

# Fees, Terms and Conditions

Enrolment into a course with LGI is subject to the terms, conditions and policies outlined in in this Student Information Handbook and in your enrolment form.

By signing the LGI enrolment form, students (including parent / guardian of underage participants) agree on acceptance of the enrolment form by LGI. The enrolment form will become the Enrolment Agreement, and further, students agree to abide by the policies and expectations set out in this handbook.

LGI reserves the right to modify and update the terms and conditions detailed in this Student Information Handbook at its discretion, without prior notice before such changes take effect. These amendments will apply to all students, including from the past, present, and future. The latest information is posted herein.

## Training Guarantee

Upon commencing a training course with us, LGI commits to partnering with you to support your journey towards achieving the qualification you are pursuing. Enrolling in a course signifies your agreement to be independent, driven, and to fulfill all course requirements within the set timelines specific to your chosen course.

As part of your learning experience, you are entitled to receive constructive feedback on your assessments, designed to aid in your progress towards completing your qualification. At LGI, we are dedicated to building meaningful, lasting relationships with our students. Therefore, we may occasionally offer you supplementary services that enhance your learning experience. These additional offerings, including extra webinars, networking opportunities, and Alumni events. While these services are not mandatory for completing your qualifications, they are offered as valuable resources to enrich your educational journey with us.

## Changes to Agreed Services

In the event of any modifications to the agreed-upon services, LGI will inform you promptly and in writing. This includes updates regarding any new third-party collaborations, changes in ownership, or alterations to current third-party agreements. LGI is committed to maintaining transparency and open communication with our students to keep them well-informed of any developments that may impact their educational experience

## Course Fees

The course fees encompass all necessary materials, website access, and online training resources essential for completing the qualification, as well as the issuance of the course certification.

All fees will be competitive when compared to other training providers on the market and may be varied or discounted at the discretion of LGI to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State / Territory contracts. Students shall pay for training and assessment services as they are provided.

All fees, charges and payment options associated with training courses are outlined in the Course Guides which are reviewed annually.

## Payment of Course Fees

LGI uses the Ezidebit direct debit system for payments for our courses. This includes upfront payments and also payment plans. Our cost-effective payment plan options give you the flexibility to pay off your course over time. As a training provider, we believe all individuals should have access to affordable nationally recognised training courses, and this is just one of the ways we can offer this to you!

By selecting the payment plan option, you agree to making payment to the full financial commitment, regardless of whether you are a current or withdrawn student (further information can be found in the Refund and Withdrawal Policy).

### 11069NAT Diploma of Positive Psychology and Wellbeing - Face-to-Face Option

	Fees (excludes third party payment fees)	
Full payment	AUD\$7,500	
Payment Plan	AUD\$7,875	extra 5% admin fee
Instalment 1	AUD\$1,875	at enrolment
Instalment 2	AUD\$2,000	at commencement
Instalment 3	AUD\$2,000	at one month after commencement
Instalment 4	AUD\$2,000	at two months after commencement

### 11069NAT Diploma of Positive Psychology and Wellbeing - Virtual Option

	Fees (excludes third party payment fees)	
Full payment	AUD\$6,500	
Payment Plan	AUD\$6,825	extra 5% admin fee
Instalment 1	AUD\$2,325	at enrolment
Instalment 2	AUD\$1,500	at commencement
Instalment 3	AUD\$1,500	at one month after commencement
Instalment 4	AUD\$1,500	at two months after commencement

## 11250NAT Certificate IV in Wellbeing Science - Online

	Fees (excludes third party payment fees)	
Full payment	AUD\$2,900	
Payment Plan	AUD\$3,095	extra 5% admin fee
Instalment 1	AUD\$1,095	at enrolment
Instalment 2	AUD\$1,000	at one month after enrolment
Instalment 3	AUD\$1,000	at two months after enrolment

## Incidental Third-Party Payment Provider Fees

By using Ezidebit you also agree to the Ezidebit terms and conditions (please see below table). Here is a link to the [Ezidebit Direct Debit Service Agreement](#). You can reach Ezidebit by phoning 1300 763 256 or emailing to [support@ezidebit.com.au](mailto:support@ezidebit.com.au).

