

## WRITTEN AGREEMENT TERMS AND CONDITIONS

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### Enrolment Requirements

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#### 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 of any academic issues or personal issues affecting academic performance
- following Intervention Plans created by the Director of Studies

In addition, international student visa holders must:

- maintain full-time enrolment (20 hours of classes per week)
- maintain overall attendance of at least 80% on each course for which a CoE has been issued
- 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

#### Late arrivals and deferrals

Students should 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 should notify IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au). Students arriving late are able to commence their course at any point during their first 5 weeks of study; however, absences will be recorded for all missed classes. Please refer to the Refund Policy below.

If a student's course commencement is delayed due to compassionate or compelling circumstances, the student will be granted a deferral at no extra charge as long as documentary evidence of the compassionate or compelling circumstances is provided either prior to or within 1 week of the original course commencement date. Please refer to the Refund Policy for further details.

If a student without compassionate or compelling circumstances defers their course commencement date either prior to or after their course commencement date, fees may apply. Please refer to the Refund Policy for further details.

## Extended absences

Students may request an extended absence during 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 an extended absence on compassionate or compelling grounds, students must submit a Request for Extended Absence form along with supporting documentary evidence to IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au). Students may be required to attend an interview with the IELI Admissions and Compliance Coordinator and/ or the IELI Director to discuss their circumstances. To receive a Request for Extended Absence form, students should email IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au).

Refer to the Refund Policy for details of refunds for extended absences.

## Suspensions

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 an enrolment for any reason, a student may appeal this decision as per the Appeals Process outlined below. Suspension of a student's enrolment may affect their visa. Please consult the Department of Home Affairs for more information.

## Campus changes

Students may be asked to change campuses if their preferred course or level is unavailable at the campus for which they have enrolled. In the case that they are asked to transfer to a campus with lower tuition fees, they will be refunded the difference for the affected number of weeks. The location on a student's CoE will be amended to reflect the change of course location.

## Withdrawals

Students can withdraw from their course for any reason 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. This does not include where a student visa renewal is rejected or a visa has been cancelled because of a breach of visa conditions.

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 an Application for Course Withdrawal form to IELI Admissions. To receive an Application for Course Withdrawal form, students should email the Admissions team at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au). 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.

## Transfers to other providers

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 release to be actioned on the Provider Registration and International Student Management System (PRISMS). Releases are granted after case-by-case consideration of special circumstances such as academic progress, course suitability, or future education opportunities.

- A release will not be granted if the student has outstanding fees.
- A release is provided at no additional cost to the student.
- A release may take up to 10 business days to be processed

To request a transfer to another provider, students must submit a Request for Release form along with the following documents to IELI Admissions at [jeliadmissions@flinders.edu.au](mailto:jeliadmissions@flinders.edu.au):

- Evidence you have a valid unconditional offer from a new provider; **AND**
- A written statement outlining the reasons for applying for a release letter; **AND**
- Documentary evidence to support this application of compelling circumstances beyond your control; **AND**
- Approval from your government sponsor (for sponsored students).

Any request will be processed within 10 working days of receiving all required documents. Students must maintain their enrolment in their current course until a response about the transfer request has been given. Students may be required to attend an interview with the IELI Admissions and Compliance Coordinator or the IELI Director.

To receive a Request for Release form, students should email IELI Admissions at [jeliadmissions@flinders.edu.au](mailto:jeliadmissions@flinders.edu.au).

## 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.

## Formal complaints process

Complaints must be submitted in writing, explaining the problem and the desired action. Any relevant supporting documents should also be provided.

- For complaints relating to enrolments, complaints should be emailed to the Admissions and Compliance Coordinator at [jeliadmissions@flinders.edu.au](mailto:jeliadmissions@flinders.edu.au).
- For complaints relating to academic issues or classes, complaints should be emailed to the Director of Studies at [mark.bollinger@flinders.edu.au](mailto:mark.bollinger@flinders.edu.au) (for the Flinders campus) or [sjigger@ieli.sa.edu.au](mailto:sjigger@ieli.sa.edu.au) (for the city campus).
- For complaints relating student services or student activities, complaints should be emailed to the Student Services and Welfare Manager at [michaela.nelson@flinders.edu.au](mailto:michaela.nelson@flinders.edu.au).

