



FULL FEE PAYING OVERSEAS STUDENT POLICIES

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CRICOS PROVIDER CODE 00992K

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INTRODUCTION

Full Fee Paying Overseas Students at Australian Islamic College

Australian Islamic College is a God-centered, co-educational institution (K to 12) which provides a high level of academic and integrated Islamic education through its network of three colleges in Perth.

Since 1986, beginning in rented premises in Perth, this Islamic educational facility has provided the best in academic achievement within its philosophy of high morals and conduct. Australian Islamic College believes that a solid academic education coupled with morals and values teachings is the greatest legacy for its students.

The College operates in three separate locations in the Perth metropolitan area catering for over 2,500 students. The Thornlie College opened in 1990 with its Technological Centre being developed in 1994. The Dianella College was established in 1996 and a new extended building on the school ground was opened in March 2003 to accommodate for the increasing number of primary students. The most recent addition has been the Kewdale College, which was purchased in 2000 to cater for the increasing number of high school students and offers Kindergarten through to Year 12.

The College has a unique mix of students from a wide variety of cultural and ethnic backgrounds allowing students to develop a better understanding and appreciation for Australia's multicultural society. Students are taught to be proud Australian citizens and to contribute to building a prosperous, harmonious and safe Australia.

The College's success in achieving its educational objectives is attributed to its network of experienced teachers, its emphasis on effective learning and its goal of inspiring its youth to aim for excellence in both academic and personal spheres of life.

Our goal at Australian Islamic College is to produce strong Muslims in both Islamic behaviour and secular knowledge.

Our Campuses

Australian Islamic College has three campuses located in the Perth suburbs of Kewdale, Thornlie and Dianella. All campuses are readily accessible by public transport, and the College also provides a door to door school bus service for students living in a wide range of suburbs.

Thornlie Campus

Our Thornlie campus caters for students from kindergarten to Year 10. The school features landscaped grounds and original murals and artwork contributed by our students. Our facilities are impressive, including new laboratories, a theatre and library.

We aim to provide a stimulating, appropriate environment for learning, leisure and prayer. Our classrooms are modern and comfortable with reverse cycle air conditioning. At lunchtime,

students can relax on the large oval or lovely gardens. Our cafeteria offers nutritious, reasonably priced halal lunches every day. In the afternoons students perform Dhuhr in the on-campus mosque, which is spacious and features Wudhu facilities and separate prayer wings for boys and girls.

Dianella Campus

Our Dianella campus caters to classes from kindergarten to Year 10. At Dianella we recognise that every child is different. We offer extensive education support to ensure all children can achieve their personal best. Our pastoral care is exemplary. Our special motto at Dianella is: 'Everyone has the right to be safe, to be happy and to learn.'

The campus is contemporary and attractive. We always seek to cater to students' spiritual as well as academic needs, and have a spacious new multi-purpose building for assemblies and prayers. Smaller children will love our new playgrounds. Parents and students will be impressed by our up to date Information, Computers and Technology rooms and our science laboratories.

Kewdale Campus

Our Kewdale campus caters for students from kindergarten to Year 12. The College acquired the buildings and grounds of the former Kewdale High School campus in 2000, and since then has expanded the campus into an impressive centre for learning. Primary students will feel very much at home in the lovely new primary building. We are committed to giving our students the very best in information technology, and our facilities in this respect include a media room, information, communication and technology rooms and interactive whiteboards. Creative students will enjoy our new art room. For physical education and leisure needs the school features a large oval, impressive gym and tennis courts. Student assemblies and prayer times are accommodated in the spacious multi-purpose hall. Our canteen offers home cooked halal lunches every day.

Living and Studying in Perth

Perth is located on the west coast of Australia and is one of the most attractive and scenic capitals in the world. With a population of over two million, Perth is one of the safest, cleanest and friendliest cities in the southern hemisphere making it an excellent place to study, visit and live.

A Mediterranean climate is a major attraction of Perth with its warm, dry summers and mild winters. This superb weather means greater outdoor leisure activities to be enjoyed all year round, building a healthier and positive atmosphere.

Closer to Asia than any other Australian state, Western Australia is a multicultural state where respect is given to individuals of different nationalities, cultures and religions.