The following incidental fees will be added to your direct debit transaction where applicable.

Your Ezidebit Fees	
Ezidebit Fee Type	Fee Amount (inc. GST)
Direct Debits	
Student account set-up (once only charge)	AUD\$2.20
Bank account transaction fee	AUD\$0.99
Visa or Mastercard Merchant Service fee	1.89%
AMEX Merchant Service fee	2.70%
Student failed payment fee	AUD\$9.90

Please also refer to the terms and conditions around timeframes for paying invoices, including debt collection, on the following page.

# Timeframes for Paying Invoices

Upon completing and submitting the enrolment form for a course, you become responsible for the full payment of the course fees. This obligation reflects a commitment to the educational journey with LGI and ensures access to the comprehensive resources and support services provided throughout the course.

Please ensure the timely payment of your invoiced course fee following the enrolment process. If the payment remains outstanding, and we encounter difficulties reaching you, LGI will presume a lack of continued interest and proceed to cancel your enrolment.

**Qualifications and / or Statement of Attainments will not be issued to students until full payment of relevant course fees have been made. This means that payment plans will need to be finalised prior to the release of any qualifications / Statement of Attainments.**

Depending on the course you are enrolling in, access to all virtual lectures will only be provided if payments are kept up to date, if your payments fall into arrears, you will not be able to access the live learning webinars.

If your course fees remain unpaid beyond the due date and if our attempts to contact you are unsuccessful, we will refer your outstanding fees to a collection agency or law firm for collection. You will be responsible for all costs associated with the debt collection process, including commission on the collection, legal fees, and other additional costs.

# Cancellation, Withdrawals and Refunds

LGI reserves the right to cancel, reschedule a course, or change course content, format, and delivery approach at any time, including if the minimum number of participants in the course is not reached.

LGI accepts no responsibility for any costs that you have incurred if a course is cancelled or rescheduled, including flights and accommodation.

## Fees

If you wish to withdraw from the course for any reason once you have commenced your course, any outstanding payments owed to LGI, including payments owed under a payment plan, must be paid in full. In addition, LGI reserves the right to charge the full course fee should you wish to re-enrol in the course later.

Withdrawals	
Prior to course commencement <b>with one month</b> notice in writing	Full refund, less a AUD\$500 administrative fee
Prior to course commencement with <b>less than one month notice</b> in writing	Not eligible for a refund for fees paid outside of compassionate grounds
After course commencement	Not eligible for a refund for fees paid outside of compassionate grounds

Where valid compassionate grounds are established for a student withdrawing from the course, they will be eligible for a pro-rata refund of tuition fees paid (see information below on what constitutes compassionate grounds).

Deferment for face-to-face and virtual live learning intakes	
One deferral	Students can defer to another intake once only without penalty
More than one deferral	Any subsequent deferrals will incur an administration fee of AUD\$500 per deferral

All applications for refunds and deferrals must be made in writing via email to [administration@langleygroup.com.au](mailto:administration@langleygroup.com.au). Withdrawals can be made via the Course Withdrawal form link on the student portal.

## Statutory Cooling Off Period

The Standards for Registered Training Organisations mandate that LGI inform potential students about their entitlement to a statutory cooling-off period. This ten day cooling-off period grants consumers the right to withdraw from a consumer agreement without facing any penalties, especially in instances where the agreement was formed through unsolicited marketing or sales tactics, such as door-to-door sales or telemarketing.

However, it is important to recognise that LGI does not engage in unsolicited marketing or sales approaches. Consequently, this statutory cooling-off period does not apply to learners who choose to enrol in our programmes. For information regarding refunds under different circumstances, learners are advised to consult our refund policy.

## Course Duration

To ensure your learning remains current and assessments valid, the courses have a set timeframe which you need to complete the course in.

