

**13 May 2015**

Decheng CHENG  
13-1-401 Sanhaoyuanzhongqu Binhai New Area

Tianjin 300280  
China PRC

**Student Reference ID:** 2224892  
**Student Date of Birth:** 26 June 1993

**LETTER OF OFFER**

Dear Mr CHENG,

We are pleased to offer you a place in ANU College. Your offer is as follows:

Description	CRICOS Code	Orientation Date	Duration	Start Date	End Date
Access Program	080015G	12 Oct 2015	1 Term	12 Oct 2015	24 Dec 2015

**Acceptance Procedures and Additional Information**

To accept this offer, you will need to make the total payment shown as “total payment due on Acceptance ” and return with the completed student acceptance form. The acceptance form is on the last page of this offer letter.

Please note that your place in this course is not confirmed until payment has been received and all conditions are met.

Visit the ANUC website at [www.anucollege.edu.au](http://www.anucollege.edu.au) for information about our programs and if you have any questions about this offer please contact the Admissions Office.

I look forward to receiving your acceptance of offer.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Deanna McMiles'.

**Deanna McMiles**  
Admissions Director - Australasia  
Study Group

## Payment Options:

Our preferred method of payment is via [PayOnline](#), our secure online portal. Payment can be made in a range of currencies with competitive exchange rates, and using many popular payment options including Bank Transfer.

To view your fees online and make payment now, use your personal Secure Link to [Pay Online](#)

Alternatively, you can locate PayOnline at: <http://pay.anucollege.edu.au>

Login with your Student ID: 2224892  
And Secure Access Code: Not Available

### Key features of PayOnline:

- ✓ **Easy** - only 5 clicks to payment
- ✓ **Convenient** - pay online, anytime, anywhere, using any device
- ✓ **Secure** - processing by our trusted partner GlobalCollect

Visit <http://www.anucollege.edu.au/payonline> for more details.

If you are unable to use PayOnline to make payment, please contact [studentpayments@anucollege.com.au](mailto:studentpayments@anucollege.com.au) to arrange an alternative payment method.

## Fees Guide

The cost of your tuition and associated fees is outlined below:

Payment Description	Study Periods	Due Date	Amount (AUD)
International Study Centre - Enrolment Fee		On Acceptance	300.00
OSHC Insurance Single 5 Month		On Acceptance	268.00
Access Program	12 Oct 2015 - 24 Dec 2015	On Acceptance	5,200.00
<b>*Taxed Item Includes GST</b>			0.00
	<b>Total Due On Acceptance</b>		<b>5,768.00</b>
<b>Remaining Instalments</b>			<b>Amount (AUD)</b>

Upon payment this document will become a tax invoice

The annual tuition fee and associated fees quoted above and in the attached invoice are current at the date of this letter of offer. Any changes to the above study plan will deem this offer invalid.

Students may be required to attend excursions as part of their studies and will be required to pay an excursion fee at the time. It is expected that students will purchase the textbooks required to perform in their program.

We reserve the right to vary course tuition fees and other course details from time to time. Information about the current fee rates is published on our website [www.anucollege.edu.au](http://www.anucollege.edu.au)

## Terms and Conditions

I (which expression includes the parent/guardian who has signed this acceptance) hereby accept an offer made to me by Study Group Australia Pty Limited, a company incorporated in New South Wales Australia (ACN 070919327) whose registered office is Level 8, 97-99 Bathurst Street, Sydney, NSW 2000, Australia (Contact: +61 2 8263 1888), trading as ANU College (and hereinafter referred to as ANUC) to enroll in the ANU College Foundation Studies Standard/Extended, English language course(s) or other course(s) (hereinafter referred to as "the course") as indicated in the Letter of Offer ("the Offer").

I agree to pay to ANUC the tuition fees and other charges applicable for my course in accordance with the payment terms. I further agree to pay all additional fees and such other charges as may become payable to ANUC during the period of my enrolment. ANUC agrees to provide tuition to me in all subjects of the course, conditional upon my working regularly and systematically through those subjects in accordance with instructions and provided all fees owing are paid on the due dates.

### The ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and The National Code (for more information about students' rights under the ESOS Framework, please refer to [internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx](http://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx)). If a student has any concerns about any of these matters after arrival at ANUC, please contact the Campus Director.

Please note that information is collected by ANUC during each student's enrolment in order to meet its obligations under the ESOS Framework. This is to ensure students' compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Framework.

Information collected about each student during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances information collected during enrolment can be disclosed without the student's consent where authorised or required.

