

28/02/2022

**Mr. Inderpreet Singh**

Village Alipur PO Ghanauli,  
Ropar,  
Punjab  
India,140113

Dear Inderpreet Singh,

Macallan College Pty Ltd t/a Macallan College would like to make an offer of a place to you with the college in Adelaide, South Australia, as a full fee paying international student.

Our student support team will be delighted to extend their support and services whenever you are in the need of it. We understand the new environment that you will be in can at times be demanding and challenging too. Our support team is well trained to care for your needs and will be available when you require us to make your stay in Australia as pleasant and enjoyable as possible.

Please complete and return all of the documents listed below as needed and return your signed written agreement along with your payment details to enable us to then issue you with a Confirmation of Enrolment/s.

Please find enclosed the following documents:

- Letter of Offer
- International Student Written Agreement
- Invoice
- Current fees and charges
- Application for National Recognition RPL/ Course Credit
- Airport Pick-Up Form

You can find more information on our website at <http://www.macallan.edu.au>

If you have any queries, please contact our office on 08 7109 1700.

Date: 28/02/2022

### CONDITIONAL LETTER OF OFFER

We are pleased to advise that you have been accepted for entrance into Macallan College. The details are as follows:

<b>Student Name</b>	Mr. Inderpreet Singh <b>Gender:</b> Male
<b>Date of Birth</b>	02/03/2000 <b>Country Of Birth:</b> India <b>Nationality:</b> Indian
<b>Programs</b>	Proposal # P11542 - BSB50420 - - [ 104280M ] - Diploma of Leadership and Management - 02/05/2022 - 30/04/2023 Hrs/Week 20 Total Weeks 52 Proposal # P11543 - BSB60420 - - [ 106853G ] - Advanced Diploma of Leadership and Management - 05/06/2023 - 02/06/2024 Hrs/Week 20 Total Weeks 52

<b>Pre-Requisite entry requirements for English</b>	Students must provide one of the follow requirements to enter any course: - IELTS 5.5 - English Certificate of Upper Intermediate or higher from an English Language School in Australia - Pass Macallan College's internal Pre-Entry Placement test prior to arrival. - Undertake an English Language Course with the college.
<b>Pre-Requisite entry Academic</b>	- Provide evidence of a Vocational Education/University Certificate (Australian) of up to Certificate IV or equivalent to Year 12 Academic qualification.
<b>Location/s for Study</b>	Adelaide Campus - Level 10, 50 Grenfell St Adelaide 5000 SA
<b>Work Based Training (if any)</b>	See table within this document for details for work placement and the applicable courses.
<b>Non-Tuition Fees:</b>	Refer to the Administration and Material Fees stated in the table below or in the fee schedule found in the written agreement below.
<b>OSHC</b>	A quote for OSHC can be generated via <a href="http://macallan.oshc.info">macallan.oshc.info</a> where you can compare your OSHC options for the period of your proposed study <b>or</b> students must seek out their own Health Cover for the entire duration of your stay in Australia and provide the college with evidence.
<b>Airport Pick up fees (if any)</b>	
<b>Special Conditions for this Offer:</b>	<b>Student is required to provide evidence of....</b>  <b>Conditions:-</b>  1. Provide Finance Proofs 2. SOP and the reason to choose the course

<b>Start Date:</b>	02/05/2022	<b>End Date:</b>	02/06/2024
<b>Mode of Study</b>	Classroom based, 20 hours per week - Full Time enrolment		

### Full Payment Schedule

Course Code	Payment Date	Description	Discount	Amount	Due Now
BSB50420	02/05/2022	Admin Fee - \$500.00 Course Material Fee - \$500.00 Diploma Leadership and Management - Perth - 1st Instalment - \$2,000.00	\$0.00	\$3,000.00	No
BSB50420	01/08/2022	Diploma Leadership and Management - Perth - 2nd	\$0.00	\$2,000.00	No

		Instalment - \$2,000.00		
BSB50420	01/11/2022	Diploma Leadership and Management - Perth - 3rd Instalment - \$2,000.00	\$0.00	No
			\$2,000.00	
BSB50420	01/02/2023	Diploma Leadership and Management - Perth - 4th Instalment - \$2,000.00	\$0.00	No
			\$2,000.00	
BSB60420	05/06/2023	Adv Dip of Leadership and Management - ADE - 1st Instalment - \$2,000.00 Course Material Fee - \$500.00	\$0.00	No
			\$2,500.00	
BSB60420	01/09/2023	Adv Dip of Leadership and Management - ADE - 2nd Instalment - \$2,000.00	\$0.00	No
			\$2,000.00	
BSB60420	01/12/2023	Adv Dip of Leadership and Management - ADE - 3rd Instalment - \$2,000.00	\$0.00	No
			\$2,000.00	
BSB60420	01/03/2024	Adv Dip of Leadership and Management - ADE - 4th Instalment - \$2,000.00	\$0.00	No
			\$2,000.00	

**Note all fees are payable in Australian dollars; fees and charges may increase from time to time; the fees on this offer are correct at the date of publication but subject to increase.**

**Total Amount for Tuition and Non Tuition fees AUD \$17,500.00**

**This offer will expire on 30/03/2022**

**Delivery Location:**

<u>Training Location</u>	<u>Practical Lessons are delivered at following locations</u>		
	<b>Automotive</b>	<b>Carpentry</b>	<b>Hospitality</b>
<b>Adelaide Campus</b> Level 10, 50 Grenfell St Adelaide 5000 SA	22B Humphries Terrace, Kilkenny SA5007	22B Humphries Terrace, Kilkenny SA 5007	Shop 33, 67 O'Connell Street, North Adelaide

**Teaching and Holiday Weeks**

<b>Course Name</b>	<b>Delivered At (Campus)</b>	<b>Total Duration (wks)</b>	<b>Teaching Weeks</b>	<b>Holiday Weeks</b>
AUR30620 - Certificate III in Light Vehicle Mechanical Technology (CRICOS Course Code: 103641K)	Adelaide, Brisbane, Perth and Sydney	78	67	11
AUR40216 -Certificate IV in Automotive Mechanical Diagnosis (CRICOS Course Code: 099119M)	Adelaide, Brisbane, Perth and Sydney	26	22	4
AUR50216 – Diploma of Automotive Technology (CRICOS Course Code: 099111G)	Adelaide, Brisbane, Perth and Sydney	52	44	8
CPC30220 - Certificate III in Carpentry (CRICOS Course Code: 104868E)	Adelaide, Brisbane, Perth and Sydney	104	92	12
CPC50220 - Diploma of Building and Construction (Building) (CRICOS Course Code: 103774H)	Brisbane and Sydney	78	53	25