11250NAT Certificate IV in Wellbeing Science • Online	<b>Up to 9 months</b> You are deemed to have commenced once you are provided your login details to the student portal
11069NAT Diploma of Positive Psychology and Wellbeing • Face-to-face immersion • Virtual live learning	<b>Up to 12 months</b> You are deemed to have commenced the course from the date that you commence your: • First webinar for virtual online learning • Day 1 of your immersion face-to-face training

## Course Extension Policy

If a student is having difficulty meeting the before mentioned timeframes, LGI may grant extensions under certain circumstances and apply an additional delivery and assessment fee for the extension.

Students can request and pay for an extension of their completion timeframe. The following applies:

- The student is responsible for contacting LGI in writing via email to [assessments@langleygroupinstitute.com](mailto:assessments@langleygroupinstitute.com) or form submission on the student portal to request an extension. LGI will then forward a link to purchase the selected extension package
- Students must apply for an extension before their course expiry date
- Payment plans are not available for extensions
- Students can extend their deadline as often as they wish and up to one year after course expiry

LGI will communicate via email about your course, which requires you to provide us with a valid email address. It is your responsibility to monitor when your course is due to expire and to make suitable arrangements if you wish to continue your course.

## Extension Fees

The following fees will apply when extensions are granted.

Extension Options and Fees	
One month	AUD\$150 plus GST
Three months	AUD\$300 plus GST
Six months	AUD\$450 plus GST

If your employer has paid for your course, you are individually responsible for paying the extension fees unless an arrangement has been agreed with your employer.

Extensions are not always available as an option and are approved at the discretion of the RTO and the ASQA rules regarding superseded qualifications. It is the student's responsibility to meet their course timeframes and / or make appropriate agreements. LGI does not put courses on hold in any circumstances.

LGI reserves the right to charge the full course fee should you wish to re-enrol in the course at a later date. If part of the qualification has been completed, a Statement of Attainment can be issued for those units completed upon request.

# Compassionate Grounds

## Extensions, transfers and withdrawals due to compassionate grounds

Compassionate grounds may include cases where a student is suffering from a medical ailment which presented itself after course enrolment (not pre-existing), which is beyond the student's control. In such cases, the student **must supply verifiable evidence which includes a minimum of a medical certificate.**

Individual cases of compassionate grounds will be considered on a case-by-case basis. These may include and are not limited to:

- Sickness or death in the immediate family
- Serious or terminal illness (for example, cancer, heart attack, stroke, dementia)
- Accident causing permanent damage to brain or body
- Experience being a witness in a major accident or crime or being the victim of a crime
- Experience a natural disaster

In cases where a student has a condition, impairment, disability, or personal situation that is pre-existing at the time of enrolment, no refunds will be authorised.

**The following reasons are not considered legitimate for consideration of compassionate grounds or hardship, and will not lead to a refund or waiver of fees:**

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| <ul style="list-style-type: none"><li>• Change of mind towards your chosen qualification</li><li>• Preference for another training provider</li><li>• Change of career path</li><li>• Change in your employment status</li><li>• Changes to your personal circumstances relating to your financial situation</li></ul> | <ul style="list-style-type: none"><li>• Pregnancy</li><li>• Changes in the time you have available to study</li><li>• Changes to your location or housing situation</li><li>• Your lack of progression through the course</li><li>• Not achieving competence against the entry requirements or any unit of competency within the allocated timeframe</li></ul> |
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## Cease of Trading

LGI was established in 2012 and since then, we have delivered high-quality training that meets the needs of our students. We love what we do, and we are not planning on going anywhere!

However, under the Standards for Registered Training Organisations 2015, we are obliged to let you know that should LGI cease to trade for any reason, we will work with the regulatory authorities to meet our regulatory obligations, which include transferring your student files to an alternative provider. We will also meet our obligations to advise you as soon as possible of any third-party arrangements or change in ownership that may impact your training.