

Enrolment Application Form

PERSONAL INFORMATION	
Title: <input type="checkbox"/> MR. <input type="checkbox"/> MRS. <input type="checkbox"/> MS. <input type="checkbox"/> MISS	
First Name(S):	
Family Name:	
Middle Name:	
Email:	
Gender: <input type="checkbox"/> M <input type="checkbox"/> F	Date of Birth:
City of Birth:	
Marital Status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed	
Please note that applicant is required to be over 18 years of age.	
PASSPORT AND VISA DETAILS	
Nationality:	Passport No.:
Are you an Australian citizen or PR:	
<input type="checkbox"/> Yes <input type="checkbox"/> No – What visa are you holding	
Are you currently <input type="checkbox"/> On Shore <input type="checkbox"/> Off Shore	
<input type="checkbox"/> Student <input type="checkbox"/> Working holiday <input type="checkbox"/> Tourist <input type="checkbox"/> Other:	
Visa No:	Expiry Date:
OVERSEAS HOME ADDRESS	
Flat/Unit No.:	Street/Lot No.:
Street Name:	
Suburb/City/Town:	
State/Province:	
Postcode:	Country:
Home Phone:	
ACCOMMODATION IN AUSTRALIA	
Do you like AEC to arrange your accommodation	
<input type="checkbox"/> No - Provide details below for your current accommodation	
Flat/Unit No.:	Street/Lot No.:
Street Name:	
Suburb:	
State:	Postcode:
Home Phone:	Mobile:
<input type="checkbox"/> Yes – Please complete the following	
Accommodation Placement Fee (non-refundable) *Homestay will be arranged via agent	AUD \$250
How many weeks _____ weeks (minimum 4 weeks)	
Room Type: <input type="checkbox"/> Single <input type="checkbox"/> Twin <input type="checkbox"/> Smoking <input type="checkbox"/> Non-Smoking	AUD \$TBA
Meals: <input type="checkbox"/> None <input type="checkbox"/> 2 Meals/day (B&D) <input type="checkbox"/> 3 Meals/day (BLD)	
Allergies: <input type="checkbox"/> No <input type="checkbox"/> Yes - _____	
Airport Pickup (non-refundable): <input type="checkbox"/> No <input type="checkbox"/> Yes Flight Number: Date: / /	AUD \$150
NEXT OF KIN/EMERGENCY CONTACT	
Name:	Relationship:
Home Phone:	Mobile:
Address:	
Suburb:	Country:
HEALTH COVER	
Do you want AEC to arrange Overseas Student Health Cover	AUD \$TBA
<input type="checkbox"/> No <input type="checkbox"/> Yes - Duration: _____ weeks	
<input type="checkbox"/> Single <input type="checkbox"/> Couple <input type="checkbox"/> Family (Couple/Family require passport copies of all members)	
* All overseas students are required to pay OSHC and maintain cover for the full length of their visa. It is also the student's responsibility to <u>check the latest prices and conditions for OSHC.</u>	

