

INTENSIVE ENGLISH LANGUAGE INSTITUTE

ADELAIDE ♦ SOUTH AUSTRALIA



TERMS AND CONDITIONS OF ENROLMENT

ENROLMENT REQUIREMENTS

Responsibilities:

IELI students are responsible for:

- providing their address, contact phone number, email address and emergency contact while studying at IELI
- notifying IELI of any changes to their personal or contact details within 7 days
- regularly checking their nominated primary email address
- being familiar with and following IELI's policies as a condition of their enrolment
- submitting the required forms when applying for a deferral of or withdrawal from their course
- attending and participating in classes and fulfilling the requirements of the assessments
- advising the Director of Studies or Pathway Coordinator (if appropriate) of any academic issues or personal issues affecting academic performance
- following Intervention Plans created by the Director of Studies or Pathway Coordinator (if required)

In addition, international student visa holders must:

- maintain full-time enrolment (20 hours of classes per week)
- maintain attendance of at least 80% over each period of 2 sessions
- demonstrate satisfactory academic progress in all classes
- abide by the conditions of their student visa

IELI is responsible for:

- providing written terms of agreement for enrolment
- making students aware of applicable IELI policies
- providing personalised advice on course selection, university pathway requirements, and the impact of course deferral and withdrawal
- intervening with appropriate support and actions if there are concerns about a student's attendance, participation, or academic progress
- referring students to appropriate support services for issues affecting a student's wellbeing

IELI Holidays

The IELI academic calendar includes 4 scheduled short holidays of 1-2 weeks each per year. IELI also allows one 5-week holiday for any student enrolled in a course of 30 weeks or longer. The dates for this holiday must match the dates of a scheduled IELI session and cannot be spread over multiple sessions.

Intensive English Language Institute, IELI, and IELI City are trading names of the Community for Global Communication Inc. (CRICOS Provider code: 02916F)

**IELI, Flinders University, GPO Box 2100, Adelaide SA 5001
Phone: 61-8-8201-5084, E-mail: ieli@flinders.edu.au, Web: ieli.com.au**

Students must apply for this holiday break by submitting a Holiday Break Request form at least 20 days prior to the start of the requested holiday. Refer to Refunds Policy below for details of refunds for holiday breaks.

Students on shorter course may not take holidays other than regularly scheduled IELI holidays.

Deferrals and suspensions

Students may request a deferral of their studies if they can demonstrate compassionate or compelling circumstances. These may include circumstances where:

- there is a serious illness or death in the student's immediate family
- the student has a medical condition which prevents them studying
- the student has experienced a traumatic event which has made studying difficult

To request a deferral on the rounds of compassionate or compelling circumstances, the student must make an appointment to speak to the IELI Director (or delegated nominee) to discuss their circumstances. If the Director approves the deferral, the student must submit a Deferral Request Form to the Admissions team.

Refer to the Refund Policy below for details of refunds for deferrals.

IELI may suspend a student's enrolment in certain circumstances, including but not limited to, on the basis of:

- misbehaviour by the student
- failure to pay fees
- a breach of course progress or attendance requirements as outlined in this agreement

If IELI suspends your enrolment for any reason, you may appeal this decision as per the Appeals Process outlined below.

Deferral or suspension of your enrolment may affect your visa. Please consult the Department of Home Affairs for more information.

Late Arrivals

Students must arrive at IELI on the day of course commencement as stated in the CoE. If a student's arrival is delayed for any reason, the student must notify Admissions prior to the course commencement date.

A student may be granted permission to start their course after the course commencement if they are able to do so within the first 2 weeks of the course. Students unable to start their course in this time will be asked to defer to the following session. Refer to Refunds Policy for details of applicable refunds.

Withdrawals and transfers to other providers

Students can withdraw from their course 28 days or more prior to course commencement, or at any time prior to course commencement if a student visa is refused, for a full refund of course fees less an administrative fee of 5% of the course fees paid up to a maximum of \$500.

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Students withdrawing after this period will receive a maximum refund of 70% of tuition fees. Refer to Refunds Policy for details.

To withdraw, students must submit a Cancellation Form to the Admissions team.

Upon withdrawal, the student's CoE will be cancelled. The student should contact the Department of Home Affairs for information on how this will impact their student visa.

