

Terms and Conditions of the Offer

Accepting the Offer

In accepting the Offer of Place with Metropolitan South Institute of TAFE (MSIT) the students agrees to the following terms and conditions:

- The student has read and understood the information provided about MSIT and the program/s of their choice.
- The student agrees to comply with the TAFE Queensland Student Rules and all Institute policy related to International Students for the entire duration of their studies.
- The student must meet all the conditions outlined in the Offer of Place, prior to the program commencement.
- The student understands that it is their responsibility to provide MSIT with the necessary evidence to satisfy the conditions of the entry to the program as outlined in the Offer of Place, before the program/s begin/s.
- Students who fail to satisfy the conditions outlined in the Offer of Place will not be able to commence their program.
- Students are required to supply a copy of their passport and visa to the International Unit. If requested students must present their original passport and visa to the International Unit, MSIT.

Payment of Tuition Fees

It is understood that payment of tuition fees will not be accepted by MSIT until: a) A signed and dated International Student Terms and Conditions of Enrolment (including Refund and Transfer Information) agreement is received from the student, thereby agreeing to abide by all the conditions contained with the document. Also all entry conditions stated in the Offer Letter has been satisfactorily met.

Continuing Students

- Tuition fees for continuing students are due to be fully paid no later than 15 January (for classes commencing Semester 1 of the year) and 15 June (for classes commencing in Semester 2 of the year). Note that Hospitality students have different due dates refer to Fee Invoices.
- Failure to pay each semester's fees in full by the due date may result in the charging of AUD\$100 late fee AND cancellation of your enrolment and subsequent reporting to the Department of Immigration and Citizenship.
- Students understand that they will not be allowed to commence or continue their program until all fees are fully paid including Overseas Health Cover (OSHC), late fees, administration charges and any other outstanding fees from previous enrolments.

Other information:

- If a student has not paid their total tuition fees they will not be eligible to graduate.
- Structure and duration of programs are subject to change. Program fees reflect the content of the program and the award/qualification,

not the duration; therefore there is no automatic reduction of tuition fees if you complete the program in a shorter time than the published length of the program.

- Tuition fees may be reduced only if you are granted sufficient credits or exemptions to complete the program in a shorter time than normal.

Further Expenses

- Students understand that they are responsible for the payment of associated sundry expenses including textbooks, stationery, material fees, uniforms and other personal expenses throughout the duration of their program.
- Students are aware of the estimated costs of their stay in Australia and understand that the financial capacity to meet each cost is their responsibility.
- Students also understand that any school-aged dependents accompanying them to Australia will be required to pay full-fees if they are enrolled in either a government or non-government schools. It is the responsibility of the student to make all the necessary arrangements for the enrolment of school-age dependants.

Starting the Course

Students are required to arrive at MSIT in time to attend the International Orientation, and the relevant Faculty Orientation which is held prior to the start of their program/course.

- If a student is unable to start their program by the advised date, approval to commence the program at a later date is at the sole discretion of the Head of School. The student must submit a Late Arrival Form (at least 14 days before the commencement of the course) and submit to the MSIT International Student Unit.
- If the student arrives after the agreed date, they will be placed in either an English language program or the Certificate II in Business (which is an additional tuition cost) until the next available commencement date for the course or may be required to return home.

Deferral or Suspension of Study

- Under exceptional circumstances students may apply to defer. New commencing students must submit a written request to the International Unit. Continuing students need a written permission from the Head of School to defer or suspend their course and this must be submitted to the International Unit. An administration charge of AUD\$150 will be charged.
- If the deferral is approved, Program fees will be transferred to the new program start date and will be held by the Institute up to one year only. Program fees will not be refunded.
- The deferment of program for whatever reason will require a new agreement and payment of tuition and other fees in place at the time the programs are commenced.

Change of Program

- After a student has accepted their Offer of Place and paid their program fees they will be allowed one program change free of charge. Any subsequent program change/s will incur an AUD\$150 administration charge for each program change.
- All program changes are subject to the approval of the Manager International Relations and Head of School.