The relevant person will provide a written decision or response to the complaint within 10 business days.

## Internal 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 [stacey.monteith@flinders.edu.au](mailto:stacey.monteith@flinders.edu.au) within 20 business days of a decision being made. The IELI Director will provide a written response within 10 business days.

## **External appeals process**

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](mailto: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.

## **Refunds Policy**

To request a refund for any reason not related to a course withdrawal, students must submit a Refund Form to IELI Admissions in person or via email to [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au). Refunds will be paid as per the table on page 8 within 20 days of either the Application for Course Withdrawal form (along with all supplementary documents) or Refund form being submitted. 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 the OSHC provider for refund of OSHC fees if withdrawing after course commencement.

## REFUND POLICY

Circumstance	Refund Payable
<b>Prior to course commencement date</b>	
<b>Withdrawals</b>	
a. 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
b. Withdrawals 28 days or more before commencement date	100% of paid tuition fees less an administrative fee of \$500
c. Withdrawals less than 28 days before commencement date	70% refund of paid tuition fees
<b>Deferrals</b>	
a. Request for deferral of course start date 28 days or more before commencement date	Course start and end dates will be moved accordingly at no charge.
b. Request for deferral of course start date less than 28 days before commencement date	Course start and end dates will be moved accordingly with an administrative fee of \$150.
c. Request for a deferral any time before commencement date due to delayed visa or compelling circumstances	Course start and end dates will be moved accordingly at no charge; however, evidence of compelling circumstances needs to be provided.
<b>On or after course commencement date</b>	
<b>Late arrivals</b>	
a. Student commences course late for any reason within 5 weeks of the course commencement date.	No refund or credit for missed classes;  Student will be recorded as absent for missed classes.
<b>Deferrals</b>	
a. Request for deferral of course start on or after commencement date	No refund for deferred session
b. Request for deferral on compassionate or compelling grounds within 1 week of original course commencement date	Course start and end dates will be moved accordingly at no charge; however, evidence of compelling circumstances needs to be provided.
<b>Extended absence after course has been commenced</b>	
a. Extended absence due to compassionate or compelling circumstances	No credit or refund for missed study
<b>Withdrawals</b>	
a. Withdrawals made after course commencement and mid-session	No refund will be provided for the remainder of the current session or the next two sessions (maximum 15 weeks);  70% refund of remaining tuition fees;  30% withdrawal fee will also apply for any unpaid tuition fees  Please note: If the reduced course length no longer meets the eligibility requirements for an Academic Value Plan (AVP), i.e. the course becomes shorter than 25 weeks in length, then the previously applied AVP discount will also be deducted from any refund.
b. Withdrawals made after course commencement date and between IELI sessions	No refund will be for provided for the next two sessions (10 weeks);  70% refund of remaining tuition fees;  A 30% withdrawal fee will also apply for any unpaid tuition fees;  Please note: If the reduced course length no longer meets the eligibility requirements for an Academic Value Plan (AVP), i.e. the course becomes shorter than 25 weeks in length, then the previously applied AVP discount will also be deducted from any refund.

## Early course completion

a. Packaged student meets university/VET provider language requirements in both classes	100% tuition fee refund for unused sessions less Academic Value Plan (AVP) discount if course is no longer eligible for AVP discount
b. Non-packaged student studying EAP course completes EAP 2 with a Distinction in both classes.	100% tuition fee refund for unused sessions less Academic Value Plan (AVP) discount if course is no longer eligible for AVP discount
c. Non-packaged student studying GE course completes Advanced level in both classes.	100% tuition fee refund for unused sessions less Academic Value Plan (AVP) discount if course is no longer eligible for AVP discount