Perth has excellent transport facilities and offers an inexpensive lifestyle compared to interstate capitals in Australia.

Values Education

Australian Islamic College recognises the importance of education as a duty upon every Muslim male and female.

Islamic Values integration teaches that God-consciousness and morality are the foundations of a healthy society. AIC endeavours to ensure a future generation of students who will not only graduate with high academic achievements, but also with a strong identification towards the well-being of society underpinned by values such as power of knowledge, respect, responsibility, forgiveness, truthfulness, cooperation etc.

The existence, the love and fear of God is constantly conveyed to students as it is a school policy that teachers in all subject areas deliberately acknowledge God and incorporate values in each lesson throughout the whole day. These efforts reflect AIC's view of the 'holistic' development of its student, both academically and spiritually.

The College seeks to:

- Provide an environment based upon the principles of Islamic society and education, namely Iman (faith) and Tawhid (oneness of God), to draw one closer to Allah (Creator of the Heavens and the Earth) and to be productive Australian citizens.
- Preserve our Islamic culture and identity.
- Provide an Islamic environment where students are comfortable and free to practice Islam and enhance their faith and Islamic knowledge.
- Prepare students for active participation in the wider local and international community.

ENROLMENT

Applying for a Place and Enrolment Procedures

To apply for a place at Australian Islamic College, the following procedure must be followed:

- a) After an initial expression of interest from parents/guardians, the College will send:
 - **Application for Enrolment Form**
 - **Full Fee Paying Overseas Student Policies**
- b) The Application for Enrolment Form must be completed, signed and returned to the College. Please note that parents/guardians and students must read and understand the Full Fee Paying Overseas Student Policy carefully before signing.
- c) At the same time a **non-refundable Registration Fee** must be paid.
- d) A Copy of student's most recent school report (translated into English) must be sent to the school.
- e) If the application is successful the College will send the applicant a letter of offer and enrollee documents. These include:
 - a **request for tuition fees** and other associated costs (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).

- the **AIC Student Agreement** and **Parental Undertaking Agreement**, which enrollees **must** read and sign
 - information about the **Education Services for Overseas Students (ESOS)** framework. Students and their parents or guardians **must** read this information before accepting an offer of a place. Information about the ESOS framework can also be found on the following link:
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- f) On acceptance of an offer of a place a Confirmation of Enrolment (COE) will be issued to the student in order to obtain the Visa.

Fee Schedule for Full Fee Paying Overseas Students

Please find our fee schedule outlined in the table below:

TUITION & NON TUITION FEES	PRIMARY YEAR K-6	HIGHSCHOOL YEAR 7-10	HIGHSCHOOL YEAR 11-12	COMMENTS
Application Fee	\$200	\$200	\$200	Non-refundable
Tuition Fees	\$15,500	\$18,000	\$19,500	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	\$16,700	\$19,200	\$20,920 / \$21,195	

**all costs quoted in Australian dollars and may be subject to change.*

Other Expenses

Further costs will be incurred for the purchase of uniform, books and stationery. All other incidental or ad-hoc educational expenses must be paid for by students.

Health Cover

*Full Fee Paying Overseas Students are required to have private health cover. Students are responsible for arranging their own health cover and evidence of cover and a copy of the student's health cover card must be provided to the College.

Entry Requirements

Before being admitted into the College students must be assessed to ensure their level of English is appropriate to the year level course of study they have applied for. AIC has its own tests which it administers to Full Fee Paying Overseas Students locally. Students who are not at

the required standard are recommended to an English course either within the College or with another provider for a recommended length of time. Towards the end of any language course students may be required to attend further testing at AIC. The College reserves the right to withdraw the offered place if the student does not pass subsequent entry tests. The student must also demonstrate a good work ethic and positive attitude to his/her studies.

All applicants are required to complete entry tests in English and Mathematics. Applicants for enrolment in high school must pass all tests at a satisfactory level and should have a very good command of the English Language. A minimum score of 50% must be achieved in all tests given to be considered for entry at Australian Islamic College.

