

Learning Futures - Terms and Conditions

1. Application of these Terms and Conditions

Learning Futures is a business unit of Adelaide University. The terms and conditions of Learning Futures are set out below which will apply to your enrolment. By submitting your enrolment, you confirm that you have read, understood and accept these terms and conditions.

2. General Conditions

2.1 Applying for a course or program and use of personal information

You must be at least 18 years of age to enrol and possess the legal right and ability to accept these terms and conditions. You will be required to provide certain information (including personal information) to enable us to process and approve your enrolment in a Learning Futures course or program.

The information you provide (including personal information) will be used to process your enrolment and to administer your course or program. Learning Futures will also contact you for marketing purposes. We may disclose the information to third parties that help us deliver the course or program including IT suppliers and business partners.

Otherwise Learning Futures will handle your personal information in accordance with the University's [Privacy Policy](#).

If you do not provide the required information Learning Futures will be unable to process your enrolment. Please ensure that you provide accurate and complete details in relation to your enrolment.

By providing your personal information you consent to the collection, use, storage and disclosure of that information as described in these terms and conditions and our Privacy Policy.

2.2 Participant responsibilities

Subject to your enrolment being accepted, and payment of the fees, Learning Futures grants you a non-exclusive, non-transferable, revocable licence to the course or program and associated materials.

You acknowledge and agree that you:

- will comply with any reasonable directions Learning Futures issue to you regarding the course or program;

- will not allow anyone to access the course or program, use the materials without prior written consent from Learning Futures;
- will not remove, obscure or interfere with any copyright, acknowledgment, attribution, trade mark or disclaimer statement incorporated in or applied in connection with the course or program;
- will not post or transmit material that is reasonably considered as likely to cause annoyance, or which is defamatory, racist, obscene, threatening, offensive, pornographic or otherwise or which is detrimental to or in violation of any platform, our systems or a third party systems;
- will not do any act that Learning Futures would reasonably deem to be inappropriate, is unlawful, or is prohibited by any applicable laws, including but not limited to:
 - conduct that is likely to bring Learning Futures or the University into disrepute,
 - violation of intellectual property or privacy rights of others;
 - harassment (sexual or otherwise), sexual assault, bullying, vilification, racism, defamation, and criminal offences.
- where applicable, comply with the Online Participation Responsibilities in Clause 11 further below.

You are also required in online environments and in compliance with any specific platform or software use terms provided by Learning Futures.

Flights and accommodation required to attend a course or program are the responsibility of the participant and are not included within course or program fees.

3. Enrolment processing

Every enrolment is subject to acceptance or rejection at the sole discretion of Learning Futures. Reasons might include (but are not limited to) insufficient participant numbers; changes related to products or services; not meeting the eligibility criteria for the program.

Confirmation of your enrolment application will be provided in writing via the email address supplied by you as part of the application process.

4. Fees

You agree to pay the fees prior to being given access to the course or program as requested during the enrolment process. If you fail to pay the fees Learning Futures may take any action it considers appropriate, including cancelling your enrolment and/or

pursuing you for recovery of the fees.

5. Cancellations and Refunds

You acknowledge and agree that Learning Futures incurs costs to provide the course or program, even before its commencement, and that the refunds or transfers specified in this clause 5 are fair and reasonable.

5.1 Learning Futures initiated cancellation

If Learning Futures cancels a course or program (which it may do on grounds it deems reasonable) you will be notified in a timely manner.

You may be offered a transfer to another instance of the same course or program, or to a different course or program of the same value. If you choose not to attend the proposed transfer date, and if payment has already been received, a full refund will be provided.

5.2 Participant initiated course withdrawal/s

You are allowed to withdraw your enrolment at any time if you provide written notice. Depending on the withdrawal request date and reason, you may be eligible for a refund as follows:

Days prior to Course/Program commencement	% of fees refunded
21 days or more	100%*
20 to 7 days	70%*
6 or less (including after commencement)	0%

*less administration fee of \$295 for in-person courses or programs, or \$50 for online courses or programs.

For on-line or self paced courses, refunds may be given only up until the course starts.

Learning Futures may at its absolute discretion consider providing a partial or full refund irrespective of the timing of the withdrawal request, depending on the circumstances relating to the withdrawal and the supporting evidence.

Nothing in this clause 5 is intended to exclude or limit any rights you may have under the *Competition and Consumer Act 2010* (Cth).

