



## International Student Application Form

COURSE DETAILS (Tick applicable course(s))							
CRICOS Code	Course name	Intake Date (Every Monday)	Course Tuition Weeks	Tuition Fees/week	Enrolment Fees	Material Fees/week	Total Course Fees
113468B	<input type="checkbox"/> General English			\$450	\$250	\$15	
113470H	<input type="checkbox"/> English for Academic Purposes			\$450	\$250	\$15	
113469A	<input type="checkbox"/> IELTS Preparation			\$450	\$250	\$15	
PARTICIPANT DETAILS (As shown on Identification supplied)							
Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Dr				Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unspecified			
First Name:				Middle Name:			
Surname:				Date of birth:			
Mobile:				Email:			
City or town of birth:		Country of birth:		Nationality:			
HOME COUNTRY RESIDENTIAL CONTACT DETAILS							
Flat/unit number:		Building/property name:					
Street or Lot number:		Street Name:					
Postcode:		Suburb/town:					
State/territory:		Province:		Country:			
AUSTRALIA RESIDENTIAL CONTACT DETAILS							
Building/property name:		Flat/unit number:		Street number:			
Street Name:		Suburb:		State:			
Postcode:		Email:					
Home phone:		Work phone:		Mobile:			
EMERGENCY CONTACT							
Name:		Mobile:		Telephone:			
Relationship:		Email:					
RESIDENCY OR VISA DETAILS							
Do you hold a current Australian Visa?		<input type="checkbox"/> Yes, please specify:			<input type="checkbox"/> No		
If no, what type of visa will you be applying for?							
Where will you lodge this visa		<input type="checkbox"/> In Australia			<input type="checkbox"/> Outside Australia		
Have you ever had an Australian visa refused or cancelled?		<input type="checkbox"/> Yes, Visa Type:			<input type="checkbox"/> No		
If yes, please provide the reason and include a copy of the decision Record Letter:							
INDIVIDUAL NEEDS							
Do you speak a language OTHER THAN English at home?		<input type="checkbox"/> Yes			<input type="checkbox"/> No		
If YES, which language do you usually speak?							
How well do you speak English?		<input type="checkbox"/> Very Well		<input type="checkbox"/> Well		<input type="checkbox"/> Not Very Well	
Do you require any special learning support?		<input type="checkbox"/> Yes			<input type="checkbox"/> No		
If YES, please supply further information regarding the support needed:							



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DISABILITY			
Do you consider yourself to have a disability, impairment or long-term health condition?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, please indicate the areas of disability, impairment or long-term health conditions.			
<input type="checkbox"/> Hearing/Deaf	<input type="checkbox"/> Physical	<input type="checkbox"/> Intellectual	<input type="checkbox"/> Mental illness <input type="checkbox"/> Learning
<input type="checkbox"/> Acquired Brain Impairment	<input type="checkbox"/> Vision	<input type="checkbox"/> Medical Condition	<input type="checkbox"/> Other:
EDUCATION			
Highest completed school level:			
<input type="checkbox"/> Year 12 or equivalent	<input type="checkbox"/> Year 11 or equivalent	<input type="checkbox"/> Year 10 or equivalent	
<input type="checkbox"/> Year 9 or equivalent	<input type="checkbox"/> Year 8 or below	<input type="checkbox"/> Never attended	
Year completed school:			
PREVIOUS QUALIFICATIONS ACHIEVED			
Have you ever successfully completed any following qualifications?			
If Yes, tick ANY applicable boxes of these Prior Education Achievement Recognition Identifiers and any applicable qualification level.			
<i>Note: If you have multiple Prior Education Achievement Recognition Identifiers for any one qualification, use the following priority order to determine which identifier to use: A - Australia E – Australian equivalent I – International</i>			
Type	Name of Qualification	Type	Name of Qualification
<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Certificate I		<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Diploma	
<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Certificate II		<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Advanced diploma or associate degree	
<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Certificate III		<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Bachelor's degree	
<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Certificate IV		<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I Overseas qualification	
EMPLOYMENT			
Of the following categories, which BEST describes your current employment status? (Tick ONE box only)			
<input type="checkbox"/> Full-time employee	<input type="checkbox"/> Part-time employee	<input type="checkbox"/> Self-employed – not employing others	
<input type="checkbox"/> Self-employed – employing others	<input type="checkbox"/> Unemployed–seeking part-time work	<input type="checkbox"/> Unemployed – seeking full-time work	
<input type="checkbox"/> Employed – unpaid worker in a family business	<input type="checkbox"/> Not employed – not seeking employment		
STUDY REASONS			
Which BEST describes your main reason for undertaking this course? (Tick ONE box only.)			
<input type="checkbox"/> To get a job	<input type="checkbox"/> To develop my existing business	<input type="checkbox"/> To start my own business	
<input type="checkbox"/> To try for a different career	<input type="checkbox"/> To get a better job or a promotion	<input type="checkbox"/> It was a requirement of my job	
<input type="checkbox"/> I wanted extra skills for my job	<input type="checkbox"/> To get into another course of study	<input type="checkbox"/> Other reasons	
<input type="checkbox"/> For personal interest or self-development		<input type="checkbox"/> To get skills for community/voluntary work	
OVERSEAS STUDENT HEALTH COVER (OSHC)			
Do you require Overseas Student Health Cover (OSHC)? Under the Australian Government Department of Home Affairs's student visa conditions, you must maintain an adequate OSHC for the duration of your studies in Australia. For further details, please visit: <a href="https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility">https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility</a>			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, what cover do you require? (If family cover is required, please provide details for the dependant in a separate attachment)			
<input type="checkbox"/> Family	<input type="checkbox"/> Couple	<input type="checkbox"/> Single	
If No, please supply your policy number:			



