



Educating for Excellence

Australian Ideal College

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GENERAL TERMS AND CONDITIONS OF ENROLMENT

The General Terms and Conditions of Enrolment and the student's Letter of Offer make up the "written agreement" referred to in standard 3 of The National Code 2007, which governs your enrolment at Australian Ideal College (AIC). The General Terms and Conditions of Enrolment may be amended at any time without prior notice. You may access the latest version of our General Terms and Conditions of Enrolment via <https://aic.edu.au>

COURSE COMMENCEMENT

All students are expected to start on the course commencement date shown on their electronic Confirmation of Enrolment (eCoE). If you do not commence your course or make arrangements for an alternative start date within two weeks of your eCoE start date, the College will cancel your eCoE for non-commencement of studies and you must postpone your course to the next available intake and pay \$100 for reissuing each new eCoE.

ORIENTATION

It is essential that you attend orientation as you will get all necessary important information on the orientation date. The orientation date is normally 2 weeks prior to the course commencement date. Therefore, students who are applying for visa overseas need to arrive at least 2 weeks prior to the course start date.

CHANGE OF ADDRESS AND CONTACT DETAILS

You must, while in Australia and studying with the College, advise the College and Department of Home Affairs (DHA) of your own, and your emergency contact person's residential address, telephone number and email address within 7 days. It is your responsibility and in your own best interests that you always update your own and your emergency contact person's details at AIC or via our online system <https://ideal.rtomanager.com.au> to ensure you can receive important information about your course, timetable, fees and possible breaches of your student visa.

PACKAGE COURSE

A Course offered as a package is considered as one course and the commencement date is counted from the first course. Once you are enrolled in a package course, you may not apply for a refund of the second and subsequent courses after the commencement date of the first course.

TRANSFER FROM ANOTHER PROVIDER

If you are transferring from another provider to AIC prior to completing six months of your principal course of study, your enrolment is subject to the provision of release from the other provider. It's your responsibility to get yourself released by the other provider.

TRANSFER TO ANOTHER PROVIDER

A release request will not be approved for transfer or withdrawal before six months in the principal course (being the highest qualification level in a packaged courses), except after consideration of limited circumstances. Students must pay all outstanding fees prior to granting a release.

COMPLAINTS AND APPEALS

Students are encouraged to attempt informal resolution of any complaint or appeal they may have by directly engaging the staff member or student to whom the complaint or appeal relates. If it is not possible to resolve complaints informally, students are encouraged to make a formal complaint in writing using the AIC Internal Appeal Form available at the reception or from AIC website: <https://aic.edu.au>. Students who are not satisfied with the result or conduct of the College's internal complaints and appeals may access an external and independent body to hear the complaint and appeal. For more information, please refer to the Complaints and Appeals policy available at the download centre under Student Support Services of our website.

CREDIT TRANSFER

If you have applied for credit transfer or Recognition of Prior Learning (RPL), you are required to provide the original or certified copy of the full official transcript or statement of attainment relating to the credits you are seeking issued by an education provider. Please refer to our RPL and Credit Transfer Policy and Procedure for more information.

DEFERMENT, SUSPENSION AND CANCELLATION

The College will only grant a deferment of commencement of studies or suspension of studies under compassionate and compelling circumstances. Where you have deferred commencement in a Course and you then cancel the Course, the original Course Start Date before requesting for deferment will be used as the Course Start Date to determine whether a refund is to be made. An eCoE revision fee \$100 will be charged for each course. The College may suspend or terminate your enrolment due to unpaid fees, general or academic misconduct, or unsatisfactory attendance and academic progress in accordance with the policies. These policies also include information about the students' right to access the College's appeals and grievance procedures which can be found on the Student Handbook on our website.