I acknowledge that:

1. It is a condition of enrolment that I attend all scheduled classes except where there is a legitimate reason for non-attendance (eg illness supported by a Doctor's Certificate) which is acceptable to ANUC. If the enrolment terminates due to a breach of this condition, I understand and agree that I am not entitled to any refund of the tuition fee or other charges paid.
2. All lessons and any related material supplied by ANUC are copyright and remains the property of ANUC. Any unauthorised copying may constitute a breach of the Copyright Act 1968 (as amended).
3. I am required to use my best endeavours to meet the requirements of the course and to abide by the rules and regulations of ANUC for the running of ANUC and the conduct of students. If I breach any of the rules of ANUC, fail to pay an amount payable for the course, or my behaviour is deemed unacceptable by ANUC, or a breach of visa conditions, including poor attendance or unsatisfactory progress, my enrolment may be cancelled and I agree that I will not be entitled to any refund of the tuition fee or other charges paid.
4. Infringement of campus rules and regulations will result in a fine under local campus rules and regulations.

5. I may be required to attend organised ANUC excursions and activities as part of my course.

6. I authorise ANUC to obtain medical treatment for me should such action be deemed necessary by ANUC or a staff member acting on behalf of ANUC. I agree to indemnify ANUC for any expense, loss, damage or liability of whatsoever nature occasioned as a result of authorising and arranging such emergency medical treatment.

7. I am responsible for my own books, equipment and personal items and I hereby release ANUC from all liability and claims for loss or damage to such items, howsoever caused.

8. I am required to carry ANUC identification at all times while on campus.

9. I must notify ANUC of my Australian residential address and contact details within 7 days of arrival or within 7 days if I change my address or contact details.

10. I have read and understood the "Complaints and Appeals Policy" outlined in this document.

11. I have read, understood and agreed to the terms of the "Cancellation and Refund Policy" outlined in this document.

12. I have read and understood this document. I confirm that the terms and conditions of the offer have been explained to me.

13. I have been informed about, or provided information on the following:

- a. the entry requirements for admission into the course, including level of English language required and academic qualifications required;
- b. course duration and content, including information about training and assessment methods;
- c. the facilities, classroom equipment and learning resources;
- d. the grounds on which the enrolment may be deferred, suspended or cancelled, and accept any conditions set out in the Letter of Offer;

14. If I am accompanied by any school-aged dependents, I will be required to pay their full fees if they are enrolled in either a government or non-government school.

15. I have reviewed the cost of living expenses and the estimated total cost for tuition fees and other charges and acknowledge I have, or will have, the financial capacity to complete my course of study. Information is available at [immi.gov.au/students/student-visa-living-costs.htm](http://immi.gov.au/students/student-visa-living-costs.htm)

16. 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.

### Cancellation and refund policy

1. ANUC agrees to refund within 28 days, tuition and non-tuition fees paid where the student produces acceptable certified evidence that the application made for a student visa was rejected by a visa-issuing authority.

- a. If a visa application is rejected before the student commences the course:

The amount of the refund is the fees paid by or on behalf of the student, minus the lesser of the following amounts that will be retained:

- 5% of the amount of fees received (pre-paid tuition fees, non-tuition fees);
- \$500.

- b. If a visa application is rejected after the student has commenced the course:

The amount of the refund is any unspent pre-paid tuition fees paid by or on behalf of the student. The non-tuition fees will not be refunded.

2. ANUC agrees to refund within 28 days of the receipt of written notice of cancellation by the student, all tuition fees paid by or on behalf of the student, less the amounts to be retained as agreed and as detailed below:

- a. If written notice is received more than four weeks before the commencement date of the student's course, AU\$2,500.
- b. If written notice is received in the four weeks prior to the commencement date of the student's course, 50% of the tuition fees for the course.

- c. No refund of tuition fees will be paid to the student if written cancellation is received on or after the commencement date of the student's course.
  - d. Enrolment fees are non-refundable.
3. In the unlikely event that ANUC is unable to deliver a course in full, the student will be offered a refund of the unused portion of prepaid tuition fees. The refund will be paid to the student within fourteen days of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course at no extra cost. The student has the right to choose whether they would prefer a refund of the unused portion of prepaid tuition fees, or to accept a place in another course. If the student chooses placement in another course, they will be asked to sign a document to indicate acceptance the placement. If ANUC is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will assist the student to find a suitable alternative course at no extra cost or, as the last resort, refund any unspent tuition fees.
4. If the student withdraws from a course before commencing any study, and ANUC has paid an amount to a representative in relation to their recruitment, the refund will be further reduced by that amount. The representative will be responsible for refunding that amount to the student.

#### Claiming a refund

Applications for a refund should be in writing and addressed to the International Admissions Centre (if the student is still in their home country) or the Campus Director (if the student is in Australia) according to the contact details listed on the letter of offer.

