**{COLLEGE NAME}**

LOGO

Address 1,

Address 2,

Address 3,

Address 4.

Date: {**date}**

Student Name: Date of Birth: Student Number:

**{firstname} {lastname} {dob} {code}**

Student Address:

{**ADDRESS}**

Student Email: **{emailid}**

Agent: {**AGENT NAME}** Agent Contact: {**AGNET CONTACT}**

Dear **{firstname} {lastname},**

Thank you for your application to enroll in the {#tableData} **{selectedcourse}** {/tableData}with **{COLLEGE NAME}**

We have reviewed your application and take great pleasure in offering you a place in the course you have applied for. You will find the details of your enrolment along with the terms and conditions, attached.

We request you to sign the Student Agreement attached to indicate your acceptance in order to secure your place in the course.

If you require further advice or clarification regarding the attached documents, please contact us at our office. We look forward to welcoming you to **{COLLEGE NAME}**and wish you all the best with your studies.

Kind regards,

Admin Officer

**{date}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course Code** | **Course Name** | **Start Date** | **End Date** | **Course Duration in weeks** |
| {#tableData}  **{coursecode}** | **{selectedcourse}** | **{startdate}** | **{closedate}** | **{duration}**  {/tableData} |

Course Location: **{COURSE LOCATION}**

Condition(s) of the Offer:

Conditions of Offer: • All documents as per checklist in Student Enrolment form. • Subject to providing evidence of English Language result of 5.5; Subject to passing English Placement test as given by Clayton College. (If applicable) • Subject to release from current provider. (If Applicable). • Subject to providing Academic records before CoE Creation.

Course Fees:

Fee: All fees are in Australian Dollars (AUD)

|  |  |  |
| --- | --- | --- |
| **Course Code** | **Course Name** | **Tuition Fee\*** |
| {#tableData}  **{coursecode}** | **{selectedcourse}** | **{tutionfee}**  {/tableData} |

* **The tuition fee does not include the additional Fees and Charges - Non-Tuition Fees and the Chef kit. CPC30620 Certificate III in Painting and Decorating**

|  |  |  |
| --- | --- | --- |
| **Enrolment Fee (Non-Refundable)** | AUD $ **{VALUE}** | Non-Refundable |
| **Total Tuition Fee** | AUD $ **{tutionfee}** |  |
| **Non-Tuition Fees** | AUD $ **{VALUE}** |  |
| **Fees Payable to Secure This Offer** | AUD $ **{VALUE}** |  |

PAYMENT SCHEDULE

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Instalment Due Date** | **Instalment Name** | **Enrolment Fee** | **Material Fee** | **Tuition Fee** | **Total in AUD** |
| **CPC30620 Certificate III in Painting and Decorating** | | | | | |
| Now | Upfront Fee | $ **{VALUE}** | $ **{VALUE}** | $ **{VALUE}** | $ **{VALUE}** |
| **{VALUE}** | Instalment 1 |  | $ **{VALUE}** | $ **{VALUE}** | $ **{VALUE}** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **Total** | **$ {VALUE}** | **$ {VALUE}** | **$ {VALUE}** | **$ {VALUE}** |

Student, or the person responsible for paying the tuition fees, may choose to pay more than 50% of their tuition fee before they start their course. As per the amendment made to the ESOS Act in December 2015. This offer letter is valid for a period of five working days after the offer date. Dates are subject to change. You will be advised as soon as the information becomes available

