

TAFE NSW Institutes

Terms and Conditions - International Student Application



Please retain a copy of the terms and conditions for your records.

REVIEW OF TUITION FEES

TAFE NSW reserves the right to review its fees and charges. If tuition fees are increased you will be required to pay the new fees from the commencement of the next semester. If you defer your course, you will be required to pay the fees applicable to your new commencement date.

TAFE NSW ENGLISH LANGUAGE COURSE

Transfer of Fees

If you complete your English course at TAFE NSW earlier than expected and there is a further general English course available at this centre, any remaining fees will be applied to that course; or if you enrol immediately in a TAFE NSW vocational course, the remainder of your paid fees will be transferred to that course. If you are accepted into a TAFE NSW course before you complete your English course, we will transfer to that course the remainder of your paid fees as at the end of the English course session/term in which you are enrolled at the time of transfer. No fees will be transferred to other institutions or persons.

Refund Procedures

All applications for refunds must be made in writing and must contain the electronic Confirmation of Enrolment (eCOE) form, receipt for course fees and certified copies of any supporting documentation. If you provide TAFE NSW with false or misleading information or documents, or breach your visa conditions, no refund will be made.

If you complete the general English program earlier than expected and do not enrol in a TAFE NSW course, remaining fees will be refunded. There is no refund for public holidays. The processing fee, application fee, accommodation placement fee (including guardianship arrangement) and airport pick-up fee are not refundable.

Refund Policy

A\$100 processing fee applies to all refunds except when a student visa is refused or a TAFE NSW course is cancelled.

Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- The English Language Centre will refund 100 percent of the English language course fee paid if your application for a visa to study in Australia is rejected.
- The English Language Centre will refund 100 percent of the English language course fee paid if the course you have enrolled in is cancelled by TAFE NSW.
- The English Language Centre will refund 90 percent of the English language course fee paid if you withdraw from the course 4 weeks (28 days) or more before the commencement date of course of study.
- The English Language Centre will refund 80 percent of the English language course fee paid if you withdraw within the final 4 weeks (28 days) before the commencement date of course of study.
- There will be no course fee refund on or after the commencement date of course of study.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address as indicated in Part 1 of this form.

TAFE NSW VOCATIONAL AND PACKAGED PROGRAMS

Payment of fees

- New students must pay the Registration Fee, English language fee (if applicable), OSHC, and half or the whole year's vocational course tuition fees. If students only pay half the year's tuition fee, the balance is payable two to three weeks before the commencement of their second semester.
- When you pay fees for a packaged English language and vocational course with TAFE NSW, the fees for the English language course are charged at the lower packaged rate of A\$300 per week. If you withdraw from the TAFE vocational course, then the normal English language fee applies i.e. A\$340 per week for 20 weeks or less / A\$320 per week for more than 20 weeks.
- Tuition fees for vocational and packaged programs are payable within 4 weeks of receipt of an offer to study at a TAFE NSW Institute. If you apply within 4 weeks of the course commencement date, the fees are payable within 7 days of receipt of the offer letter.
- Continuing students must pay the tuition fee for their next semester of study

before the due date on their fee statement, normally two to three weeks before the commencement of the next semester or a Late Payment Fee of A\$200 will apply.

Transfer between TAFE NSW Institutes for vocational course

Once an e-Confirmation of Enrolment (e-CoE) has been issued to you, you must remain enrolled in the vocational course for at least one semester at the TAFE NSW Institute stated in your offer of enrolment. An application for a change of Institute before completion of one semester will be approved only in exceptional circumstances. A non-refundable processing fee of \$150 will apply to applications for change of Institute within the first semester of enrolment.

Change of Vocational Course

Once an e-CoE has been issued to you and you wish to change your course within the first semester of enrolment, an application to change course must be lodged with the International Students Centre. Approval of the application is not guaranteed. An application for a change of course will be subject to a non-refundable processing fee of \$150. One single non-refundable fee of \$150 will apply to applications for change of both course and Institute.

Change of College and fees

Different tuition fees may apply for the same course at different colleges. Where a change of college, either within a TAFE NSW Institute or at another TAFE NSW Institute is approved, and a higher tuition fee applies for the same course at the second campus, you must pay any difference in the fees applicable before you can enrol in the second campus. If a lower fee applies for the same course at the second campus, you can either apply for a refund of the excess fee or the excess will be carried forward as a credit to next semester fee.

REFUND POLICY FOR VOCATIONAL COURSE COMPONENT OF A PACKAGED PROGRAM

Application fees are not refundable. Tuition fees are not refundable if:

- A student fails to comply with the conditions of enrolment at a TAFE NSW Institute.
- A student breaches any of the visa requirements of his or her visa as imposed by the Australian Government.
- A student withdraws from their vocational course after the course semester has commenced.
- A student/parent provides false or misleading information.