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AGENT DETAILS		
Agent name:	Agent business name:	
Phone number:	Mobile number:	E-mail:
NCVER PRIVACY NOTICE		
<p><b><u>Why we collect your personal information</u></b> As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.</p> <p><b><u>How we use your personal information</u></b> We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.</p> <p><b><u>How we disclose your personal information</u></b> We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.</p> <p><b><u>Why we collect your personal information</u></b> As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.</p> <p><b><u>How we use your personal information</u></b> We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.</p> <p><b><u>How we disclose your personal information</u></b> We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.</p> <p>We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.</p> <p><b><u>How NCVER and other bodies handle your personal information</u></b> NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.</p> <p>NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:</p> <ul style="list-style-type: none"> <li>• administration of VET, including program administration, regulation, monitoring and evaluation</li> <li>• facilitation of statistics and research relating to education, including surveys and data linkage</li> <li>• understanding how the VET market operates, for policy, workforce planning and consumer information.</li> </ul> <p>NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.</p> <p>NCVER does not intend to disclose your personal information to any overseas recipients.</p> <p>For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <a href="http://www.ncver.edu.au/privacy">www.ncver.edu.au/privacy</a>.</p> <p>If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.</p> <p>DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <a href="https://www.dewr.gov.au/national-vet-data/vet-privacy-notice">https://www.dewr.gov.au/national-vet-data/vet-privacy-notice</a>.</p>		

AUIPT Group PTY LTD trading as AUIPT Language College

RTO Code: 45873 | CRICOS Provider Code: 04030F | ABN: 56 652 894 507

Phone: +613 9123 8338 | Email: [info@auipt.edu.au](mailto:info@auipt.edu.au) | Website: [www.auiptc.edu.au](http://www.auiptc.edu.au)

Location: Ground Floor, 301-311 Flinders Lane, Melbourne VIC 3000 Australia



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### Surveys

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

### Contact information

At any time, you may contact AUIPT Language College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

### **TERMS AND PRIVACY STATEMENT**

Any reference to "AUIPTLC" in this application form refers to AUIPT Language College.

AUIPTLC reserves the right to change its fees and conditions, cancel or defer courses, and to alter course timetables at any time.

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018 and for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws. The authority to collect this information is contained in the ESOS Act, the ESOS Regulations 2001, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the National VET Provider Collection and the Data Provision Requirements 2012. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government Departments, Agencies, and designated authorities and, if relevant, the Tuition Assurance Scheme/TPS and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Personal information collected as a result of your enrolment will be used by AUIPTLC for general student administration and vocational education and training administration and regulation; as well as planning, reporting, communication, research, evaluation, financial administration, auditing and marketing. Only authorised AUIPTLC and other authorised persons (e.g. service providers) have access to this information.