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SECTION 2: PAYMENT METHOD** | | | | | |
| NOTE: Payment made direct to educational agents on behalf of **{COLLEGE NAME}**is NOT acceptable and must be paid direct to **{COLLEGE NAME}**as per the payment methods below. **{COLLEGE NAME}**will not be responsible for payments made direct to educational agents | | | | | |
| Credit Card Payment | | | | | |
| * VISA | * MasterCard | | 2.2% Surcharge will be charged for Credit Card Payment | | |
| Credit Card Number: | |  | | | |
| Cardholder Name: | |  | | | |
| Cardholder Signature | |  | | | |
| Expiry Date: | |  | | | |
| CCV No: | |  | | | |
| Bank Cheque for AUD as per invoice attached made payable to Clayton College | | | | | |
| Bank Transfer for AUD as per invoice attached made payable to **{COLLEGE NAME}**to account details below: | | | | | |
| Account Name: | | Clayton Education Group Pty Ltd | | | |
| Account Number: | | **{VALUE}** | **BSB: {VALUE}** | **Swift Code: {VALUE}** | **Branch: {VALUE}** |
| Bank Name: | | **{VALUE}** | | **Reference No: {VALUE}** | |
| Print Name: | |  | | Date: **{VALUE}** |  |
| Signature: | |  | | | |
| **TERMS AND CONDITIONS** | | | | | |
| **ALL SECTIONS OF THIS DOCUMENT CONSTITUTE THE WRITTEN AGREEMENT BETWEEN THE STUDENT AND CLAYTON COLLEGE** | | | | | |
| **PAYMENT METHODS** | | | | | |
| Please make your payment by bank cheque, credit card or telegraphic transfer. No obligation is created on **{COLLEGE NAME}**until the College has accepted the Written Agreement (Acceptance of Off er form), funds have been cleared by the **{COLLEGE NAME}**bank and an official receipt is issued by Clayton College.  **NOTE: Payment made direct to educational agents on behalf of {COLLEGE NAME}is NOT acceptable and must be paid direct to {COLLEGE NAME}as per the payment methods below. {COLLEGE NAME}will not be responsible for payments made direct to educational agents**  **Note: You are responsible for keeping a copy of this written agreement and receipts of any payment of tuition and non-tuition fees.** | | | | | |

**Additional Fees and Charges - Non-Tuition Fees**

|  |  |
| --- | --- |
| RPL assessment (per unit of competency) | $ **{VALUE}** |
| Late Submission of Assessment after the due date | $ **{VALUE}** |
| Administration fee | $ **{VALUE}** |
| Change of CoE Dates (course variation) per enrolment (pre/post enrolment) | $ **{VALUE}** |
| Catch up for each unit | $**{VALUE}** - $ **{VALUE}** |
| First Time Resit (theory/Practical) | $ **{VALUE}**/**{VALUE}** |
| Second Time Resit (theory/Practical) | $ **{VALUE}**/**{VALUE}** |
| Third Time Resit (theory/practical) | $ **{VALUE}**/**{VALUE}** |
| Re-issue of CoE | $ **{VALUE}** |
| Replacement Certificate/page | $ **{VALUE}** |
| Late payment fees of $35.00 per week or 2% of outstanding fees payable will be applied after the due date | $ **{VALUE}** |
| Bank dishonour fee | $ **{VALUE}** |
| Reissuing testamur and statement of attainment (one statement of attainment will be provided free of charge) | $ **{VALUE}** |
| Set up/Change fee for payment plan | $ **{VALUE}** |
| Administration and processing fee for health insurance arranged by Clayton College | $ **{VALUE}** |
| Postage of Certificates | $ **{VALUE}** |
| ID card | $ **{VALUE}** |
| Issue of support letters from Admin | $ **{VALUE}** |

**Terms and Conditions of Enrolment**

**This document ensures your consumer rights are protected under Australian law. Please follow these instructions**.

Please follow these instructions.

1. Read through the following pages to ensure you understand the expectations upon you and what you are agreeing to.

2. Sign the Student Agreement section and return it to us.

3. Where conditions are listed, provide evidence that you have met these conditions;

4. Include your enrolment/application fee/payment details.

Before signing this agreement, it is important you understand:

◦ What you are agreeing to

◦ Our Fees and Refunds policy

◦ Our policies and procedures as outlined in the Student Handbook

◦ Your responsibilities as a student

◦ Our responsibilities as the RTO

CODE OF CONDUCT

Student Responsibility:

The Student Code of behavior expectations are required to be respected and conformed with at all times. It addresses:

* Expected Student Behaviour
* The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
* The right to be free from all forms of intimidation
* The right to work in a safe, clean, orderly and cooperative environment
* The right to have personal property (including computer files and student work) and the
* **{COLLEGE NAME}**property protected from damage or other misuse
* The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance procedure)
* The right to work and learn in a supportive environment without interference from others
* The right to express and share ideas and to ask questions
* The right to be treated with politeness and courteously at all times
* The expectation that students will not engage in cheating or plagiarism
* The expectation that students will submit work when required
* The expectation that students will maintain consistent academic performance by attending required classes and completing assessments and not falling below 80%.
* The required level of academic performance is 50% of scheduled sessions. Academic Performance will be reviewed at the end of each term
* Academic Performance will be reviewed at the end of each study period.