DISCONTINUATION OF ENROLMENT

If you wish to discontinue your course or study, you will need to contact Student Services immediately and formally request your enrolment to be cancelled by completing the Course Variation Request Form which is available at the reception or on our website. An administration fee \$500 will be charged for any discontinuation of enrolment or termination of studies. Application for termination of studies must be made in writing two (2) weeks before the commencement of the next term or next course if multi courses. Application will only be processed if student has paid the administration fee \$500 and the current semester fee. If application is received after the deadline, student is obliged to pay the next term fee or next course fee. No refund will be given to all fees paid. If a student has not maintained satisfactory attendance and / or course progress up to the time of transfer or cancellation, the process of reporting the student to the DHA will continue, even though the student is no longer officially enrolled with AIC (as per Standard 7 of the National Code).

EXPULSION FOR DISCIPLINE AND BEHAVIOUR

AIC reserves the right to suspend or expel students for serious breaches of discipline and behaviour. Smoking, possession and or use of drugs, alcohol or any illegal substance by the student on College premises will lead to immediate expulsion. Vandalism and graffiti on College premises will incur minimum \$200 fine and may get expulsion depending on the damage. No refund of tuition fee will be made in such cases.

TEACHING HOURS

20 hours per week face to face teaching for English Courses; 15 hours per week face to face teaching plus 5 hours distance/online learning for VET courses. The courses may be offered during the day or evening, Monday to Sunday. Please note that the College closes on public holidays and there is no refund of course fees in respect of those days.

FULL TIME STUDY (ATTENDANCE REQUIREMENT)

Australian law requires international students to study at a full-time study load. A full-time study load is normally a minimum of 20 hours per week for the registered study period. Please be aware that if your attendance drops below 80% over any 10-weeks period, the College is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists and it is unlikely that you can bring your overall attendance to the 80% when you finish the course, the College has to report you to DHA. The report to DHA may lead to the cancellation of your student visa. For more information, please refer to the College's attendance policy and procedure available at www.aic.edu.au under Student Support Services – Download Centre

SATISFACTORY ACADEMIC PROGRESS

If you do not have satisfactory academic progress, you will be reported to DHA which may lead to cancellation of your student visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods (20 weeks). A failure in more than 50% of units in one study period (10 weeks) will trigger a review of academic progress by the College and the implementation of an intervention strategy. For more information, please refer to the College's academic progress policy and procedure available at <http://aic.edu.au> under Student Support Services – Download Centre

SPECIAL LEAVE REQUEST

Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Leave requests must be received in writing with supporting documents. Fees continue to be payable while on leave. Students will need to extend their course at additional expense to cover all classes and assessments missed.

PRIVACY INFORMATION

Pursuant to the National Code 2018, your personal information may be made available by AIC to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) as well as debt collectors for overdue payment. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. The authority to collect this information is also contained in the ESOS Act 2000.

TUITION FEES

Tuition fees refer to the total course fees and do not include application fees, RPL fees, Material fees, Textbook fees, Stationary Fees and Cost of living.

FEES AND WITHDRAWALS

Once accepted the offer, you are responsible for the full course fees. It is your responsibility to pay the fees on time. You may withdraw of your own volition, but all fees are due and payable. If you withdraw or are dismissed or are otherwise excluded from the course, all fees are due and payable.

CHANGE OF TIMETABLE FEE

Once you have been enrolled in the timetable selected by you but wish to change it afterwards, you will be required to pay \$100 administration fee.

OVERDUE AND LATE FEES

Students must pay each instalment on or before the due date set out in the letter of offer. The College does not have to provide “reminder” notices. Failure to pay by the due date will attract a late payment penalty \$200 and the student will not be permitted to attend classes or appear for assessments, nor shall the College grant any administrative requests. The College reserves the right to cancel your enrolment, notify DHA and take legal action where fees remain overdue. All recovery costs will be charged to you in addition to the outstanding fees. Where a fee is more than 14 days overdue, your enrolment will be cancelled. To re-join, a re-enrolment fee \$200 will apply and all outstanding payments and penalties must be paid.