Course Name	Delivered At (Campus)	Total Duration (wks)	Teaching Weeks	Holiday Weeks
SIT30816 - Certificate III in Commercial Cookery (CRICOS Course Code: 103886M)	Adelaide, Brisbane, Perth and Sydney	52	46	6
SIT40516- Certificate IV in Commercial Cookery (CRICOS Course Code: 099381G)	Adelaide, Brisbane, Perth and Sydney	26	22	4
SIT50416- Diploma of Hospitality Management (CRICOS Course Code: 092665G)	Adelaide, Brisbane, Perth and Sydney	26	22	4
SIT60316 - Advanced Diploma of Hospitality Management (CRICOS Course Code: 106855E)	Brisbane, Perth and Sydney	52	44	8
BSB50420 – Diploma of Leadership and Management (CRICOS Course Code: 104280M)	Brisbane and Perth	52	44	8
BSB60420 – Advanced Diploma of Leadership and Management (CRICOS Course Code: 106853G)	Adelaide, Brisbane, Perth and Sydney	52	46	6
BSB80120 – Graduate Diploma of Management (Learning) (CRICOS Course Code: 106854F)	Adelaide, Brisbane, Perth and Sydney	104	84	20

#### 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, Macallan 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 Macallan 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 Macallan College, please complete the following steps:

1. Agree to the terms and conditions and sign the "Written Agreement" form (attached) and pay the fees due
2. Provide a certified/ translated /attested true copy of your passport and visa.
3. Provide a certified/translated /attested true copy of your academic qualification/s (equalling 2 years of Australian study) or 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 and understand the International Student Handbook and applicable policy prior to signing the formal agreement, found at [www.macallan.edu.au](http://www.macallan.edu.au)

If you have any questions, please contact:

Macallan College Admissions Team at [adelaide@macallan.edu.au](mailto:adelaide@macallan.edu.au)

We look forward to having you as our student.

Yours sincerely,



**Joanne Jacobs**  
**Campus Manager**

### WRITTEN AGREEMENT

We are pleased to advise that you have been accepted for entrance into Macallan College. The details are as follows:

<b>Student Name</b>	Mr. Inderpreet Singh <b>Gender:</b> Male
<b>Date of Birth</b>	02/03/2000 <b>Country of Birth:</b> India <b>Nationality:</b> Indian
<b>Programs</b>	Proposal # P11542 - BSB50420 - - [ 104280M ] - Diploma of Leadership and Management - 02/05/2022 - 30/04/2023 Hrs/Week 20 Total Weeks 52 Proposal # P11543 - BSB60420 - - [ 106853G ] -Advanced Diploma of Leadership and Management - 05/06/2023 - 02/06/2024 Hrs/Week 20 Total Weeks 52

<b>Start Date:</b>	02/05/2022	<b>End Date:</b>	02/06/2024
<b>Mode of Study</b>	Classroom based, 20 hours per week - Full Time enrolment		

<b>English Test:</b> IELTS	<b>English Score:</b> 5.5
<b>Visa Number:</b>	<b>Issuing Immigration Office:</b> {Place of Issue}
<b>Passport Number:</b> N6500402	

### Full Payment Schedule

Course Code	Payment Date	Description	Discount	Amount	Due Now
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BSB60420	01/12/2023	Adv Dip of Leadership and Management - ADE - 3rd Instalment - \$2,000.00	\$0.00	\$2,000.00	No
BSB60420	01/03/2024	Adv Dip of Leadership and Management - ADE - 4th Instalment - \$2,000.00	\$0.00	\$2,000.00	No

**Total Amount for Tuition and Non Tuition fees    AUD    \$17,500.00**

## Payments Methods

### PAYMENT DETAILS BEFORE COMMENCEMENT:

#### Payment of Course Pre-Paid Fees

##### Option 1: Ezidebit

- Complete the Direct Debit Request Form provided to you by your Campus.
- Submit the form to Campus so the set up can be completed.
- The debit amount will be debited from your nominated card or bank account according to the terms and conditions of Ezidebit

##### Option 2:

Payment portal with Cohort Go; [macallan-adelaide.cohortgo.app/en](https://macallan-adelaide.cohortgo.app/en)

- Credit Card transaction incur a surcharge 2.5%
  - BPAY transactions incur a \$2 fee per transaction.
- How it works;
1. Enter your payment details in our simple Cohort Go platform.
  2. Receive payment instructions and make your deposit using your preferred payment method.
  3. Watch as we transfer your funds across the world, and track your payment every step of the way.

**Option 3:** Cash or Bank Cheque in person at Campus Reception (personal cheques are not accepted).

##### Option 4:

##### Bank Deposit/Transfer

You can make payment via Bank Deposit/Transfer or Bank Cheque in person at Campus Reception (personal cheques are not accepted).

##### Bank Deposit/Transfer

**Bank:** ANZ Bank

**Account Name:** Macallan Education Consortium Pty Ltd

**BSB:** 016-452

**Account Number:** 316 307 842

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

### PAYMENT DETAILS AFTER COMMENCEMENT:

##### Option 1: Ezidebit

- Complete the Direct Debit Request Form provided to you by your Campus.
- Submit the form to Campus so the set up can be completed.
- The debit amount will be debited from your nominated card or bank account according to the terms and conditions of Ezidebit

##### Option 2:

Payment portal with Cohort Go; [macallan-adelaide.cohortgo.app/en](https://macallan-adelaide.cohortgo.app/en)

- Credit Card transaction incur a surcharge 2.5%
  - BPAY transactions incur a \$2 fee per transaction.
- How it works;
1. Enter your payment details in our simple Cohort Go platform.
  2. Receive payment instructions and make your deposit using your preferred payment method.
  3. Watch as we transfer your funds across the world, and track your payment every step of the way.

**Option 3:** Cash or Bank Cheque in person at Campus Reception (personal cheques are not accepted).

##### Option 4:

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##### Bank Deposit/Transfer

**Bank:** ANZ Bank

**Account Name:** Macallan Education Consortium Pty Ltd

**BSB:** 016-452

**Account Number:** 316 307 842

##### Please note:

If you are currently overseas, Macallan College recommends that you arrive in Australia at least one week prior to the commencement of your course. Upon arrival please contact the College immediately to confirm your attendance for orientation. In the case where you are unable to arrive on time due to certain circumstances please notify us as soon as possible.



### **Refund Policy**

This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the *Formal Student Written Agreement / Contract*.

This Refund Policy applies to all fees paid to the College (as specified in this policy) and includes any money paid to an education agent to be remitted to the College on behalf of the College. However, **Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Macallan College Pty Ltd t/a Macallan College.**

*Any additional fees requested by an agent should firstly be queried directly with the College before payment.*

NOTE: Fees for additional services (not covered by the Letter of Offer or part of the written agreement with Macallan College) conducted by and paid to Education Agents by students are not covered by this Refund Policy.

### **TUITION FEES:**

Tuition fees are fees received by a provider (from or on behalf of an overseas student or intending overseas student) that are “directly related to the provision of a course that the provider is providing, or offering to provide, to the student”.