Note: This requirement is a student behaviour requirement and not a requirement under the national code. In addition, there is an expectation that all fees will be paid by the due date

Unacceptable Student Behavior

Therefore, we have summarised some of this for you below. Please ensure you also refer to the Student Handbook for further information or you can contact us.

• Disobeying any reasonable direction by **{COLLEGE NAME}**staff member/s

• Acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes

• Failing to return library or other loaned books or property to **{COLLEGE NAME}**property by the required date

• Viewing or distributing offensive material via the internet, email or other means

• Discrimination, harassment and victimisation

• Bullying and intimidation

• Racist or sexist comments

• Behaving in a disruptive manner, such as swearing, yelling or using offensive language

• Using mobile phones during classes

• Illegal use of drugs or alcohol

• Stealing, vandalising or causing wilful damage to **{COLLEGE NAME}**property

• Endangering the safety of yourself or others

• Assaulting or attempting to assault anyone while on **{COLLEGE NAME}**premises

• Inappropriate possession of guns, knives or other weapons while engaging in **{COLLEGE NAME}**activities.

**Default of Tuition Fees**

If the students are found to have defaulted in the payment of tuition fees, **{COLLEGE NAME}**finance department will send the student a payment reminder notice giving the student opportunity to make or organise payments.

If the students continue to default in the payment of tuition fees despite given a schedule to finalise payment, they will be issued a letter for late payment of fees.

If students still do not pay after the first letter, a second letter informing them of **{COLLEGE NAME}**intention to suspend or cancel their enrolment will be issued. This letter will inform the students of their right to access **{COLLEGE NAME}**complaints and appeals process within 20 workings days. The cancellation of the student's enrolment cannot take effect until the appeal process is completed.

Suspension or cancellation of enrolment has to be reported to Department of Home Affairs (DHA) and may affect the student's visa status (only applicable to International students).

For attendance monitoring and progress monitoring refer to the monitoring attendance/monitoring progress policy and procedure for more details

**Plagiarism**

Students found cheating during assessment or have submitted plagiarise work will be given an opportunity to explain their case. Depending on the situation, the Academic/student support manager shall decide whether the student should repeat the unit and pay the repeat tuition fee or resubmit the assessment and as well as have the breach dealt with under the other provisions of the Student Code of Behaviour.

An improvement plan will be developed to assist the student to complete the course where applicable. Refer to the academic misconduct policy and procedure for more detail

Refer to plagiarism policy for detailed information.

**Students' Rights**

All students have the right to:

• Be treated fairly and with respect by all students and staff.

• Learn in a supportive environment which is free from harassment, discrimination and victimisation.

• Learn in a healthy and safe environment where the risks to personal health and safety are minimised.

• Have their personal details and records kept private and secure according to our Privacy Policy.

• Access the information **{COLLEGE NAME}**holds about them.

• Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.

• Make appeals about procedural and assessment decisions.

• Receive training, assessment and support services that meet their individual needs.

• Be given clear and accurate information about their course, training and assessment arrangements and their progress.

• Access the support they need to effectively participate in their training program.

• Provide feedback to **{COLLEGE NAME}**on the client services, training, assessment and support services they receive.

• Be informed of any changes to agreed services, and how it affects them as soon as practicable.

COMPLAINTS AND APPEALS PROCESS

**Internal complaints and appeals process**

**{COLLEGE NAME}**gives overseas students information about the **{COLLEGE NAME}**policy and process for the internal complaints handling and appeals process that is comprehensive, free and easily accessible.