GENERAL INFORMATION			
Main language spoke:			
What is your English level? <input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all			
Do you have a disability, impairment or long-term condition that may require extra support, specific facilities or accommodation?			
<input type="checkbox"/> No <input type="checkbox"/> Yes - Please specified _____			
Are you of Aboriginal or Torres Strait Islander origin? (Domestic ONLY)			
<input type="checkbox"/> No <input type="checkbox"/> Yes – Please indicate below			
<input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Both			
COURSE DETAILS AND FEES			
Campus Location: G03, Building B, 247 King Street, Mascot, NSW			
Your course will have 20 hours of face-to-face scheduled course contact per week. These are <u>MANDATORY</u> . There will also be one hour of <u>OPTIONAL</u> self-access study time per day			
<input type="checkbox"/> Foundation English 1 – CRICOS Code: 095903G <input type="checkbox"/> Beginner 12 wks <input type="checkbox"/> Pre-Intermediate 10 wks Commence Date:	A\$250 per week		
<input type="checkbox"/> Foundation English 2 – CRICOS Code: 095904G <input type="checkbox"/> Intermediate 10 wks <input type="checkbox"/> Upper Intermediate 10 wks <input type="checkbox"/> Advanced 10 wks Commence Date:	A\$250 per week		
<input type="checkbox"/> IELTS Preparation (12 weeks) CRICOS Code: 098306E Commence Date:	A\$4,200		
*minimum requirement - completion of FE/GE Intermediate level			
<input type="checkbox"/> English for Academic Purpose CRICOS Code: 098307D <input type="checkbox"/> EAP 1 - Intermediate 10 weeks <input type="checkbox"/> EAP 2 - Upper Intermediate 10 weeks <input type="checkbox"/> EAP 3 – Advanced 10 weeks Commence Date:	A\$350 per week		
<input type="checkbox"/> Certificate IV in Business (36 weeks) CRICOS Code: 095902J	A\$12,000		
<input type="checkbox"/> January <input type="checkbox"/> February <input type="checkbox"/> March <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> Sep <input type="checkbox"/> Oct <input type="checkbox"/> Nov <input type="checkbox"/> Dec			
<input type="checkbox"/> Diploma of Leadership & Management (4 terms/10 weeks/term) CRICOS Code: 098906C	A\$12,000		
<input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> July <input type="checkbox"/> Aug <input type="checkbox"/> Oct <input type="checkbox"/> Nov			
<input type="checkbox"/> Certificate IV in Hospitality (4 terms/10 weeks/term) CRICOS Code: 098085B	A\$12,000		
<input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> July <input type="checkbox"/> Aug <input type="checkbox"/> Oct <input type="checkbox"/> Nov			
<input type="checkbox"/> Diploma of Hospitality Management (6 terms/10 weeks/term) CRICOS Code: 098086A	A\$18,000		
<input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> July <input type="checkbox"/> Aug <input type="checkbox"/> Oct <input type="checkbox"/> Nov			
WEEKLY CLASS TIMETABLE (MON – THUR)			
Morning Class		Afternoon Class	
Lesson 1	8:45 – 10:45	Lesson 1	15:00 – 17:00
Break	10:45 – 11:00	Dinner	17:00 – 17:30
Lesson 2	11:00 – 13:00	Lesson 2	17:30 – 19:30
Lunch	13:00 – 13:30	Lunch	19:30 – 19:45
Lesson 3	13:30 – 14:30	Lesson 3	19:45 – 20:45
Orientation	8:30	Orientation	14:45
EAP	Mon-Fri		Sat
	Morning 9:30 ~ 14:15	Evening 16:30 ~ 21:15	8:30 ~ 11:15

ACADEMIC RECORD AND PREVIOUS QUALIFICATIONS (VET ONLY)

Previous Education Provider:

English Level:

NIL - Australian English Colleges will arrange relevant pre-requisite ELICOS course.

IELTS TOEFL PTE Score:

Note: Documentary evidence must be provided or a Australian English Colleges test taken before the e-Confirmation of Enrolment can be issued.

Are you applying for Credit Transfer or Recognition of Prior Learning

No Yes – Please provide translated and certified copies of the transcripts

What is your highest COMPLETED school level (tick only one box)

Tertiary Year 12 or equivalent

Year 11 or equivalent Year 10 or equivalent

Year 9 or equivalent Year 8 or below

In which YEAR did you complete that school level:

Have you SUCCESSFULLY completed any of the following qualifications?

Yes – Tick ANY applicable boxes (you may indicate more than one)

Bachelor Degree or Higher Degree

Advanced Diploma or Associate Degree

Diploma (or Associate Diploma)

Certificate I Certificate II Certificate III/Trade Certificate

Certificate IV (or Advanced Cert/Technician)

Certificates other than these

No – Please list any qualifications or work experience you have completed and the year of completion. (Attach resume if appropriate.)

1. Year:

2. Year:

3. Year:

EMPLOYMENT HISTORY AND DETAILS (VET ONLY)

Which BEST describes your current employment status(tick one box only)

Full-time employee Employed – unpaid work

Part-time employee Unemployed – seeking full-time

Self-employed Unemployed – seeking part-time

Employer Unemployed – not seeking any

Which BEST describes your main reason for undertaking this course

Get a job Requirement of my job

Develop my existing business Extra skills for my job

Start my own business Get into another course of study

Try for a different career Personal interest/self-development

Get a better job/promotion Other reason

List any work experience and the year. (Attach resume if appropriate.)

