



# Te Ara Learning Access & Subscription Policy

## 1. Annual Subscription

The Te Ara Annual Subscription provides access to the Te Ara online learning platform and all included modules for a period of 12 months from the date of enrolment.

- Access begins on the date of enrolment.
- Subscription access automatically expires 12 months from the enrolment date unless renewed.
- The Annual Subscription includes complimentary entry to Te Ara Professional Development Days held during the subscription period.
- The Annual Subscription includes access to any new modules released during the 12-month subscription term.
- The Annual Subscription does **not** include the three RVA Essential modules, which must be purchased separately.
- The Annual Subscription is non-refundable and non-transferable.
- If a subscriber chooses to cancel during the 12-month term, no refund (full or partial) will be provided.

## 2. Library Membership

The Te Ara Library Membership provides access to the Te Ara online learning platform and current library modules for a period of 12 months from the date of enrolment.

### Eligibility

- Library Membership is only available to current or previous Annual Subscribers who have completed **all** modules available on the platform at the time of changing to Library Membership.
- Te Ara reserves the right to confirm completion status before approving a change to Library Membership.

### Membership Terms

- Membership access automatically expires 12 months from the enrolment date unless renewed.
- Library Membership does not include complimentary entry to Te Ara Professional Development Days.
- Library Members are required to purchase any new modules released during their subscription period, after the start of their membership.
- The Library Membership is non-refundable and non-transferable.
- If a member chooses to cancel during the 12-month term, no refund (full or partial) will be provided.

### 3. Selected Programmes: RVA Essentials Certificate & Foundation Programme

These programmes consist of pre-selected modules and provide access for a fixed duration based on the number of modules included.

- **RVA Essentials Certificate** – includes **three pre-selected modules**; access is provided for three months from the date of enrolment.
- **Foundation Programme** – includes **six pre-selected modules**; access is provided for six months from the date of enrolment.
  - **Foundation Programme learners** may upgrade to an Annual Subscription within three months of completing the Foundation Programme for \$500 + GST less than the standard Annual Subscription price.
- Access to programme modules begins on the date of enrolment.
- Access expires automatically at the end of the programme duration.
- Selected programmes are non-refundable and non-transferable.

### 4. Individual Module Purchases

Individual modules may be purchased separately.

- Each individual module purchase provides access to the Te Ara learning platform for one month (30 days) per module from the date of enrolment. If multiple modules are purchased at the same time, access periods are cumulative, e.g., two modules purchased together provide two months of access in total.
- Access expires automatically at the end of the access period.
- Individual module purchases are non-refundable and non-transferable.

### 5. Access Expiry

Once access has expired (Annual Subscription, Library Membership, or individual module purchase), learners will no longer be able to log into or access course materials unless a new subscription or module is purchased.

### 6. Extensions

- Te Ara may, at its discretion, grant temporary extensions to access for Annual Subscribers, Library Members, selected programmes, or individual module purchasers.
- Extensions are granted on a case-by-case basis and do not entitle the learner to additional refunds, discounts, or automatic renewals.