OTHER COLLEGE POLICIES

As a condition of enrolment, you agree to abide by all College policies, which are all subject to change from time to time. Current policies are available at www.aic.edu.au

OTHER FEES

\$200-Non-refundable Enrolment fee; \$200 Non-refundable re-join or re-enrolment fee	\$30 for reissuing letter of confirmation of studies
\$625 for repeating a unit of competency for Certificate III and Certificate IV courses	\$30 for issuing each attendance letter or transcript before course completion
\$830 for repeating a unit of competency for Diploma and higher courses	\$30 for reissuing each attendance letter or transcript
\$700 for repeating a unit of competency for Interpreting and Translating courses	\$100 for reissuing each Certificate of Qualification
\$50 for late assessment task submitted after the due date	\$150 for re-assessing per unit of competency within two (2) months after the course finish date
\$100 for reissuing an eCoE	
\$500 administration fee for discontinuation of enrolment or cancellation of studies	\$300 for re-assessment per unit of competency two (2) months after course finish date
\$20 for reissuing a lost student card	\$150 for late re-assessment submitted after the due date
\$100 Application fee for Recognition of Prior Learning (RPL)	\$0.2 per page for black & white print/copy; \$1.0 per page for colour print/copy

CANCELLATION AND REFUND POLICY

- All tuition fees and charges must be paid in full prior to course commencement if your course duration is less than 24 weeks unless a “payment plan” is arranged with AIC. 50% of the tuition fees and all charges must be paid prior to course commencement if your course duration is more than 24 weeks. Student tuition fees are safeguarded by the Tuition Protection Service (TPS).
- Applicant must complete the refund application form and submit it with any supporting documents to AIC. Refunds will be processed within 28 days of receipt of a refund application form and supporting documents and will include a Refund Calculation Form explaining how the refund is calculated.

2.1 Grounds for Refund of Tuition Fee:

2.1.1 Enrolment/application fee, Material fee, Administration fee, Accommodation Placement fee, Guardian Placement fee, Airport Transfer fee, RPL fee, Textbook fee, Stationary fee	Non-Refundable
2.1.2 Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is not due to your failure to provide the documents required by DHA.	100% refund of tuition fee
2.1.3 Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is due to your failure to provide the documents required by DHA.	No refund of \$500 tuition fee paid
2.1.4 Withdrawal for visa refusal in writing and received by AIC after course commencement date if the refusal is not due to your failure to provide the documents required by DHA	100% refund of the unused tuition fee
2.1.5 Withdrawal for visa refusal in writing and received by AIC on or after original course commencement if the refusal is due to your failure to provide the documents required by DHA	NO refund of tuition fee
2.1.6 Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement date	50% refund of the tuition fee
2.1.7 Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement date	30% refund of the tuition fee
2.1.8 Withdrawal notified in writing and received by AIC on or after the original course commencement date	No refund of tuition fee
2.1.9 If a student’s enrolment is terminated or cancelled for failure to comply with AIC’s policies and procedures and DHA’s visa requirements	No refund of any fee
2.1.10 All refunds will attract \$200 administration fee	

- In the unlikely event that AIC is unable to deliver the course, AIC will either offer the student an alternative place which is acceptable to the student, or if you are not satisfied with the replacement, you will receive a refund of the unexpended tuition fees which you have paid to AIC. To be more specific, it means that the refund is only eligible for the unused pre-paid tuition fee. You cannot get refund for any fee you have used, or you have not paid. The refund will be paid to you within 14 days of the day on which the course ceased being provided. The Tuition Protection Service (TPS) Director will facilitate access for you to the course placement. The TPS normally uses an online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you.
- Fees which are not listed on 2.1 will not be refunded. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course. If a course length is extended due to the updates of training package required by the government, then the student is required to pay any fee increases for the extended component of the course.
- If you are over 18 years old, the refund will be paid directly to you or in accordance with your written directions.
- If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.
- You agree that the College may change the Cancellation and Refund Policy at any time and the policy to be used to determine whether you receive a refund will be the policy on the website www.aic.edu.au.
- You understand and agree that AIC reserves the right to vary its intakes, fees and timetables without further notice.
- This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia’s consumer protection laws.