1. Year:

2. Year:

3. Year:

PAYMENT METHODS

Direct Bank Transfer EFTPOS Cheque (Bank Cheque only)

Credit Card(excluding Diners and AMEX and 2% Surcharge applied)

Name of Bank: Commonwealth Bank of Australia

Branch: Mascot

Account name: Australian English Colleges

BSB: 062 200

Account number: 10456890

Reference: Student Name

Credit Card Details

Card Holder's Name: CVV:

Card No.: Expired Date: /

Total Amount: Signature:

APPLICATION CHECKLIST

Valid passport copy (Check the expire date) Valid visa (if you have one)

Any other relevant documents to support your application

Proof of English Language Proficiency (IELTS 5.5 or equivalent)

Translated and certified equivalent certificate to the High School Certificate level

Completed and signed AEC Enrolment Application Form

Proof of Overseas Student Health Cover (OSHC)

Proof of payment of AUD \$200 Enrolment Fee (non-refundable)

Proof of the initial payment of 50% of the total tuition fees for your course

Provide a translated and certified copy of the following documents when you submit this Enrolment Application Form to AEC. You will need to bring the originals to your orientation day for verification.

DECLARATION

Student Agreement

In signing this Enrolment Application Form, you agree:

- That the information you have provided on this form is true, correct and complete.

- That you have been provided with appropriate and sufficient information to make an informed decision about your enrolment in this course.

- That you have read and understood Australian English Colleges's Privacy Policy:

- o Information concerning students, including information submitted on the Enrolment Application Form may be shared among Australian English Colleges Pty Ltd, the Commonwealth, the Australian Government and designated authorities, and, if relevant, the Tuition Protection Service (TPS) and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

- o The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or other authorised agencies and departments. In certain circumstances information collected during your enrolment can be disclosed without your consent where authorised or required by law, as described above.

- o The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting Australian English Colleges.

- That you have been provided with detailed information about the tuition fees and non-tuition fees associated with your course enrolment including information on all tuition fees and non-tuition fees, payment terms, and the applicable Refund Policy.

- That you have the financial capacity to meet all tuition fees and non-tuition fees, and agree to pay them as they become due.

- To provide Australian English Colleges with current and accurate contact details and notify Australian English Colleges if within 7 days anything changes.

- To be bound by Australian English Colleges's Student Code of Conduct and other student policies and procedures, as well as National and State legislation and regulations including any variations that are made from time to time.

- That you have included certified documents to meet the conditions of your offer (if applicable). "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies."

Print Name: Date: / /

Agent Agreement

I declare that:

- I have conducted all relevant checks to ensure the student is a genuine student and genuine temporary entrant and intends to abide by the conditions of the student visa

- I have provided the applicant with sufficient information relating to the entire course(s) of study at AEC including tuition fees, health cover, living expenses)

- I have verified the authenticity of the documents presented by the applicant at source

- I have retained copies of all financial and academic documents used in the assessment of the applicant

- The applicant understands and agrees to the AEC application terms and conditions available on the school website

I declare that all information I have given in this application is true and correct.

Company Name:

Name: Signature:

Stamp:

Date: / /

Fees and Refunds

Tuition and Non-Tuition Fees

A non-refundable Enrolment Application fee of AUD \$200 is required to process your application.

You can find up-to-date information about tuition fees and non-tuition fees on the Enrolment Application Form and Australian English Colleges's website. Please note that fees may be subject to change without notice and any changes will be published in advance on Australian English Colleges's website.

All tuition fees and non-tuition fees must be paid in Australian Dollars (AUD).

These fees and charges will be shown in your *Letter of Offer and Student Agreement* once your application is accepted, and in the invoice that you receive on enrolment. You can pay your fees by bank cheque, EFTPOS, credit card (excluding Diners and AMEX and **1.5% surcharge applied**) or direct bank deposit.

All pre-paid fees are protected in line with the ESOS Framework that regulates the standards for provision of education to overseas students.

You are responsible for keeping copies of receipts of any payments for tuition fees or non-tuition fees.

