



FULL FEE PAYING OVERSEAS STUDENT AGREEMENT

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Thornlie College: 17 Tonbridge Way, Thornlie Tel: 9493-2718

Dianella College: 81 Cleveland St, Dianella Tel: 9375-9770

Kewdale College: 139 President Street Kewdale Tel: 9382-2100

CRICOS PROVIDER CODE 00992K

Student Agreement

Assalamu Alaikum. Congratulations on being offered a place at the Australian Islamic College.

Australian Islamic College Student Agreement is compliant with the Education Services for Overseas Students (ESOS) Act. The purpose of the Agreement is to ensure that students and their families are aware of ESOS Regulations and also College Rules and Policies prior to committing to study in Australia at AIC. Below you will find information about:

- your course
- course money payable
- refund policy
- complaints and appeals
- circumstances in which your information may be shared
- changes of address

Please read all the information carefully before signing to accept this offer of a place at the College. Should there be any part of this agreement you do not understand, please contact the College to discuss before confirming your acceptance of the place.

Course money payable by the student

Below is a table in which course monies payable are itemised. 50% of the tuition fee is to be paid before commencement of course and the remaining is to be paid 2 weeks before the start of second study period i.e. Semester 2. A study period is 1 semester (24 weeks or less).

TUITION & NON TUITION FEES	PRIMARY YEAR K-6	HIGHSCHOOL YEAR 7-10	HIGHSCHOOL YEAR 11-12	
Application Fee	\$165	\$200	\$250	Non-refundable
Tuition Fees	\$12,500	\$13,500	\$13,500	Per Annum
Bond	\$1,000	\$1,000	\$1,000	Refundable
Curriculum Council	Not applicable	Not applicable	\$220 for Year 11 \$495 for Year 12	Secondary Education Authority
Private Health Insurance	-	-	-	Students must arrange their own Health Insurance.
TOTAL COST	\$13,665	\$14,700	\$14,970/\$15,245	

Note: all costs quoted in Australian dollars and may be subject to change

Refunds on Course Money

AUSTRALIAN ISLAMIC COLLEGE REFUND POLICY

Australian Islamic College's Refund Policy is in accordance with Appendix A of the Department of Education Services' Policy Guidelines for the registration of providers of education services to international students (2014) as set out in the table below. This agreement does not remove the right to take further action under Australia's consumer protection laws.

No	REASON FOR REFUND	NOTIFICATION PERIOD	MINIMUM REFUND
1	Student application for a visa unsuccessful	Prior to semester or course commencement	Full refund of all fees and charges less the following amount: the lesser of: (a) 5% of the total amount of pre-paid fees received in respect of the student for the course before the default day; or (b) the sum of \$500. (ESOS Act subsection 47E(4))
2	If AIC withdraws offer, fails to provide program offered or terminates course.	Before or after semester/course commences	AIC will refund the unexpended pre-paid tuition fees received. AIC will comply with the Commonwealth ESOS Act 2000 (Sections 46 and 47) and the <i>Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Bill 2011 S47D & E</i>
3	If AIC withdraws a student because the student has seriously breached the Full Fee Paying Overseas Student visa or school rules	After semester/course commences	No refund of the semester's fees and not less than 40% of fees applicable to a subsequent semester (ESOS Act Section 47A)

4	Student with a visa withdraws	More than 10 weeks before semester/course commences	<p>Full refund less maximum of \$230.00 for administration expenses.</p> <p>The refund will be paid within 4 weeks of the student default/withdrawal. (ESOS Act subsection S47D)</p>
5		More than 4 weeks and up to ten weeks before semester/course commences	<p>80% of a semester's fees less \$230.00 for administration expenses.</p> <p>The refund will be paid within 4 weeks of the student default/withdrawal. (ESOS Act subsection S47D)</p>
6		4 weeks or less before semester/course commences	<p>50% of a semester's fees less up to \$230.00 for administration expenses.</p> <p>The refund will be paid within 4 weeks of the student default/withdrawal. (ESOS Act subsection S47D)</p>
7		After semester/course commences and during first 4 weeks	<p>44% of a semester's fees less administration costs of \$600.00.</p> <p>The refund will be paid within 4 weeks of the student default/withdrawal. (ESOS Act subsection S47D)</p>

8		After the fourth week	No refund required
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How to claim a refund

- To claim a refund for a student’s tuition fees the school must receive a written request for a fee refund clearly stating the reasons for the claim.
- The request may be made by the:
 - Student
 - Student’s parents
 - Education agent that processed the student’s application
- Requests must be accompanied by:
 - Appropriate evidence (e.g: visa refusal letter from DIBP)
 - Bank account name, bank account number and bank address
 - Current home address and phone number
- If a refund is requested to a business account in Australia the request must include:
 - Australian Business Number (ABN)
 - Business trading name
 - Address and phone number of the business

