

Student Letter of Offer and Student Acceptance Agreement

Parneet KAUR
Chanda Colony/Chanda Colony Patran
Patiala
Punjab
147105 India

Offer/Student ID: 35223

DOB: 01/11/2002

Date of Issue: 18/03/2022

Dear Miss Parneet

Thank you for your application to study at Acknowledge Education Pty Ltd, trading as Melbourne Language Centre, Front Cooking School, Stott's College and Acknowledge Creativity. We are pleased to offer you a place as an international student as per the course and fees outlined below:

Section 1 – Course offer (this section forms part of the student agreement)

1.1 Course Details

CRICOS Code	Course Name	Mode of Study*	Start Date	End Date	Campus	Weeks	Tuition Fee
103455A	BOTHM: Bachelor of Tourism and Hospitality Management	C, WBT	30/05/2022	25/05/2025	Melbourne	156 Week	\$49,200.00
Indicative Total Package Fees							\$49,200.00

***C=Classroom WBT=Work Based Training O= Compulsory online component (cannot exceed 33% of course)**

Special Condition:

BOTHM:

Student must satisfy all GTE requirements for the acceptance of this offer.

Please remit the fees only after completing "GTE Direct" from the provided link and receiving confirmation from our team. For more detail, please refer to the "GTE Direct Process & Instructions".

Please submit your COVID-19 Vaccination Record before commencing this course.

Campus Address :All programs other than Hospitality(Cookery and Patisserie) programs are at 166-172 Exhibition Street, Melbourne 3000. Hospitality Programs are located at 242-252 Lygon Street Carlton 3053 (1.5km from city) and 107 Brunswick Rd, Brunswick 3056 (4km from city)

Please refer to Page 2 for the deposit amount required

Melbourne Language Centre, Stotts College, Front Cooking School and Acknowledge Creativity are divisions of Acknowledge Education Pty. Ltd.

HEAD OFFICE: 168 Exhibition Street, Melbourne, Victoria 3000, Australia | Phone +61 39663 3399

SYDNEY: 60 Hickson Road, Barangaroo, New South Wales 2000, Australia | Phone +61 2 9252 5991

PERTH: 1/647 Wellington Street, Perth, Western Australia 6000, Australia | Phone +61 8 6355 5919

BRISBANE: 225 St Pauls Terrace, Fortitude Valley, Queensland 4006, Australia | Phone +61 7 3733 0997

acknowledgeeducation.edu.au | ABN 15 005 596 565 | CRICOS 00197D | PRV 12146 | RTO 4112 | SCHOOL 1997

Initial Deposit Information:

CRICOS Code	Course Name	Total Tuition Fees Payable	Tuition Deposit Required Amount
103455A	BOTHM: Bachelor of Tourism and Hospitality Management	\$49,200.00	\$3,075.00
Total Tuition Fees		\$49,200.00	\$3,075.00 (Tuition Deposit)
Total deposit amount required (Please refer to the table below for details of non-tuition fees payable)			\$4,919.00

Other Fees	
Packaged Course Fee (non-refundable)	NA
Study Material Fee (VET/ELICOS/VCE)	\$0.00
Enrolment Fee (non refundable)	\$200.00
Administration Fee (non refundable)	\$0.00
Overseas Student Health Cover	\$1,644.00
Deposit required to confirm acceptance	\$4,919.00

1.2 Condition of Offer:
1.2.1 General

1. If required by PRISMS, entry into this approved course only upon the provision of a release from previous education provider
2. This offer remains subject to you meeting the Genuine Temporary Entrant/Genuine Student (GTE/GS) Requirements. Acknowledge Education has the right to revoke any offers for students who do not meet GTE/GS assessment requirements.

1.2.2 ELICOS (other than English for Secondary Schools-HSP)

1. As per student visa condition 8202 student attendance is monitored and is required to be greater than 80%. Failure to maintain adequate attendance will result in the cancellation of your enrolment and reporting to the Department. Please refer to the attendance policy for more information at <http://www.acknowledgeeducation.edu.au/policies-and-procedures/>.