Education agents

If you use an education agent and that agent charges their own fees to students (in addition to Australian English Colleges's tuition and non-tuition fees), those fees remain the responsibility of the agent. Australian English Colleges is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Please note that if you pay the tuition and non-tuition fees required for your enrolment (as set out in the Letter of Offer and Student Agreement) to an agent, Australian English Colleges will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to Australian English Colleges.

Fee details (including protection of fees):

Australian English Colleges protects fees paid in advance by overseas students. Overseas student fee protection is ensured as follows:

- All tuition and non-tuition fees will be held in a separate bank account that can only be drawn down when the student commences. The tuition and non-tuition fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system
- Australian English Colleges does not require overseas students to pay more than 50% of tuition fees prior to course commencement. (Students may choose to pay more than 50% of their tuition fees before the course commences, if permitted under the ESOS Act.)
- Upon application, students are required to pay a non-refundable AUD \$200 Enrolment Application Fee.
- Upon application, students are required to pay a non-refundable AUD \$50 eCoE issue Fee
- Upon signing and returning the *Letter of Offer and Student Agreement*, students are required to pay 50% of tuition fees.
- The balance of tuition fees must be paid on the date of course commencement.
- Australian English Colleges pays into the Tuition Protection Service (TPS) provided by the Australian Government.
- If you use an education agent and that agent charges their own fees to students (in addition to Australian English Colleges's tuition and non-tuition fees), those fees remain the responsibility of the agent. Australian English Colleges is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Inclusions in tuition and non-tuition fees

Details are included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

Tuition and non-tuition fees includes all administration, mandatory materials (including textbooks) and tuition fees. Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the tuition and non-tuition fees.

Upon signing and returning the *Letter of Offer and Student Agreement*, students are required to pay 50% of tuition fees. The balance of tuition fees must be paid on the date of course commencement.

Please note: Tuition and non-tuition fees do not include Overseas Student Health Cover (OSHC) or accommodation fees.

Late payment and non-payment of fees

Australian English Colleges may suspend or cancel a student's enrolment on the basis of the student's failure to pay an amount the student was required to pay Australian English Colleges to undertake or continue the course as stated in the *Letter of Offer and Student Agreement* and in accordance with Australian English Colleges's *Fees and Refunds Policy and Procedures and Deferral, Suspension and Cancellation Policy and Procedures*.

If you are experiencing difficulty in paying your fees, you are invited to call our office to discuss alternative arrangements for payment that would allow you to continue your studies uninterrupted, while not causing undue hardship to Australian English Colleges.

Australian English Colleges reserves the right to suspend or cancel the enrolment of students due to non-payment of fees where no alternative arrangements for payment have been made. Overseas students whose enrolment is suspended or cancelled for non-payment of fees will be reported to Department of Education and Training via PRISMS under student default. Students have the right to appeal this decision within 20 working days in accordance with the *Complaints and Appeals Policy and Procedures*.

If you do not appeal against the decision to report you, or if your appeal is unsuccessful or you withdraw from the process, Australian English Colleges will report you to the Department of Education and Training via PRISMS for non-payment of fees. This action automatically alerts the Department of Home Affairs and may have an effect on your visa. For more information about your visa, you should go to the Department of Home Affairs website (<http://www.homeaffairs.gov.au/trav/stud>) or call them on 131 881.

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018):

- Australian English Colleges may suspend or cancel a student's enrolment including, but not limited to, on the basis of the student's failure to pay an amount the student was required to pay Australian English Colleges to undertake or continue the course as stated in the Letter of Offer and Student Agreement
- The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

Issuance of Certificate of Completion (or Partial Completion)

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a Certification of Completion (or Partial Completion) within 10 working days. This will include:

- the CRICOS course name
- your dates of study, course duration and levels of achievement or proficiency
- Australian English Colleges's name and contact details
- the name and signature of the Academic Manager of Australian English Colleges
- a plain English explanation of the terms used in awarding grades at all levels

Australian English Colleges reserves the right to withhold the issuance of the Certification of Completion (or Partial Completion) until all tuition and non-tuition fees related to the course the Certification of Completion (or Partial Completion) relates to have been paid, except where Australian English Colleges is not permitted to do so by law.