If you wish to withdraw from a course or program please email Learning Futures at LFAdmin@adelaide.edu.au

6. Transfers

6.1 Participant initiated course or program transfer

Transferring to a different course or program, or another instance of the same course or program is possible, provided the transfer does not adversely affect course or program numbers, and is approved at the discretion of Learning Futures. If you wish to transfer from a course or program a request must be made in writing at least 7 calendar days prior to the commencement of the course or program from which you are seeking to transfer.

Where a participant requests a transfer to a future course or program, the participant will be charged a Transfer Fee to cover administration, opportunity and other costs relating to the transfer. These fees will be applied on the following basis:

- Learning Futures courses for one day or less with a volume of learning less than 10 hours = \$50.
- Learning Futures courses or programs between 2 and 4 days with a volume of learning between 10-50 hours = \$175.
- Learning Futures courses or programs greater than 4 days with a volume of learning of more than 50 hours = \$295.

7. Failure to attend a course or program

If a participant fails to attend a course or program, fees will not be refunded. However, Learning Futures may, at its absolute discretion, consider providing a partial or full refund in exceptional circumstances, including (but not limited to) illness, compassionate grounds, or other circumstances supported by appropriate evidence.

If a participant fails to attend a course or program or session due to illness and provides a medical certificate as soon as reasonably practicable, generally within 48 hours, we will use our best endeavours to reschedule the participant into another (suitable) session, course or program. If that is not achievable, and depending on the amount of content missed, other options may include deferring to the following year or enrolling in an alternative course or program.

Failure to attend sessions where required, or engage with the required learning modules, will be treated as non-attendance and no refund will be provided.

8. Payment methods

The available methods for payment for Learning Futures short courses and programs include:

- American Express
- MasterCard
- Visa
- Electronic Funds Transfer

Payment for any Learning Futures course and program must be made in full 7 days prior to commencement, with cleared funds required where the payment is made via EFT.

A receipt for payment will be provided by email to your nominated email address after your application for enrolment has been processed.

9. Certification

Upon successful completion of a course or program, participants will receive an electronic Adelaide University, Certificate of Completion.

10. Continuing Professional Development (CPD)

Learning Futures courses or programs may contribute to earning Continuing Professional Development (CPD) points or credit. Many professional associations accredit CPD at a standard rate of 1 hour of professional development / learning = 1 CPD point. This should be used as a guide only and confirmation should be sought from your accrediting body prior to registration in any Learning Futures course or program.

An electronic statement of CPD can be provided on request which includes the name of the participant, date/s of the course or program, course or program outline and learning outcomes, number of hours of completed and any formal or summative assessments completed.

11. Online Course Delivery

Access and Requirements

To participate in an online course or program, you must ensure that you have:

- Reliable internet access;
- A compatible device (computer or tablet) with up-to-date software; and
- Any required software or platform accounts (e.g., Zoom, LMS login credentials).

It is your responsibility to ensure your system meets the minimum technical requirements prior to enrolment. Learning Futures is not responsible for any access issues caused by inadequate internet connection, firewalls, or incompatible devices.

Online Learning Platforms

Courses may be delivered via the University's learning management system or other secure online platforms. You are responsible for maintaining the confidentiality of your login details and must not share your access with others.

Recording and Privacy

Some online sessions may be recorded for quality assurance or participant review. By enrolling in an online course or program, you consent to such recordings, which may include audio, video, and chat contributions. Recordings are made available only to enrolled participants and staff involved in course delivery.

If you do not wish to be recorded, you must inform Learning Futures prior to the session and adjust your settings to disable video and/or audio.

Online Participation Responsibilities

Without limiting your responsibilities set out in clause 2.2 above, you are also required to:

- Participate fully in all scheduled online sessions where they are a requirement of the course or program;
- Behave professionally and respectfully in all online forums, discussions, and chat features;
- Avoid disruptive behaviour such as spamming, trolling, or offensive language.

Learning Futures reserves the right to remove participants from online platforms or sessions if conduct breaches these expectations.

Technical Disruptions

In the event of significant technical issues beyond the University's control (e.g., platform outages), reasonable efforts will be made to reschedule sessions or provide alternate access to course content. Refunds will not be granted solely due to individual technical issues.

Intellectual Property in Online Materials

All digital course content, including videos, slides, assessments, and recordings, remain the intellectual property of the University and may not be reproduced, distributed, or shared without written permission.

Time Zone Clarification

Online course times will be scheduled in Adelaide time (ACST/ACDT), unless otherwise specified. It is your responsibility to ensure your availability based on your local time zone.

12. Termination

You understand that, if you breach these Terms and Conditions Learning Futures may take any action it considers reasonable in the circumstances, including, for example only, terminating your enrolment in the course or program.