1.2.3 VET Requirements:

1. IELTS equivalent of 5.5
2. Certificate III/IV, completion of Year 11 or equivalent
3. Diploma or above, Completion of Year 12 or equivalent. For further information on accepted year 12 equivalence, please see <http://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivalents/equiv-yr12.aspx>

1.2.4 Bachelor Requirements:

1. You must have completed year 12 or equivalent qualification and an IELTS score of 6.0 or satisfy AE's English proficiency requirements. Please refer to **Policy and Procedure HE – International Student Admission** see <http://www.acknowledgeeducation.edu.au/policies-and-procedures/> for more information
2. Above 18 years of age at commencement
3. Any other conditions stipulated in this agreement.

1.2.5 English For Secondary Schools – HSP

1. Students must be between 7-17 years of age
2. Please refer to section 2.5, "Accommodation and Welfare Arrangements for all English for Secondary School (HSP), VCE Students and other under 18 year of age students"

VCE

1. Year 11
 - a. Must have year 10 or equivalent
 - b. IELTS 5.5 or equivalent
2. Year 12
 - a. Must have year 11 or equivalent
 - b. IELTS 5.5 or equivalent
3. Please refer to section 2.5, "Accommodation and Welfare Arrangements for all English for Secondary School (HSP), VCE Students and other under 18 year of age students"

To Accept this offer you must:

1. Read the pre-enrolment information attached to this offer. You may also request a copy of the information from registrar@ae.edu.au
2. Read, complete and return Section 2 - Student Acceptance Agreement. Upon signing this form, the student has taken to have shown his/her intention to be legally bound to the contract with Acknowledge Education.
3. If you are enrolled in English for Secondary Schools (HSP), VCE or are under 18 years of age and applying for a different program, you must complete a nomination of Guardianship and Homestay form. Please see section 2.5 of this document
4. Provide a copy of your passport
5. On receipt of your tuition fees and the Student Acceptance of Offer Form, Acknowledge Education will send you a Confirmation of Enrolment (ECOE).
6. This offer is subject to Acknowledge Education's Refund Policy, a copy which forms part of the attached Acceptance of Offer form. You should read and make sure you understand this policy.
7. Make payment of the amount specified in initial deposit information

Payment details are located on the last page of the Student Acceptance of Offer form

Overseas Student Health Cover (OSHC)

You are required to maintain OSHC for the proposed duration of your student visa prior to the granting of your visa. When you request OSHC with Acknowledge Education, we calculate the fee from the commencement of your course and conclude it two months after the proposed end date of your course of study.

Compulsory Orientation for:

- ELICOS and VET programs occurs on the Monday of the course commencement week.
- VCE orientation occurs on the Monday of semester start week
- Bachelor programs occurs on the Friday before the week of course commencement.

Further Orientation details will be provided should you accept this offer.

We look forward to welcoming you to Acknowledge Education.

Yours Faithfully,



Mandy Simons

Registrar

Acknowledge Education

Offer Issued Date: 18/03/2022

Section 2 - Student Agreement and Acceptance

This is a written Student Agreement between Acknowledge Education Pty Ltd (CRICOS number 00197D), trading as Melbourne Language Centre, Front Cooking School, Stott's College and Acknowledge Creativity, herein after referred to as the AE and the Student. This Student Agreement details your enrolment into courses delivered by AE.

2.1. Personal and Course Details

Student Name: Miss Parneet Kaur Offer/Student ID: 35223 Student Date of Birth: 01/11/2002 Nationality: Indian Student Passport Number: U7808509	Location: Melbourne Campus Total Fees for All course: \$51,044.00 Total Tuition Fees: \$49,200.00 Deposit required: \$4,919.00
Address: Chanda Colony/Chanda Colony Patran Patiala Punjab 147105 India Email address: kaurparneet223@gmail.com	Emergency Contact Details Name: TBA Phone Number: TBA Email Address:

2.2. Course Details and Fees

Course and Invoice details (Payment)

Course No.	Course Name	Installment Due Date	Installment Amount
BOTHM	Bachelor of Tourism and Hospitality Management	04/07/2022	\$3,075.00
BOTHM	Bachelor of Tourism and Hospitality Management	14 days prior to study period commencement *	\$6,150.00
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BOTHM	Bachelor of Tourism and Hospitality Management	14 days prior to study period commencement *	\$6,150.00
Total Tuition Fees			\$46,125.00

*Please refer to <https://www.acknowledgeeducation.edu.au/important-dates/> for study period dates.