Re-Issuing Certificate of Completion (or Partial Completion)

Records of Certificate of Completion (or Partial Completion) are kept on record for a period of at least thirty (30) years. Students can request copies of these at any time for an additional charge. The current fee for the re-issue of a Certification of Completion (or Partial Completion) is AUD \$100.

Refunds

Our refund policy is included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

The following tuition and non-tuition fees are not refundable under any circumstances, including visa rejection:

- Enrolment application fee: AUD \$200 (required to process your application)
- Airport pick-up fee: AUD \$150 (optional)
- Homestay accommodation placement fee: AUD \$250 (optional)

Homestay accommodation

The homestay accommodation placement fee of AUD \$250 is non-refundable.

All homestay accommodation fees (AUD \$TBA per week) must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must

be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees.

Education agents

If you use an education agent and that agent charges their own fees to students (in addition to Australian English Colleges's tuition and non-tuition fees), those fees remain the responsibility of the agent. Australian English Colleges is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances. Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to Australian English Colleges using the *Refund Application Form*. If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the *Refund Application Form*.

Australian English Colleges will:

- Assess your request fairly and in accordance with the *Fees and Refunds Policy and Procedures*
- Issue you with the decision in writing, using the *Notice of Refund Decision* letter within 10 working days of receipt of the *Refund Application Form*
- If the refund was approved, detail how the refund was calculated and issue the refund within 10 working days of receipt of the *Refund Application Form*
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the *Notice of Refund Decision* letter, in accordance with Australian English Colleges's *Complaints and Appeals Policy and Procedures*
- Require you to accept the decision in writing and give you a copy of the decision for your records
- Maintain our records of the decision, the acceptance and any refunds paid to you for at least 2 years after you ceases to be an accepted student

Refunds prior to course commencement

- 100% refund where student is refused a visa
- 100% refund where Australian English Colleges cancels the course prior to commencement
- 80% refund where a student withdraws 29 days or more before course commencement
- 50% refund where a student withdraws 0 – 28 days before the course commencement.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount.

Refund after course commencement

- A partial refund will be paid in the event of Australian English Colleges default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default
- If a student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Other circumstances where no refund (0%) will be provided

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or
 - Withdraws from the course at that location or
 - Did not pay the tuition and non-tuition fees on time
- Australian English Colleges terminates a student's enrolment because of a failure to comply with Australian English Colleges's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Refunds of fees for optional services

- The airport pick-up fee of AUD \$150 and the accommodation placement fee of AUD \$250 are not refundable under any circumstances.
- Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees.

Compassionate and compelling circumstances

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount beyond the levels detailed above.

Acceptance of money appropriately refunded within the amounts detailed above does not preclude an application for compassionate and compelling circumstances and you must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed above will be deemed to be denied if you do not appeal within 20 working days.

Applications for refunds beyond levels detailed above must provide details and appropriate verifiable evidence of the compassionate and compelling circumstances that support the reasons for withdrawal, namely that the circumstances:

- Are beyond your control; and
- Do not make their full impact on you until on or after the course commencement; and
- Make it impracticable for you to complete the requirements for the course during the period during which you undertook or were to undertake the course.

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in your the home country requiring emergency travel, and this has had an impact on your studies
- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa

If you believe that you qualify for an additional refund due to compassionate and compelling circumstances, you must submit a written request using the *Refund Application Form* and attach a written description of your compassionate and compelling circumstances and any evidence thereof.

If the compassionate and compelling circumstances have been confirmed and an additional refund is approved, Australian English Colleges will refund the total amount of all tuition and non-tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of Australian English Colleges.

Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees, even where compassionate and compelling circumstances are found to exist.

Outcomes of refund decisions

- Within 10 working days of receipt of your completed *Refund Application Form*, Australian English Colleges will review the application and supporting documents, and issue you with a *Notice of Refund Decision* that will explain:
 - Whether or not the refund was approved
 - If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated
 - If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with AEC's *Complaints and Appeals Policy and Procedures* SC14-1

If the refund was approved, Australian English Colleges will issue the refund or adjustment notice within 10 working days of receipt of the *Refund Application Form*.