#### Package programs

Students can apply for a package of programs, the Foundation Program (Standard/Extended) plus a Bachelor degree course at The Australian National University (ANU). Students with permanent residency cannot receive an ANU offer as they are required to apply to ANU through UAC at the end of their Foundation year. The procedures for students who do not take up their place at the University after being offered a package of programs are as follows:

- ☐ If the student wishes to change provider, or withdraw altogether from the package of study, they must apply to do so through ANUC and the University's International Centre (before the completion of the ANU College Foundation Studies Standard/Extended) or the University's International Centre (after the completion of the ANU College Foundation Studies Standard/Extended).
- ☐ All applications for refund must be made in writing to the Director, International Admissions Centre. The application will be assessed and the student will be advised of the decision and of any refund of fees that is approved.

#### Publicity

- The student (and, where applicable, his or her parent or guardian):
- i. agrees that the student's photographs, videos, artwork or other works, as well as recorded or written testimonials and details of the student's achievements ("Student Images and Testimonials") may be used by Study Group, or by a third party agent of Study Group, worldwide for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notification; and
  - ii. gives consent to Study Group storing, or transferring across international borders, copies of the Student Images and Testimonials for such purposes.

#### Payments

Payment can be made to ANUC using a number of payment options via the PayOnline platform. Access to this platform can be found at <http://pay.anucollege.edu.au> using the unique student access code.

Certain payment options will carry a processing fee of 2.5%. ANUC reserves the right to alter this charge from time to time.

If the student chooses to pay in their local currency, a foreign exchange rate will apply. The applicable exchange rate can be viewed online as at the time and date of the payment.

Bank charges and commission for both the sending and receiving banks should be paid by the sender of funds or they will be applied to the student's account.

#### Overseas Student Health Cover (OSHC)

As a condition of the student visa, all international students must hold valid OSHC for the length of the visa. If students have not been invoiced for this, they must organize this cover by themselves.

Overseas Student Health Cover (OSHC) refund policy

If the student has not arrived in Australia, ANUC will refund the OSHC directly.

If the student has arrived in Australia and is:

- ☐ Discontinuing studies and returning home
- ☐ Transferring to another provider, or
- ☐ No longer on a student visa.

The OSHC provider will organise the refund. Refunds are processed on a pro-rata monthly basis. Refund forms are available on the OSHC website.

#### Dispute Resolution

In the event of a dispute between an individual student and ANUC, internal procedures are in place to facilitate the resolution of the dispute. An overseas student may lodge an external appeal or make an external complaint about a decision by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [oso.gov.au](http://oso.gov.au) or phone 1300 362 072 for more information.

A summary of the Complaints and Appeals process is as follows:

#### 1. Code of Conduct, Attendance and Discipline

Each student is expected to abide by the terms and conditions of enrolment and the published rules and code of conduct of ANUC. Disciplinary procedures will be applied in the event of a breach of these rules. All staff are expected to apply ANUC policy and rules fairly and without favour, but if a student considers that this has not occurred, the student may refer the matter to the Grievance Counsellor. If the student is dissatisfied with the Grievance Counsellor's decision, they may lodge a formal appeal. The appeal will be considered by the case review panel, which includes the Campus Director. All decisions will be in writing and occur within specified time periods.

#### 2. Service and Academic Programs

In the event of a student complaint concerning the quality of the service or teaching provided by ANUC, the student will report the matter to a person in a position of authority at ANUC. The complaint may either be dealt with by that person, or referred to the Grievance Counsellor where the Complaints and Appeals process is followed.

#### 3. Contractual and Financial Issues

Any queries relating to tuition fees and other charges payable to ANUC (or refunds) will initially be dealt with by ANUC Finance and Administration staff. If the student is dissatisfied with the decision, the matter will be referred to the Campus Director for determination. If either the action taken or the outcome does not satisfy the student, they may write to the Finance Director, who will in turn convey a decision in writing to the student.

For more information, please visit [www.anucollege.edu.au](http://www.anucollege.edu.au)

## Acceptance of Offer

Student name: Decheng CHENG  
Student reference number: 2224892  
DOB: 26 June 1993  
Course(s):  
ANU Access English Program (22 hrs per week)

### Student declaration:

I have read and accept the above conditions of this offer

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please print name: \_\_\_\_\_

### Parent/Legal Guardian declaration:

If the student will be under 18 years of age at the commencement of the course, this acceptance must also be signed by an authorised parent or legal guardian.

Signature of Parent/Legal Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Please print name: \_\_\_\_\_

### Special Notes:

Provider: Study Group Australia Pty Limited trading as ANU College. CRICOS Provider Code: 01682E  
Terms and Conditions are also available at <http://anucollege.edu.au/>  
Information about the ESOS framework is available at <https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>