Payment Methods

- **Cash** at the College Head office – 139 President Street, Kewdale WA 6105
- **Cheques/Money Order** should be made payable to ‘Australian Islamic College’ and may be delivered to the Accounts Office or posted to the College. The College’s postal address is:
Australian Islamic College (Perth)
PO Box 252
Cloverdale WA 6985

- **Bank Transfer** to the College account

Bank:	Westpac Banking Corporation
Branch:	Booragoon
BSB:	036-069
Account No:	110 704
Account Name:	Australian Islamic College Overseas
Bank Address:	Garden City Shopping Centre, The Gateway Building Cnr. Marmion and Davy Streets, Booragoon WA 6154

ORIENTATION

- Student may make prior arrangements to be picked up at the airport during school hours if travelling directly to the school.
- The Principal and Year Coordinator will ensure the student is provided with all information and support before the commencement of classes. Students may discuss accommodation, transport, and health and service provision with their Year Coordinator.
- The Administration will discuss any issues relating to visas, enrolment, fee payment and uniform and pass the student on to the Year Level Coordinator.
- The Year Level Coordinator will arrange a book list and orient the student concerning arrangements for the relevant year level. From then on, the Year Level Coordinator will be responsible for any matters concerning the student.

- The student will be introduced to the services available, such as Library, Careers, Counseling, religious support, canteen, and facilities available within the school.
- The Administration maintains all student records and will liaise with parents and guardians in any matters requiring their involvement. The Central Office will also arrange to send Reports to parents if they reside overseas.
- The student will be provided with information relating to:
 - Name and contact of Year Coordinator
 - Name and contact of Principal
 - Copy of Full Fee Paying Overseas Students Policies
 - Access to or copy of Disputes and Complaints Policy, Lockdown Policy, Emergency Management Policy, Attendance Policy, Computer and Internet Acceptable Use Policy and Risk Management and Safety in Schools policy
 - Copy of ESOS (Education Services for Overseas Students) Framework document
 - All concerned staff members are provided with Induction Booklets informing them of their obligations and responsibilities under the ESOS framework

Useful websites for students

Living in Australia

<http://www.immi.gov.au/>
www.livingin-australia.com/living-in-perth/
www.westernaustralia.com/au
<http://www.bcl.com.au/perth/>

International Education and Multicultural Services

<https://internationaleducation.gov.au/Pages/default.aspx>
<http://www.omi.wa.gov.au/>
<http://www.fecca.org.au>
<http://www.newcomersnetwork.com/>

Local Islamic organizations and services

<http://islam.iinet.net.au/>
<http://www.irca.org.au/services/index.htm>
<http://www.aussiemuslims.net/>
<http://www.muslimdirectory.com.au>

Transport

www.transperth.wa.gov.au/
<http://swantaxis.com.au/>

Telephone books and services

<http://www.yellowpages.com.au/>

www.whitepages.com.au

Health services

<http://www.immi.gov.au/students/health-insurance.htm>

<http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC/Overseas-student-health-cover>

www.medibank.com.au

<http://www.health.wa.gov.au/services/>

Emergencies

Police/Fire/Ambulance call 000

www.police.wa.gov.au (WA Police please call 131 444 or for an emergency dial 000)

General Information:

- **The School day** is of six lessons of approximately 45 minutes each, and two breaks.
- **Start & End of Day:**
Primary school commences at 8.25am and finishes at 3.20pm.
Secondary school commences at 8.25am and finishes at 3.30pm.
- **Starting Age:** Kindergarten students should turn 4 years of age no later than July of their year of admission.
- **School Buses:** The College has a Bus transport system servicing most suburbs. Bus fares are an additional cost and are not part of the annual fees.
- **School Uniforms** are compulsory for all students from Preprimary to Year 12.
- **The School Year** is divided into two semesters, and each Semester into two terms.
- **Punctuality and attendance** are very important requirements for the enrolment at the College. Students who exceed the allowable limit for absences without prior permission from the school, may find their enrolment terminated without notice.
- For **Assessment methods** please refer to the Primary and High School Assessment Policies.

ACCOMMODATION AND WELFARE POLICY

Australian Islamic College requires that Full Fee Paying Overseas Students living away from home live with a family. Students can only be accepted for enrolment if they are in accommodation approved by the College and the parents. Students and their families must arrange accommodation directly themselves.

