

## 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)	AUD \$250
*Homestay will be arranged via agent	
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	
Meals: <input type="checkbox"/> None <input type="checkbox"/> 2 Meals/day(B&D) <input type="checkbox"/> 3 Meals/day(BLD)	AUD \$TBA
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	
<input type="checkbox"/> No <input type="checkbox"/> Yes - Duration: _____ weeks	AUD \$TBA
<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</u> and conditions for OSHC.	

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? <b>(Domestic ONLY)</b>	
<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"/> <b>Foundation English 1 – CRICOS Code: 095903G</b> <input type="checkbox"/> Beginner 12 wks <input type="checkbox"/> Pre-Intermediate 10 wks <b>Commence Date:</b> <input type="checkbox"/> <b>Foundation English 2 – CRICOS Code: 095904G</b> <input type="checkbox"/> Intermediate 10 wks <input type="checkbox"/> Upper Intermediate 10 wks <input type="checkbox"/> Advanced 10 wks <b>Commence Date:</b>	<b>A\$250 per week</b>
<input type="checkbox"/> <b>IELTS Preparation (12 weeks) CRICOS Code: 098306E</b> <b>Commence Date:</b> *minimum requirement - completion of FE/GE Intermediate level	<b>A\$4,200</b>
<input type="checkbox"/> <b>English for Academic Purpose CRICOS Code: 098307D</b> <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 <b>Commence Date:</b>	<b>A\$350 per week</b>
<input type="checkbox"/> <b>Certificate IV in Business (52 weeks)</b> <b>CRICOS Code: 095902J National Code: BSB40215</b> <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"/> Sep <input type="checkbox"/> Oct	<b>A\$12,000</b>
<input type="checkbox"/> <b>Diploma of Leadership &amp; Management (52 Weeks)</b> <b>CRICOS Code: 098906C National Code: BSB51918</b> <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"/> Sep <input type="checkbox"/> Nov	<b>A\$12,000</b>
<input type="checkbox"/> <b>Certificate IV in Hospitality (52 Weeks)</b> <b>CRICOS Code: 098085B National Code: SIT40416</b> <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"/> Sep <input type="checkbox"/> Nov	<b>A\$12,000</b>
<input type="checkbox"/> <b>Diploma of Hospitality Management (78 Weeks)</b> <b>CRICOS Code: 098086A National Code: SIT50416</b> <input type="checkbox"/> Jan <input type="checkbox"/> Feb <input type="checkbox"/> April <input type="checkbox"/> May <input type="checkbox"/> June <input type="checkbox"/> July <input type="checkbox"/> Sep <input type="checkbox"/> Nov	<b>A\$18,000</b>
ACADEMIC RECORD AND PREVIOUS QUALIFICATIONS <b>(VET ONLY)</b>	
Previous Education Provider:	
English Level:	
<input type="checkbox"/> NIL - AEC will arrange relevant pre-requisite ELICOS course.	
<input type="checkbox"/> IELTS <input type="checkbox"/> TOEFL <input type="checkbox"/> PTE Score: _____	
Note: Documentary evidence must be provided or a AEC test taken before the e-Confirmation of Enrolment can be issued.	
Are you applying for Credit Transfer or Recognition of Prior Learning	
<input type="checkbox"/> No	
<input type="checkbox"/> Yes – Please provide translated and certified copies of the transcripts	

### ACADEMIC RECORD AND PREVIOUS QUALIFICATIONS (VET ONLY)

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 Deposit ☐ Cheque (Bank Cheque only) ☐ Credit Card (NO Diners)

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 (2.3% Surcharge Applied)

Card Holder's Name:

Card No.:

Expired Date: / / CVV:

Total Amount:

Signature:

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.

### APPLICATION CHECKLIST

- ☐ Valid passport copy (Check the expire date)  
☐ 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 tuition fees for your course  
☐ Valid visa (if you have one)

### 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 AEC's Privacy Policy:
  - Information concerning students, including information submitted on the Enrolment Application Form may be shared among AEC 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.
  - 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.
  - 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 AEC.
- 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 AEC with current and accurate contact details and notify AEC if within 7 days anything changes.
- To be bound by AEC'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: / / Signature:

### 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:

Sales Name:

Date: / / Signature:

Please return for processing to AEC at [application@bic.edu.au](mailto:application@bic.edu.au) Thank You

## 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 AEC's website. Please note that fees may be subject to change without notice and any changes will be published in advance on AEC'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, credit card (excluding Diners and 2.3% 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 AEC's tuition and non-tuition fees), those fees remain the responsibility of the agent. AEC 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, AEC will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to AEC.

### Fee details (including protection of fees):

AEC 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
- AEC 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.
- AEC 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 AEC's tuition and non-tuition fees), those fees remain the responsibility of the agent. AEC 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

AEC 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 AEC to undertake or continue the course as stated in the *Letter of Offer and Student Agreement* and in accordance with AEC'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 and complete the Financial Assistance Form that would allow you to continue your studies uninterrupted, while not causing undue hardship to AEC.

AEC 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, AEC 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):

- AEC 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 AEC 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
- AEC's name and contact details
- the name and signature of the Academic Manager of AEC
- a plain English explanation of the terms used in awarding grades at all levels

AEC 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 AEC 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 Fee: AUD\$200
- eCoE issue/Revise Fee: \$50/eCoE
- Airport pick-up fee: AUD \$150
- Homestay accommodation placement fee: AUD \$300

#### **Homestay accommodation**

The homestay accommodation placement fee of AUD \$300 is non-refundable.

All homestay accommodation fees (AUD \$350 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. AEC 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 AEC's tuition and non-tuition fees), those fees remain the responsibility of the agent. AEC 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 AEC 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*. AEC 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 *Refund Application Form* within 20 working days of receipt of the *Refund Application Form*
- If the refund was approved, details on how the refund was calculated and issue the refund within 20 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 10 working days of the date of the *Refund Application Form* letter, in accordance with AEC'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 offshore student is refused a visa
- 100% refund where AEC cancels the course prior to commencement
- 100% refund where a student formally withdraws 29 days or more prior to the course commencement
- 50% refund where a student formally withdraws less than 28 days before the course commencement.
- 25% refund where a student formally withdraws less than 14 days before the course commencement.

AEC 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 AEC 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.

AEC 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
- AEC terminates a student's enrolment because of a failure to comply with AEC'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.

AEC 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. AEC does not guarantee or refund any homestay accommodation fees.

#### **Compassionate and compelling circumstances**

AEC 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 10 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, AEC 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 AEC.

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

#### **Outcomes of refund decisions**

- Within 20 working days of receipt of your completed *Refund Application Form*, AEC will review the application and supporting documents, and issue you with a detailed *Refund Application Form* 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-I

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