A student on a student visa who wishes to withdraw from their course to transfer to another provider before completing at least 6 months of their principal course requires a Letter of Release from the IELI Director (or delegated nominee). This may be granted after case-by-case consideration of special circumstances such as academic progress, course suitability, or future education opportunities.

- Letters of Release will not be granted if the student has outstanding fees.
- Letters of Release are provided at no additional cost to the student.
- Letters of Release may take up to 5 business days to be processed

Provider default

In the event that IELI cancels a student's enrolment due to provider default, the student will be notified in writing and will receive a full refund of all unused tuition fees.

If IELI is unable to provide a refund, the Tuition Protection Service (TPS), administered by the Director of TPS, will place the student in a suitable alternative course at no extra cost to the student. Finally, if TPS cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the Fund Manager.

Changes to tuition fees and additional fees

Tuition fees are subject to change and any course extensions will be charged under the tuition fees applicable at the time of the extension application.

Additional tuition fees will apply for:

- Holiday and/or Extension classes (if required)
- Additional one-on-one tuition (if requested)

The student will be informed of any additional fees for the above courses when these are offered.

Refunds Policy

To request a refund for any reason, students must submit a Refund Request Form to Admissions in person or via email to ieliadmissions@flinders.edu.au.

Refunds will be paid as per the table below within 20 days of the withdrawal being processed and the Refund Request Form being received.

Enrolment fees and Homestay Placement fees are non-refundable apart from in the case of provider default or visa rejection

The student must apply directly to OSHC provider for refund of OSHC fees if cancelling after course commencement.

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Refunds will be paid as follows:

CIRCUMSTANCE	REFUND PAYABLE
Withdrawals and deferrals prior to course commencement date	
Visa refusal or CoE refused for principal course	100% of paid course fees less an administrative fee of 5% of the course fees paid up to a maximum of \$500
Withdrawals 28 days or more before commencement	100% of paid tuition fees less an administrative fee of \$500
Withdrawals less than 28 days before commencement	70% refund of paid tuition fees
Deferral due to delayed visa or compelling circumstance	Tuition fees for deferred session will be credited to a later session
Cancellation after deferral granted	No refund for deferred session; 70% refund of remaining paid tuition fees
Late arrivals, withdrawals and deferrals after course commencement date	
Late arrivals (deferral not required)	No refund or credit for days missed
Late deferrals of course commencement	No refund or credit for deferred session
Withdrawals	No refund for 10 weeks from the date of withdrawal; 70% refund of remaining tuition fees; Note: a 30% cancellation fee will also apply for any unpaid tuition fees
Deferrals for compelling or compassionate grounds after student commences course	Tuition fees for deferred session(s) will be credited to later session(s)
Holiday breaks	
Holiday Break Request form submitted 20 or more days before the beginning of Holiday session	Tuition fees for Holiday session will be credited to a future session
Holiday Break Request form submitted less than 20 days from the beginning of Holiday session	No refund or credit for Holiday session
Early course completion	
Packaged visa student meets university/VET provider language requirements in all skill areas	100% tuition fee refund for unused sessions less Academic Value Plan (AVP) discount if course is no longer eligible for AVP discount
Student visa holder (not packaged with another course) completes 7B in all skill areas	100% tuition fee refund for unused sessions less Academic Value Plan (AVP) discount if course is no longer eligible for AVP discount
Holder of visa other than student visa completes 7B in any skill area	100% tuition fee refund for unused sessions in completed skill area(s) less Academic Value Plan (AVP) discount if course is no longer eligible for AVP discount

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Appeals process

Students can make an internal appeal of any of IELI's decisions. Requests for appeal must be made in writing to the IELI Director at ieli@flinders.edu.au within 20 days of a decision being made.

If students are not satisfied with the outcome of an internal appeal, they have the right to make an external appeal within 20 days. Students can make external appeals to:

The Office of the Training Advocate
131 Grenfell St, Level 5
Phone: 1800 006 488
Email: trainingadvocate@sa.gov.au

During any appeals process, students should continue attending classes.

Applicable law

- International students are protected by the *Education Services for Overseas Students (ESOS) legislative framework*, found at: <https://www.legislation.gov.au/Details/C2017C00292>.
- 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.
- Personal information collected by IELI may be disclosed to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Director. In other instances, information collected on this form or during the enrolment process can be disclosed without the student's consent where required or permitted by law, in accordance with the Privacy Act 1988, and IELI's privacy policy.

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