- Appropriate accommodation, welfare and support arrangements need to be in place for all students less than 18 years of age before a letter of offer will be granted.
- All Primary students must live with a parent/nominated suitable relative for the duration of their study. Failure to adhere to this condition will result in cancellation of the student's enrolment.
- High school students have two options for accommodation and welfare:

- a. They may live with their parents or a relative approved by the School.
 - b. The student's parents/legal custodian may nominate a family friend to reside with. This person will be required to be approved by the School.
- If the student requires a Confirmation of Appropriate Accommodation and Welfare letter (CAAW) the College will need to be satisfied with the above arrangements.
 - Changing accommodation arrangements without the prior approval of the College may result in a student's visa being cancelled.
 - The College takes no responsibility for any additional counselling or support arrangements parents enter into with private agencies or persons. Persons appointed for additional arrangements will not be able to access information directly from the school.
 - The School may require students over the age of 18 to remain in their approved accommodation for the duration of their study as a condition of their enrolment at the school.
 - Students or their parents/guardians must notify the College immediately if the student changes address.
 - Where a student's enrolment is terminated, suspended or cancelled, AIC will continue to monitor the suitability of arrangements for that student if possible (i.e. while the student remains within the school community) until the College reports that it can no longer approve of the arrangements for the student, the student leaves Australia, other suitable arrangements are made that satisfy the migration regulations, or we learn that the student has enrolled with another provider.

Homestay

The College does not provide Homestay services.

COURSE PROGRESS POLICY AND PROCEDURE

- Students are required to demonstrate satisfactory course progress during the period of their enrolment as required by the school. Satisfactory performance is assessed by the school on term by term basis.
- Students must satisfactorily complete all subjects/units necessary to progress to the next year level or to satisfactorily complete their course of study within their agreed study period as per their Confirmation of Enrolment (CoE).
- Students must complete the course within the expected duration as specified on the student's CoE. Where compassionate or compelling circumstances exist, or a school has implemented its intervention strategies, or study deferment has been approved, an extension may be possible.

Intervention Strategy

- If a student has failed or been deemed not yet competent in 50% or more of the units attempted in any term, the student is subject to the College's mandatory intervention strategy.
- The College may also intervene in the cases of students who are at risk of failing to achieve competence in 50% of units studied.
- In the first instance students failing to perform satisfactorily will be counselled in an attempt to resolve issues affecting performance. Students may be provided with English Language or subject specific tutoring or counselling to address personal issues. Services beyond those normally provided within the school's resources may incur additional cost. Students will be given career and guidance counselling and may be advised to change subject and/or course selection.
- Continued poor performance will result in the student's placement on a performance contract with the school for a specified period. Parents will be informed of this and any further action.
- If performance requirements are not met during specified period, students may be referred to a new course of study where a new performance agreement and review period will be agreed.
- If the new course performance requirements are not met, the student's name will be reported to the Secretary of Commonwealth Department of Education (CDoE) via PRISMS (Provider Registration and Full Fee Paying Overseas Students Management System).
- Students are advised in writing before they are reported to PRISMS and given 20 days to access the College's disputes and complaints process in order to appeal the decision (please see 'Disputes and Complaints' on the College website at www.aic.wa.edu.au and 'Complaints and Appeals' below on page 15).
- Students reported on PRISMS are at risk of visa cancellation by Department of Immigration and Border Protection (DIBP).
- Compelling and compassionate circumstances will be taken into account before reporting a student.

Course Credit

Australian Islamic College does not accept subject or course credit from other education providers. However, every effort will be made to place a student in the most appropriate year level suitable to that age group.

ATTENDANCE POLICY

- Students must attend all scheduled course contact hours.
- Students must attend a minimum 80% of scheduled course contact hours as a condition of their student visa.
- Attendance is taken daily by the school.
- If a student is absent for five consecutive days without a prior valid reason acceptable to the school, the year level coordinator will require the parent/guardian to come to the school immediately to explain the absence.
- Students who are persistently absent from school without a valid reason acceptable to the school will be counselled and if the absenteeism continues, the student will be issued with a written warning (contract) and then reported for non-compliance if there is no change (see Intervention Strategy below).
- Absences covered by medical certificate do not contribute to the overall attendance percentage but may be taken into account when determining whether to report a student for non-compliance.
- Ongoing truancy may result in the student's visa being cancelled.

