



Terms and Conditions - Updated 12/5/21

How to enrol:

Students can enrol online (visit your course webpage for the enrolment link), over the phone, or complete an enrolment form at our Preston or Thornbury office. We require payment and completed enrolment details to secure your place in a course. Please note that new students will undergo an informal assessment to ensure they are enrolling in a course that is consistent with their literacy level.

Current students and those who have submitted an expression of interest regarding a course will be notified of enrolment open dates for those courses.

Course places will not be held for current students. Enrolments are open to all members of the public and will be processed on a first-come, first served basis.

Primary communication with students will occur via email. Please contact reception to update your email address if needed.

Course Placement

Enrolling students are required to participate in a brief informal assessment to determine language and literacy levels in line with national standards to ensure they are enrolling in a course that best meets their needs. This may be conducted via phone, internet or in person. Where applicable, students will be supported to complete an alternative course in preparation for study of the original intended course. Eg. English course to improve English skills prior to commencing a Beginner Computer course. This may only apply to newly enrolling students.

Course Fees

All fees are paid per course, in full, prior to course commencement. In situations of financial hardship, students can apply to training@bridgedarebin.org.au.

Subsidized course fees are available for students who are eligible for government-funded programs, referred to as ACFE (Adult Community and Further Education) programs. To be eligible for ACFE funding you must be an Australian or New Zealand citizen, an Australian permanent resident or an asylum seeker in specified visa categories, referred by a Jobs Victoria Employment Network provider. Concession price is available for pension and healthcare-card holders for ACFE programs. A senior's card is also accepted for non-ACFE funded programs. If enrolling online, your concession/pension/seniors' card must be presented at our office prior to commencement. Discounts may apply to some courses if the fee is paid in full prior to the end of the preceding term.

All students are required to sign a Code of Conduct prior to commencing the course.

Refunds will not be given for missed classes or courses.

Course commencement is subject to sufficient enrolments – minimum and maximum class sizes apply to all courses. In the event of a course cancellation due to low numbers all fees will be refunded in full by direct payment to your nominated bank account.

If an individual class needs to be cancelled at short notice, we will endeavor to schedule a make-up class. Bridge Darebin does not guarantee that make-up classes will occur, as this is subject to trainer availability.

Withdrawing from a course

Notice of withdrawal from a course must be given 48 hours prior to course commencement. A \$50 administration fee will be incurred for cancellations less than 48 hours before commencement of a course.

A \$100 administration fee will be incurred for cancellations made once a course has commenced.

Course Dates

Enrolments into some courses can be made after the start date.

Course commencement is subject to sufficient enrolments – minimum and maximum class sizes apply to all courses. In the event minimum enrolments have not been met, the course start date may be delayed. Students will be notified of any changes to start and end dates.

We are closed on public holidays. Some courses may operate during school holidays; your tutor will advise if this is the case.

COVID-19. Updated 13/10/2012/5

COVID-19 policies & procedures

In line with government recommendations, we have made appropriate changes to our education and community programs, including social distancing, reduced class numbers and some courses being conducted online. Prior to course commencement, enrolled students will be informed of any relevant requirements or procedural updates by email.

Government restriction measures

In the event of a government mandated lockdown, classes will be cancelled until restrictions are lifted and it is safe for classes to be conducted again. PLEASE NOTE **Fees for classes missed due to government lockdown restrictions will not be refunded.**

If a lockdown occurs for more than 3 consecutive weeks a refund for classes scheduled on the dates affected will be offered to students.

Payment details

Students can pay for courses online at time of enrolment, or through our offices during opening hours. Credit card and EFTPOS are our preferred payment methods at this time, and we accept payments by bank transfer and cash. We also accept weekly direct debits (external transaction fees apply).

Direct deposit details:

Bank: Bendigo Bank

Account name: Preston Neighbourhood House

BSB: 633-000

Account number: 1285 76022

Reference area: Your surname, course name and time

Course materials

We will advise students prior to course commencement if there are course material fees to be paid. This is a separate payment, in addition to the course fee, unless otherwise stated (materials are included in all Arts Hub courses).

Child care: <https://www.bridgedarebin.org.au/childcare/>

Bridge Darebin provides occasional childcare services in Thornbury. On-site child care is available to support parents/grandparents studying at Bridge Darebin Thornbury. We are registered for the Child Care Subsidy; up to 85% of childcare fees may be claimed by eligible families. Visit www.education.gov.au/ChildCarePackage to confirm your eligibility.