

29/07/2022

Paimalpreet Sandhu

10, Matcham Street
JORDAN SPRINGS NSW 2747
Australia

Dear Paimalpreet Sandhu,

Australian Techno Management College Pty Ltd t/a Apsley English would like to extend a warm welcome you to Australia as a full fee paying international student. Our student support team is trained to provide you with a variety of support services throughout your course duration. We understand that a new environment can at times be challenging. Apsley English will strive to provide you with an enriching educational experience.

LETTER OF OFFER

We are pleased to advise that you have been offered full time course at Apsley English.

Offer ID	1092		
Student name	Paimalpreet Sandhu	Address	10, Matcham Street, JORDAN SPRINGS, NSW, 2747
Date of birth	28/08/2001	Gender	Female
Citizenship	Indian	Passport No	T3527358
Email Address	drsandhupaimal28@gmail.com	Mobile Number	0469818595
Agent Name	Royal International Migration Consultants		

Details of Courses and fees Offer to student:

Course Code	Course Name	Course Period	Weeks	Tuition fees Amount	Initial Payment
ELICOS	General English	05/09/2022 - 18/12/2022	15	\$2,250.00	\$2,250.00

This offer will expire on 26/08/2022

Delivery Location:

Sydney Campus: Level 7/114-120 Castlereagh St, SYDNEY, NSW, 2000

Mode of Delivery: Face to Face

The letter of offer is issued provisionally only; it is subject to satisfactory completion of all government visa formalities and observance of all College regulations. Payment of fees and associated charges are as follows:

Total tuition fee	\$2,250.00
Total Enrolment fee (Non-refundable)	\$250.00
Material fee	\$0.00
First Instalment	\$2,250.00
Total payment required for Acceptance	\$2,500.00

Additional Fees

Overseas Student Health Cover (OSHC)	\$0.00
Miscellaneous Fees	\$0.00

Special Condition:

STUDENT FEES AND CHARGES:

- A student can choose to pay the full 100% tuition fee prior to the course commencement if they wish to, but a student is not required to pay more than 50% up front.
- After a student commences, Apsley College will require remaining tuition fees two (2) weeks before the start of the second study period.
- If a student has only made a 50% tuition fee payment prior to commencement the student is able to make their final tuition fee payment prior to the second study period or as approved with Apsley College and set out in this offer.
- Pre-paid tuition fees of non-commenced students will be kept in a designated account until the student commences study
- The fees quoted above are current at the time of issuing this offer; however, fees are reviewed annually and are subject to change. In the event of a fee increase before your enrolment, you will be invoiced for any balance owing; the advised amount must be paid before enrolment into our designated account. Once you have commenced your studies, your tuition fees will remain fixed for the duration of the above program.

CONFIRMATION OF ENROLMENT:

In order to confirm your enrolment at Apsley College, please complete the following steps:

1. Sign the "Written Agreement" form (attached) with the Advised fees.
2. Provide a certified/attested true copy of your passport and visa.
3. Provide a certified/attested true copy of your academic qualification/s and IELTS score (Minimum 5.5 Overall or equivalent)
4. Provide OSHC details for study period (if self-managed).
5. Payment of Fees.
6. Provide Release letter from previous Institution if you haven't completed 6 months of your principal course.
7. Read the International Student Handbook prior to signing the formal agreement, found at www.Apsley.nsw.edu.au

We look forward to having you as our student.

Yours sincerely,



Srilakshmi Thalatom

CEO

Full Fee Payment Plan and Schedule

Course Code	Due date	Description	Material Fee	Tuition Fee	Total Amount
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Total Amount \$2,500.00

*** Students must pay Application Fee, OSHC Fee and 1st Instalment before Apsley College can issue a COE.**

Other Fees and Charges

Student Id card	Non refundable	\$50
Credit processing fee per unit	Non refundable	\$250
Re-Assessment fees per Units	Non refundable	\$250
Course Deferment Application fees	Non refundable	\$250
Late Tuition Payment fees	Non refundable [applicable per week when fees overdue]	\$100
Late assessment submission fees	Non refundable	\$100
Re-issue Certificate/Transcript/SOA	Non refundable	\$150
Leave Application fees	Non refundable	\$200
General Letter (Family Invitation, Enrolment letter, Course Completion Letter)	Non refundable	\$100

PAYMENT DETAILS:

Payment of course Pre-paid fees

All fee's must either be paid via our dedicated payment Account Details.