Intervention Strategy

- Students and parents will be advised if attendance falls to 90%.
- If attendance falls below 90%, the student will be interviewed by the school principal (or nominee) parents and homestay hosts will be advised and the student will be required to enter into a contract with the school aimed at improving attendance.
- If attendance falls to 85%, the student will be referred to the Year Level Coordinator, counselled, and placed on a contract aimed at improving attendance.
- **If attendance falls below 80%, the student will be reported to the Department of Immigration and Border Protection (DIBP) via PRISMS for non-compliance with visa conditions.**
- **Students reported on PRISMS are at risk of visa cancellation by Department of Immigration and Border Protection (DIBP).**
- Students are advised before they are reported to PRISMS/DIBP and given 20 days to commence to appeal the decision.
- Compelling and compassionate circumstances will be taken into account before reporting a student.

STUDENT BEHAVIOUR POLICY

- Students are required to abide by the Colleges behavioural expectations including adherence to the Behaviour Management and Bullying Policies (available at www.aic.wa.edu.au).
- Students must comply with all visa conditions, and must not engage in any activity that may endanger the safety of themselves or any other person or that could lead to police charges. These are also grounds for suspension or cancellation.
- The school may suspend or cancel a student's enrolment for misbehaviour.
- Misbehaviour includes repeated breaches of the school's code of conduct or repeated disregard of school rules or expected standards of behaviour.
- Students will be advised before they are reported to the Department of Immigration and Border Protection and given 20 days to appeal the decision.
- Compelling and compassionate circumstances will be taken into account before reporting a student.

STUDENT DEFERRAL POLICY

- The school can defer the enrolment of a student on the grounds of compassionate or compelling circumstances beyond the control of the student and which have an impact on the student's capacity and/or ability to progress through a course provided such deferment does not compromise course requirements. These could include serious illness, injury or trauma, bereavement of close family members, major political upheaval or natural disaster in the home country.
- Evidence of compassionate and compelling circumstances will be required; and
- Deferral of studies is for a maximum of 6 months and cannot be issued retrospectively.
- **Deferring, suspending or cancelling fees may affect a student's visa.**

TRANSFER POLICY

Transfer to another registered provider

- A letter of release will only be provided for a student who has been enrolled for less than 6 months in exceptional, compassionate and compelling circumstances: for example, serious illness, death of a relative or a crisis in the student's home country. Application for a letter of release under such circumstances is assessed on a case by case basis.
- Students may apply to transfer to another registered provider after 6 months (2 terms) of enrolment.
- A letter of release will only be granted where the student has provided a letter from the other registered provider confirming that a valid enrolment offer has been made.
- If the student is less than 18 years of age, the parent or legal guardian must provide written support for the transfer.

- If the student is under 18 years of age and is not cared for in Australia by a parent or suitable nominated relative, the College accepts responsibility for approving the students' accommodation, support and general welfare arrangements.
- A letter of release will not be granted where tuition or other fees are in arrears or the student has been or is likely to be reported for breach of visa conditions.
- Transfer applications will be processed within ten working days from the receipt of an application complete with all required information and an application fee.
- If the request to transfer is refused, students will be given 20 days to appeal the decision.
- All records relating to a student's application for a letter of release, the assessment of the application and any decisions made in respect of it, will be retained in the student's file.

STUDENT TRAVEL POLICY

- This policy applies to students who have been issued a CAAW letter. The policy does not apply to students residing with a parent or approved relatives.
- Students are not permitted to travel overseas or visit their home country during the school year except during term breaks and summer break.
- Any trip taken within WA or interstate must be done so with the written approval of the student's parent and be endorsed by the school Principal. In the case where a student is in Homestay, the homestay provider should be advised of the arrangements and be provided with details of the student's travel plan.

COMPLAINTS AND APPEALS POLICY

- The school is committed to having mechanisms to deal with complaints impartially, promptly and confidentially.
- Students wishing to lodge a complaint are requested to refer to the Colleges Disputes and Complaints Policy (available on request from the office or from the website (www.aic.wa.edu.au))
- The formal investigation of a complaint will require that details of the complaint are 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 Full Fee Paying Overseas Student Conciliator.
- The independent Full Fee Paying Overseas Student Conciliator at the West Australian Department of Education 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
 - 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
- maintaining a public relations function with institutions and agencies on matters which concern or may concern Full Fee Paying Overseas Students.