Tuition fees are typically compulsory fees for the delivery of the enrolled course and include items such as:

- tutorials and tutoring sessions
- lectures
- additional requisite training including practicums and practice hours
- ancillary costs for fieldwork, excursions or laboratories
- specialist materials that are mandatory and relate to the provision of the course.

### **NON-TUITION FEES:**

Non-tuition fees cover other items not directly related to tuition and may be compulsory or discretionary.

**The application for enrolment fee is non-refundable administration fee.**

#### Administration Fee per Campus

Brisbane	\$500.00
Perth	\$500.00
Adelaide	\$500.00
Sydney	\$200.00
Richmond	\$200.00

Macallan College does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less. However, Macallan College can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Macallan College can request any remaining fees as per the payment plan set out in the written agreement with the student. A Fee Schedule of additional fees that may be payable during your enrolment are included in the Student Contract and available on the college website.

It is the policy of Macallan College to ensure that all applications for refund of fees are considered and calculations of refunds are kept on student files.

An application for refund of course fees must be made in writing on the *Application for Refund Form* to Macallan College stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing, a supporting Medical Certificate is supplied to the College.

The College will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

**\* Note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the CEO.**

REFUND TABLE	
TYPE OF REFUND	CALCULATION OF REFUND
<b>STUDENT DEFAULT</b> <b>Unsuccessful Visa application PRIOR TO COMMENCEMENT</b> Refer: <a href="http://www.comlaw.gov.au/Details/F2014L00907">http://www.comlaw.gov.au/Details/F2014L00907</a> for further clarification	100% refund of <i>all unused prepaid Course fees</i> (Tuition and Non-Tuition) less administration fee Provider cannot keep more than \$500 OR 5% of course fees paid whichever is the lesser amount.
<b>**Visa refused after course has commenced</b> Non-Tuition fees are not required to be refunded by the college. Application for refunds should be requested directly with the service provider.	Refund amount = weekly tuition fee × weeks in default period
Cancellation of enrolment more than 20 days prior to commencement date.	Non-Tuition fees are not required to be refunded 85% refund of Tuition Fees paid
Cancellation of enrolment less than 20 days prior commencement date.	Non-Tuition fees are not required to be refunded 50% refund of tuition fees
<b>Cancellation of enrolment after commencement date</b> <i>except if visa is refused see above**.</i>	No refund
Visa cancelled due to actions of student e.g. Breach of the Code of Behaviour; fraudulent documents; false statements/information	No refund
<b>PROVIDER DEFAULT:</b> <b>Refunds must be paid in 14 days</b> Course cancelled by the College	Full refund of unused Tuition fees and refund of administration fee.
Provider has not entered into a compliant written agreement with the student.	Refund amount = weekly tuition fee × weeks in default period

Refunds will be paid within 4 weeks after receipt of *a written application for refund* unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with the College unless we receive signed written direction to pay someone else, from the applicant.

Refunds will be paid in Australia dollars.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

Students are obligated to pay outstanding course fees and understand the College will not issue a release if fees are owed for the current study period. For further details, refer *Transfer between registered providers Policy*.

#### VISA REFUSAL PRIOR TO COMMENCEMENT OF STUDY:

Macallan College policy is a full refund of unused course prepaid fees will be provided to students minus an administration fee.

In this instance, no more may be deducted from the refund than:

*As per ESOS Legislation states 5% of the amount of course fees received by the provider before the default day or \$500 whichever is the lesser amount.*

Written evidence of the visa refusal from the relevant authority is required.

Refunds for OSHC, equipment, books etc. purchased from other agencies will need to be applied for directly with the supplier.

#### MINIMUM REFUND CALCULATIONS AS PER ESOS (CALCULATION OF REFUND) SPECIFICATION 2014 LEGISLATION:

The refund specification legislation sets out the minimum refunds that must be paid by a registered provider under certain circumstances.

Under the legislation ESOS (Calculation of Refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014L00907> clear guidelines are provided on calculating refunds in the following circumstances.

NOTE: Fee calculations will be rounded up to whole dollar amounts.

When counting the number of calendar days from the default day to the end of the period to which payment relates, the default day is not included in the count.

**NOTE: SOME CIRCUMSTANCES ARE FOR COURSE FEES (BOTH TUITION AND NON-TUITION), AND OTHERS JUST CALCULATED ON TUITION FEES.**

### 1. PROVIDER DEFAULT:

Method for working out amount of refund of tuition fees in event of provider default -

*Refund amount = weekly tuition fee × weeks in default period*

New calculation under section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:

- a) Weekly tuition fee = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.

- b) Weeks in default period = 
$$\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$$

- c) Refund amount = weekly tuition fee × weeks in default period

### 2. STUDENT DEFAULT - VISA REFUSAL PRIOR TO THE COMMENCEMENT OF THE COURSE

In this instance, no more may be deducted from the refund of course fees\* (Tuition and Non-Tuition) than: 5% of the amount of course fees\* received by the provider before the default day **or \$500** whichever is the lessor amount.

- (2) For subsection 47E(2) of the Act, the amount of a refund is the amount of the course fees, minus the lesser of the following amounts:
- (a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
  - (b) \$500.
- (3) For subsection (2), the **course fees** for a course is the sum of:
- (a) the tuition fees received by the provider in respect of the student; and
  - (b) the non-tuition fees (if any) received by the provider in respect of the student.

**\* Course fees** for a course is the sum of:

- (a) the tuition fees received
- (b) the non-tuition fees (if any) received

### 3. STUDENT DEFAULTS AFTER STUDY COMMENCES:

This section applies where a student whose visa has been refused has withdrawn from the course after it commenced, or the student has failed to pay an amount they were liable to pay the provider in order to undertake the course *and* the student has a compliant written agreement.

In this instance refunds are calculated on tuition fees only. The provider is not required to refund non-tuition fees paid.

Refund calculation under section 10 of the refund specification:

- a) Weekly tuition fee = (total tuition fee / number of calendar days in the course) × 7

- b) Weeks in default period = 
$$\frac{\text{number of calendar days from the default day to the end of the period to which the payment relates}}{7}$$

- c) Weekly tuition fee × weeks in default period = Refund amount

#### 10 Method for working out amount of refund in event of other student default

(1) This section applies if:

- (a) a registered provider is required to provide a refund under section 47E of the Act because of a default by a student; and
- (b) section 8 and section 9 do not apply.

*Note* This section would apply where a student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.

(2) For subsection 47E(2) of the Act, the amount of a refund is calculated as follows:

refund amount = weekly tuition fee × weeks in default period

Refunds are at the discretion of the Chief Executive Officer, Macallan College and may be negotiated on an individual case-by-case basis if exceptional circumstances apply as deemed by the CEO.

**Education Agents are not authorised to accept payment on Macallan College's behalf.**

**We will not issue refunds under other circumstances including but not limited to:**

- changes occur in student work hours, student changes/ leaves work
- it becomes inconvenient for a student to travel to class
- a student moves to a different location
- a student enrolment is cancelled for misbehaviour / breach of the college *Code of Behaviour*.

