

What equipment will you need?

You will be required to access online course materials and complete required assessments throughout the program therefore you will need to provide the following: A personal computing device (e.g. laptop, PC, tablet) and a reliable internet connection

Student Responsibilities:

Visa

- I agree to hold a relevant visa with appropriate work rights in Australia for the entire duration that I am enrolled in the program
- I agree to advise Readygrad via admissions@readygrad.com.au of my visa plans if my visa is due to expire within 3 months of enrolment.
- I agree to submit new visa details to Readygrad via admissions@readygrad.com.au if my visa or its conditions change.
- If I submit a bridging visa at any point throughout the duration of the program, it is my responsibility to ensure that any changes to my visa status that affects my work rights are communicated to Readygrad via admissions@readygrad.com.au.
- Readygrad may cancel my place on the program and / or remove me from a placement if they are not satisfied with the visa information that has been provided.
- I agree to being wholly responsible for all matters relating to my visa status and work rights.

Time Commitment

- Stage 1 Training and Placement Preparation: I agree to attend all workshops, consultations, tasks and interviews that Readygrad provides during this period. I understand that this stage can take up to 12 weeks from Readygrad receiving my updated resume and agree to be available for this period.
- Stage 2 Professional Internship Placement: I agree that I can commit to 3-5 days per week for 12 weeks during business days/hours to attend a placement and that I complete approximately 20 hours of self-paced online learning for completion of the assessment tasks.
- I understand that Readygrad will use its best efforts to place me in a suitable internship as efficiently as possible but agree to be available for up to 24 weeks from time of enrolment to successfully complete stage 1 and stage 2 above.

Communication

- I agree to respond to all communication by Readygrad within 24 hours for efficient program administration such as phone calls, emails and texts.
- I will notify Readygrad of any changes affecting my availability.
- I understand that delayed communication or unreported changes may extend the program duration, delay my internship, or adjust my placement schedule.

Interviews

- I agree to respond to interview requests within 24 hours
- I agree to attend all interviews that Readygrad organises for me and conduct myself in a professional manner in order to have the best possible chance of being successful at gaining an internship. Failure to perform appropriately and behave according to expectations of the Student Code of Conduct may risk delay in the placement process and in some cases withdrawal from the course.
- If I am unsuccessful in 3 interviews, Readygrad may offer additional coaching or support. If I still do not succeed, Readygrad may withdraw me from the program, assessed on a case-by-case basis.
- I accept that the Host Company has absolute discretion in choosing whether to accept me for a placement.

Training Agreement

- Prior to commencing the placement, I understand that I will be required to sign a digital agreement with Readygrad and the Host Company relating to the internship placement (Training Agreement).
- I agree to sign this document within 48 hours of receiving it.

Placement

- Whilst Readygrad aims to achieve confirmed placements within 6 weeks, I understand that it can take up to 12 weeks from the time my resume is received to find the right opportunity for me.
- I acknowledge that delays beyond this period may occur, or I may not be placed at all if I:
 - Fail to attend the initial consultation
 - Do not provide a completed professional resume
 - Require additional support with interview skills
 - Do not attend scheduled interviews
 - Do not provide updated and appropriate documentation (e.g. visa details)
- Readygrad seeks internship placements with Host Companies for students based on appropriate learning objectives and the right placements for each individual student, regardless of the size of the Host Company. Once I receive a placement that meets the program's learning objectives, I agree that I must accept it, or I risk being withdrawn from the program.
- I agree that Readygrad will have full discretion over the choice of host company.
- Readygrad will take into account my location and transport access when sourcing opportunities for me but I understand that travel up to 90 mins each way may be required to reach my placement

Additional Requirements

- I agree to meet any additional requirements requested by Readygrad or my Host Company prior to commencing placement (e.g., White Card, background screening) at my own expense and provide evidence when requested.
- I agree to disclose any criminal background history to Readygrad that may be relevant to securing my placement.
- I understand that if I don't provide these documents or disclose any relevant criminal history it may affect my eligibility to secure a placement and / or extend the duration of the program, and subsequently the completion date of the program.

Non-Employment

- I acknowledge that the internship does not constitute employment with the Host Company and the host company is not obliged to offer employment at the end of my placement period.
- I acknowledge that this is a Vocational Placement under the Fair Work Act, and I am therefore not entitled to remuneration and other employee benefits from the Host Company.

Withdrawals/Refund

- I have clearly read and understood the withdrawal policy.

Responsibilities of Readygrad

Internship Placement

- Readygrad is committed to finding a Host Company that best aligns with the student's discipline, profession, and development needs.
- We will strive to secure a placement in a reasonable location, considering potential travel up to 90 minutes each way, in order to source the best opportunity for you.
- Readygrad retains discretion in selecting the most suitable Host Company for the student's placement.

Communication

- Readygrad will promptly communicate with students, providing feedback on interviews and placement progress.
- We will notify students of any delays in the placement process, including those caused by resume issues, missed interviews, or feedback from Host Companies.

Timeline

- Readygrad will make every effort to secure a placement as quickly as possible, aiming for a maximum timeframe of 12 weeks from the time the student's updated resume is received. However, placement times may vary based on market conditions and student preparedness.

Refunds

- Readygrad will refund the full program fees if no interviews are arranged for the student within 12 weeks of the date the student's updated resume is received. For clarity, an interview is arranged when we secure an interview for you with a Host Company and advise you of the interview. If a student chooses not to attend an interview, then this full refund will not be payable.

