



INTRODUCTION TO AUSLAN CLASSES

TERMS AND CONDITIONS

About Deaf Connect Beginner Classes

1. There are 3 different options for class delivery: face-to-face (8 weeks), guided online classes (8 weeks), and Auslan Intensive classes (4 days, face-to-face).
2. In extenuating circumstances, the class may be moved online (Zoom). This will only occur in the event where participants or staff may be at risk. For example: weather or natural disaster.
3. This course is taught by a Deaf tutor and is a voice-off environment. By establishing a voice-off ensuring this will provide the participant with full immersion. No interpreters will be provided throughout the duration of the classes.

Class Eligibility

1. Individuals aged 16 years and older are eligible to enrol in the below mentioned courses:
 - Introduction to Auslan 1 (face to face and online)
 - Introduction to Auslan 2 (face to face and online)
 - Intensive and Saturday classes
 - Sign Online (self-paced)
 - Deaf Awareness Training (self-paced)
2. Applicants aged 16 to 18 years of age will be contacted by our administration team to discuss enrolment details.
3. For Sign Online and Deaf Awareness Training courses, applicants younger than 16 years must be supervised by a parent or guardian.
4. Applicants under 16 years of age are not permitted to enrol or attend any other courses, whether accompanied or not.

Enrolment and Payment

1. Enrolments and full payment are mandatory before the course start date.
2. Payments and enrolments must be processed online through Deaf Connect website.
3. In-person payments or enrolments on the course day are not accepted.
4. A concession rate is available for pensioners and full-time students.
5. When enrolling, please double check your email address is entered correctly.
6. Email is the primary means by which we will contact you about your course.
7. Please monitor your junk folder for emails from the Beginner Auslan team and if you do not receive an email about your course by at least the day before the scheduled start date, please contact us at auslan@deafconnect.org.au.



8. If you are funding your enrolment using your NDIS plan, all you need to do is get in touch with our team by emailing auslan@deafconnect.org.au and we will send you a service agreement to sign.
9. Enrolment confirmation will be sent via email one week (1 week) before class commences.
10. In the event where a course is cancelled by Deaf Connect, notification will be provided at least two days (2 days) prior to commencement date, with a full refund or transfer in accordance to the Terms and Conditions.

Withdrawals

1. Withdrawals are permitted up to two (2) business days before the course start date, for a full refund.
2. Partial refunds will not be issued, and no refunds will be issued for withdrawals after the course begins.

Refunds

1. Refunds will be issued only under these conditions:
 - a. Course cancellation by Deaf Connect.
 - b. Participant withdrawal up to two (2) business days before the start date.
 - c. Refunds will not be issued for change of mind after course start date.

Transfers and Notice Requirements

1. All requests for withdrawals, transfers, or refunds must be submitted via email to auslan@deafconnect.org.au at least two (2) business days before the course commencement.
2. Transfers between terms are permitted 2 days prior to the first class commencing. Transfers to another location within the same term is permitted, if the second location is not at capacity. Only one transfer permitted and is not eligible for a refund after a transfer has been made.
3. Students may nominate a substitute student to be enrolled in their place 2 days prior to first class commencing.
4. Transfers due to changing of personal circumstances will not be accepted after the first class has commenced.

Personal Privacy

1. Your privacy is important to us. We collect information at enrolment necessary for registration. The personal information provided by you is voluntary. If you do not provide the information requested, your registration may be affected. No information provided by you will be disclosed except where the law permits, or you consent. Please refer to our Privacy Policy & Quality policy [here](#).



2. Please respect the class participants' personal privacy. This includes posting comments or photos regarding any person on any social media site without their permission. These include but are not limited to Facebook, Instagram, X, LinkedIn & YouTube.
3. If you do not understand, or do not accept, any or all of the terms or conditions, please contact Deaf Connect via auslan@deafconnect.org.au