-Or by Cash or Bank Cheque in person (personal cheques are not accepted).

Bank Details
Bank Name: Commonwealth bank
Account Name: Apsley College
BSB: 062231
Account number: 1050 7927
Reference: Paimalpreet Sandhu
SWIFT Code For International Transfer: CTBAU2S

Upon receipt of the course pre-paid fees and your signed acceptance of agreement, a Confirmation of Enrolment (CoE) will be prepared immediately and a copy will be sent to you by mail or. This document must be presented to the Australian Government Department of Home Affairs (DHA) in the country where you are applying for your visa or the nearest location.

Written Agreement

Refund Policy

Policy

This policy contains requirements that apply to all students that are currently studying or formally enrolled with us at Apsley English.

Procedural Purpose

The purpose of this policy is to ensure that all *“written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money”*. Apsley English requires all students to be treated fairly and with integrity when applying for refunds and this procedure is intended to ensure that this occurs.

Refunds will be made in Australian dollars by electronic bank transfer or overseas bank draft.

All applications for refund must be made in writing using the Fees Refund Application Form and submitted to the Administrative Staff as prescribed in this policy. A refund will be paid directly to the student who entered into the agreement with Apsley English. In limited circumstances, refund can be processed in student's authorised person's account, in or outside Australia. In such cases, the student has to sign the consent given in the Fees Refund Application Form.

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.

Refund Application and Payment Information:

Student fee refunds for International students are administered under the Apsley English Refund Policy and the legislative guidelines of The Education Services for Overseas Students (ESOS) Act 2000, TPS and associated legislation. This is the legal framework governing the responsibility of education institutions for overseas students.

Once you have accepted an offer with Apsley English your eligibility for a refund of fees paid to Apsley English is determined by whether it is a:

Student default

Under the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the

course on that day (and has not previously withdrawn); or

- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - Misbehaviour by the student.

Please note that a student does not default for failing to start a course on the agreed starting day if he/she does not start the course because the provider defaults in relation to the course at the location.

Provider default

1. Apsley English has arrangements in place through the Tuition Protection Scheme (TPS) should the institute default the course due to the following events:

- a. The institute ceases its operations
- b. The course enrolled in does not begin on the agreed commencement date
- c. The course enrolled in ceases to be provided at any time after it commences but before it is completed.

2. In the unlikely event that Apsley English is unable to deliver the course based on any of the above event, you will be offered a full refund of all the course money you have paid to date. The refund will be processed within 4 weeks of the day on which the default occurred.
3. Alternatively, you may be offered enrolment in an alternative course by Apsley English at no extra cost.
4. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course with another registered provider. If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Apsley English is unable to provide a refund or place you in an alternative course, Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost.
5. Students can choose to have a full refund or choose to pay more and continue with an alternative provider.
6. You will be advised of the default situation in advance and will have a letter explaining how all the refunds are calculated. Such situations are covered by the provision of the Commonwealth Government ESOS Act 2000 and the ESOS Regulations 2001.
7. For further information, please read the Student information contained in TPS website_ <https://tps.gov.au/StaticContent/Get/StudentInformation>

Pre-paid tuition fees

Apsley English limits the collection of pre-paid fees in accordance with the ESOS Act. Apsley English only collects up to 50% of the total tuition fees for any of its courses before a student commences the course. After the student commences, Apsley English will only require the student to pay any further fees until 2 weeks before the start of the second study period.

Refund Policy

1. Apsley English under the ESOS Act 2000 and the National Code 2007 must have in place a Refund Policy which needs to be provided to the prospective

international students studying in Australia before formalisation of their enrolment.

