

Certificate IV Terms of Enrolment

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FEES

All program fees stated on the IES website, in IES College program brochures and other IES College marketing material are subject to review and change, at least annually.

Once an Offer Letter / Written Agreement has been issued to a student, their fees will be fixed to the amount listed on the Offer at the time of issue. A student's enrolment may be cancelled should they fail to pay the appropriate fees, as outlined in their Offer Letter / Written Agreement.

Program fees must be paid in advance in two instalments at the times outlined in the students Offer Letter / Written Agreement.

REFUNDS

The full IES Refund Policy can be found [here](#).

1. IES College agrees to refund within 28 days and without deduction, all fees paid where the student provides acceptable certified evidence that the application made for a student visa was rejected by the Australian immigration authorities.
2. IES College agrees to refund within 28 days of the receipt of written notice of cancellation by the student (or parent/guardian if student is under 18), fees paid by or on behalf of the student less the amounts to be retained as detailed below:
 - Until three (3) calendar months prior to the scheduled beginning of the program there is applicable to all enrolments, a non-refundable fee of AUD \$300 to cover marketing charges and administrative costs.
 - If notice of the cancellation is received between one (1) and three (3) calendar months prior to the scheduled beginning of the program, IES College may retain that portion of the fees relating to administrative costs and course levies – AUD \$2900.
 - If notice of cancellation is received less than one (1) calendar month prior to the scheduled beginning of the program or after the program has begun there will be no refund of any money paid.

3. If a student is provisionally enrolled, on condition of achieving evidence of acceptable English Language Proficiency, and the student cannot achieve the required level, all tuition fees and charges corresponding to their IES College program(s) will be refunded less a charge of AUD \$300.
4. If a student becomes a permanent resident of Australia during the program no refunds are payable. No guarantees of university places will apply to such students.
5. IES College agrees to refund all money paid if the offer of a place is withdrawn, except where the offer was made on the basis of incorrect or incomplete information supplied by the student. In this case the same amounts will be retained as detailed under point two (2) above. The date of the offer being withdrawn will correspond with the date of notice of cancellation in point two (2) above.
6. IES College will consider the following exceptional circumstances as grounds for a student's withdrawal from the program:
 - Illness or disability;
 - Death of a close family member;
 - Political, civil or natural event which prevents the full payment of fees.

When acceptable documentary evidence is produced, refunds will be at the discretion of IES College.

7. In the unlikely event of IES College being unable to deliver the course in full, the student will be offered a refund of all the course money paid to date. The refund will be paid within two (2) weeks of the day on which the course ceased being provided. Alternatively, if IES College is unable to provide a refund, the Tuition Protection Service (TPS) will place the student in a suitable alternative program at no extra cost to the student.

Finally, if TPS cannot place the student in a suitable alternative program, or if this is not possible, the student will be eligible for a refund as calculated by the fund manager.

8. The Semester Two fee instalment is payable unless a student notifies IES, in writing by the due date of the invoice issued, that they wish to cancel their enrolment and withdraw from further studies. No refund of semester two fees is payable after the commencement of semester two.
9. Refunds will be made in Australian dollars (AUD), as at the date of transaction, and will exclude currency transfer charges and foreign currency exchange rate differences.
10. This agreement and the availability of complaints and appeals processes do not remove the right to take further action under Australia's consumer protection laws.

SHARING INFORMATION

Where appropriate, IES College may use the VEVO website to confirm students' visa status and conditions.

IES College will not provide student details to any other party without written permission from the student, or their parents / guardians if under 18 years of age.

Student Visa holders ONLY - IES College may provide Australian government entities with information regarding the student as requested and in accordance with the relevant legislation. In particular, student information may be made available to Commonwealth and State agencies pursuant to obligations under the ESOS Act and National Code 2018.

IES College is required to advise DHA of certain changes to a student's enrolment and any breach by a student of a student visa condition relating to poor attendance or unsatisfactory academic performance/progress. IES College has an obligation to monitor academic progress and attendance throughout a student's enrolment. Failure to make satisfactory progress and / or failure to meet attendance requirements may result in IES College reporting the student, via PRISMS, in accordance with s19(2) of the ESOS Act.

Unique Student Identifiers (USI)

IES College has an obligation under the *Student Identifiers Act 2014* to confirm a student studying the Certificate IV has a valid Unique Student Identifier (USI), OR ensuring they get a USI prior to any qualifications being issued. A USI creates a secure online record of all recognised training and qualifications a student gains in Australia.

IES will seek consent to use student contact details and passport information, held on file, to apply for a USI on behalf of a student, pursuant to s9(2) of the *Student Identifiers Act 2014*, or to perform a check for an existing Unique Student Identifier (USI) within the online USI portal. It is important students read and understand the privacy information applicable to USIs, which can be found at: <https://www.usi.gov.au/documents/privacy-notice-when-tro-applies-their-behalf>.

NCVER Data Provisions

In accordance with the *Data Provision Requirements 2012* IES College is required to collect personal information about students studying the Certificate IV, and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Students' personal information (including the information contained in enrolment forms), may be used or disclosed by IES College for statistical, administrative, regulatory and research purposes. IES College may disclose personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

Students may receive a survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose students' personal information in accordance with the *Privacy Act 1988*, the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

U18 ELICOS (EPP) students ONLY – IES College has an obligation under the *ELICOS Standards 2018* to share assessment results and progress reports with a student's parent(s) / guardian(s) where the student is under 18 years of age.

For more information please refer to the [Privacy Policy](#) for more information.

