

Owner Builder Institute

Student Enrolment Terms and Conditions

Version 1.1 | Last updated: 18 June 2026

These terms apply to all enrolments in non-accredited courses delivered by Owner Builder Institute (OBI). By submitting an enrolment, making payment, or accessing a course, the participant agrees to these terms and conditions, together with the Participant Handbook, Privacy Policy, Privacy Collection Notice, and any course-specific information published on the Owner Builder Institute website.

1. About These Courses

Owner Builder Institute delivers non-accredited short courses designed to provide practical knowledge and skills relevant to residential construction, owner building, and site safety.

Unless expressly stated otherwise in the relevant course information, OBI courses do not lead to a nationally recognised qualification, Statement of Attainment, or certification issued under the Australian Qualifications Framework (AQF). Successful participants receive a Certificate of Completion issued by Owner Builder Institute.

2. Enrolment

Participants should review the course information on the Owner Builder Institute website before enrolling to confirm that the course is suitable for their needs, including the delivery mode, duration, requirements, and course outcomes.

An enrolment is taken to be accepted and confirmed when:

- A completed enrolment application has been received by OBI.
- Any applicable course-specific requirements have been met.
- Payment has been made, or a written payment arrangement has been approved by OBI.

OBI may request evidence of identity for enrolment, administration, and certificate issuing purposes. Any identification information provided will be handled in accordance with OBI's privacy obligations.

3. Course Information and Participant Responsibility

By enrolling, the participant confirms that they have reviewed the relevant course information and understand the general nature of the course, including any entry requirements, participation requirements, technical requirements, and completion requirements.

Participants are responsible for ensuring they have access to any equipment, software, internet connection, or other resources reasonably required for their chosen delivery mode.

4. Fees and Payment

Course fees are published on the Owner Builder Institute website before enrolment and are confirmed at the time of application. Fees may vary between courses.

Fees are payable at the time of enrolment unless OBI has agreed to a written payment arrangement. Accepted payment methods will be advised at enrolment or at checkout.

Where a payment plan or other written arrangement is approved, the participant must make payments in accordance with that arrangement. OBI may suspend access to course materials or withhold issuance of a Certificate of Completion where fees remain unpaid, subject to applicable law.

5. Cooling-Off Period

OBI offers a 7-day cooling-off period from the date of enrolment for online course purchases.

If you cancel within the 7-day period and have not yet logged into the course portal, you will receive a refund less a \$50 administration fee to cover transaction and platform costs.

The cooling-off period is voided immediately if you log into the course portal. Once you have logged in, any cancellation or refund request will be assessed under OBI's general cancellation and refund terms in clause 8.

Nothing in this clause limits or excludes any rights a participant may have under the Australian Consumer Law.

6. Course Commencement

For online courses, course commencement means the date and time the participant first deliberately accesses the course modules or learning content. For face-to-face or live virtual sessions, course commencement means the scheduled start date and time of the relevant session.

This commencement definition is used for administration of enrolment, cancellations, refunds, cooling-off, and course access.

7. Course Access Duration and LMS Access

Unless otherwise stated in the relevant course information, each enrolment provides access to the course for 12 months from the course commencement date.

Course access will end on the earliest of:

- 12 months from the course commencement date.
- The date the participant completes the course, if OBI closes access on completion.
- The date the enrolment is cancelled, withdrawn, suspended, or terminated in accordance with these terms.

Access to the course portal and course resources is granted to one named participant only. Enrolments are personal, non-transferable, and must not be shared with any other person.

Participants must keep their login details secure and must not allow any other person to access the course using their account.

Extensions beyond 12 months may be available on request and are subject to OBI's approval and any applicable fee.

8. Cancellations, Withdrawals, Transfers, and Refunds

If a participant wishes to cancel or withdraw from a course, they must notify OBI in writing as soon as possible.

Refund eligibility depends on the timing of the cancellation, whether the course has commenced, whether the course portal has been accessed, and whether course materials have been accessed or provided.

Approved refunds will normally be processed within 14 business days to the original payment method.

