited program information, and I will endeavour to meet all program and assessment requirements.
6. I understand that I must be over the age of 18 to enrol in an ACHW unaccredited program.
7. I understand that where the ACHW unaccredited program contains a clinical component I must provide evidence of Hepatitis B immunisation otherwise I will not be permitted to participate in clinical workshops.
8. I agree that it is my responsibility to check that the computer and internet service being used to access an ACHW unaccredited program is compatible with the minimum specification requirements as listed by ACHW.

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9. I acknowledge and accept that ACHW cannot be held responsible for any technical problems encountered such as:
- a) The operation of the internet and the World Wide Web, including but not limited to viruses.
 - b) Any firewall restrictions that have been placed on my network or the computer I am using to access the program.
 - c) Failures of telecommunications links and equipment.
 - d) Updated browser issues.
10. I understand that if ACHW cancels a clinic workshop due to unforeseen circumstances, ACHW will reschedule the clinic workshop at the next available opportunity.
11. I will comply with all applicable Australian laws and ACHW Policies and Procedures available on the website at:
<https://www.achw.edu.au/student-information/policies-and-procedures>, including but not limited to those related to student conduct and academic integrity.
12. I will maintain a satisfactory standard of academic integrity in the participation in, and completion of my ACHW unaccredited program.
13. I must complete my ACHW unaccredited program within the set duration as determined by ACHW.
14. I understand that fees paid do not include equipment or materials (except where specified by ACHW unaccredited program), or any travel or personal expenses incurred through participation in an ACHW unaccredited program.
15. I understand that if I cannot commence an ACHW unaccredited program I have enrolled in, I must contact ACHW at least ten (10) business days prior to the ACHW unaccredited program start date and I may either:
- a) Provide a substitute attendee to the unaccredited course, or
 - b) Request my enrolment in the ACHW unaccredited program be changed to a future available session, or
 - c) Request my enrolment to be changed to a different ACHW unaccredited program (fees may apply), or

- d) Use the value paid as credit towards other ACHW products as available at the time.
16. I understand that I can only change my course enrolment details (start date, course) once, and that study must occur within 12 months from the date of the first booking
17. I will provide accurate and complete information to ACHW including an appropriate email address to be used for communication between ACHW and yourself.
18. I agree to advise ACHW of any change of my address and/or contact details while I am enrolled in any course.
19. I understand that all course related material supplied by ACHW are secured by copyright and remain the property of ACHW. I understand that any unauthorised copying may constitute a breach of the Copyright Act 1968 (Cth) (as amended from time to time).
20. I agree that my log-in details cannot be shared. In the case that I do share these details with others it may lead to the cancelation of my enrolment.
21. I have read and understood the ACHW Privacy of Student Information and Records Policy and Procedure which can be viewed at <https://www.achw.edu.au/student-information/policies-and-procedures>. In addition to the provisions of this policy, I authorise ACHW to release administrative information concerning my performance at ACHW (including academic progress and attendance information) to any person who may lawfully require that information, including agents and employers. If I do not agree, I must advise ACHW in writing.
22. I acknowledge that I have read and understood the ACHW Student Grievances and Complaints Policy and Procedure as published on the website <https://www.achw.edu.au/student-information/policies-and-procedures>.
23. I understand that should I breach any of the obligations above ACHW will suspend or cancel my enrolment in the ACHW unaccredited program and I may not be entitled to any refund of the

fees or other charges paid. For the avoidance of doubt failure to advise ACHW before the unaccredited program start date, in accordance with item 15, that I cannot commence the course makes me liable for the full program fee.

C. Assessment and Recognition of Prior Learning

- 24. I understand that ACHW will only issue an unaccredited program badge where all required assessments and where applicable, clinical components, are completed with a pass grade.
- 25. I have read and understood the ACHW Assessment and Examination (including Reassessment) Policy and Procedure.
- 26. I understand that successful completion of an ACHW unaccredited program may qualify me for recognition of prior learning toward future ACHW accredited study.

D. Payment and Refund

- 27. I understand that *payment in full is required prior to the start date of an unaccredited program*, otherwise ACHW may cancel my enrolment.
- 28. I understand that if any fees are not paid by the invoice due date, ACHW may charge a late payment fee. If ACHW deems it necessary to engage a debt collection agency to collect the outstanding amount, all costs associated with debt recovery will be added onto the outstanding debt.
- 29. Any notice of withdrawal or cancellation must be made in writing and submitted to ACHW via email at support@achw.edu.au.
- 30. I understand that fees paid are not refundable under any circumstances unless the scheduled course is fully cancelled by ACHW without being rescheduled in the 12 months following the original enrolment course end date.
- 31. Where ACHW cancels an unaccredited program, impacted participants enrolled at the time will be:
 - a) Offered a transfer to another available unaccredited program.
 - b) Offered a refund of fees paid.

1.0 DOCUMENT OWNERSHIP

Document Owner	Executive Director, ACHW
Status	New
Approval Authority	CEO
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Implementation Owner	Executive Director, ACHW
Maintenance Owner	Head of Compliance
Review Due	January 2028
Content Enquiries	Dr. Christine Brickenstein Email- cbrickenstein@achw.edu.au

2.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
1.0	6 February 2025	CEO	Creation
1.1	27 May 2025	Head of Compliance	Additional details (professional certificates, dates) to clarify terms.