

AGIT IGNITE – TERMS & CONDITIONS

Please read the following information carefully before submitting your enrolment.

1. Program Information

The **AGIT Ignite Cyber Security Career Accelerator Program** is a **non-accredited professional development program** designed to provide practical cyber security knowledge and hands-on skills. The program does not lead to an Australian Qualifications Framework (AQF) qualification.

2. Enrolment

By submitting this enrolment form, you confirm that:

- The information you provide is true, accurate and complete.
- You meet the minimum entry requirements for the program.
- You understand the program is delivered in English.
- You agree to comply with AGIT's policies and procedures.

3. Course Delivery

AGIT will make every reasonable effort to deliver the program as advertised. However, AGIT reserves the right to:

- amend class schedules or timetables;
- change trainers or guest presenters;
- update course content to reflect current industry practices;
- change training venues where reasonably required; and
- substitute equivalent learning resources or practical activities where necessary.

Students will be notified of any significant changes.

4. Student Responsibilities

Students are expected to:

- attend scheduled classes where possible;
- actively participate in learning activities and practical labs;
- treat staff and fellow students with respect;
- follow all campus rules and safety instructions;
- use AGIT equipment, facilities and learning resources responsibly; and
- maintain professional behaviour throughout the program.

Students must not:

- engage in bullying, harassment or discrimination;
- disrupt learning activities;
- share learning platform access or login credentials;
- reproduce or distribute AGIT course materials without written permission; or
- use the program or AGIT facilities for any unlawful activity.

Failure to comply with these requirements may result in suspension or cancellation of enrolment.

5. Course Fees

Course fees must be paid in accordance with the agreed payment arrangement.

Failure to maintain agreed payments may result in suspension of access to learning resources or cancellation of enrolment.

6. Refund Policy

Refund requests must be submitted to AGIT in writing.

Refunds will generally be considered as follows:

- More than **14 days before the program commencement date** – Full refund less a **\$100 administration fee**.
- Between **7 and 14 days before commencement** – 50% refund.
- Less than **7 days before commencement** – No refund.

Once access has been provided to third-party learning platforms, digital learning materials or certification exam vouchers, these components are generally **non-refundable**.

If AGIT cancels the program before commencement, students will be offered either:

- a full refund; or
- transfer to the next available intake.

Nothing in this policy limits a student's rights under the Australian Consumer Law.

7. Withdrawal

Students wishing to withdraw from the program must notify AGIT in writing.

Withdrawal does not automatically entitle the student to a refund.

8. Privacy

AGIT collects personal information for the purpose of:

- processing enrolments;
- communicating with students;
- delivering the program;
- maintaining student records;
- issuing certificates of participation or completion (where applicable); and
- improving our services.

Student information will be treated confidentially and will only be disclosed where:

- required by law;
- authorised by the student; or
- necessary for the administration of the program through approved service providers.

9. Photography and Media

During the program, AGIT may take photographs and/or video recordings of classes, workshops, events and learning activities for educational, promotional and marketing purposes. These images or recordings may be published on the AGIT website, social media platforms, brochures, newsletters, presentations and other promotional materials.

Students who do not wish to appear in photographs or video recordings may notify AGIT in writing before the program commences or advise a member of the AGIT team at any time during the program. AGIT will make every reasonable effort to respect the student's request and avoid intentionally identifying them in published material.

10. Intellectual Property

All course materials, presentations, manuals, practical exercises, videos, lab content and learning resources remain the intellectual property of AGIT or its licensors.

Course materials are provided solely for the personal learning of enrolled students and must not be copied, reproduced, distributed, recorded or shared without the prior written permission of AGIT.

11. Limitation of Liability

AGIT is not responsible for:

- loss or damage to personal belongings;
- interruptions caused by circumstances beyond AGIT's reasonable control;
- employment outcomes following completion of the program; or
- third-party certification examination outcomes.

To the maximum extent permitted by law, AGIT's liability is limited to the amount of fees paid for the relevant program.

12. Complaints

Students may submit complaints or appeals in writing to AGIT.

AGIT is committed to resolving complaints fairly, confidentially and as promptly as practicable.

Students will not be disadvantaged for making a genuine complaint.