Other Fees

These fees may be applicable during your enrolment

EcoE Amendment fee (i.e. date change)	\$150 per instance
VET Unit Re-enrolment	\$100-\$900
VET Resubmission Fee	\$50-\$100
VET Hospitality Practical reassessment	\$250
Higher Education Assessment Review Fee	\$50
Higher Education Book Fees (not payable to college)	\$100-\$200 per unit
VET Material Replacement Cost (per Unit)	\$30
Police Check	\$20
Late Payment of Tuition Fees (Per Week)	\$50
Re-Issue student ID	\$10
Re-issue certificates/Statement of Attainment	\$30
Printing and Photocopying 9per page)	\$0.10
VCE Annual Consolidation Fee	\$900

2.3 Refund Policy

All student refunds are conditional on the following policy available at <http://www.acknowledgeeducation.edu.au/policies-and-procedures/> and reproduced below

1. Policies

- 1.1. A refund of 70% of tuition fees will be given if an enrolment is cancelled more than 28 days prior to commencement of the course. The following non-tuition fees are non-refundable (other than in the instance of a visa refusal, see paragraph 1,5 below); CoE Package Course Fee, Enrolment Fee and Administration Fee.
- 1.2. No refund of fees will be given if an enrolment is cancelled within 28 days of course commencement, or the student does not commence on the agreed date, or withdraws from the course once it has commenced. Students enrolling to commence courses within 28 days of application will not receive a refund if enrolment is cancelled more than seven (7) days after receipt of the application or within seven (7) days of course commencement.
- 1.3. No refund will be given to any student who has deferred their enrolment.
- 1.4. Early termination of homestay is subject to a 20% cancellation fee on monies paid;
- 1.5. Where proof of visa rejection is provided, refund will be calculated as proscribed in in section 47E of the ESOS Act. In accordance with the regulations, a full refund will be provided less:
 - a. \$500 or five percent of the total amount of pre-paid fees received for the Course (whichever is the lesser);
 - b. if the student has commenced study, refund will be provided less the proportion of the course money that Acknowledge Education has received in respect of the student before the default day that is equal to the proportion of the course that was provided to the student before the default day.
- 1.6. Acknowledge Education may grant no refund if a student's enrolment is cancelled or a student's visa or application for visa is cancelled or refused due to actions of the student.
- 1.7. Acknowledge Education reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered, in accordance with sections 46A and 46D of the *Education Services for Overseas Students Act 2000*, as amended, one of the following options will be offered:
 - 1.7.1. Any unused portion of tuition fees paid by the student will be refunded, within two (2) weeks from the date of default; or
 - 1.7.2. An alternative course or part course can be arranged at the providers' expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.
 - 1.7.3. If AE is unable to provide a refund or provide an alternative course in accordance with the ESOS Act and National Code, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course is not found. Further information regarding the TPS arrangements is provided at www.tps.gov.au
- 1.8. Tuition fees are not transferable to another person.
- 1.9. Notwithstanding the above provisions, Acknowledge Education may grant a refund of fees on compelling or compassionate grounds made known to the Registrar in writing.
This policy and the availability of Acknowledge Education Complaints and Appeals Policy does not remove from the student the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

2. **Applying for a refund**

2.1. Students, parents or guardians must submit a written request for a refund:

- i. by mail, to:
The Registrar
Acknowledge Education
168 Exhibition Street
Melbourne VIC 3000
Australia
or
- ii. by email, to:
registrar@ae.edu.au

2.2. Written requests for refund should contain:

- a. the student's details, including full name, student number, date of birth and address;
- b. details of why a refund is requested;
- c. contact details; and
- d. the requested destination of the refunded payment.