Professional Standards

- Readygrad takes all reasonable steps to ensure that all Host Companies meet relevant regulatory requirements and provide a professional, supportive environment tailored to the student's needs. However, I acknowledge that Readygrad cannot control the behaviour and operations of a Host Company and will promptly notify Readygrad if any issues or concerns arise.

Interview Support

- Readygrad offers ongoing interview coaching and support throughout the program, particularly if the student is unsuccessful after multiple interviews.

Non-Employment Assurance

- Readygrad and the Host Company are under no obligation to offer employment after the internship.

Deferrals, Withdrawals, Refunds and Payments

Deferrals: Readygrad allows students to postpone enrolment to a future start date, subject to request submission and approval.

Deferral Allowance: You may defer your place in the program up to 2 times in a 12-month period from the enrolment date without incurring any additional charges.

Additional Deferrals: If you need to defer more than twice within the 12-month period, an additional charge of \$100 will apply for each subsequent deferral.

Fee Payment During Deferral: If you choose to defer your start date, fee payments must still be made according to the originally agreed fee schedule.

Deferral Request: To request a deferral, you must email admissions@readygrad.com.au

Re-enrolment Confirmation: If you do not confirm your re-enrolment via email before the new program start date, it will be assumed that you need to defer again, and the conditions outlined above will apply.

Payment During Deferral: If you do not continue making payments as scheduled during the deferral period, Readygrad may withdraw you from the program. If you choose to rejoin later, your previous fees will be used as credit however, you may be required to pay the outstanding amount in full prior to enrolment.

Program Withdrawal After Extended Deferral: If you do not rejoin the program within a 12-month period from the original enrolment date, you will be required to re-apply for the program and all associated fees will apply.

Withdrawal Procedure: Readygrad allows students to terminate enrolment before or after the program start date, subject to request submission and approval. The student should be aware they may forfeit fees based on policy below.

Request Submission: Requests to withdraw from the program must be submitted via email to admissions@readygrad.com.au

Confirmation requirement: If you do not confirm your request to withdraw via email, it will be assumed you are still participating on the program, and all remaining fees will be due

Request Outcome: Submitting a withdrawal request does not guarantee that your request will be approved, nor does it guarantee a refund. The request will be reviewed based on the provided information and program policies.

Medical Documentation: If your withdrawal request is based on medical reasons, you must provide a relevant medical certificate in a timely manner to support your case.

Definitions Regarding Withdrawals & Refunds:

- a. **Enrolment Date** – the date you sign this agreement
- b. **Program Start Date** – the date the program you have applied for begins (on page 1 of this agreement)
- c. **Placement Start / End Date** – the dates your internship begins and ends (as per Training Agreement)
- d. **Exceptional Circumstances** - if you are experiencing a significant personal or medical issue you may request a withdrawal. Documentation and evidence to support your request will be required, and decisions will be made on a case-by-case basis.

Exceptional circumstances may be defined as events or unforeseen circumstances beyond your control that may affect your ability to meet program requirements. Example: Serious illness, injury, personal crisis or financial hardship.

The examples provided above are not exhaustive. Other unforeseen events or circumstances beyond your control may also qualify as exceptional circumstances and will be considered on a case-by-case basis.

In the event of exceptional circumstances, students are required to notify Readygrad as soon as possible and provide appropriate documentation to support their situation. Each case will be assessed individually, and reasonable accommodations or adjustments may be made at the discretion of Readygrad.

Withdrawal Timelines

Withdrawal Time Frame	Remaining Payments	Refund
Between enrolment date and program start date	Cancelled	No refund
On or after the program start date	All remaining payments due	No refund
On or after the program start date under exceptional circumstances	At the discretion of Readygrad	At the discretion of Readygrad
On or after the program start date due if no interviews are arranged for the student within 12 weeks of the date the student’s updated resume is received. (see page 3 “Responsibilities of Readygrad” for further details)	Cancelled	All payments made to date

- *Withdrawals outside of these conditions will be assessed on a case-by-case basis.*

Payment and Fees

Readygrad uses a secure third-party payment service (Paypa Plane) to administer payments, provide instalment options and a range of payment methods including:

- Debit or credit card
- Accepted payment methods include Visa, Mastercard and AMEX

The payments and fees associated with this third-party payment service include:

Payment and Fees	Details
Currency	Payments must be in Australian Dollars.
Instalments	First instalment due now, remainder as per time period outlined on page 1 of this agreement.
Terms and Conditions	As per Paypa Plane agreement (available on initial set up of instalment plan)
Transaction Fee	\$1.50 (per instalment)
Processing Fee	1.8% for Australian debit/credit cards 3% for non-Australian debit/credit cards
Grace Period Fee*	Retries in 24 hours with a \$1.90 fee.
Declined Payment Fee	Retries in 48 hours with a \$9.90 fee.
Late Fee	\$9.90 per failed payment, following Grace Period
Payment Date Change	\$0.90 amendment fee for changing processing day of any individual transaction
Consequences of Unpaid Charges	May result in account suspension and program suspension.

*If you miss one of your scheduled payments (usually because a payment has been declined by your credit card company or bank), PaypaPlane will allow you 24hrs to make this payment up before you incur a 'Late Payment' fee.

Alternative Methods: To avoid any additional fees, please contact our Admissions team to request an invoice for full payment.

If you have any questions about the information contained in this document, please contact admissions@readygrad.com.au, otherwise please sign the Acknowledgement and Declaration on the following page.

Warm Regards,

The Readygrad Team