#### **PROVIDER DEFAULT:**

##### ***COURSE CANCELLED:***

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Macallan College for any reason. In this instance a refund will be made in 2 weeks.

The student may also be refunded the administration fee in this situation only.

##### ***COURSE DOES NOT COMMENCE ON TIME:***

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund of all unused pre-paid course fees by the College or placed in an alternate course if acceptable to the student and agreed to by the student in writing and evidence kept on the student file.

Refunds due to provider default in this instance will be paid within 14 days.

#### **TUITION PROTECTION SERVICE:**

If the College is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student, the unused portion of the prepaid tuition fees.

The TPS Director may recover from the college as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service <https://tps.gov.au/>; <https://tps.gov.au/StaticContent/Get/Faqs>

#### **UNCLAIMED FUNDS**

The college will pursue to contact students who have not requested a refund within 4 weeks of leaving the college and keep such evidence on the student file.

#### **Procedure**

Students should not pay any course money until they have signed and lodged a formal written agreement/acceptance of offer. However, if students pay by direct payment into our bank account or another means (e.g. mail) prior to signing a formal written agreement, we cannot use the course money received. We will immediately contact the student or agent to

inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Macallan College will keep such evidence on the student file.

Students requesting a refund must be given a *Refund application form*. Students should also be given a copy of the Refund and Complaints and Appeals Policy and Procedure from their most current signed Contract /Formalisation of Enrolment with the college. If a signed and dated more recent version has been agreed to, this version should then be provided.

Students are to be advised to make an appointment to discuss the situation with the Compliance Manager where possible.

When students present with a refund application, receiving staff are to ensure it is complete. All evidence (e.g. medical certificates) must also be attached to the form.

Refund applications are given to the Compliance Manager for processing/calculating the refund appropriately. The Compliance Manager will consult with the CEO as necessary.

The Compliance Manager may request an interview with the student.

Applications for refunds MUST be processed completely within 4 weeks from the date of a completed-application, except for visa refusal prior to commencement OR provider default, in which case students will be refunded in 2 weeks.

Macallan College refund policy as per the student's enrolment contract applies unless a newer policy (signed, dated and agreed by student) exists, then, it is to be followed.

Students are to be notified in writing of the outcome of their refund request within 4 weeks of receipt or 2 weeks if a visa refusal prior to commencement or provider default.

<b>TIMELINES/REQUIREMENTS FOR PROVIDER AND STUDENT DEFAULT</b> - Refer Sections 46 & 47 of the ESOS Act 2000
<b>PROVIDER DEFAULT:</b>
<i>Macallan College must notify DET and the TPS Director within 3 business days if we default and notify students in writing.</i>
<i>Within 14 days either offer an alternate place at Macallan College's expense (student must accept in writing) or refund the student's unused fees</i>
<i>Notify DET and TPS Director of provider default outcomes within 7 days of the alternative course or provide a refund to the student/s.</i>
<i>If a registered provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director.</i>
<i>The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.</i>
<b>STUDENT DEFAULT:</b>
<i>The Macallan College written agreement /acceptance of offer must include refund requirements in the case of student default.</i>
<i>Macallan College must notify DET and the TPS Director of student default only if the student's visa is refused or if there is no compliant Written Agreement in place. Macallan College then has 7 days after the end of the obligation period (35 days after the default occurs) to give notice via PRISMS of the outcome of the discharge of the college's obligations.</i>
<i>Macallan College does not report on student refunds where a compliant written agreement is in place and it is not a refund due to a visa refusal.</i>
<i>Macallan College must refund in 4 weeks except for student visa refusal or provider default (2 weeks).</i>
<i>If Macallan College does not have a compliant written agreement, or if a student's visa is refused after commencement, refunds are calculated as per ESOS (Calculation of Refund) Specification 2014</i>
<a href="http://www.comlaw.gov.au/Details/F2014L00907">http://www.comlaw.gov.au/Details/F2014L00907</a>
<b>REPORTING ON PRISMS (STUDENT DEFAULT):</b>
<i>The College must report changes to a student's enrolment as required by section 19 of the ESOS Act within 31 days. EXCEPT</i>

*IF: The student is under 18 years of age and does not commence their course or terminates their studies, they **must be reported via PRISMS within 14 days.***

The College MUST retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Students should be advised in the agreement that they are responsible for keeping a copy of the written agreement as supplied by the College and receipts of any payments of tuition or non-tuition fees.

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 Australian Consumer Law if the Australian Consumer Law applies.

Also Refer: ESOS (Calculation of Refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014L00907>

FACTSHEET:

[https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)

## **COMPLAINTS AND APPEALS POLICY FOR INTERNATIONAL STUDENTS**

### **Responsibility and Authority**

The CEO of Macallan College (the College) shall define the Dispute Resolution Policy and ensure the policy is developed, distributed, reviewed, maintained, understood, and implemented throughout the member Colleges.

### **Policy Statement**

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 seven (7) days of starting an award course at the College.

Principles underpinning this policy include:

- (a) Actions within the process will be undertaken in a timely manner and timelines for responses will be specified at each stage of the process
- (b) Students will be permitted to participate in the process, and the student may include a nominee if so desired
- (c) The process will be as simple as possible and easily accessible to students
- (d) The process will not victimise or discriminate against any student or respondent
- (e) As part of the process, reasons and full explanations will be given for decisions and actions taken
- (f) Appropriate records of the handling of a grievance/complaint will be kept in the student's file and the College Complaints Folder, and treated as confidential, with appropriate access available to involved parties
- (g) Any required arrangements for external independent grievance handling/dispute resolution will be inexpensive to the student

- (h) All staffs involved in a complaint or appeal have a duty to observe the principles of procedural fairness (natural justice)
- (i) If a student chooses to access the College complaints and appeals process, his or her enrolment is maintained with the College while the complaints and appeals process is ongoing
- (j) If the outcome of a student's appeal through internal or external complaints and appeals handling process is favourable to the student, the College will immediately advise the student of this and implement any decision and/or corrective and preventive action required
- (k) Macallan College will not report the overseas student through Provider 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 Macallan College.

\*However Macallan College can 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.

Nothing in the College's policies and procedures negate the right of any student (Australian or overseas students) to take action under Australia's consumer protection laws in the case of financial disputes. This Dispute Resolution Policy does not circumscribe the student's right to pursue other legal remedies.

### **Advocacy**

A student and/or the College may nominate an advocate to accompany, represent, and support them at any stage of the internal complaint and grievance processes, or external independent processes to resolve problems.

## **COMPLAINTS AND APPEALS PROCEDURE**

### **Complaints and Grievances about Academic Matters**

#### **Informal resolution with a Trainer**

Students concerned about an academic matter (including but not limited to training delivery and assessment, and the quality of the teaching) in a unit of study should initially discuss the issue informally with the relevant trainer. The trainer should deal with the issue promptly, giving a full explanation to the student and offering her or him a possible solution. All information given will be recorded and placed in the client's file and the College Complaint Folder.