2.3. Written requests for refund must be made as soon as practicable after the reason for the refund request arises. Refunds will be paid to the Student, unless:

- the Student is registered with an approved sponsor who has paid the tuition fees on behalf of the Student; or
- the Student gives a written direction to pay the refund to another person or organisation and provides documentary evidence to substantiate that the other person or organisation paid the Tuition Fees; or
- the Student is deceased.

2.4. The Registrar will assess entitlement to a refund against the applicable policy.

2.5. Refunds granted will be paid within 28 days of the request for refund.

2.6. The Registrar will issue notice of the amount of refund and the date of its payment as soon as practicable after its payment.

2.7. Where no refund is granted the Registrar will issue notice immediately on assessing the request for refund.

2.4 Complaints and Appeals Policy

All students are entitled to access AE's complaints and appeals policy at any time. Below is an outline of the policy. The complete policy is available at <http://www.acknowledgeeducation.edu.au/policies-and-procedures/>.

Acknowledge Education is committed to complainant complaints and appeals being resolved fairly and efficiently. All grievances will be treated seriously and sensitively, with due regard to procedural fairness and complainant privacy, and at minimal or no cost to the complainant.

First Step: Informal Discussion

- Try to resolve issue informally by talking to the relevant person.

Stage 1: Internal Formal Review

- You submit a formal written complaint to the Coordinator or head of department. It will be investigated.

Stage 2: Internal Appeals Panel

- You may either write or appear before the Internal Appeals Panel to present your complaint.

Stage 3: External Appeal

- You can contact the Overseas Student Ombudsman to review the decision.
- Acknowledge Education will respect any decision made by the Overseas Student Ombudsman.

2.5 Course Progress and Attendance

English For Secondary School (HSP) ELICOS and VCE

As per student visa condition 8202, student attendance is monitored and is required to be greater than 80%. Failure to maintain adequate attendance will result in the cancellation of your enrolment and reporting to the Department. Please refer to the attendance policy for more information at <http://www.acknowledgeeducation.edu.au/policies-and-procedures/>

VET and Higher Education

As per student visa condition 8202 student progress is monitored. If you fail 50% or more of units in a study period, you will receive a warning and be required to partake in a formal intervention strategy. If in the next study period, you again fail 50% or more of units undertaken, you will be reported the department and your enrolment will be cancelled. Please refer to the course progress policy for more information at <http://www.acknowledgeeducation.edu.au/policies-and-procedures/>

A Higher Education study period is 1 (one) semester/trimester, generally 15 weeks in total.

A VET study period is 1 (one) stage/term, generally 10 weeks in total. Please be aware that:

- you must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, if not, you will be in breach of your visa;
- if you don't attend scheduled classes, AE may need to reassess your course duration, and AE may shorten your course duration;
- ASQA (the VET Regulator) may, at any time, require AE to implement policies and procedures to monitor minimum attendance requirements and if you don't meet these requirements, you will be in breach of a condition of your visa;
- that the Department of Home Affairs may cancel your visa if you fail to maintain your enrolment.

2.6 Accommodation and Welfare Arrangements for all English for Secondary School (HSP), VCE Students and other under 18 year of age students

1. All students must complete a Nomination of Accommodation and Guardianship Form
2. All students under 13 years old must reside with a parent/legal custodian/DHA approved relative for the duration of the student's enrolment. The person must be at least 25 years of age and be eligible to stay in Australia until the expiry of the student's visa.
3. All students above 13 years old must have a nominated parent/legal custodian/DHA approved relative, an adult (at least 25 years of age and be eligible to stay in Australia until the expiry of the student's visa) approved by Acknowledge Education, or "Your Care Team" service for the duration of their studies at Acknowledge Education. This requirement also applies to students that are 18 years or older.
4. Homestay accommodation or nominated third party homestay must be approved by Acknowledge Education and the Accommodation Placement Fee paid before a Confirmation of Appropriate Accommodation and Welfare (CAAW) Letter will be issued.

2.7 Student Declaration

You must read the following statements and sign at the bottom of the page to indicate that you understand your contract with Acknowledge Education Pty Ltd.