**{COLLEGE NAME}internal complaints and appeals outlines:**

• A process for overseas students to lodge a formal complaint or appeal if a matter cannot be resolved informally;

• How to respond to any complaint or appeal an overseas student makes about the registered provider or any agent or related party the registered provider engages;

• Where to begin assessing a complaint or appeal within 10 working days of the overseas student lodging it, and finalise the outcome as soon as practicable;

• How to conduct the assessment of the complaint or appeal in a professional, fair and transparent manner;

• How **{COLLEGE NAME}**ensure the overseas student has an opportunity to present their case at minimal or no cost, and be accompanied and assisted by a support person if necessary; and

• When to give the overseas student a written statement of the outcome of the appeal, including the reasons for the outcome, and keep a written record of complaints or appeals on the overseas student's file.

If the overseas student's appeal relates to a decision to cancel the student's enrolment,

**{COLLEGE NAME}**will wait for the internal complaints process to be completed beforewe

will proceed. However, **{COLLEGE NAME}**will not report the overseas student through the

**{COLLEGE NAME}**Registration and International Student Management System (PRISMS)

for unsatisfactory course progress or attendance until the overseas student has

accessed the internal and external complaints handling and appeals process, and the

decision or recommendation supports our claim (see Standard 8).

If the overseas student is not successful in **{COLLEGE NAME}**internal complaints

handling and appeals process, **{COLLEGE NAME}**will advise the overseas student oftheir

right to access an external complaint handling and appeals process at minimal or no

cost. This advice is given to the overseas student within 10 working days of the

completion of the internal complaints handling and appeals process.

External complaints and appeals process

**{COLLEGE NAME}**gives overseas students the contact details of the appropriate external complaints handling and appeals body. For Clayton College, the appropriate external complaints body will be the Overseas Student Ombudsman (OSO), for private providers (except for issues of broader educational quality). **{COLLEGE NAME}**will make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the OSO.

It is made clear to overseas students that in most cases, the purpose of the external appeals process is to consider whether **{COLLEGE NAME}**has followed its policies and procedures, rather than make a decision in place of the institution.

For example, if an overseas student appeals against his or her subject results and goes through **{COLLEGE NAME}**internal appeals process, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

**{COLLEGE NAME}**will only report an overseas student for unsatisfactory course progress or attendance in PRISMS after:

• The internal and external complaints processes have been completed and the breach has been upheld;

• The overseas student has chosen not to access the internal complaints and appeals process within the 20- working day period;

• The overseas student has chosen not to access the external complaints and appeals process; or

• The overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

When an external appeals process has been completed, **{COLLEGE NAME}**will immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcomes of the external complaints handling or appeals process, and notify the overseas student of the outcome overseas.students@ombudsman.gov.au

Further complaints and appeals

If an overseas student is not satisfied with the outcome of either the registered provider's internal appeals process or the following external appeals process, they can access multiple external appeals. However, the registered provider does not have to assist the overseas student with finding further appropriate appeals processes.

For appeals:

* **{COLLEGE NAME}** acknowledges that overseas students have the right to appeal an assessment decision, based on valid grounds for appeal.
* **{COLLEGE NAME}** has provision for overseas students to appeal against assessment decisions, including those made by a third-party partner.
* **{COLLEGE NAME}** ensures that overseas students have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so:

• **{COLLEGE NAME}**has written processes in place for collecting and dealing with appeals in a constructive and timely manner;

• **{COLLEGE NAME}**ensures that these procedures are communicated to all staff, third party partners and overseas students;

• **{COLLEGE NAME}**ensures that each appeal and its outcome are recorded in writing;

• **{COLLEGE NAME}**ensures that each appeal is heard by an independent person or panel;

• **{COLLEGE NAME}**ensures that each appellant has the opportunity to formally present his or her case;

• **{COLLEGE NAME}**ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;

• **{COLLEGE NAME}**takes appropriate action upon the subject of any appeal that is found to be substantiated; and

• **{COLLEGE NAME}**utilizes outcomes of appeals to review current practices which may potentially lead to continuous improvement.

Complaints

**{COLLEGE NAME }** acknowledges the overseas students' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by.

**{COLLEGE NAME}** will ensure that overseas students have access to a fair and equitable process for expressing complaints, and that will manage the complaint with fairness and equity.