If the student's concerns are not resolved by this means, the trainer should: Explain the next step in the procedure, set out below; and

Give the student a copy of this policy.

#### **Reference to the Campus Manager**

If the student's concerns cannot be resolved by the relevant trainer, or because of a failure to follow procedures, the student may then choose to approach the Campus Manager. The student may approach the Campus Manager on an informal basis, or else make the complaint formal by putting the grievance in writing, specifying the nature of the complaint and the grounds for their appeal. The student should do either of these things within 15 working days of the outcome of discussions with the trainer.

#### **Informal complaints**

If the student chooses to approach the Campus Manager informally, this does not preclude later lodgement of the grievance formally in writing to the Campus Manager.

The Campus Manager should deal with informal complaints promptly, giving a full explanation to the student of the reasons for the academic decision and offering her or him a possible solution.



### **Formal complaints**

The Campus Manager (AM) must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt.

The Campus Manager must start the process to resolve the complaint within 10 working days of receiving the complaint. To resolve the issue, the AM may discuss with the relevant trainer and the student, and arrange a meeting between the student and AM in an attempt to find an acceptable solution.

Following investigation of the matter, Campus Manager will advise the student in writing of his or her decision:

- (a) Setting out the reasons;
- (b) advising that if the student does not agree with the decision, then the student has the right of formal appeal to the CEO of the College; and
- (c) giving the student a copy of this policy, if the student does not already have a copy.
- (d) All information given will be recorded and placed in the client's file and the College Complaint Folder

### **Reference to the CEO of the College**

If the student's concerns cannot be resolved by the Campus Manager, or because of failure to follow procedures, the student may only formally approach the CEO of the College by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the Campus Manager. Again the nature of the complaint and the grounds for appeal should be detailed.

The CEO must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt and start the process to resolve the complaint within ten (10) working days of receiving the complaint. If the complaint relates to the mark for an intra-semester assessment, the CEO may appoint an independent assessor who will re-mark the assessment script under dispute. A fee may be charged if the student had been awarded a pass mark for the assessment script under dispute.

Following investigation of the matter, the CEO will advise the student in writing of his or her decision:

- (a) Setting out the reasons;
- (b) if the complaint relates to the mark on an intra-semester assessment, advising that his/her decision is final;
- (c) on other academic matters, advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- (d) Giving the student a copy of this policy, if the student does not already have a copy.
- (e) All information given will be recorded and placed in the client's file and the College Complaint Folder

### **Appeals regarding non-Academic/Administrative and Other Issues**

Non-academic/administrative issues are not limited to, but include, matters related to fees, withdrawals, Macallan College's education agent or related third party Macallan College engages with etc., and other issues students may consider are interfering with the progress of their studies.

### **Informal resolution with the International Liaison Officer**

In the first instance, a student who is concerned about a non-academic decision made or action taken by any staff of the College should discuss their grievance with the International Liaison Officer. The International Liaison Officer will promptly notify the student of any action taken or any decision made by them in relation to the grievance.

If, following the notification from the International Liaison Officer, the student's grievance is not resolved to their satisfaction; the student should seek advice from the International Liaison Officer who will advise the student to whom the student may next address their grievance. If the matter relates to the College policy or regulations, the student may address the College Campus Manager. The International Liaison Officer will give the student a copy of this policy.

Reference to the College Campus Manager

If the student's concerns relate to the College policy or regulations and have not been resolved by the International Liaison Officer, or because of a failure to follow procedures, the student may then choose to formally approach the Campus Manager of the College. The student should put the complaint in writing to the College Campus Manager within 15 working days of the outcome of discussions with the International Liaison Officer, specifying the nature of the complaint and the grounds for their appeal.

The College Campus Manager must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt, and start the process to resolve the complaint within 10 working days of receiving the complaint.

Following investigation of the matter, the College Campus Manager will advise the student in writing of his or her decision:

- (a) Setting out the reasons;



- (b) Advising that if the student does not agree with the decision, then the student has the right of formal appeal to the CEO of the College;
- (c) Giving the student a copy of this policy, if the student does not already have a copy.
- (d) All information given will be recorded and placed in the client's file and the College Complaint Folder

#### **Reference to the CEO of the College**

If the student's concerns cannot be resolved by the College Campus Manager, or because of failure to follow procedures, the student may only formally approach the CEO by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the College Campus Manager. Again the nature of the complaint and the grounds for appeal should be detailed.

The CEO must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt, and must begin to resolve the complaint within ten (10) working days of receiving the complaint.

Following investigation of the matter, the CEO will advise the student in writing of his or her decision:

- (a) Setting out the reasons;
- (b) advising that if the student does not agree with the decision, then the student has the right of formal appeal to an independent external agency; and
- (c) Giving the student a copy of this policy, if the student does not already have a copy.

#### **OTHER POLICIES AND PROCEDURES:**

Please refer to Macallan College Website for detailed policy and procedures for Student Transfers; Course Attendance and Progress; Course Credit/RPL; Younger Students Policy and procedures; Summary of our Critical Incident Policy and Procedure; & Deferring, suspending or cancelling enrolment, <https://www.macallan.edu.au/>

#### **For your Information:**

##### ***Placement test for students enrolling in English Language courses (ELICOS)***

As part of your enrolment process at MACALLAN COLLEGE, you will need to conduct a placement test to determine your English level. This placement test can be exempt only when you can provide valid proof of English proficiency (e.g. IELTS/PTE/TOEFL or equivalent).

##### ***Assessment Information***

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

Assessment will be conducted using a variety of methods including:

- practical demonstrations / role play
- written responses to questions
- observation
- workbook
- oral questioning
- assessments will be conducted and recorded on completion of each unit of competency
- Some assessments might be conducted online

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) of non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed twice, without incurring additional cost.**

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

#### ***Pre-requisites:***

- Students enrolling for Automotive Packaged course:
  - Students must complete Certificate III in Light Vehicle Mechanical Technology to enrol for Certificate IV in Automotive Mechanical Diagnosis;
  - Students must complete Certificate IV in Automotive Mechanical Diagnosis to enrol for Diploma of Automotive Technology
- Students enrolling in the Certificate IV of Commercial Cookery for 26 Weeks Course must have Cert III in Commercial Cookery.
- Students enrolling in Diploma of Hospitality Management for 26 Weeks Course must have Cert IV in Commercial Cookery, or else the duration may vary up to 104 Weeks.

**English Entry Requirements:**

- IELTS/PTE/TOEFL (5.5 overall or equivalent OR Certificate IV or above level qualification completed in Australia.
- Pre Entry English Test for Level 1 country students

**Academic Entry Requirements:**

- Provide evidence of a Vocational Education/University Certificate (Australian) of up to Certificate IV or equivalent to Year 12 Academic qualification.