It is a requirement of AQF that students can access personal information held by AUIPTLC and may request corrections to information that is incorrect or out of date. This agreement is made in accordance with the ESOS Act, ESOS Regulations 2001 and the National Code 2018. This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

AUIPTLC is required, under s19 of the ESOS Act, to report certain changes to the student's enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

You agree that AUIPTLC may use the email address supplied by the student as a point of contact for any information it deems necessary.

You agree that AUIPTLC will access Visa Entitlement Verification Online (VEVO) services at any time to confirm their visa status, work and study rights.

You consent to the collection, use and disclosure of my personal information in accordance with the Privacy Policy

You understand AUIPTLC is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a verified Unique Student Identifier (USI).

You agree that AUIPTLC will release information pertaining to their enrolment (excluding academic records), attendance and account details to their education agent.

Photographs, videos and testimonials taken by AUIPTLC may be used for marketing and promotional purposes, unless the student advises AUIPTLC in writing that they do not wish their images be used for the above purposes.

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All students on student visas must maintain satisfactory course progress at all times (attending at least 80% of their course whilst on a formal Intervention Strategy). Failure to do so may result in a cancellation of enrolment and the student being reported to the Department of Home Affairs. Sick days, whilst on an Intervention Strategy, are noted as absences and students are advised to present medical certificates for any absences due to sickness.

Student visa holders must keep AUIPTLC informed regarding their current residential address and contact phone numbers at all times.

All students must adhere to AUIPTLC code of conduct and AUIPTLC policies, rules and regulations. Details are available in the Student Handbook that can be downloaded from the AUIPTLC website: [www.auiptlc.edu.au](http://www.auiptlc.edu.au). It is a condition of enrolment that students read, understand and follow AUIPTLC rules and code of conduct. Students are advised to familiarise themselves with the details in the International Student Handbook. Aggressive behaviour, bullying, racism, vandalism and/or conduct that threaten others is not tolerated. Failure to follow AUIPTLC Code of Conduct may result in the student being: asked to leave the campus; reported to appropriate authorities; required to pay for any damages; suspended from AUIPTLC for a specific period without refund of fees; or expelled for serious breaches. It is the student's responsibility to read and understand the information provided in the International Student Handbook. The International Student Handbook and other relevant information is publicly available on AUIPTLC's website.

I give permission for AUIPTLC to record evidence of my participation and assessment, in written, verbal, and photographic (including video) formats. I also give permission for AUIPTLC to use any recorded evidence for future promotional, commercial, and educational purposes. I agree that AUIPTLC may use the email address supplied by the student as a point of contact for any information it deems necessary.

### CONDITIONS OF ENROLMENT

#### Fees

All fees must be paid prior to the commencement of the course or as per an agreed payment plan accepted in writing by the student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars. Students will not be permitted to commence or continue their course until all outstanding fees have been paid. AUIPTLC reserves the right to cancel a student's enrolment for non-payment of fees. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs as prescribed under Section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act). AUIPTLC reserves the right to change fees at any time, subject to the relevant authority's approval.

AUIPTLC will maintain a specific bank account for the collection of student fees paid in advance of training and assessment.

### STUDENT DECLARATION AND CONSENT

I, \_\_\_\_\_ declare that the information I have provided on this form is complete and accurate and:

- I understand that my enrolment is subject to my compliance with all AUIPTLC policies and procedures, which I have read and understood.
- I have read and understood information related to AUIPTLC courses, fees, location, policies and procedures and other relevant information available in the Student Handbook available on the AUIPTLC website.
- I will pay all the applicable fees as they become due and accept that non-payment of fees may result in a cancellation of my enrolment and trigger a debt-recovery process through a third party.
- I agree that I will be liable for any costs associated with debt recovery and any associated legal costs if I fail to pay my AUIPTLC fees as they become due.
- I understand that information collected on this form may be used by AUIPTLC in accordance with the AUIPTLC Privacy Policy.
- I agree to abide by the policies, rules and regulations of AUIPTLC as relevant to my enrolment as a student at AUIPTLC.
- I give permission for AUIPTLC to record evidence of my participation and assessment, in written, verbal, photographic (including video) formats.
- I also give permission for AUIPTLC to use any recorded evidence for future promotional, commercial, and educational purposes.
- I agree that AUIPTLC may use the email address supplied by the student as a point of contact for any information it deems necessary.
- I understand AUIPTLC is prevented from issuing a nationally recognised VET qualification or statement of attainment upon successful completion, if I have not provided a valid Unique Student Identifier (USI).