Part or whole of the tuition fees are refundable under the following circumstances:

- TAFE NSW will refund 100 percent of the tuition fees paid if your application for a visa to study in TAFE NSW is rejected before commencing a course.
- TAFE NSW will refund 90 percent of the tuition fees paid if you withdraw from your vocational course 4 weeks (28 days) or more before course semester commencement, except where you have applied for a packaged English language and vocational course, where the English language fees have been charged at the lower rate of A\$300 per week. Withdrawal from the vocational course will incur the charge for the relevant English language fee calculated by reference to the weekly rate of A\$320 or A\$340. The difference between the relevant fee and the lower packaged fee for English will be deducted from the vocational course tuition fees.
- TAFE NSW will refund 80 percent of the tuition fees paid if you withdraw from your vocational course within the final 4 weeks (28 days) before the course semester commencement, except where you have applied for a packaged English language and vocational course, where the English language fees have been charged at the lower rate of A\$300 per week. Withdrawal from the vocational course will incur the charge for the relevant English language fee calculated by reference to the weekly rate of A\$320 or A\$340. The difference between the relevant fee and the lower packaged fee for English will be deducted from the vocational course tuition fees.
- TAFE NSW will refund 75 percent of the tuition fees for the vocational course where you:
 - (i) Apply for both a TAFE NSW vocational course and an undergraduate course in an Australian university immediately following the completion of the NSW Higher School Certificate; and
 - (ii) Withdraw from the vocational course no later than 14 days after the February start date to take up your place in a university course.
- If you commence a TAFE NSW course before your student visa application has been processed and it is subsequently rejected, a pro-rata refund of tuition fees paid will be made.
- TAFE NSW will refund pro-rata tuition fees from the date of becoming an Australian permanent resident, minus a A\$300 processing fee if you have been granted permanent residency during a TAFE NSW course.
- TAFE NSW will refund pro-rata tuition fees from the date of becoming a temporary

resident, minus a A\$300 processing fee and minus the temporary resident tuition fees, if you have been granted temporary residency during a TAFE NSW course.

- If you have not reached a level of English adequate to obtain a Certificate 3 in English for Further Studies, you will be permitted to defer commencement of your vocational course until the next available intake for that course, but if no suitable course is available, TAFE will refund tuition fees for the vocational course minus a A\$300 processing fee.
- If you obtain a deferral of the vocational component of your combined packaged course and then do not enrol for it, the refund policy relevant at date of deferral will be applied to any pre-paid fees.
- Processing fee, registration fee, accommodation placement fee (including guardianship arrangement) and airport pick-up fee are not refundable.

The complaints procedure contained in these terms and conditions of enrolment is available to a student in the event of a grievance in relation to a claimed refund. However, this agreement and the availability of complaints and appeals processes does not remove the student's right to take further action under Australia's consumer protection laws or pursue other legal remedies.

Refund Procedures

- You must complete a TAFE NSW Refund Application Form.
- Your refund will be processed within 4 weeks of receipt of your completed refund application if it includes all the required documents. However, if TAFE NSW withdraws a course the student has enrolled in, the refund will be processed within 2 weeks. A written statement will be provided to the student to explain how the refund is calculated.

PROVIDER DEFAULT

In the unlikely event that TAFE NSW is unable to deliver the agreed course in full, the student will be offered a refund of all the course money paid to date. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by TAFE NSW at no extra cost to the student.

If an alternative course is offered, the student has the right to choose whether he or she would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, TAFE NSW will ask the student to sign a document to indicate that the student accepts the placement.

Overseas Students Health Cover (OSHC)

- All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia.
- If you are currently studying in Australia, you must provide a copy of your health fund membership records showing your name, membership number and date of expiry.
- TAFE NSW receives a commission from the health insurance provider for processing your OSHC payment.

Information Regarding a Disability (Part 10)

Information about your disability is requested to establish whether you require the provision of additional services or facilities not required by students who do not have a disability. After consideration of your requirements, if the provision of these services or facilities would impose "unjustifiable hardship", for example, a very high cost on TAFE NSW, your enrolment may be refused or additional fees may apply. You will be advised in writing of our decision.

Expectations of TAFE NSW

TAFE NSW will:

- Provide the student with the same level of instruction and educational services as normally provided to other students enrolled at TAFE NSW.
- Provide an orientation program for the student.
- Monitor the welfare of the student and provide counselling and ongoing support while the student is enrolled at TAFE NSW.
- Appoint one or more NSW staff members to act as the point of contact for students who have access to up-to-date details of TAFE NSW's support services for students.
- Pay commission to an agent registered with TAFE NSW who submits the student's application.

Expectations of Students and Parents

The student (and parent if the student is under 18, so far as relevant, will ensure the student complies with the following):

- Is subject to the requirements of the National Code and must comply with TAFE NSW enrolment conditions and requirements in respect of international students.
- Must obtain a student visa and comply with student visa requirements.
- Must meet TAFE NSW course requirements and meet the requirements of DEEWR-DIAC Course Progress policy – refer to website www.studyintafe.edu.au for policy and procedure.
- Must not engage in any activity that may endanger their safety or the safety of any other person.
- Must ensure requirements are met and maintained for accommodation and welfare arrangements for students under 18.
- Must pay the required fees when an offer of placement is made and fees owing on

receipt of invoice.

- Must notify the International Students Centre if they defer their studies and notify the International Students Coordinator at their TAFE NSW Institute immediately if they terminate their studies, withdraw from their course, or there are any changes to their visa status.
- Must notify the International Student Coordinator at their TAFE NSW Institute of their residential address within 7 days of arrival and of any change to their residential address within 7 days of any change.

No Obligation

TAFE NSW does not represent or guarantee that the student will:

- Be accepted for enrolment at a specific TAFE NSW college
- Successfully complete studies undertaken
- Gain entry into further tertiary studies.

Complaints Procedure

If the student has a complaint about the services provided by the TAFE NSW Institute or International Students Centre, attempts should be made to resolve the problem with relevant staff before lodging the complaint. Full details of the complaints procedure is available at www.studyintafe.edu.au. So far as possible relevant complaints will be handled upon the same basis as complaints from a student or parent ordinarily resident in NSW.

Breach of Terms and Conditions

Any breach of terms and conditions may result in the termination of the student's enrolment and may affect the student's visa.

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