

Formalisation of Enrolment Policy for International Students

SIIT will enter into a written agreement with each student prior to accepting any payments from the student. Each agreement will have as a minimum the following points:

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment,
- provide an itemised list of course fees payable by the student,
- provide information in relation to refunds of course fees,
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). 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, and
- advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course,

In relation to **refunds**, the following information will be contained:

- amounts that may or may not be repaid to the student (including any course fees collected by education agents on behalf of the registered provider),
- processes for claiming a refund,
- a plain English explanation of what happens in the event of a course not being delivered, and
- a statement that "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".

SIIT, as part of the formalisation process will advise each potential student of the circumstances in which personal information about the student may be shared with others.

SIIT will not accept course fees from any student until the student has accepted and signed the agreement (Letter of Offer).

SIIT may accept course fees received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into SIIT's office).

If SIIT receives course fees sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, SIIT will not use the money. SIIT will immediately contact the student or agent



to inform them that the payment cannot be processed (and the enrolment cannot progress) until the provider receives the accepted written agreement from the student.