I authorise my agent to act on my behalf with all correspondence from AUIPTLC.

Yes       No



## International Student Application Form

Student name:	Student signature:	Date:
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### FOR OFFICE USE

The student has submitted the appropriate evidence/documentation in support of the application	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The student satisfies the entry requirements	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Place Offered	<input type="checkbox"/> Application declined	<input type="checkbox"/> Further information requested
Reason for decline or further information requested:		
The student has been notified of the outcome of the application	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Staff name:	Staff signature:	Date:

### COURSE FEES AND OTHER CHARGES

The following are all possible fees at AUIPTLC:

#### Fees Table

Type	Fee (AU\$)	Type	Fee (AU\$)
Tuition Fee – General English, IELTS or EAP	\$450 per week	Accommodation Placement Fee	\$260
Administration Fee	\$200	Charges for Late Payment	\$50 per installment
Material Fees – ELICOS Courses	\$15 week	Charges for lost ID card	\$50
Airport Pick-Up	\$180 (one-way)	Charges for lost certificate	\$100
Refund Processing Fee	\$500	Postage of documents	\$20 (within Australia) \$30 (overseas) or subject to location
Late payment of institute fees and charges If fees are not paid on time, staff will attempt to contact the student to arrange an appointment with the Operations Manager, and they will be given the opportunity to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees are due, AUIPTLC will charge 20% of the outstanding fees and will send a Notification of Intention to Report for outstanding fees, which may lead to the cancellation of the student's enrolment.			20% of the outstanding fees

### OVERSEAS HEALTHCARE COVER INFORMATION

It is a requirement of the Australian Government that all students studying on a student visa are covered by Overseas Students Health Cover (OSHC) during the entire time they are in Australia. This means that OSHC will be required from the date of arrival to the date of departure. AUIPTLC represents Medibank, a recognised provider of OSHC and can arrange for this cover in which case the amount of cover will be in addition to the fees outlined in the offer letter. For latest fees and charges please refer to [www.medibank.com.au](http://www.medibank.com.au). Students accompanied by their families must also pay the OSHC family cover fee.

### STUDENT RESPONSIBILITIES AND CONDITIONS

The following are your responsibilities as a student:

- a) Have sufficient funds to finance both tuition fees and living expenses for the duration of my course. I understand that tuition fee does not cover the costs of books (apart from materials provided), school supplies, field trips or living expenses unless otherwise specified.
- a. If family members accompany me to Australia, I am responsible for all education and other living costs/expenses of these people. I understand that all school-aged dependents accompanying me must attend school and I am required to pay full fees whether they are enrolled in a government or non-government school.
- b. I must complete six months of my principal course of study before I become eligible for release to transfer to another registered provider except in exceptional circumstances as defined in the National Code 2018.

## International Student Application Form

- c. The continuation of my course is dependent on my compliance with my student visa conditions which include commencement on the agreed course start date, satisfactory academic progress and attendance (English language students only) and payment of required tuition fees before the commencement of each study period. I will also notify AUIPTLC of all changes of my personal contact details including address, mobile number and email address.
- d. I will maintain current Overseas Student Health Cover while enrolled.
- e. I agree to attend all classes, course-related information sessions, supervised study sessions and assessment sessions and undertake all assessments and attend the orientation and enrolment program at AUIPTLC preceding the start date of the course as outlined in the Letter of Offer.
- f. I agree to seek assistance from the teachers and or counsellors and other support staff as soon as I experience difficulties with any aspect of my course. I will attend Intervention Support and/or Counselling Sessions at AUIPTLC if requested to do so.
- g. If I have received sponsorship for my study, I give permission for AUIPTLC to provide my sponsor with information about my academic progress, examination results, and a broad outline of any health issues affecting my academic studies.
- h. I understand that I'm responsible for keeping a copy of the written agreement as supplied by AUIPTLC and receipts of any payments of tuition fees or non-tuition fees.
- i. I understand that as an overseas student or intending overseas student, while in Australia and studying with AUIPTLC, I must notify AUIPTLC of my contact details including:
  - my current residential address, mobile number (if any) and email address (if any)
  - who to contact in emergency situations.
  - any changes to my details above, within 7 days of the change