Disclosure

- Students are required to advise MSIT of any information which may impact upon their ability to undertake the program i.e.: illness, injury, disability, learning or support needs, and the fees outlines in the Offer of Place are based upon the information provided by the student in their application.
- From time to time we may need to contact a parent, guardian or agent to discuss matters concerning a student's tuition payment status, welfare and academic programs. To do this we require a student's permission. Permission is sought in a declaration on the application form. Please note that this includes providing exams results if requested. Personal information may also be made available to the Commonwealth and State Agencies pursuant to obligations under the ESOS Act 2007 and the National Code.
- Students agree that MSIT may use the email address supplied by the student to email any information the institute deems necessary.
- MSIT is required under the Section 19 of the ESOS Act 2000 to advise the Department of Immigration and Citizenship (DIAC) about changes to the student's enrolment, and any breach by the student of a student visa condition relating to satisfactory academic performance, attendance and payment of fees.

Student Visa Conditions

The student understands and acknowledges that he or she must adhere to all MSIT policies AND meet all conditions of their DIAC student visa conditions:

- Maintain full-time enrolment (minimum of 20 hours per week) in their program.
- Achieve satisfactory course progress and maintain attendance in the course as required by the education provider.
- MSIT Academic Progress and Attendance Monitoring Policy require a minimum of 80% attendance in each semester of study.
- Pay all program fees by the due date for each semester of study.
- Maintain Overseas Student Health Cover (OSHC) for the entire period of their study in Australia.
- Advise MSIT of any change of their address or contact details within 7 days of the change.
- Failure to meet any of the above conditions may result in MSIT reporting the student to the Department of Immigration and Citizenship.

Course Progress and Attendance

- MSIT is required to report to DIAC instances where a student fails to make academic progress in two consecutive study periods.
- All students are notified beforehand, of MSIT's intent to report to DIAC and are provided with 20 working days to access the complaints and appeals.
- Academic progress is reviewed in each study period
- International students are required to ensure they repeat any subject/modules failed in that period so as to ensure completion of their course within the duration specified on their COE.
- Complaints and Appeals Process is available in the Student Handbook and will be covered in the International Student Orientation Program.

Grievance Resolution

- Any student disputes relating to fees, enrolment processes or academic concerns should be brought to the attention of the International Students Unit at the first instance. Where there is no suitable solution at this level, the student has the right to appeal to the Director Learning and Assessment and ultimately the Institute Director.
- Any student involved in a matter of dispute is entitled to have an independent third party present during all proceedings.
- If it is not possible to resolve the dispute internally, via the process above, the Institute will make arrangements for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney General. Nothing in the Institute's Policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case for financial disputes or pursue other legal remedies.
- If a student is concerned about the action/conduct of a registered provider, they can contact the Director General, Department of Education and Training, Queensland. The Director General may cancel or suspend the registration of a provider or program. If the student is unsatisfied with the Institute process they may then contact the: Senior Education Offer – Non State Education, PO Box 15033, City East QLD AUSTRALIA 4002.

Other information

Student Visa Application

For details on how to apply for a Student Visa, contact your nearest Australian visa processing office and/or obtain information at Australia's Department of Immigration and Citizenship website at: <http://www.immi.gov.au/students/index.htm>

Airport Reception and Accommodation Placement

Should you require help with these services, contact the International Unit via email: MSIT.International@deta.qld.gov.au

Tutorial Support or Learning Support

Students who are experiencing difficulties with their studies, may access up to 20 hours of tutorial support at no additional cost. This tutorial support can only be arranged by teaching staff through consultation with the relevant Unit. Any student requiring additional support above 20 hours will be required to pay any costs associated with the provision of this service.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a formal process for the acknowledgment of skills, knowledge, and/or qualifications, gained

through previous education, training, life and work experience. Applications for RPL are based on whole competencies.

- International students will need to contact the Institute for information on the RPL process. To apply for RPL, students will need to complete the RPL form and attach their supporting evidence.
- If RPL is granted, you will continue your full-time study and be required to maintain a minimum of 80% attendance for the remainder of the competencies to be studied. If you finish the program early, you must either enrol in another CRICOS registered program or depart Australia immediately unless you have been given authorisation by the Department of Immigration and Citizenship.

The Education Services for Overseas Students Framework

The Australian Government wants international students in Australia to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the ESOS Act and National Code. For information on ESOS and your right as an international student in Australia refer to the following website: <http://aei.dest.gov.au/AEI/ESOS>

Refund and Transfer Information - Please read this information carefully

Refunds will be granted if:

International student refund conditions.