2. If an applicant accepts a place offered by Apsley English and pays the applicable fees, it means a binding contract is created between the student and Apsley English.
3. Notification of withdrawal from unit/s or course of study must be made in writing to Apsley English addressing to the CEO. The cancellation fee will be calculated as shown in the Schedule A.
4. All fees paid including any course fees collected by education agents on behalf of Apsley English except the non-refundable enrolment fee, are subject to this refund policy.
5. Where a visa renewal is rejected due to a breach in visa conditions, a student must withdraw from Apsley English and the cancellation fee will be calculated as shown in the Schedule A.
6. Apsley English reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol in a similar course at Apsley English and the enrolment is cancelled then all fees paid will be refunded.
7. In the unlikely event that Apsley English is unable to deliver your course in full (provider default), you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Apsley English at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
8. All refunds (apart from provider defaults) under this policy will be paid within four (4) weeks after receiving a written claim and full supporting documentation from the student.

9. If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the CEO of Apsley English.
10. Refunds will be made in Australian dollars and the academy reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.
11. Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.
12. 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.

Procedures for Claiming Refunds

1. Please fill up the 'Fee Refund Form' (which can be downloaded from Apsley English's website).
2. Submit the form with any supportive evidence to the Student Services Officer or alternatively you can send the scanned copy of the 'Fee Refund Form' to info@apsley.nsw.edu.au
3. Once the 'Fee Refund Form' is received by the Student Services, it will be forwarded to the CEO for a review.
4. If eligible, refunds will be processed within 4 weeks.
5. In the event of an unsuccessful outcome or if the student is not eligible for a refund, students can appeal against the CEO's decision accessing Apsley English's Complaints and Appeals policy located on Apsley English's website.

Fee Refund Schedule A

Schedule A			
Situation	Apsley English Policy	Situation	Apsley English Policy
Written notice of withdrawal provided at least 4 weeks prior to course commencement	Paid tuition fees refunded, less \$500 enrolment fee (non refundable).	Visa refusal which caused the student’s failure to start the course before the course commencement	Paid tuition fees refunded, less \$500 enrolment fee (non refundable).
Written notice of withdrawal provided less than 4 weeks prior to course commencement	Refund equal to 50% of the paid tuition fees. The non-tuition fees are exempt from the refund amount.	If a student’s visa application is rejected after the student has commenced the course	The refund amount calculated will be the weekly tuition fee times the weeks in defaultperiod. The non-tuition fees are exempt from the refund amount.
Where a student provides written notice of withdrawal prior or during the new term	The refund amount calculated will be the weekly tuition fee times the weeks in default period.	Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course	No refund of the \$500 enrolment fee (non-refundable) and the first term fee. The subsequent terms paid in advance will be refunded.
Apsley English refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay outstanding fees	No refund of the \$500 enrolment fee and current term fee. The subsequent terms paid in advance will be refunded.	Apsley English cancels the course prior to course commencement	All monies paid to the provider, less \$500 enrolment fee (non refundable), will be refunded.
Apsley English cancels the course before its expected end date	In the unlikely event of an Apsley English’s default of a course, students will be offered with two options: 1) Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period; or 2) Alternative Course Arrangement: Students can be offered an alternative course at Apsley English with no extra charge. Students will have the right to choose one of the above options.		
# Overseas student refunds are calculated on the basis of the amount received from an education agent.			

Disclaimer: This written agreement, and the right to make complaints and seek appeals of decisions and actions 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.

Monitoring course progress and attendance

Students will be assessed by Apsley English at orientation using the Oxford Placement Test and an interview. They will then be placed in the appropriate class level as outlined above. Other English language proficiency tests such as IELTS, Cambridge, PTE and TOEFL may be taken into consideration when placing students.

Course progress will be assessed as per our Course Progress and Attendance Policy and Associated Procedures. This will ensure that to ensure that students will be able to complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

Apsley English monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment. Students who do not meet course progress and/or attendance requirements are at risk of having their visas cancelled.

Each study period (a term of 10 weeks) is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

ELICOS students are required to maintain satisfactory course progress and attendance. Students will be deemed at risk of not meeting course progression requirements if they:

- do not participate in a formative or summative assessment test.
- have not achieved a passing rate on a summative assessment task at the mid-point of the study period.
- are not maintaining satisfactory attendance of at least 80%
- have been absent for more than 5 consecutive days.

Where a student is at risk of unsatisfactory attendance, they will be identified as at risk and will be required to participate in an intervention strategy as outlined in the Course Progress and Attendance Policy and Associated Procedures.