### AUIPTLC'S RESPONSIBILITIES

The following are AUIPTLC's responsibilities:

- a. AUIPTLC shall use its reasonable efforts to complete the course as advertised but if the course needs to be postponed or cancelled, AUIPTLC will offer the student the opportunity to transfer to an alternative course or will provide the applicable refund.
- b. AUIPTLC shall aim to provide a learning environment that is conducive for learning by selecting and hiring qualified teaching personnel, making available learning facilities and up-to-date equipment, and providing student support services to help students in the transition to life and study in a new environment.
- c. AUIPTLC will monitor students' course progress to identify "at-risk" students with the sole purpose of assisting these students to complete their course within the expected duration.
- d. AUIPTLC will deliver all ELICOS courses with 20 face-to-face contact hours a week.
- e. AUIPTLC will provide students with information pertinent to them including changes to visa conditions affecting course progress and/or attendance, available accommodation options, living expenses, job opportunities, emergency and health services, and legal services.
- f. AUIPTLC is obliged to notify Government agencies of any change to a student enrolment and academic outcomes.
- g. In case of a course not being delivered, AUIPTLC will provide the option to transfer to an alternative course or if the student does not wish to transfer, they will be provided with a refund, which will be based on number of weeks studied.

### ROLE OF TPS

*The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:*

- *complete their studies in another course or with another education provider or*
- *receive a refund of their unspent tuition fees.*

*Australia has a well-established international education sector with over 1200 education providers delivering a high-quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).*

*In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. Taken from: <https://tps.gov.au/Home>*

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### COMPLAINTS AND APPEALS PROCESS

- a. The full Complaints and Appeals policy is available from the AUIPTLC website.
- b. If the applicant (or student) is dissatisfied with any decision made by AUIPTLC or our education agents or any other person providing a service arranged by AUIPTLC, then you may file a complaint against that decision at any time. This includes fee demands and refunds given, if any. AUIPTLC will start assessing your complaint within 10 days and respond back to you as soon as practicable. You are welcome to bring a friend to any meetings and a response will be provided in writing.
- c. If you are not satisfied with the decision, you may appeal the decision for it to be reviewed (internal appeal). The internal appeal procedure allows for an objective review of the decision made. If you are still not happy then you can apply for an external appeal to be heard by an independent body – [Overseas Students Ombudsman](#). AUIPTLC will immediately follow the external appeal decision.
- d. 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.

### DEFERMENT, SUSPENSION OR CANCELLATION

The full Deferment, Suspension and Cancellation policy is available on the website or can be requested from AUIPTLC Administration.

#### [AUIPTLC Initiated Deferral, Suspension or Cancellation of Enrolment](#)

- a) AUIPTLC may defer a student's commencement on the following grounds:
  - When a course is not offered.
  - When there are compassionate or compelling circumstances (evidence may be required)
- b) AUIPTLC may suspend a student's enrolment in the following instances:
  - When a student is deemed to be in breach of the Student Code of Conduct (Misbehaviour by the student).
  - When a student is deemed not making satisfactory course progress and fails to comply with the requirements of the Course Progress Intervention Plan.
  - Non-payment of outstanding fees.
- c) AUIPTLC may cancel a student enrolment on the following instances:
  - When a student demonstrates serious breach of the Student Code of Conduct (Misbehaviour by the student).
  - When a student is in breach of the Course Progress Policy.
  - When a student is in breach of the Attendance Monitoring Policy.
  - Non-payment of outstanding fees.
- d) The suspension or cancellation of the overseas student's enrolment will not take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- e) In cases where suspension or cancellation of the student's enrolment is initiated by AUIPTLC, the student will be notified in writing (explaining the reasons for doing so) and given 20 working days to access AUIPTLC Complaints and Appeals Policy and Procedure.
- f) There will be no change in enrolment status and the student will not be reported to the Department of Home Affairs until the appeals process is completed.
- g) Once the deferral, suspension or cancellation is processed, AUIPTLC will notify Department of Home Affairs via PRISMS.
- h) AUIPTLC will contact the agent & student directly and inform senior management if a student defaults from starting the course within 5 business days from eCoE commencement date.
- i) AUIPTLC will report to the Department of Home Affairs via PRISMS if the student has not started the course within 14 days.

