



Australian International College Pty Ltd
(Trading as: Australian International College)

ABN No: 17 122 041 267

RTO No: 41215: CRICOS Provider Code: 03456K

Address: **Ground Floor, 38 College Street, Darlinghurst NSW 2010**

Phone: **02 8057 0837**

Email: admin@aic.nsw.edu.au Web: www.aic.nsw.edu.au

TERMS & CONDITIONS OF ENROLMENT

By accepting the terms and conditions of this written agreement, you agree to the following:

- You must notify the college of their contact details including residential address, mobile number, email and residential address
- You agree to the use of their name and/or image for possible use in education-related marketing and promotional materials.
- You agree to take care of their own belongings at all times and will not hold Australian International College responsible for any loss, accident or damage.
- The student agrees to follow all lawful and reasonable instructions given by Australian International College, its staff or teachers, while on Australian International College's premises.
- You will not hold Australian International College or its staff and teachers responsible for any accident, injury or loss that occurs on any excursion, field trip or extracurricular activity.
- Each course has entry requirements for international students. The entry requirements applicable to all courses are below:
 - Students must be 18 years of age or over
 - Students must have at sufficient LLN skills
- The delivery location for this course is Level 2, 38 College Street, Darlinghurst, 2010, NSW.
- You are responsible for keeping a copy of this agreement as supplied by Australian International College and receipts of any payments of tuition fees or on-tuition fees.
- The personal information of the student may be disclosed to relevant authorities if required in accordance with *Privacy Act 1988*.
- 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.

If you are an overseas student:

- To understand your rights and responsibilities for student visa holders it is recommended that prior to enrolment, you should read the ESOS Framework:
(<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>)

Australian International College is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015 and for the issuance of the AQF certification documentation.

CANCELLATION AND REFUNDS

By accepting the terms and conditions of this written agreement, you agree to the following cancellation and refund policy:

Refund Conditions in the Case of Student Default

No refund of fees paid is applicable to you if:

- you cancel their enrolment for the course after less than 48 hours before the course is scheduled to commence
- you do not turn for training on the scheduled delivery date

Refund Conditions in the Case of Provider Default

- Australian International College reserves its right to cancel a course and/or enrolment prior to commencement date. If Australian International College cancels a course prior to commencement date, cannot commence a course on agreed date and/or cannot deliver a course in full, these cases will be classified as Provider Default.
- In the unlikely event that Australian International College defaults, you will be offered a full refund.
- Alternatively, you may be offered enrolment in the same course at another time and at extra cost to you.

- You have the right to choose between a refund or to accept a place in the course delivered on an alternative date.
- You must advise Australian International College in writing whether or not they agree to the alternative arrangement.

For overseas students:

- If Australian International College is unable to provide a refund or place you in an alternative course, the Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost to you.
- If The TPS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

Process for requesting a refund:

- If you wish to request a refund, you may do so by using the college's *refund application form* available from the college's website.
- If approved, you will receive the refund within 28 days of the refund application form being received.
- Refunds will be paid into the bank account designed by you; the bank account must be in your name.

Complaints & Appeals Processes

Complaint: a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- training and assessment delivered by trainers/ assessors
- assessment outcomes
- services provided by education agents acting on behalf of the college

Appeal: A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a trainer/ assessor

Please review the colleges' Complaints and Appeals Procedure in the Student Handbook provided to you at Orientation. You may also view the procedure at <http://aic.nsw.edu.au/complaints-appeals-procedure/>

Student Declaration & Consent

1. I acknowledge that I have read, understand and accept the terms of Australian International College's **Terms and Conditions of Enrolment and Cancellations & Refund Policy**.
2. I understand that courses require a prerequisite level of English language for entry.
3. I understand that I must complete all assessments in order to maintain satisfactory course progress.
4. I understand that I must tell Australian International College immediately if I change my address and/ or contact details.
5. I acknowledge Australian International College's right to change its fees and conditions, cancel or defer courses, and alter course timetables and class locations at any time without notice.
6. I agree to comply with the Student Code of Conduct which is explained in Student Information Handbook.
7. I agree that I might be subject to non-tuition fees, which are detailed in application form and Student Information Handbook, during my enrolment.
8. I have provided Australian International College with my up-to-date email address.



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9. Emails sent by Australian International College to my designated email address will be deemed received by me within 2 days of the College sending the email.
10. I declare all information I have given on this form is correct and complete.
11. I declare that I am 18 years of age or older at the time of application.
12. I declare that I give my consent to Australian International College to retrieve, and/or create, and/or verify my USI number on behalf me.
13. Australian International College regularly uses photographs, videos and sound recordings of its students in its publications, promotional and marketing material and on its website and on other media to the general public for the purpose of promoting Australian International College to the general public.
14. Australian International College wishes to take and use the photographs, videos and/or sound recordings of you for the purpose above and request your consent to do so.
15. Please note that any and all rights (including copyright) in photographs, videos and/or sound recordings taken of you will belong absolutely to Australian International College and the College may use such photographs, videos and/or sound recordings for promotional and marketing purposes as Australian International College requires.