**Student obligations**

- Students must abide by the visa conditions 8202
- Notify Macallan College 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 Macallan College policies and procedures outlined in the Student Handbook and on our website.
- Macallan College may communicate through e-mail. It is essential you ensure the college has your current email details.
- Student must pay his/her Tuition fees on due date as outlined in the Written Agreement.
- Student must obtain and provide to Macallan College their Unique Student Identifier Number (USI) [www.usi.gov.au](http://www.usi.gov.au) (This needs to be done as soon as possible, during the orientation at the latest)
- Before signing this Acceptance form please ask the staff member for student handbook or please download it from [www.macallan.edu.au](http://www.macallan.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

**Practical Work Placement (if applicable)**

Practical Work Placement involves a Student being placed with a host employer to apply what they have learnt throughout their course to the work environment. Practical Work Placement maybe a compulsory part of your training. Your Macallan College Practical Work Placement coordinator may select your placement for you. As a student on a Practical Work Placement, you will be covered by the Macallan College insurance arrangements while you are in the workplace. Your Macallan College Practical Work Placement coordinator will advise you of the insurance details. This is to ensure a student is covered for injury arising out of, or in the course of, the practical work placement. A training plan and a Practical Placement Agreement will be provided to you 2 weeks before you are due to start your placement, and this must be signed by Macallan College, party or organization where placement will be conducted and the student. Macallan College will monitor the student's progress throughout the placement and ensure the training is delivered as stated in the training plan. The following courses have Practical Work Placement as a compulsory part of your qualification:

Course Name	Total course duration	Practical Placement Hours
AUR30620 - Certificate III in Light Vehicle Mechanical Technology (CRICOS Course Code: 103641K)	78 Weeks	240
AUR40216 -Certificate IV in Automotive Mechanical Diagnosis (CRICOS Course Code: 099119M)	26 Weeks	120

Course Name	Total course duration	Practical Placement Hours
CPC30220 - Certificate III in Carpentry (CRICOS Course Code: 104868E)	104 Weeks	400
SIT30816 - Certificate III in Commercial Cookery (CRICOS Course Code: 103886M)	52 Weeks	48 Shifts
SIT40516- Certificate IV in Commercial Cookery (CRICOS Course Code: 099381G)	26 Weeks	12 Shifts
SIT50416- Diploma of Hospitality Management (CRICOS Course Code: 092665G)	26 Weeks	36 Shifts

### Teaching and Holiday Weeks

Course Name	Delivered At (Campus)	Total Duration (wks)	Teaching Weeks	Holiday Weeks
AUR30620 - Certificate III in Light Vehicle Mechanical Technology (CRICOS Course Code: 103641K)	Adelaide, Brisbane, Perth and Sydney	78	67	11
AUR40216 -Certificate IV in Automotive Mechanical Diagnosis (CRICOS Course Code: 099119M)	Adelaide, Brisbane, Perth and Sydney	26	22	4
AUR50216 – Diploma of Automotive Technology (CRICOS Course Code: 099111G)	Adelaide, Brisbane, Perth and Sydney	52	44	8
CPC30220 - Certificate III in Carpentry (CRICOS Course Code: 104868E)	Adelaide, Brisbane, Perth and Sydney	104	92	12
CPC50220 - Diploma of Building and Construction (Building) (CRICOS Course Code: 103774H)	Brisbane and Sydney	78	53	25
SIT30816 - Certificate III in Commercial Cookery (CRICOS Course Code: 103886M)	Adelaide, Brisbane, Perth and Sydney	52	46	6
SIT40516- Certificate IV in Commercial Cookery (CRICOS Course Code: 099381G)	Adelaide, Brisbane, Perth and Sydney	26	22	4
SIT50416- Diploma of Hospitality Management (CRICOS Course Code: 092665G)	Adelaide, Brisbane, Perth and Sydney	26	22	4
SIT60316 - Advanced Diploma of Hospitality Management (CRICOS Course Code: 106855E)	Brisbane, Perth and Sydney	52	44	8
BSB50420 – Diploma of Leadership and Management (CRICOS Course Code: 104280M)	Brisbane and Perth	52	44	8
BSB60420 – Advanced Diploma of Leadership and Management (CRICOS Course Code: 106853G)	Adelaide, Brisbane, Perth and Sydney	52	46	6
BSB80120 – Graduate Diploma of Management (Learning) (CRICOS Course Code: 106854F)	Adelaide, Brisbane, Perth and Sydney	104	84	20

### Privacy policy regarding students:

Information is collected in this form and during your enrolment in order to meet our obligations under the ESOS Framework including the ESOS Act 2000 (as amended) and the National Code 2018; 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 Providers of Education and Training to Overseas Students 2018. 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.

*Information provided will be in accordance with the Privacy Act of 1988.*

## PRIVACY

*Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS FRAMEWORK including: ESOS Framework including the ESOS Act 2000 as amended and the National Code 2018; to ensure student 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 Education Services for Overseas Students Act 2000 as amended, the Education Services for Overseas Students Regulations 2001 as amended and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.*

*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 (TPS) and Tuition Protection Scheme 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.*

*Information provided will be in accordance with the Privacy Act of 1988.*

A description of the **ESOS framework** that Australian Education providers must abide by is available electronically from Department of Education Website - refer to the links below for further information:

1. <https://docs.education.gov.au/node/39586>
2. <https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>
3. <http://www.australia.gov.au/information-and-services/education-and-training/international-students>
4. <http://www.studyinaustralia.gov.au/global/live-in-australia/support-services/support-services-for-students>

This written agreement, and the right to make of 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.

## STUDENT VISA CONDITIONS:

Students on international student visas **MUST** abide by the conditions of their visa at all times.

- You **CANNOT** work more than 40 hours per fortnight except in limited circumstances
- You must remain enrolled in a CRICOS registered course.
- Maintain satisfactory attendance in your course and course progress for each study period as required by your education provider. Students enrolled in VET & ELICOS courses must maintain full time study of 20 hours per week.
- You must maintain Overseas Health Cover for your **entire stay in Australia**.
- You must continue to have sufficient financial capacity to support your study and stay in Australia.
- You **must** maintain adequate schooling arrangements for any school-age dependents that join you in Australia on a student dependent visa for more than 3 months.
- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia and, you **must** notify your education provider of any change in your residential address, phone, email, or emergency contacts/next of kin within 7 days of the change.
- You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.
- For current details of student visa conditions visit the Department of Home Affairs (DHA) website: <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students> or call 131 881.

### PLEASE NOTE: COURSE ATTENDANCE AND COURSE PROGRESS

All international students must participate in scheduled classes in accordance with their course timetable/s.

Full time attendance is mandatory to achieve satisfactory course progress.

Students who do not participate in regular classes and do not satisfactorily progress in their course, will be in breach of visa conditions.

Students who do not attend full time scheduled classes (20 hours per week) may be reassessed resulting in the course duration being adjusted if demonstrated, they already have the skills and knowledge to progress in the course, without attending their scheduled classes. This may result in the shortening of the COE duration.

