

OZ VA Terms and Conditions

OZ VA has responsibilities to you as a student to provide you with a quality of service that will assist you as much as possible in attaining your desired skills to suit your individual needs.

OZ VA agrees to:

1. Provide a tax invoice;
2. Provide login details to access the online Course Materials (or alternative access) and provide feedback where applicable on submitted assessment tasks;
3. Provide 7-day tutor/mentor support via email and Facebook groups throughout the enrolment, and as after course support;
4. Issue a Certificate upon satisfactory completion of the course (if applicable). Certificates (hard copy) will be issued within 7 days after marketing a students' final assessment. Students will receive an electronic copy of their certificate only.

Refunds and Course Withdrawal

Oz VA does not provide refunds if you change your mind or choose the wrong service/product except where otherwise stated. If you wish to withdraw from your course, you are able to transfer into another course free of charge within 7 days of enrolment commencement or receive a credit voucher less an administration Fee up to \$50.

OZ VA course material:

5. Course Materials are supplied in an online environment, unless otherwise stated in the course description, and are available for viewing online and may not be downloaded;
6. The content of the online Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of Oz VA. You may not reproduce any part of the online Course Materials without the prior written consent of OZ VA;
7. Course materials and course content are subject to change and is updated frequently to make sure is reflect current industry practices;
8. Course materials are provided online via our Learning Management System (LMS) 24/7 or via alternative means. The eLearning website may occasionally be unavailable during scheduled maintenance. In the event that our eLearning system becomes unavailable, course materials will be provided by another mode of delivery;
9. Independent research beyond the course materials may be required to complete the activities
10. All assessment must be submitted online via email from the person claiming the originality of the work examples as a digital record of contact, and may be required as substantiating evidence in a claim working towards a formal qualification;
11. eLearning access (including Facebook) may be suspended after one (1) year of inactivity; and
12. Unlimited access is provided to Facebook groups and pages while membership is maintained.

Confidentiality and Privacy Policy

We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

1. We will only disclose information that we have about you:
2. to the extent specifically required by law; or
3. for the purposes of this agreement (including disclosing information in connection with any query or claim)

information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

Upon enrolment into the course, we may use the content from your emails in our marketing materials and on our website testimonials page. Your identity will never be revealed; however we will use your initials and your City. Please be assured that we respect your privacy and only comments related to course outcomes and student experiences will be mentioned.

Student Obligations

By enrolment form and paying the Course Fees, or deposit (where applicable), the participant agrees to the above Terms and Conditions of Enrolment.

Terms and Conditions are subject to change. Updated 25/09/2017.