#### [Student-Initiated Deferral, Suspension, Cancellation of Enrolment](#)

Students may initiate the deferral, suspension and cancellation of enrolment, including granting of a leave of absence during the course through formal agreement on the following limited circumstances:

On the grounds of compassionate or compelling circumstances, conditions that are beyond the control of the student which may impact the student's course progress or wellbeing. These include, but are not limited to:

- a) Where students do not receive their visa in time to arrive at AUIPTLC to commence study.
- b) Serious illness or injury – where a medical certificate states the student was unable to attend classes.
- c) Bereavement of close family members.



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- d) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies.
- e) A traumatic experience i.e., involvement in or witnessing a serious crime or accident and has an impact on the student.
- f) Where the Registered provider was unable to offer a pre-requisite unit/course.
- g) Other reasons may be considered but must have compelling documentary evidence to support the request.
- h) Unavailability of a course

It should be noted that deferring to go home to be married or attend the wedding of a family member is not normally considered to be compassionate or compelling circumstances which is beyond the control of the student. This could be organised in such a way that the schedule does not conflict with the student's course timetable (e.g., on the student's holiday break).

### Seeking advice from immigration

In any deferral, suspension or cancellation action taken under this policy, AUIPTLC will:

- a) Other reasons may be considered but must have compelling documentary evidence to support the request.
- b) Unavailability of a course

### Student Appeal Rights

Where a decision is made by AUIPTLC, the student always has the right to appeal this decision using the appeals processes as outlined in AUIPTLC's Complaints and Appeal Process. This will always be clearly communicated to the student with the notification of the decision.

### **FEES**

The student is liable for ALL the fees set out on the fees table of this agreement. The amount recorded in "Total Payable Now" must accompany this agreement for it to be effective. The balance will be due based on an invoice issued by AUIPTLC and will be for the following period (term or semester dependent upon the course). The invoice will be issued and must be paid prior to the student commencing studies. Failure to pay will result in students being suspended from class. If the student decides to leave AUIPTLC prior to completion, then the whole of the outstanding fees for the current qualification being studied immediately become due and any concessionary payment plans that may have been entered into are cancelled.

AUIPTLC will not grant a letter of release in these cases until they have been paid. AUIPTLC reserves the right to refer the balance owing to a debt collection agency in the event of non-payment. If fees have already been paid, then refunds will be in accordance with the refund policy.

### **REFUND POLICY**

The full Refund Policy is available on the website or can be requested from AUIPTLC Administration. The Refund Application Situation and Refund Calculation Table is found in the table below.

#### Policy

- a. AUIPTLC will provide appropriate handling/management of student's payments and facilitate refunds in the case of cancellation/retracement by either party. The refund process will allow students the option to disengage from application/learning in a manner which a negative impact may be negated or reduced, depending upon the notification timeframe.
- b. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing their studies.
- c. Details concerning the scope of the Refund Policy will be clearly disseminated to prospective students prior to contractual arrangements being made. This dissemination is via the Website, Student Handbook, Letter of Offer and Student Agreement. The Student Agreement, and the availability of complaints and appeals policy/processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- d. The refund process reflects the commitment by AUIPTLC to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- e. The date the written application is received by AUIPTLC is the default date, and is the date used for the calculation of any refund and/or cancellation.
- f. Refunds must be requested in writing by the student completing and submitting a refund application form to the finance department of AUIPTLC. Verbal notification to AUIPTLC staff or agents is not valid.
- g. The fees paid for the course money by way of bank deposits in AUIPTLC's bank account must be cleared at the time that an application for refund is made by the student and any debts owing to AUIPTLC will be deducted from the refund due prior to payment.
- h. Refund application will not be processed where the signature on the refund application form does not match the student's signature as shown on other documents provided by the student for admission to AUIPTLC.