ASQA may at any time require a training provider to implement policies and procedures to monitor and report on minimum attendance requirements, and, if students don't meet these requirements, they will be in breach of a visa condition.

- The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

### Useful Links and Information

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

<http://www.studyinaustralia.gov.au/global/apply-to-study/entry-requirements/entry-requirements>

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

<http://www.australia.gov.au/information-and-services/education-and-training/international-students>

<http://www.studyinaustralia.gov.au/global/live-in-australia/support-services/support-services-for-students>

**For very comprehensive information on studying in Australia visit the Australian Government website:**  
<http://www.studyinaustralia.gov.au/>

Refer: Tuition Protection Service <https://tps.gov.au/>; <https://tps.gov.au/StaticContent/Get/Faqs>

### FURTHER EXPENSES

You are responsible for associated sundry expenses including: stationary and other personal expenses during your program of study. Also refer to the 'Fees Schedule below' for other types of fees you may incur during your enrolment with the college.

#### FULL FEE SCHEDULE

The table below outlines all fees that may be payable during your enrolment.

Action	Cost
Re-Assessments	\$250
Administration Cost for Re-Assessment	\$50
Re-Issue of Certificate	\$25
Re-Issue of ID Card	\$25
Late fee for Non-Payment of Fees	\$250 (additional \$36 get applied to the fee every day the outstanding balance is not paid)
Payment Plan Admin Fee	\$50
Direct Debit Dishonour fee	\$20
Extension to CoE Admin fee (any course fee difference will also need to be made if there has been an increase in cost)	\$200
Re-Issue of Training Logbook	\$50
Textbooks – cost vary with individual texts (if lost or damaged)	At Cost
Learner Resources (if lost or damaged)	At Cost

Enrolment Fees	
<b>Admin Fees</b>	Refer to your Payment Plan on Page 2
<b>Material Fees</b>	Refer to your Payment Plan on Page 2

Please note: Fees are subject to change and are reviewed annually or at the discretion of the Principal / Chief Executive Officer.

Students are to provide their own laptop for their studies.

Please refer to <https://macallan.edu.au/student-services/> to read our student payment policy and procedure.

### OVERSEAS STUDENT HEALTH COVER

Australia requires students to have compulsory health cover. You are required to have Overseas Health Cover (OSHC) for the **entire duration** of your student visa in Australia. Note: Norwegian or Swedish students may not require additional cover.

You will be asked for your OSHC details when you apply for your visa.

A quote for OSHC can be generated via [macallan.oshc.info](http://macallan.oshc.info) where you can compare your OSHC options for the period of your proposed study **or** students must seek out their own Health Cover for the entire duration of your stay in Australia and provide the college with evidence.

Should you extend your period of study in Australia you will need to maintain your OSHC and advise the College of your new expiry date. For information on renewing your OSHC you should contact our office or your OSHC provider directly. Also refer to OSHC details in your Student Handbook.

PLEASE NOTE: Your OSHC payment must be made before you arrive in Australia. See the following websites for more detailed information about OSHC:

- Study in Australia: <http://www.studyinaustralia.gov.au/global/apply-to-study/entry-requirements/entry-requirements>
- Department of Home Affairs: <https://www.homeaffairs.gov.au/trav/stud/more/health-insurance>

### OTHER CONDITIONS

Entry into your formal program may be *conditional* upon the following:

- Satisfying the required English Language Requirements
- Satisfying the Academic Entry requirements
- Attendance Certificate from your previous study at an Australian College (if applicable)
- Certified copy of satisfactory school or tertiary academic results (in English)
- Proof of successful completion of your current program of study
- Passing a college Pre-Entry Placement test before the Commencement of Enrolment can be processed
- Release evidence in PRISMS if you are studying at an Australian Institution without having completed 6 months of your principal course.

\* Refer to the conditions (if any) stated on your Letter of Offer.

#### STUDENT DECLARATION:

- I have read, understood and accept the Terms and Conditions of Study in this Letter of Offer/International Student Agreement/Contract.
- I have read and understood the Refund Policy and procedures in this document
- I have read and understood the Complaints and Appeals Policy and procedures in this document.
- I acknowledge that I have read and understood the contents of the Macallan College's International Student Handbook, the Macallan website and any hyperlinked policies and procedures.
- 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.
- I understand if I have provided fraudulent documents I will not be entitled to a refund of fees
- I agree to advise the Macallan College of any changes to my email, phone or address within 7 days of a change.
- I agree to advise the Macallan College of any changes to my personal details including email, phone, address and emergency contact/next of kin to my education provider within 7 days of a change.
- I agree to advise of college of any changes to my education provider/s within 7 days of a change.
- I agree to advise the Macallan College of any changes to my visa as soon as I am aware.
- I agree to abide by the terms and conditions of my student visa at all times.
- 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 who can be found at: <http://cricos.education.gov.au/>
- 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.
- I have disclosed all of my study commitments and records to the college.
- I understand that this is my secondary course (applicable only for student who is enrolled with another provider in a primary course) and I will be responsible for managing my class schedules as per my VISA conditions.
- I am aware that I shall have to attend Vocational Placement (if applicable-refer to table under Practical Work Placement) as a compulsory requirement for this qualification.
- I agree to Macallan College taking my photograph and using for marketing purposes.

Student Name: \_\_\_\_\_ Student's Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

PARENT/GUARDIAN SIGNATURE \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

*\*Parental/guardian consent is required for all students under the age of 18.*

**Agent details and stamp if applicable.**

### Privacy Notice and Student Declaration:

Under the Data Provision Requirements 2012, **Macallan College** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by **Macallan College** for statistical, administrative, regulatory and research purposes. **Macallan College** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### ***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 SIGNATURE** \_\_\_\_\_ **DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**PARENT/GUARDIAN SIGNATURE** \_\_\_\_\_ **DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_

*\*Parental/guardian consent is required for all students under the age of 18.*



### Payment Plan and Schedules

<b>Student Name</b>	Mr. Inderpreet Singh <b>Gender:</b> Male
<b>Date of Birth</b>	02/03/2000 <b>Country of Birth:</b> India <b>Nationality:</b> Indian
<b>Programs</b>	Proposal # P11542 - BSB50420 - - [ 104280M ] - Diploma of Leadership and Management - 02/05/2022 - 30/04/2023 Hrs/Week 20 Total Weeks 52 Proposal # P11543 - BSB60420 - - [ 106853G ] – Advanced Diploma of Leadership and Management - 05/06/2023 - 02/06/2024 Hrs/Week 20 Total Weeks 52

<b>Start Date:</b>	02/05/2022	<b>End Date:</b>	02/06/2024
<b>Mode of Study</b>	Classroom based, 20 hours per week - Full Time enrolment		