The intervention strategy will involve identifying

and then providing additional support required by the student to assist them to meet the required outcomes of the course. This will be documented in the Intervention Plan and then monitored to ensure the student achieves satisfactory course progress.

Where students continue not to maintain satisfactory course progress, they will be issued with a notice of intention to report as outlined in the Course Progress and Attendance Policy and Associated Procedures.

Reporting unsatisfactory course progress

Apsley English will report international students who do not meet course progress requirements. The College will ensure an international student are notified of the Intention to report and their right of appeal. However, Apsley English may decide to report a VET student for breaching the satisfactory course progress and attendance. For further information refer to Apsley English Website.

COMPLAINTS AND APPEALS POLICY FOR INTERNATIONAL STUDENTS

The College shall provide processes for handling grievances (grievances/complaints) to resolve disputes brought by prospective, enrolled and former overseas students regarding academic and non-academic matters.

Grievance means a statement of concern by a student that:

- (a) Has been reported by the student to an officer in a member College or the College; and
- (b) Requires action or a response under the policies or regulations of the College.

General feedback and comment from students about administration, academic programs and services will not be treated by the College as a grievance unless action or a response is required under the policies or regulations of the College. Whenever possible, grievances will be handled at College level. However, should these internal processes not resolve the matter, provision is made for external independent grievance handling/dispute resolution at minimal or no cost to the complainant.

Outcomes of the grievance will be provided to the student in writing, recorded and placed in the student's file and the College Complaints Folder.

Information contained in this policy statement must be given to students before an agreement is entered into or before any fees are paid, whichever occurs first, and within Ten (10) days of starting an award course at the College.

"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."

Please refer to Apsley English Website for detailed www.apsleyenglish.edu.au

Placement test for students enrolling in English Language courses

Students will be assessed at orientation using the Oxford Placement Test and an interview. They will then be placed in the appropriate class level as follows:

- Students who have none or very little English will be placed in the Starter class level.
- Students who are assessed as having English that matches the descriptors for A1 on the CEFR level will be placed in the Elementary class level.
- Students are assessed as having English that matches the descriptors for A2 on the CEFR level will be placed in the Pre-Intermediate class level.
- Students who are assessed as having English that matches the descriptors for B1 on the CEFR level will be placed in the Intermediate class level.
- Students who are assessed as having English that matches the descriptors for B2 on the CEFR level will be placed in the Upper Intermediate class level.
- Students who are assessed as having English that matches the descriptors for C1 on the CEFR level will be placed in the Advanced class level.

Modes and methods of course delivery

The General English course is made up of 60 units of study, each of which is delivered over a week. All teaching and assessment is conducted in the classroom (20 hours a week).

Teaching methods include teacher directed and student-centred learning. Delivery will be flexible taking into account the different learning styles, cultures and needs of students. Macro-skills will be developed using communicative and integrated techniques.

A combination of the following delivery methods will be used: presentations, discussions, role-plays, oral presentations, individual and group instruction, audio visual materials, web-based research, online activities and independent research.

Students will use authentic materials, together with materials prepared specifically for language learning within the classroom.

Assessment Information

Students are placed at the appropriate level (Starter, Elementary, Pre-Intermediate, Intermediate, Upper Intermediate and Advanced) and will progress from one level to the next subject to achieving a satisfactory pass mark in the summative assessments as outlined below.

Both formative and summative assessments will be used to assess achievement of learner outcomes.

Assessments will be formative to assist in assessing a student's ongoing progress and summative for a final assessment of the student's ability.

Formative assessment

The core textbooks for each level include mini-tests per unit that test pronunciation, grammar, vocabulary and functional language. Mini-tests are both written and spoken. Students will complete these mini-tests in Weeks 1, 2, 3, 4, 6, 7, 8 and 9 of each level. Following the completion of the tests, teachers will review the results with students and provide feedback to assist students to assist them to develop their skills and/or feedback on gaps in mastering the language. The teacher resource book for each level includes marking guidance for each test.

Summative assessment

The core textbooks for each level include two tests per unit (mid course and end course) that test pronunciation, grammar, vocabulary and functional language. Tests are both written and spoken. Students will complete these assessments in Weeks 5 and 10 of each level. The assessments are designed to assess whether students have achieved the required levels, therefore students must achieve a 50% pass mark for both tests. The teacher

resource book for each level includes marking guidance for each test.