- All requests for refunds should be submitted in writing (with supporting documentation) to the Manager International Relations. Refunds will be granted if:
 - Where a student visa application is rejected prior to the commencement. The refund application must be supported by a copy of the visa rejection letter from DIAC. MSIT will refund tuition fees less an administration charge of AUD\$500.
 - If the student visa application is rejected after the program commencement. MSIT will charge pro-rata rate tuition fees for the period of study in addition to the administration charge of AUD\$500.
 - If an application for a visa extension is rejected or DIAC cancels the student's existing visa. If the student has not commenced the course, MSIT will refund tuition fees paid less an administration charge of AUD\$500. If the student has commenced the course when the visa extension or cancellation occurred, MSIT will charge pro-rata rate tuition fees for the period of study in addition to the administration charge of AUD\$500.
 - The student withdraws from the program for any reason more than 28 days before the program commence. If the student has paid the full semester tuition fee, MSIT will refund the semester fees paid, less an administration charge of 20%. If the student has paid a deposit towards tuition fees to secure a place in the program (generally 10%) this deposit is non-refundable. Arrangement for deposits is subject to approval by the International Unit.

- The student withdraws from the program for any reason less than 28 days before the program commence. If the student has paid the full semester tuition fee, MSIT will refund the semester fees paid, less an administration charge of 30%. If the student has paid a deposit towards tuition fees to secure a place in the program (generally 10%) this deposit is non-refundable. Arrangement for deposits is subject to approval by the International Unit.
- MSIT does not deliver a program that you have enrolled in (A full refund will be granted).

Refunds will not be granted if:

- The student is granted Australian permanent residency status after the program of study has commenced. No refund of fees will be payable for the current semester, but all subsequent fees will be payable at domestic rates.
 - The Department of Immigration and Citizenship excludes the student from continuing their studies. There will be no refund of fees for the current semester, but any advance fees will be refunded in full.
 - After the program commencement, MSIT will not refund tuition fees.
 - A student is expelled from the Institute at any time
- Note if the student reapplies for a visa and is successful within 6 months of initial rejection, the \$500 administration fee will be credited to the new program fees.

Should a student become seriously ill or is required to return home due to exceptional circumstances of a compassionate nature (such as death or severe illness of the immediate family) and can no longer

continue their study, the Institute may refund the balance of unused fees. This fee refund is wholly at the discretion of the Institute Director. Appropriate evidence, such as a medical certificate will be required.

Payment of Refunds

- All requests for refunds or credit transfers are subject to approval of the Institute Director.
- All requests for refunds or credit transfers must be made in writing to the Institute.
- Approved refunds may be transferred to another institution or sent back to your home country into the account of origin.
- If the student is under the age of 18, payment will be made to the parent/legal guardian of the student.
- Approved refunds will be processed in Australian dollars within 4 weeks of the written claim.
- Students may appeal the refund decision by writing to the Institute Director within 14 days of receiving notification. Any refund due to a default by MSIT, as a registered provider is covered by the provision of the Education Services of Overseas Student Act 2000 (ESOS Act, as amended).

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.

Provider Transfer (Release Letter)

- The National Code restricts the capacity of students to transfer to other providers prior to completing six months of the principal course (that is the student's highest qualification on the student current student visa). MSIT will only agree to release a student in special circumstances.

- If you are granted approval to transfer to another TAFE Queensland Institution or to another educational institution, an administration charge of one semester's fees may apply, depending on the circumstances.
- Tuition fees may be transferred between institutions at the discretion of the transferring institution, provided that the student's transfer is approved by both institutions and subject to government requirements. There is no obligation on an institution to agree to the transfer.
- Requests to transfer should be made in writing by the student to that Manager International Relations, and accompanied by a letter of acceptance from the receiving institution. If transfer is approved, the institute will provide a confirmed record of attendance.

The terms and conditions of enrolment with Metropolitan South TAFE are subject to change. Students agree to abide by the current version which is available at www.msit.tafe.qld.gov.au.

Provider Default

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2-4 weeks of the day in which the course ceased being provided. Alternatively you may be offered enrolment in an alternate course by MSIT at no extra cost to you. You have the right to choose whether you would prefer a full refund of the course fee, or accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. These instances are covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001.

Accepting the Offer

On receipt of payment, signed copy of the Offer of Place and the Payment Section and (if applicable) your PVA (Pre-Visa Assessment) approval notification from the visa processing office, the Institute's International Student Unit will send you:

- A receipt for your payment
- Confirmation of Enrolment (you will need this to support your Student Visa Application)
- An invitation to a compulsory International Orientation.

This Institute Form is a Controlled Document and becomes Uncontrolled when downloaded or reproduced.