### Full Payment Schedule

Course Code	Payment Date	Description	Discount	Amount	Due Now
BSB50420	02/05/2022	Admin Fee - \$500.00 Course Material Fee - \$500.00 Diploma Leadership and Management - Perth - 1st Instalment - \$2,000.00	\$0.00	\$3,000.00	No
BSB50420	01/08/2022	Diploma Leadership and Management - Perth - 2nd Instalment - \$2,000.00	\$0.00	\$2,000.00	No
BSB50420	01/11/2022	Diploma Leadership and Management - Perth - 3rd Instalment - \$2,000.00	\$0.00	\$2,000.00	No
BSB50420	01/02/2023	Diploma Leadership and Management - Perth - 4th Instalment - \$2,000.00	\$0.00	\$2,000.00	No
BSB60420	05/06/2023	Adv Dip of Leadership and Management - ADE - 1st Instalment - \$2,000.00 Course Material Fee - \$500.00	\$0.00	\$2,500.00	No
BSB60420	01/09/2023	Adv Dip of Leadership and Management - ADE - 2nd Instalment - \$2,000.00	\$0.00	\$2,000.00	No
BSB60420	01/12/2023	Adv Dip of Leadership and Management - ADE - 3rd Instalment - \$2,000.00	\$0.00	\$2,000.00	No
BSB60420	01/03/2024	Adv Dip of Leadership and Management - ADE - 4th Instalment - \$2,000.00	\$0.00	\$2,000.00	No

**Total Amount for Tuition and Non Tuition fees    AUD    \$17,500.00**

**\*Students must pay Application Fee, Course Material Fee, OSHC Fee and 1<sup>st</sup> Instalment before Macallan College can issue a COE.**

**\*Non-payment of Tuition Fees Instalment may lead to cancellation of your enrolment.**

## Payments Methods

### PAYMENT DETAILS BEFORE COMMENCEMENT:

#### Payment of Course Pre-Paid Fees

##### Option 1: Ezidebit

- Complete the Direct Debit Request Form provided to you by your Campus.
- Submit the form to Campus so the set up can be completed.
- The debit amount will be debited from your nominated card or bank account according to the terms and conditions of Ezidebit

##### Option 2:

Payment portal with Cohort Go; [macallan-adelaide.cohortgo.app/en](https://macallan-adelaide.cohortgo.app/en)

- Credit Card transaction incur a surcharge 2.5%
  - BPAY transactions incur a \$2 fee per transaction.
- How it works;
4. Enter your payment details in our simple Cohort Go platform.
  5. Receive payment instructions and make your deposit using your preferred payment method.
  6. Watch as we transfer your funds across the world, and track your payment every step of the way.

**Option 3:** Cash or Bank Cheque in person at Campus Reception (personal cheques are not accepted).

##### Option 4:

##### Bank Deposit/Transfer

You can make payment via Bank Deposit/Transfer or Bank Cheque in person at Campus Reception (personal cheques are not accepted).

##### Bank Deposit/Transfer

**Bank:** ANZ Bank

**Account Name:** Macallan Education Consortium Pty Ltd

**BSB:** 016-452

**Account Number:** 316 307 842

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

### PAYMENT DETAILS AFTER COMMENCEMENT:

##### Option 1: Ezidebit

- Complete the Direct Debit Request Form provided to you by your Campus.
- Submit the form to Campus so the set up can be completed.
- The debit amount will be debited from your nominated card or bank account according to the terms and conditions of Ezidebit

##### Option 2:

Payment portal with Cohort Go; [macallan-adelaide.cohortgo.app/en](https://macallan-adelaide.cohortgo.app/en)

- Credit Card transaction incur a surcharge 2.5%
  - BPAY transactions incur a \$2 fee per transaction.
- How it works;
4. Enter your payment details in our simple Cohort Go platform.
  5. Receive payment instructions and make your deposit using your preferred payment method.
  6. Watch as we transfer your funds across the world, and track your payment every step of the way.

**Option 3:** Cash or Bank Cheque in person at Campus Reception (personal cheques are not accepted).

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**Account Number:** 316 307 842

##### Please note:

If you are currently overseas, Macallan College recommends that you arrive in Australia at least one week prior to the commencement of your course. Upon arrival please contact the College immediately to confirm your attendance for orientation. In the case where you are unable to arrive on time due to certain circumstances please notify us as soon as possible.

# APPLICATION FOR NATIONAL RECOGNITION RPL / COURSE CREDIT

FORM: 040A

STUDENT'S FULL NAME:	Mr. Inderpreet Singh			Date of Birth	02/03/2000
ADDRESS:	Village Alipur PO Ghanauli, Ropar, Punjab, India, 140113			Post Code:	
MOBILE PHONE:	+919779348816	Work phone:		Email:	singh02inder032000@gmail.com
Next of Kin details	Ranjodh Singh				
<b>DETAILS OF COURSE/QUALIFICATIONS FOR WHICH CREDIT IS BEING SOUGHT</b>					
Course Qualification Code:		Course/Qualification Name:			

DETAILS OF STUDY PREVIOUSLY COMPLETED				DETAILS OF CREDIT CLAIMED					
RTO Name	Unit Code	Unit Name	Year Complete	Unit Code	Unit Name	Unspecified elective		Granted	
						Y	N	Y	N

<b>APPLICANT'S CERTIFICATION</b> I hereby certify that the particulars and documentation that I have attached are correct in every detail   SIGNATURE: _____  DATE: _____	<b>DOCUMENTATION SIGHTED BY DELEGATED OFFICER:</b> As the Delegated Officer, I hereby state that I have sighted the original or certified copies of the documents (copies attached) which support this application.  NAME: _____  SIGNATURE: _____  DATE: _____
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**Student to complete (if required)**

**Airport Pick-up & Accommodation Form**

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_  
**Gender:** Male ☐ Female ☐ **Date of Birth:** \_\_\_\_\_  
**Nationality:** \_\_\_\_\_ **Religion:** \_\_\_\_\_  
**Home Address:** \_\_\_\_\_  
**Home Phone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_ **Post Code:** \_\_\_\_\_

**Do you require airport pick-up?** Yes ☐ No ☐  
**Arrival Date:** \_\_\_\_\_ **Arrival time:** \_\_\_\_\_ **Flight No.** \_\_\_\_\_

**Do you require accommodation?** Yes ☐ No ☐  
If yes:  
**From (Date):** \_\_\_\_\_ **How long (in Weeks):** \_\_\_\_\_

**Personal Details:**

**What are your hobbies?**

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**If you require homestay it will be pre-arranged for you:**

**1. Do you prefer to live with a family?**

With Children ☐ Without Children ☐ Does not matter ☐

**2. Are you willing to live with a family that has pets?**

Yes ☐ No ☐ does not matter ☐

**3. Do you have any allergy?**

Yes ☐ No ☐

**4. Do you have any food you can't eat?**

Yes ☐ No ☐

**5. Do you smoke?**

Yes ☐ No ☐

**Any requests or comments?**

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**Student Name:** \_\_\_\_\_  
**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Student's Signature** \_\_\_\_\_