

Student Agreement Fee for Service

This agreement is between you and Equinim College Pty Ltd trading as EQC Institute. Read it together with your individual written offer, fee schedule and course information before accepting. Ask Student Services to explain anything you do not understand.

1. Who this agreement covers

This agreement covers domestic fee-for-service training. An offshore online enrolment is covered only where EQC has expressly confirmed the location, lawful delivery and access arrangements in your written offer. It does not itself offer a government-subsidised place. If you hold or intend to apply for a student visa, tell EQC before applying: a separate international-student agreement and assessment are required.

EQC only enrolls students aged 18 or older at enrolment, with no under-18 exceptions. This is EQC's college admission rule, separate from government funding eligibility.

2. Your individual offer

Before you accept or pay, EQC gives you written information identifying your name; qualification code and title; selected units; delivery mode and location; start and expected completion dates; study, attendance and assessment commitments; entry and equipment requirements; support arrangements; and any third party involved in delivery. It must also identify all fees, inclusions, payment dates, the fee payer and applicable refund terms.

Your offer must state the total course price, instalments and due dates, any required student-supplied costs and any separately approved loan arrangement. A changing website price does not replace your agreed price. Ask for missing or inconsistent information before accepting; a generic agreement is not a completed individual fee quote or training plan.

3. Accepting and keeping your agreement

You accept by completing the explicit acceptance step for the identified agreement and offer in the enrolment process, or by signing the written acceptance supplied by EQC. The recorded date of that acceptance is the Agreement Date. An application alone does not confirm admission or funding. EQC confirms your enrolment after its suitability and eligibility checks.

EQC must make the documents available before acceptance and give you a copy of the accepted agreement, offer and payment records. Keep them. An IP address may form part of an electronic acceptance record but is not, by itself, proof of informed agreement. A later Learning Hub acknowledgement does not silently replace your original terms or Agreement Date.

4. Learning, support and your responsibilities

EQC is responsible for the quality of training, assessment, support and certification under the applicable Standards for Registered Training Organisations, including the 2025 Standards. EQC provides the learning materials, Learning Hub access, trainer feedback and online or on-campus delivery described in your offer.

Three assessment attempts per unit are included. Ask your trainer about feedback, further learning and reassessment if needed; no additional assessment fee is created by this agreement. An assessment appeal remains available. You may apply for credit transfer or recognition of prior learning (RPL); outcomes and any lawful RPL price are explained before you proceed.

Before enrolment, EQC assesses course suitability and language, literacy, numeracy, digital and other support needs. Tell Student Services about help you need. Reasonable adjustments and accessible materials may be arranged without changing the competency requirements. Provide only relevant sensitive information through the confidential process explained to you.

Provide accurate enrolment information, complete your own entry tests and assessment work, follow the agreed study schedule and treat others respectfully. You may use authorised assistance or reasonable adjustments. Keep copies of submitted work and protect your account password and access credentials. Your student number is an identifier, not a password.

Tell EQC in writing within seven days of changes to your name, address or contact details. Keep your agreed email/mobile details current and check course communications in the Learning Hub. Ask for an accessible communication method if needed. EQC explains any lawful course-specific screening requirement in advance; this agreement does not require a blanket declaration about convictions, investigations or bankruptcy, or authorise a credit check.

5. Duration, progress and course changes

Your confirmed duration and deadlines are in your offer and training plan. A 12-to-24-month diploma timeframe is indicative planning information, not a universal legal minimum. Prior learning, course design, study load and support needs affect the appropriate duration.

Contact Student Services promptly if you fall behind. EQC considers support and reasonable adjustments before making a decision about inactivity. It gives reasons, an opportunity to respond and review information before an adverse enrolment decision, subject to necessary immediate safety measures. A conduct allegation does not automatically cancel valid completed results or revoke an award.

EQC may need to update learning materials or transition a training product. It explains material changes, their effect on fees, delivery, assessment and completion, and obtains your agreement where required. Previously achieved results are considered under the transition arrangements. Publishing a new policy alone does not retrospectively remove agreed benefits or increase your fees.

6. Certification and outcomes

When you meet the applicable issue conditions, including completed assessment, agreed training-product fees and USI requirements or a valid exemption, EQC issues eligible AQF certification within 30 calendar days of assessment completion. Eligible completed units may receive a statement of attainment when you leave. EQC does not guarantee employment, a particular assessment result, licensing or recognition in another country.

7. Fees, payments and included services

EQC currently charges \$0 in administration fees. There is no automatic enrolment, deferral, extension, cancellation or replacement-document administration charge. A future optional service charge can apply only if lawful, disclosed with its amount and basis in advance, and agreed before you choose the service. It cannot retrospectively charge for included services.

Your course price includes the training, assessment and required learning resources identified in your offer. Your own computer, internet, travel or other personal items must be explained before enrolment. A new equipment/software requirement cannot be used to impose an undisclosed mandatory cost. See the [Administration Fee Schedule and Charges not covered by Tuition Fees](#).

Pay the course price and instalments in your written offer by their agreed due dates. Fees are not varied merely by changing a website schedule. Any change must be lawful and agreed where required. Government funding or VET Student Loans must be separately confirmed and cannot be assumed from this agreement.