DEFERMENT, SUSPENSION, AND CANCELLATION OF ENROLMENT

IES College reserves the right to suspend or cancel a student's enrolment in any of the IES College programs under any of the following circumstances:

- a) The student has failed to pay an amount they were liable to pay to IES College for their program(s);
- b) The student breached a condition of their student visa;
- c) If the student is under 18 years of age and refuses to maintain approved care arrangements without sufficient reason acceptable to IES College;
- d) Behaviour unacceptable to IES College, including but not limited to behaviour as described in the IES College Student Code of Conduct (publicly available on the IES College website).

If the students' enrolment is suspended or cancelled by IES College in accordance with any conditions listed above no refund of tuition fees is payable.

Students may request a deferment or suspension of their studies in any IES College program on the grounds of compassionate or compelling circumstances. More information relating to this process can be found on the website, by reference in the relevant Student Handbook, or by requesting a copy of the related policy documents from Student Services.

Please refer to the [Suspension & Withdrawal Policy](#) for more information.

LIMIT OF IES' RESPONSIBILITY

While IES College emphasises the value of pastoral care and seeks to make appropriate and useful services available to students, whether a student avails themselves of these services is a matter of individual choice.

IES College, its employees, agents or related entities expressly disclaim to the full extent permitted by the law, any liability arising out of, or in respect to information, advice or opinion provided by IES College, its employees or related entities in relation to any matters other than the IES College programs specifically.

While IES College is committed to the well-being of students who are minors and will endeavour to provide reasonable supervision of such students, no responsibility is taken by IES College for the conduct and upbringing of students studying in the IES College programs.

ACCOMMODATION AND WELFARE SERVICES

- [Airport Reception](#)
- [Initial Accommodation](#)
- [Homestay](#)
- [Welfare arrangements for under 18s](#)

Airport Reception:

Students can request airport pick-up and be transported to their accommodation when they first arrive in Brisbane. Students should clearly inform IES College or nominated contact, of the date and time of their arrival. This should occur

more than ten (10) business days before arrival. There is a fee for this service. Airport pick-up is compulsory for under 18 students, who are not travelling with their parent/guardian, or approved relative (over 21).

Please note that this fee is charged per airport visit. If IES College and APU service company are not informed of a cancellation or flight delay in advance, this sum may be charged again for another visit. Airport pick-up is only for the student – parents should make their own arrangements.

Initial Accommodation:

Many students will require accommodation to be arranged before their arrival. It is important to provide IES College with details of the type of accommodation required when completing the application form. Students will be charged for 4 weeks rent initially; details of this will be outlined in the Offer Letter / Written Agreement.

Students need to provide this information within 7 business days of arrival, or provide information of the accommodation they have arranged themselves.

If students are happy with the initial arrangements made by IES College and would like to continue to stay, they will need to pay the appropriate fees depending on the type of accommodation.

Please note that students who choose to leave their initial accommodation before 4 weeks have passed are not entitled to any refund of money.

Homestay:

AHN will place students into Homestay for a fee. This can be done as part of the initial accommodation arrangements (see above) or after they have started the program. Students have a better chance of obtaining a family that meets their requirements, if students submit their requirements to AHN. All Homestays are visited regularly to ensure they conform to the accepted standards for Homestays throughout Australia.

Students may request specific requirements such as social, religious or otherwise, and AHN will make every attempt to provide these. However, it is important to recognise that it may not be possible to source Homestays of a particular profile and students should be prepared to adapt to the life of the host family during their stay.

All money should be paid directly to AHN. Students are required to be two (2) weeks ahead in their payments. Students wishing to leave Homestay should provide at least two (2) weeks' notice. Once a student has been placed into a Homestay, no refund is due, whether or not the student decides to stay.

Please note the following:

- The Homestay placement fee provides for one (1) placement, a second option will only be provided if there is an appropriate reason why the student cannot stay with the first Homestay. After this any additional placement will incur an AUD \$280 fee.
- Parents who visit should not expect to stay with their children at a Homestay family.
- Students should expect to travel some distance to the College from their Homestay.
- Further information on Homestay can be found by visiting the accommodation page on our [website](#).

Under 18's:

Students who are under 18 years of age may require IES to approve their welfare arrangements as per the Australian Government Regulations, unless they have a parent / guardian, or relative over 21 (who has been approved by IES College as a suitable guardian), that they will live with during their study in Australia.

Students under 18 at the time the course starts will be required to live in Student One or a Homestay. Details can be viewed on our [website](#), along with the detailed description of the IES College Under 18s policy.

GLOSSARY

Academic Progress	Refers to the measurement of advancement within a program towards the completion of that program irrespective of whether program completion is identified through academic merit or skill based competencies.
AHN	The Australian Homestay Network, which provides hosting services for International students in Australia.
Certificate IV	IES College's 10950NAT Certificate IV in University Preparation program.
DHA	The Department of Home Affairs, responsible for studying in Australia and visa related issues. The Department of Immigration and Border Protection no longer exists and all related activities now come under the DHA.
ESOS	The <i>Education Services for Overseas Students Act 2000</i> . This act regulates the delivery of education services to international students.
NCVER	National Centre for Vocational Education Research.
PRISMS	The Provider Registration and International Student Management System, that is used to process information given to relevant Australian government departments.
TPS	The Tuition Protection Service, which protects students against provider default, in terms of refunds of tuition fees paid.
USI	Unique Student Identifier, a government initiative allowing all nationally recognised training records of a student to be linked together and accessed by the student via login. Students studying the Cert IV program must have a USI before they can be issued with any qualifications or statement of attainments.
VEVO	Visa Entitlement Verification Online website, which is an online service to check visa details and conditions.