## International Student Application Form

- i. The finance department of AUIPTLC will process refund requests and if approved, arrange payment within 28 days. Refunds will be paid in Australian dollars into the nominated bank account (less international transfer/conversion fees if applicable).
- j. To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by AUIPTLC until the course start date.
- k. The term “commencement” in this policy refers to the first day of the first course attended by the student.
- l. AUIPTLC only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with AUIPTLC. No accountability will be taken for fees or charges associated with third parties (international education agent or migration agent fees or visa application costs or partnered service providers). Such fees and charges will be subject to the third parties refund policies.
- m. Students enrolled in packaged courses do not qualify for a full refund once they commence their studies in Australia. A minimum of \$500 is non-refundable.
- n. No refunds are applicable for refunds requested more than 180 days from the specified commencement day.
- o. If the student has given misleading information to AUIPTLC’s approved agent, AUIPTLC and/or any commonwealth agencies of Australia, no refund will be given.
- p. AUIPTLC can forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- q. No refunds will be paid to a third party (person other than the student), unless directed by the student in writing and signed.
- r. In case of a cancellation of eCoE by the student or AUIPTLC, any outstanding fees to AUIPTLC become immediately due.
- s. Any costs incurred by AUIPTLC to recuperate outstanding fees will be charged to the student.
- t. Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction. AUIPTLC reserves the right to refer the balance owing to any debt collection agency or credit reporting bodies in the event of non-payment, for all purposes permitted by law.
- u. AUIPTLC will not release any testamurs/awards/certificates to students until outstanding course fees have been paid in full.
- v. AUIPTLC will provide the student in writing the resulting decision of AUIPTLC’s management.
- w. AUIPTLC will advise the student of their right to appeal the decision of AUIPTLC management.
- x. The refund policy is subject to review at least once per year. Should it become necessary to change/update this policy, then AUIPTLC will update the policy on its website, handbook and written agreement.

### Refund Procedure

- a. The process is started by the student completing and submitting a refund application form.
- b. The applicant is recommended to provide supporting evidence.
- c. The form will be reviewed for completeness. Date received and by whom is entered on the form.
- d. The form is assessed by finance to review the current payment status and amounts owing / in credit are recorded.
- e. The student file is checked together with the student management system to confirm the details and to calculate refund based on the eligibility of this Refund Policy.
- f. The Finance Department will process the refund application (in accordance with this Refund Policy) and make a recommendation to the PEO.
- g. The PEO will read the recommendation and make a final decision based on this Refund Policy.
- h. The student will be notified of the refund application outcome and the applicable refund will be processed within 28 days of the application.
- i. All documentation relating to a refund (whether granted or not) will be filed in the student file.

### Refund Application Situation and Refund Calculation Table

Refund Application Situation	Refund of Course Fees	Refund of enrolment fees
<p>1. Provider Default AUIPTLC does not deliver the program for which the student has paid for the following reasons:</p> <p>1.1 The course does not begin on the agreed commencement date. 1.2 The offer is withdrawn by AUIPTLC. 1.3 The course ceases to be provided, at any time, after it commences but before it is completed.</p>	<p>Full refund of unspent fees excludes administration fees** (if student does not accept alternative course offered by AUIPTLC)</p>	<p>No</p>

AUIPT Group PTY LTD trading as AUIPT Language College

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Phone: +613 9123 8338 | Email: [info@auipt.edu.au](mailto:info@auipt.edu.au) | Website: [www.auiptlc.edu.au](http://www.auiptlc.edu.au)

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## International Student Application Form