Payment arrangements and help

Ask Student Services about a payment arrangement or special consideration if payment is difficult. Use only the payment details provided through EQC's confirmed payment process. Direct debit needs a separate authorisation; keep the authorised account details current. Stopping a debit does not, by itself, withdraw you from training.

A third-party payment arrangement must identify who is liable for each amount. The failure of an employer or other payer does not automatically transfer liability to you without a lawful agreed basis. EQC gives an itemised explanation of overdue amounts, an opportunity to query them and information about assistance. Only lawful amounts and any lawfully recoverable costs may be pursued; a dispute does not remove complaint or refund rights.

Advance-payment protection

For fees covered by the RTO prepaid-fee requirements, EQC must not hold more than \$1,500 for services not yet delivered to an individual student for the same course unless a compliant fee-protection arrangement is implemented. This applies during the course as well as before it starts. Ask EQC to explain the protection applying to your payment plan and request details before paying.

8. Deferral and extension

To request a later start or a temporary break, use the online deferral form or email Student Services with your name, course and proposed break/return dates. Ask for help if needed. Apply before your start or end date where possible; explain an urgent or late request so it can be considered. You may request more time while continuing to study as an extension.

Ordinary FFS deferral and extension requests normally allow up to six months under EQC's college arrangements. These are college conditions, not universal legal limits. EQC considers your agreement, reasonable adjustments, course availability, transition deadlines and relevant circumstances.

EQC gives a written outcome with reasons, approved dates, study obligations, completion arrangements and any lawful fee or refund effects. Teach-out or a course change is assessed for its actual effect on your return, with alternatives explained. An unpaid balance does not prevent consideration of your request. A deferral does not itself erase lawful debt, remove a refund entitlement or stop a census day. There is currently no administration fee for a deferral or extension.

9. Withdrawal and refunds

Email team@equinimcollege.com with your name, course or units and intended withdrawal date. A special form, reason, debt payment or material return is not required to record clear withdrawal notice. Ask for assistance if writing is difficult. Keep your notice; stopping attendance or requesting deferral alone does not withdraw you. EQC confirms the effective date separately from any refund assessment.

EQC preserves your 10-calendar-day contractual refund period, starting the day after the Agreement Date. Give written withdrawal notice within that period for a refund of course fees paid. For this contractual change-of-mind benefit, return any physical course materials in their original condition; this is not a condition of recording withdrawal or obtaining a statutory remedy. No administration deduction applies.

After the contractual period, a change-of-mind refund is not automatic. EQC assesses your actual agreement, services provided, medical or financial hardship and consumer or other statutory rights. There is no blanket no-refund rule. Failure, non-attendance or misconduct does not by itself remove statutory remedies.

EQC gives written reasons and a refund calculation, identifies the lawful recipient and explains review options. Its existing commitment is an initial response within 14 days and, where approved and bank details are required, payment within a further seven days after those details are received. Any earlier legal deadline takes priority. A required refund cannot be replaced with a compulsory deferral.

10. If delivery stops or a loan applies

If EQC cannot provide the agreed training, it explains the situation, applicable refunds and transfer/tuition-protection options. A replacement must be suitable and accepted where required. You retain any statutory remedy and more favourable existing contractual entitlement; provider failure is not treated simply as a student change of mind.

VET Student Loans applies only if separately approved for your provider, course and eligibility. If applicable, clear written withdrawal on or before the relevant census day incurs no tuition fee or loan debt for the withdrawn part; upfront tuition and gap payments for that part are refunded. No withdrawal penalty or administrative barrier applies. After census day, special-circumstances re-credit and review rights may apply. See the [Student Withdrawal and Fees, Charges and Refunds policies](#) for the application process. This agreement is not a loan approval.

11. Complaints, appeals and consumer rights

Contact Student Services verbally or in writing to raise a concern or appeal an assessment, fee or enrolment decision. Assistance and a support person are available. EQC explains its decision, reasons and internal and independent review options under the [Complaints and Appeals Policy and Procedure](#). Raising a concern must not lead to victimisation.

Nothing in this agreement excludes your Australian Consumer Law rights or other applicable legal remedies. EQC does not limit all consumer-guarantee remedies to repeating the service. You may contact the relevant state or territory consumer agency or pursue other available remedies; the internal complaint process does not remove those rights.

12. Privacy and learning materials

Read the [Privacy Policy and Privacy Notice for Data Collection](#) before supplying information. They explain student administration, lawful reporting, service providers, access/correction and complaint rights. EQC uses its Australian-hosted hub, AVETMISS Done and limited Google Sheets; some provider processing may occur overseas as explained in those documents.

Acceptance of this agreement is not blanket consent to marketing, credit checks or unnecessary sensitive-information collection. Any separate consent or authority required for a specific purpose must be explained and obtained separately. Your learning materials may be used for your own study and lawful permitted uses; intellectual property remains with EQC or the relevant owner. Do not redistribute protected materials without permission, except where the law allows.

13. Questions and applicable documents

Contact Student Services: team@equinimcollege.com | 1800 338 883 | [Contact EQC](#). The [Policies and Procedures page](#) provides the student handbook, course information and policies referred to here. Ask for a copy in an accessible format.

Keep the version supplied with your offer. Existing students retain their lawful agreed benefits; this published update does not silently replace an existing contract. Where funding or loan rules apply they must be met alongside this agreement. NSW or other subsidised enrolments require the appropriate funding-specific agreement and terms.