In doing so Clayton College:

• Has written procedures in place for collecting and managing complaints in a constructive and timely manner;

• Ensures that these procedures are communicated to all staff, third party partners and overseas students;

• Ensures that all necessary documentation and resources are in place to enable overseas students to submit a complaint;

• Ensures that each complaint and its outcome is recorded in writing; and

• ensures that customer complaints and their outcomes are fed into continuous improvement initiatives. The handling of a complaint or appeal is to commence within ten (10) working days of complaint or appeal lodgement.

• Complaints or appeals where possible are to be resolved within 10 working days of the initial application and no later than 28 days of the written application.

• Length of time may vary depending on the complexity of the case

Where **{COLLEGE NAME}** considers more than twenty-eight (28) calendar days are required to process and finalise the complaint or appeal, **{COLLEGE NAME}**will inform the complainant or person lodging an appeal in writing, including reasons why more than 28 calendar days are required; and regularly updates the complainant or person lodging an appeal on the progress of the matter.

APPEALS

Records Management

• Records of all appeals and their outcomes are maintained securely.

Records of appeals will include:

• How the appeal was dealt with;

• The outcome of the appeal;

• The timeframes for resolution of the appeal;

• The potential causes of the appeal; and

• The steps taken to resolve the appeal.

• All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All appeals practices are monitored by the CEO and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

FEES AND REFUND POLICY

Student Fees

This policy applies to all Students who are commencing, have commenced or are continuing study with Clayton College

International Students choosing to study at **{COLLEGE NAME}**are required to pay all Fees and Charges agreed to in the Enrolment Agreement/Letter of Offer.

Payment of Accounts

The director and CEO are responsible for the payment of liabilities incurred by Clayton College. **{COLLEGE NAME}**will pay all liabilities accrued in the nature of salary within 48 hours of the end of the pay-cycle (30 working day period), all other payments will be made in accordance with the customary business trade terms (30-day trading)

Tuition Assurance

**{COLLEGE NAME}**assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

• **{COLLEGE NAME}**is a member of the Australian Government endorsed Tuition Protection Service.

• **{COLLEGE NAME}**will maintain membership of the Tuition Protection Service during its period of registration as a provider.

• **{COLLEGE NAME}**will pay all subscriptions to the TPS in accordance with TPS requirements.

• If due to unforeseen circumstances **{COLLEGE NAME}**is unable to complete the delivery of a course once commenced, and subsequently refund the student tuition fees unused and/ or offer them an acceptable place in another course at Clayton College, the Tuition Protection Service will attempt to secure a place for the student in a suitable course at another CRICOS Registered College.

**Payment Method**

Please make your payment by bank cheque, credit card or telegraphic transfer. No obligation is created on Clayton College until the College has accepted the Written Agreement (Acceptance of Offer form), funds have been cleared by the Clayton College bank and an official receipt is issued by Clayton College.

NOTE: Payment made direct to educational agents on behalf of Clayton College is NOT acceptable and must be paid direct to Clayton College as per the payment methods below. Clayton College will not be responsible for payments made direct to educational agents

Note: You are responsible for keeping a copy of this written agreement and receipts of any payment of tuition and non-tuition fees.

Overseas Student Health Cover

• As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.

• Clayton College is able to provide OSHC through OSHC Australia, and will provide the associated fees and charges on the Letter of Offer. This will attract a fee to arrange on behalf of the student **{LINK}** with an appropriate provider at a fee, or

• The student is free to arrange OSHC themselves.

• Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC

REFUND

Clayton College is committed to ensuring fair and reasonable refund practices. Clayton College will:

• Implement and maintain a process for fair and reasonable refund of fees paid; and

• Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

• Details concerning the scope of Clayton College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Acceptance OF Offer, Enrolment form and Letter of Offer.

• 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.

• The refund process reflects the commitment by Clayton College to hold places as booked by students and the amount of administrative resources consumed at the various stages.

• Refunds must be requested in writing to the Training in Manager of Clayton College

• The Training Manager of Clayton College will process refund requests and if approved, arrange payment within 28 days.

• Refunds will be paid in Australian Dollars into the nominated bank account.

• To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Clayton College until the course start date.

• All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.

• The term "commencement" in this policy refers to the first day of the first program attended by the student.

• Issues with regard to payment are to be handled at the first available opportunity and directed to the Training Manager of Clayton College. All Refund Requests and issue refunds are to be logged in the Refund Log.