During the weeks in which summative assessments occur, time is set aside in the timetable where feedback can be provided to student who have not achieved the required level.

If the student has achieved at least a 50% pass mark they may progress to the next level. When the student has successfully completed all of the level/s in which they enrolled, a Certificate is then generated that shows the overall results.

Apsley English has a Teaching and Assessment Associated Policy and Procedures, which is followed to ensure the delivery of high quality teaching and assessment to ELICOS students. Assessments are validated and moderated to ensure they are valid, reliable, fair and flexible and clearly referenced to criteria.

Additional cost may occur if the CoE extension is required on Pro-rata basis.

Student obligations

- Students must abide by the visa conditions 8202
- Notify Apsley English of any change in residential address, phone, email and emergency contact details within 7 days of the change while enrolled in the course.
- Students must adhere to Apsley English policies and procedures outlined in the Student Hand book.
- Apsley English may communicate through e-mail.
- Student must pay his/her Tuition fees on due date as outlined in the Written Agreement. Student must obtain and provide to Apsley English their Unique Student Identifier Number (USI) www.usi.gov.au (This needs to be done as soon as possible, after the orientation at the latest)
- Before signing this Acceptance form please ask the staff member for student handbook or please download it from www.apsleyenglish.edu.au
- student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees

Privacy policy regarding students:

Information is collected in this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code; to ensure student compliance with the conditions of their visa and their obligations under Australian Immigration laws generally. The authority to collect this information is contained in the Education Overseas Students Act 2000, the Education Overseas Students Regulation 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant the Tuition Protection Scheme and / or the fund administrators. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

ESOS FRAMEWORK

The *Education Services for Overseas Students 2000* (ESOS Act 2000 as amended in 2015) is Commonwealth Government legislation that ensures providers of education and training are regulated in the delivery of education services to international students. All providers and programs available to international students are required to be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The Act also provides for obligations and restrictions on students to comply with the conditions of their student visa. Under the Act, Apsley English is required to monitor and report on some of these conditions to the Department of Home Affairs (DoHA)

A National Code of Practice has been established which provides for consistent standards for the registration and conduct of registered providers and the conduct of persons who deliver educational services on behalf of registered providers. Apsley English is bound by the National Code of Practice and has designed specific work procedures to include these requirements.

Apsley English Directors are ultimately responsible for coordinating the monitoring and reporting requirements under the Act and are available to advise staff and students on any of these requirements.

Student Declaration

I declare that:

1. I have read and clearly understood all the information contained in this written agreement.
2. I have accessed and read the relevant information, policies and procedures as outlined in this agreement on Apsley English's website www.apsleyenglish.edu.au
3. I have read and understood the description of the ESOS framework.
4. I have read and understood the information on Apsley English Refund Policy.
5. I have read and understood the course duration and the content as well as the conditions of the enrolment located on Apsley English's website.
6. I acknowledge that I have read and understood the contents of the Apsley English's International Student Handbook and the hyperlinked policies and procedures.
7. I will pay all of my fees by the due dates in accordance with the payment schedule in this document and any subsequent invoices. I understand that failure to pay my fees by the due dates may lead to the termination of my enrolment.
8. I am aware that I am responsible for keeping copies of this agreement and all payment receipts.
9. It is my obligation to notify Apsley English with my residential address within 7 days of arriving in Australia. I also have the obligation to notify Apsley English with my change of address within 7 days throughout my enrolment.
10. I am aware as a student on an international student visa, I *can only study a course* with a CRICOS registered Provider who can be found at: <http://cricos.education.gov.au/>
11. Apsley English may share the personal information between the registered provider(s) and the Australian Government and designated authorities and, if relevant, NCVER, the Tuition Protection Service and the ESOS Assurance Fund Manager. Commonwealth and State or Territory government departments and authorized agencies; Personal information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.
12. I have read and understood the student information contained in TPS website <https://tps.gov.au/StaticContent/Get/StudentInformation>
13. I have read and understood the requirements of Apsley English's Course Progress policy (located on Apsley English's website).
14. 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.

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Student Name: Paimalpreet Sandhu

Student's Signature Paimal Sandhu Date: 29/07/2022