Where OBI cancels a course or makes a material change to delivery arrangements, affected participants will be offered either a transfer to an alternative session or a full refund of fees paid.

Nothing in these terms and conditions limits or excludes any rights a participant may have under the Australian Consumer Law.

9. Delivery and Changes

Courses may be delivered as self-paced online learning, live virtual sessions, face-to-face workshops, or another delivery mode specified in the course information.

OBI may make reasonable changes to course content, scheduling, administration systems, or delivery arrangements where necessary to maintain course quality, operational continuity, legal compliance, or learner safety. Where a change is material and adversely affects a participant, OBI will use reasonable efforts to notify affected participants and offer an appropriate remedy consistent with these terms and applicable law.

10. Support and Reasonable Adjustment

OBI is committed to providing a supportive, safe, respectful, and inclusive learning environment and offers participant support during the course.

Participants are encouraged to contact OBI as early as possible if they need assistance with course content, navigation, scheduling, access, language, literacy, numeracy, digital skills, disability support, or other learning needs.

Where appropriate, OBI may provide reasonable adjustment to course delivery or activities, including additional guidance, alternative formats, extra time, or other suitable support measures, provided this does not compromise the nature of the course or safety requirements.

11. Participant Conduct and Academic Integrity

Participants must behave honestly, respectfully, and safely throughout their enrolment and while using OBI systems, platforms, resources, or attending any session.

Participants must:

- Complete activities honestly and in their own words.
- Communicate respectfully with facilitators, staff, and other participants.
- Follow reasonable instructions from OBI staff.
- Use OBI systems and course materials responsibly.
- Comply with all applicable workplace health and safety requirements, including any safety instructions for practical or site-based activities.

Unless expressly permitted by OBI for a specific activity, participants must not use artificial intelligence tools, automated writing tools, or other third-party assistance to generate, complete, or substantially rewrite answers for quizzes, assessment tasks, short answer responses, reflective responses, or other completion activities.

Use of AI or other unauthorised assistance in a way that misrepresents the participant's own understanding may be treated as misconduct, plagiarism, or academic dishonesty.

Misconduct may result in disciplinary action, including warning, suspension, cancellation of enrolment, cancellation of completion status, requirement to resubmit work, or referral to external authorities where appropriate.

12. Attendance, Participation, Extensions, and Inactivity

Participants are expected to engage consistently with the course and complete activities within the applicable course timeframe.

Where a course includes live or scheduled sessions, participants should attend on time, notify OBI as early as possible if unable to attend, and complete any required preparation.

Each course has a recommended or maximum completion timeframe, which will be communicated at enrolment. If additional time is needed, participants should contact OBI before the timeframe expires to request an extension.

As a general guide, three months of no course activity may be treated as course abandonment, and the enrolment may be administratively cancelled unless an extension has been approved.

13. Completion, Certificates, and Outcomes Disclaimer

To successfully complete a course, a participant must complete the required learning activities and meet any minimum completion or score requirements specified for that course.

Upon successful completion, and once all applicable fees have been paid, OBI will generally issue a Certificate of Completion within 14 calendar days.

A Certificate of Completion confirms completion of an OBI non-accredited course only. It is not an AQF qualification, Statement of Attainment, or nationally recognised certification unless expressly stated otherwise in writing.

Unless expressly stated otherwise by OBI in writing, completion of a course does not guarantee any particular licensing outcome, permit approval, regulatory acceptance, employment outcome, business outcome, or other benefit. Participants are responsible for checking the current requirements of any regulator, licensing authority, insurer, employer, or other body relevant to their intended use of the course.

14. Privacy and Personal Information

Owner Builder Institute collects personal information so it can process and manage enquiries, enrolment, course participation, assessment, administration, student support, payment processing, and related business activities.

The personal information collected may include name, address, phone number, email address, date of birth, payment transaction details, course enrolment details, assessment information, and any other information reasonably required to deliver services. Where necessary, sensitive information will only be collected with consent or as otherwise permitted by law.

Personal information may be used to administer enrolment, deliver the course, communicate with participants, provide support, maintain records, respond to complaints or appeals, and meet legal and compliance obligations.