1.4 The course is not provided in full to the student because a sanction has been imposed on the registered provider.		
2. Student (offshore or onshore) is refused an Australian Student Visa (copy of refusal letter required) or illness or disability prevents the student from taking up the course.	All prepaid excludes administration fees*	No
3. Student default - where AUIPTLC has not entered into a written agreement with the student that meets the requirements of section 47B of the ESOS Act (refer 47E – 1 (b) (i) of the Act - that is, a compliant agreement.	All prepaid fees exclude administration fees*	No
4. Onshore student is refused an Australian Student Visa, but a student already commenced his/her course (copy of refusal letter required); includes visa extension & new applications.	Remaining unspent fees excludes administration fees**	No
5. Student defaults or withdraws from a course during visa processing but already commenced his/her course.	Remaining unspent fees excludes administration fees*	No
6. Student withdraws from course 28 days prior to eCOE commencement date.	70% of All prepaid fees excludes administration fees*	No
7. Student withdraws from less than 28 days prior to eCoE commencement date.	50% of All prepaid fees excludes administration fees*	No
8. Student withdraws from course on or after the eCoE commencement date.	No refund	No
9. If a student has also paid a deposit for future courses when enrolling in more than 1 course	Deposit paid, excludes administration fees*	No
10a. Student defaults due to one or more of the following acts and eCoE(s) get cancelled by AUIPTLC; <ul style="list-style-type: none"> <li>• the student failed to pay an amount payable to the provider for the course;</li> <li>• the student breached a condition of their student visa; including non-commencement of course</li> <li>• misbehaviour by the student/breach of code of conduct</li> </ul>	No refund for all courses in the package. Fees due as per the written agreement	No
10b. Student is granted permanent residency/obtains visa other than student visa, after the course commencement date.		
* Administration fee is calculated as 5% of the course fees received (including non-tuition fee); or \$500; whichever is less.		
<p>** indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).</p> <p style="margin-left: 40px;">a) <i>Weekly tuition fee</i> = <math>7 \times \left( \frac{\text{total tuition fee for the course}}{\text{number of calendar days in the course}} \right)</math></p> <p style="margin-left: 40px;">b) <i>Weeks in default period</i> = <math>\left( \frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7} \right)</math></p> <p style="margin-left: 40px;">c) <i>Refund amount</i> = <i>weekly tuition fee</i> × <i>number of weeks in default period</i></p>		

## International Student Application Form

### ENROLMENT INSTRUCTIONS

#### Step 1: Students Application assessment by AUIPT Language College (AUIPTLC)

AUIPTLC staff will assess the supporting documents provided by international students to ensure the following criteria are met prior to issuing a Letter of Offer (LoO). In line with revised Australian Department of Home Affairs requirements, since 1 July 2010 students are required to provide evidence of OSHC cover for the full duration of their student visa.

1. AUIPTLC staff will check whether the following supporting documents have been provided.
  - Completed Enrolment Form **signed** by the student.
  - Certified copy of passport (or original sighted by AUIPTLC)
  - Statement of Purpose Letter.
2. If all the documents have been provided, the student's completed International Student Application Form is assessed by AUIPTLC staff who make a judgment about whether:
  - Based on the Statement of Purpose Letter, the prospective student meets the GTE requirements
  - The training program is appropriate for the applicant's needs, taking into account their existing skills and competencies.

#### Step 2: AUIPTLC staff issue a Letter of Offer to successful applicants OR a letter to unsuccessful applicants

3. AUIPTLC staff will issue a Letter of Offer' to successful applicants. The Offer will include the following information:
  - Detail of the Enrolment
  - Payment details
  - Orientation details
  - AUIPTLC terms and conditions of acceptance of the offer
  - Administrative fees
  - Refund and cancellation policy
  - Privacy policy.

#### Step 3: Student must sign acceptance of Letter of Offer; and pay course fees

4. The student must accept the offer by signing the 'Letter of Offer' prior to or at the same time as making the required payment for the course. The signed Letter of Offer and proof of payment must reach AUIPTLC before the relevant due date.

#### Step 4: AUIPTLC to issue an electronic Confirmation of Enrolment (eCOE) through PRISMS

5. After the student has signed the acceptance and paid the required fees by the due date, AUIPTLC will issue an electronic 'Confirmation of Enrolment' (eCOE) through the Provider Registration and International Student Management System (PRISMS)
6. AUIPTLC will email a copy of the eCOE to the student.  
*[Note: The eCOE is a key document required to lodge a student visa application].*

#### Step 5: Student to use eCOE to lodge student visa application

7. The student can apply for a student visa after obtaining the eCOE.
8. The student should notify AUIPTLC once their student visa has been granted.
9. The student should make travel arrangements in order to arrive in Australia in a few days to attend the orientation before the course start date.