Refund Conditions

- Refunds will be made within 4 weeks of the date of receipt of the application for refund.
- Requests must be accompanied by appropriate evidence.
- Refunds will not be paid unless a request is received within 6 months from the date the student cancelled their enrolment or was granted a new visa.
- Failure to provide appropriate details or evidence may result in your refund being delayed.
- Only parents can request a refund to be paid to another party on their behalf.
- Where a third party, or a student requests, the refund will only be paid to the parents. This will be done by either bank draft or bank transfer.

Complaints and appeals

- The school is committed to having mechanisms to deal with complaints impartially, promptly and confidentially.
- Complaints are to be lodged in writing.
- Complaints will be responded to within 10 working days.
- There is no cost associated in lodging a complaint.
- The school will maintain a student’s enrolment and accommodation/welfare arrangement while the internal complaints process is ongoing unless extenuating circumstances relating to the welfare of the student apply. This does not necessarily mean that a student must remain in class.

- Complainants will be provided with a written statement of the outcome, including details and reasons for the decision.
- If a student is not satisfied with the College's response/resolution of the complaint, the student may take the complaint to the independent International Student Conciliator.
- The independent International Student Conciliator at the West Australian Department of Education and Services will deal with issues relating to:
 - services and facilities;
 - content and standard of Education Services
 - amount of refunds paid to students;
 - quality of instruction;
 - academic progress of students;
 - the conduct of Full Fee Paying Overseas Students;
 - welfare services
 - information concerning part-time employment opportunities;
 - accommodation provided by or advertised by an institution;
 - suspension and expulsion of overseas students; and
 - any other matters deemed appropriate by the Conciliator.

The processes and practices used by the Conciliator include:

- hearing grievances from Full Fee Paying Overseas Students and from institutions with Full Fee Paying Overseas Students;
- mediating and conciliating the resolution of grievances;
- chairing informal groups representing particular sectors of the industry where grievances are of a nature that they require particular expertise and knowledge;
- advising students and institutions of further legal channels available to them;
- liaising with institutions on matters concerning the provision of pastoral care and counselling for Full Fee Paying Overseas Students offered by the institutions;
- liaising with institutions on the procedures for resolving grievances offered by the institutions;
- liaising with relevant welfare agencies and other relevant bodies on matters which concern or may concern Full Fee Paying Overseas Students; and
- maintaining a public relations function with institutions and agencies on matters which concern or may concern Full Fee Paying Overseas Students.

To make an appointment with a Conciliation Officer, phone or email the Department of Education Services.

Telephone (08) 9441 1900

Email: conciliation@des.wa.gov.au

More information about the College's Disputes and Complaints Policy is available on request from the office or from the website www.aic.wa.edu.au .

Circumstances in which your information may be shared

Information is collected on the enrolment form and during your enrolment in order to meet our obligations under the ESOS Act and National Code 2007; to ensure student compliance with the condition of their visas and their obligations under Australian immigration laws

generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students in 2007. Information collected about you or your family on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. For more information on privacy, please refer to the Privacy Policy which is available on the College website.

If you change your address while studying at AIC

Students who change their address in Australia while studying at AIC must inform the College of the new address. Failure to do so can under certain circumstances result in the cancellation of a student’s visa.

SIGNATURE*

**This Agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.*

Students and Parents/Guardians, please sign to verify that:

In signing this document I _____ (student name) declare that I have carefully read the information contained in this Agreement, the AIC International Student Policy and the required information about the ESOS Act 2007. I understand the terms, conditions and rules of attending the Australian Islamic College in Australia, and agree to abide by these.

STUDENT NAME	STUDENT SIGNATURE	DATE
_____	_____	_____

In signing this document I/we _____ (both parents’ name/s) declare that I/we have carefully read the information contained in this Agreement, the AIC International Student Policy and the required information about the ESOS Act 2007. I/we understand the terms, conditions and rules of _____ (student name) attending the Australian Islamic College in Australia, and agree to abide by these. I/we understand the current fee structure and total cost per student per annum.

PARENT/GUARDIAN NAME	PARENT/GUARDIAN SIGNATURE	DATE
_____	_____	_____

PARENT/GUARDIAN NAME	PARENT/GUARDIAN SIGNATURE	DATE
_____	_____	_____