**Cooling Off Period**

Students have the right to a cooling off period of 5 working days from the date they sign their Student Agreement.

**Agent's Declaration (If applicable)**

I have read and understood the terms and conditions enclosed in this offer letter. I have also explained these terms and conditions to the applicant as provided in the Student Handbook.

|  |  |
| --- | --- |
| Name of Agent | **{VALUE}** |
| Name of Agent's Company or Agency | **{VALUE}** |
| Agent's Signature |  |
| Date | **{VALUE}** |

**Student Agreement**

The details of your offer are as stated in the table below. This document ensures your Consumer rights are protected under Australian law.

Please check that these are correct and contact the person referred to in the cover letter of this offer if any changes are required.

|  |  |
| --- | --- |
| RTO Legal Name: | **{VALUE}** |
| RTO Number | **{VALUE}** |
| CRICOS Provider Number | **{VALUE}** |
| Student Name: | **{VALUE}** |
| Student Number: | **{VALUE}** |
| Address: | **{VALUE}** |
| Date of Birth: | **{VALUE}** |
| Location: | **{VALUE}** |
| Delivery Mode: | * Class and Commercial Kitchen (For practical training) * Classroom based only (Business Stream Courses) |
| Work Placement (Mandatory) | * 360 hours for Cookery Stream Courses only. Please contact [**{VALUE}**](mailto:info@aspencollege.edu.au) for more details |

This document sets outs the agreement between you, the student and Clayton 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.

Sign one copy for your records and return the other signed copy along with your deposit to the person specified in the covering letter.

**Applicant's Declaration:**

**By signing this acceptance, you agree to the following**

**•** That you have read, understood and agree to the terms and conditions of enrolment as outlined in the initial pages of this document.

• I have read and understood the Fees and Refunds Policy and cooling-off period.

• I have read and understood the Complaints and Appeals policy and procedure in this document.

• The details of your enrolment as set out above are correct.

• I acknowledge that I have read, understood and agreed to the policies and procedures in the International Student Handbook provided.

• You understand your rights as a consumer outlined in this Student Agreement.

• 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.

• You understand that it is your obligation whilst enrolled with us to notify Clayton College of changes to your contact details within 7 days of the change. Updated contact details that you must advise us of include your current residential address, mobile number, email and who to contact in the event of an emergency.

• No guarantee can be given by Clayton College that you will complete and achieve the qualification you are enrolling in. Qualifications will only be issued where all assessment requirements are met satisfactorily to the required standard.

• If for any reason Clayton College, or a third party delivering training and assessment on its behalf, is unable to provide the services as outlined in this agreement or any part of the training product that you are enrolled in, including where services will be impacted by changes to ownership or agreements with third parties, Clayton College will develop a strategy that minimises the impact to students and outline this in writing to affected students as soon as practicable.

• You understand that Clayton College is required to collect your personal information, (Information provided will be protected and shared in accordance with the Privacy Act of 1988) which may be shared with the Australian Government, NCVER and the Tuition Protection Service as relevant for the purposes of

◦ promoting compliance with the ESOS Act and the National Code;

◦ assisting with the regulation of providers;

◦ promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or

◦ facilitating the monitoring and control of immigration

• I will advise the college of any changes to my visa as soon as I am aware.

• I will abide by the terms and conditions of my student visa at all times.

• I have the genuine intention to undertake the course/s for which I have applied.

• I authorise the college to contact me by SMS, email or phone.

• I have disclosed all of my study commitments and records to the college at the time of this application.

• I am aware as a student on an international student visa, I can only study a course with a CRICOS registered provider that can be found at: http://cricos.education.gov.au/

• I have been advised of the study locations for the courses/s I am enrolling in.

• I will bring my own Device Laptop/tablet (BYOD) to be brought to campus/ Commercial Kitchen (for Cookery students) at Clayton College for all studies.

• You acknowledge that you are responsible for keeping a copy of this agreement and receipts of any payments of tuition fees or non-tuition fees.

• I hereby, Accept the offer as outlined in this Written Agreement

|  |  |  |
| --- | --- | --- |
| **Student to complete** | | |
| Student Signed: | Printed Name: | Date: / |