

Offer Letter

Date: add date

Dear student name

We are delighted to inform you that your application to enrol with us has been accepted.

Please carefully check all the details of your enrolment and carefully read the terms and conditions. If there is any changes to be made to your details or any information that you are unsure about, please contact us.

Once you are satisfied that all of the information is correct and you understand the terms and conditions you are agreeing to, please complete the declaration at the end and return it to us.

Once we receive your declaration we will send you a tax invoice which you should pay immediately to secure your place.

Upon completion of all of the above, your electronic Confirmation of Enrolment will be sent to you.

We look forward to welcoming you.

Kind regards

Naresh Thapa

PEO

E: info@aci.edu.au

P: 61 2 8006 0316

Accepting this offer

To confirm your enrolment into this course you are required to:

- Check all your personal details to ensure they are correct.
- Carefully read all of the information in this Student Agreement. If there is anything that you do not understand, please contact us.
- Sign and date this agreement and return it to us once you are satisfied that all details are correct and that you understand the terms and conditions.
- You should also keep a copy of this agreement for your records as stated under the Student Declaration.

Once we receive your signed agreement, we will send you an invoice for immediate payment and then you will be forwarded your Confirmation of Enrolment.

All payments are to be made into the following account:

Account name	Pooled Knowledge
Bank	Commonwealth Bank
BSB	06 2223
Account number	11441253

Please carefully check all of the details below to make sure they are correct

Student details

First Name			
Surname			
Date of birth		Gender	
Nationality			
Passport Number			
Phone			
Email			

Course details

Course code and title	
CRICOS Code	
Study mode, including any workplace placement required	
Study location	
Entry requirements	<i>Document entry requirements from course brochure</i>
Conditions	<i>Include as applicable</i>
Start date	
End date	
Total duration	
Tuition weeks	
Holiday breaks	
Hours per week	

Course fees due

Enrolment fee		Total tuition fee	
Total non-tuition fee		OSHC fees	
Additional fees if applicable		Total fees	

Payment schedule

Fee instalment 1		Due date	
Fee instalment 2		Due date	
Fee instalment 3		Due date	
Fee instalment 4		Due date	
Fee instalment 5		Due date	

International Student Agreement

Information and terms and conditions

Fees and Refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section before signing the Student Agreement.

Any fees and charges documented in the agreement will not change during the duration of your course.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that so we are able to repay all tuition fees already paid.
- Through our membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where we are unable to fully deliver their course of study. The TPS ensures that you are able to either complete their studies in another course or with another education provider or receive a refund of your unspent tuition fees.
- Not requiring you to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, you may choose to pay your fees in full or a greater amount than 50%. Please contact us if you would like to pay more than is documented in your student agreement.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	\$100
Fees for late payment of course fees	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$250 Unit fee \$500

If these fees apply, they will be included in the amounts shown on the previous page. You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made by bank transfer into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

Refunds

Please carefully read the following information about refunds. This applies whether you paid the tuition and non-tuition fees or an education agent paid them on your behalf.

All enrolment fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
Australian City International College cancels course before commencement	Full refund of all fees
Australian City International College cancels course following commencement	Full refund of all unspent fees calculated as follows:



Circumstance	Refund due
	Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Australian City International College has not provided a Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Refund of all fees paid.
Student withdraws less than 4 weeks prior to course commencement.	Enrolment fee not refunded.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Australian City International College to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian City International College or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.

Circumstance	Refund due
before the agreed starting day because of the visa refusal.	
The student is refused a visa and has already commenced their course.	The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.

Complaints and Appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the Australian City International College, our trainers and assessors and other staff, another learner of Australian City International College as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Australian City International College. An appeal is a request for Australian City International College's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlines the information that should be provided and can be accessed from reception.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Australian City International College will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to report you.

Additionally, If the appeal is against our decision to report you for unsatisfactory course progress or attendance, your will be maintained until the external process is completed and has supported or not our decision to report you.

If the appeal is against our decision to defer, suspend or cancel your enrolment due to misbehaviour, we will only take action after the outcome of the internal appeals process

Independent parties

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to the **Overseas Students Ombudsman (OSO)**.

International students may complain to the OSO about a range of circumstances including:

- being refused admission to a course
- course fees and refunds
- being refused a course transfer
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by Australian City International College
- incorrect advice given by an education agent.
- taking too long in certain processes such as issuing results
- not delivering the services indicated in the Student Agreement

More information can be found at:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

You can access this service at no cost in relation to matters that cannot be resolved through internal processes. Further information and contact details are included below.

We will cooperate in full with the OSO and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the OSO's decision.

Complaints can also be made to the organisations indicated below:

National Training Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA)

Complainants may also complain to our registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at:

<https://www.asqa.gov.au/complaints>

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Privacy Notice

Under the *Data Provision Requirements 2012*, Australian City International College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Australian City International College for statistical, administrative, regulatory and research purposes. Australian City International College may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating Australian City International College student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

For more information about NCVET's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Requirement to provide change of contact details

You are required to notify us of any change to your contact details including your residential address, mobile number, email address and who to contact in emergency situations. You must advise us within 7 days of the changes occurring.

Student declaration

This document sets out the agreement between you and Australian City International College. This Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

By signing the declaration below, you are agreeing to this Student Agreement and all of the associated terms and conditions included with this Student Agreement.

You must keep a copy of this Student Agreement and payment receipts for all tuition and non-tuition fees. We will also keep a record of his Student Agreement and payment receipts for all tuition and non-tuition fee for at least 2 years after you have completed or withdrawn from your course.

I confirm that the details in this Student Agreement are correct and that I accept all terms and conditions documented in this agreement.

Student name	
Signature	
Date	
Position	