The contact details for the independent International Conciliator are:

Telephone (08) 9441 1900

Email: conciliation@des.wa.gov.au

Complainants have the right of appeal and will be advised of further avenues of review including but not limited to Full Fee Paying Overseas Students Conciliator and the Commonwealth Overseas Students Ombudsman.

- If the outcome of a complaint, either external or internal, is favourable to the student the school will immediately advise the student of this and implement any decision and/or corrective and preventative action required.
- 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.

CANCELLATION OF ENROLMENT

- If tuition fees are not paid by the specified date on the invoice, the student's enrolment will be cancelled.
- If a student's attendance falls below 80% or fails to meet the academic performance standards required by DIBP, enrolment will be cancelled.
- Failure to adhere to student disciplinary regulations may lead to the cancellation of the enrolment (expulsion). There will be no refund of fees for the semester in which the student is expelled. However, not less than 40% of fees applicable to a subsequent semester will be refunded. The proportion of fees refundable for an expelled student will vary depending on when the misbehaviour occurred and how far in advance fees have been paid.

STUDENT SUPPORT SERVICES

Welfare-related support services are provided by the College at no additional cost to the student. Year level coordinators, religious education staff and a school counsellors assist teaching and administration staff in providing guidance and counselling to assist students' personal growth and academic progress. A list of staff names will be provided to the student upon commencement of study.

CRITICAL INCIDENT POLICIES

Please refer to the College's Emergency Management Policy, Risk Management and Safety in Schools Policy and Lockdown Policy available from our 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 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 Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

EMERGENCY CONTACTS

These are people whom the school may need to contact in an emergency. Please ensure the people named are aware that they have been nominated and agree to their details being provided to the school.

FAMILY DETAILS

This information is collected to enable information about student enrolment and progress to be supplied to the applicant's parents. The school should be informed as soon as possible about any changes to family arrangements. Information will only be given to those nominated on the application form.

HEALTH INFORMATION

Health information helps the school's staff to properly care for the applicant. Please include information about any medical condition or disability. Information regarding the applicant's name, date of birth, gender and health cover status is required by the Overseas Student Health Cover (OSHC) provider for the payment of medical insurance.

VISA STATUS

Please ensure the College is advised of any changes or conditions on the students Visa. This information enables the school to process the applicant's enrolment and comply with Department of Immigration and Border Protection regulations.

REFUND POLICY

If a student has to cancel their studies for some unexpected reason they are entitled to request a refund. Below are the conditions and instructions on how to get a refund.

- Students cannot claim a refund for the following fees once paid, even if the service was not used:
 - Application fee
- If a student's enrolment is terminated for misbehaviour, there will be no refund of fees for the semester in which the student is expelled. Not less than 40% of fees applicable to a subsequent semester will be refunded. The proportion of fees refundable for an expelled

student will vary depending on when the misbehaviour occurred and how far in advance fees have been paid (see also **Cancellation of Enrolment**).

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.

AUSTRALIAN ISLAMIC COLLEGE REFUND POLICY

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</i> S47D & E
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

How do I 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

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.

Refund Complaints Procedure

Enquiries regarding refund calculations can be made to the Administration office. Students or parents have up to 30 days to lodge a formal complaint from the date they receive remittance advice of their refund. This must be done in writing addressed to the Principal. After consideration of all of the available evidence, the school may decide to:

- Uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment
- Dismiss the complaint

The College will make arrangements for an independent external body to hear the complaints, or appeal where the internal complaints process has been completed and the student remains dissatisfied. Students will be advised that they may access this avenue of appeal at no cost.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

The terms and conditions of this refund policy override any previous terms and conditions of refund. Changes to the Refund Policy are ongoing. The complaints policy contained in these terms and conditions of enrolment is available to a student in the event of a complaint in relations to a claim for a refund.

Tuition Fees are refundable if a visa application is rejected. All refunds are made in Australian Dollars.

The above information and the Student Agreement does not remove the right to take further action under Australia's Consumer Protection Laws.

Last Updated: [May 2018]

Approved by: [Executive Principal]

Next review: [December 2018]