OBI may disclose personal information to service providers and contractors who assist with course delivery, administration, IT systems, compliance, payment processing, and business operations, where reasonably necessary and subject to appropriate privacy and confidentiality protections.

Personal information is stored securely in electronic systems. Paper records, where they exist, are securely destroyed when no longer required or once appropriately digitised, unless retention is required by law.

Participants may request access to, or correction of, personal information held by OBI by contacting Owner Builder Institute. Privacy concerns or complaints may also be raised with OBI, and unresolved complaints may be made to the Office of the Australian Information Commissioner.

Further information about how personal information is handled is available in OBI's Privacy Policy.

If a course is paid for by an employer or another funding body, the participant consents to OBI sharing relevant information about the course, progress, outcomes, and any Certificate of Completion with that employer or funding body for reporting and administration purposes, where applicable.

If OBI becomes a Registered Training Organisation in the future, additional personal information may need to be collected and disclosed to government agencies and regulators, including for

AVETMISS, USI, and other regulatory reporting purposes. Learners will be notified of any such obligations that apply at the relevant time.

15. Complaints and Appeals

OBI is committed to resolving concerns fairly, confidentially, and promptly.

Participants are encouraged to first raise concerns informally with their facilitator or the OBI administration team. If the matter is not resolved informally, a formal complaint may be lodged in writing.

OBI will acknowledge receipt of a formal complaint within 5 business days and aims to resolve complaints within 20 business days.

Where a participant is dissatisfied with a completion activity outcome or a disciplinary decision, they may request a review in writing in accordance with OBI's complaints and appeals processes.

Participants may also seek external advice or assistance through the relevant consumer protection authority in their state or territory.

16. Consumer Rights

Nothing in these terms and conditions is intended to exclude, restrict, or modify any consumer rights or guarantees that cannot lawfully be excluded, restricted, or modified under the Australian Consumer Law or any other applicable legislation.

17. Website, Systems, and Intellectual Property

All course materials, website content, learning resources, templates, videos, downloads, and related materials provided by OBI remain the property of OBI or its licensors unless stated otherwise.

Participants may use course materials for their own personal learning and reference purposes only. Participants must not copy, reproduce, share, publish, resell, upload, or distribute OBI materials to other persons unless OBI has given prior written permission or the use is otherwise permitted by law.

Participants must not misuse OBI's website, course portal, online forms, payment systems, or digital resources.

18. Limitation of Liability

To the maximum extent permitted by law, OBI excludes liability for any indirect, incidental, special, or consequential loss, including loss of profit, loss of revenue, loss of opportunity, loss of data, or business interruption arising out of or in connection with a course, enrolment, website, course portal, or related services.

Where liability cannot be excluded under law, OBI's liability is limited, at OBI's option, to re-supplying the relevant services or paying the cost of having the relevant services supplied again, or to the amount of fees paid by the participant for the relevant course, to the extent permitted by law.

Nothing in this clause excludes, restricts, or modifies any rights or remedies that cannot lawfully be excluded, including rights under the Australian Consumer Law.

19. Changes to Personal Details

Participants must notify OBI as soon as reasonably practicable if their personal details change, including their legal name, address, phone number, or email address, so records and certificates can be kept accurate.

20. Governing Framework

These terms and conditions are to be read together with the Participant Handbook, Privacy Policy, Privacy Collection Notice, course information published on the OBI website, and any written payment arrangement or specific written agreement issued by OBI.

To the extent of any inconsistency, any non-excludable rights under Australian Consumer Law prevail, and any specific written agreement issued by OBI for a particular enrolment will apply to the extent of that inconsistency.

21. Acceptance of These Terms

By enrolling in a course, making payment, ticking an acceptance box, signing an enrolment form or declaration, or accessing course content, the participant acknowledges that they have read, understood, and agree to these Student Enrolment Terms and Conditions, together with the documents referred to in them.

Contact

Owner Builder Institute

Email: admin@ownerbuilderinstitute.com.au

Website: www.ownerbuilderinstitute.com.au