I, Kaur Parneet, declare that:

1. I, the Student apply to Acknowledge Education Pty Ltd, referred to as "AE" (ABN 15 005 596 565) trading as Melbourne Language Centre, Stott's College, Front Cooking School and Acknowledge Creativity, for the services set out above.
2. I agree to be bound by the General Terms and Conditions – AE's and all of AE's Policies and Procedures as set out on AE websites from time to time.
3. I have read sections 1 and 2 of the Student Letter of Offer and Student Agreement document that identifies my course(s), fees payable, OSHC costs and any conditions attached to my offer.
4. I have provided all the required information and the information is true and accurate.
5. I understand and I have been fully advised of the terms of this contract, the fees, the refund conditions and other important information relating to my chosen course (through my education agent/AE's brochures/AE's website/the student prospectus as available on the website).
6. I understand that by law I must notify EA of changes to my contact details, including changes to my Australian address, phone number, and e-mail address and who to contact in emergency situations, within seven days of the change for the duration of my enrolment.
7. I undertake to notify AE's of any circumstance arising which affects my ability to start study on the agreed starting day. I understand that failure to negotiate a new starting day in this circumstance may result in the cancellation of my enrolment, forfeiture of pre-paid tuition fees and where applicable reporting to the Department of Home Affairs.
8. I will make full payment of all fees payable as detailed in the Course offer, and understand that failure to do so may result in student default and lead to cancellation of my course(s) and student visa.
9. I understand that fees are calculated on a weekly, stage/term or semester basis consistently across the duration of my enrolment and will not be altered due to public holidays or other temporary breaks in teaching, scheduled or unscheduled, other than as explicitly stated by AE's in my Letter of Offer or further communications.
10. I understand that Information is collected on this form and during my enrolment in order to meet AE's obligations under the ESOS Act 2000, and the National Code 2018, and 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 ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about me on this form and during my enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during my enrolment can be disclosed without my consent where AE is authorised or required by law to do so. I can access information collected from me on this form and during my enrolment by contacting Student Administration at AE.

11. I understand that 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.
12. I understand that after receiving eCoEs for my course(s) I am restricted by the law of Australia and AE's policy from transferring from my course(s) for a period of six (6) months. I will make any request for transfer in accordance with the AE's Student Transfer Policy and understand that my application will be determined at AE's discretion.
13. I understand that any school-aged dependants accompanying me in Australia will be required to pay full fees if they are enrolled in either government or non-government schools.
14. I understand that AE's reserves the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing.
15. I have read and understand and agree to be bound by and act in accordance with AE's policies, procedures and rules, including but not limited to the Student Behaviour Policy/Code of Conduct, and understand that breach of AE's policies and rules may result in cancellation of my course(s) and student visa.
16. Students with a package of courses, must complete each course before progressing to the next one.
17. All fees are subject to change and it is expected that they will increase by 4-5% per annum. You will be required to pay the current applicable fees which may differ from that quoted in your offer letter or on your CoE. You will be required to pay the current fee that applies from the beginning of the next study period.
18. If you cannot start class on the agreed starting day (above), you must contact us as soon as possible. If you are an international student and you have not contacted us to negotiate a new starting day five business days after the agreed starting day, Acknowledge Education is required by law to report you to the Department of Home Affairs. This may affect your visa and you may also forfeit any pre-paid tuition fees.
19. On receipt of your tuition fees and the Student Acceptance of Offer Form, Acknowledge Education will send you a Confirmation of Enrolment (COE).
20. I understand that where credit exemption is granted towards a VET program, a refund or reduction of part of my course fee will not be given, but where the credit exemption results in a course reduction of one or more terms/stages, AE will only charge tuition fees for the terms/stages I am studying.
21. I understand the contents of this form and all related documents and accept AE's offer of enrolment accordingly.
22. I understand that I am responsible for keeping a copy of this written agreement and receipts of any payments of tuition fees or non-tuition fees.

By signing this letter of offer, I confirmed that

1. I am accepting this offer.
2. I have received a copy of the course prospectus/handbook (student visa holder only).
3. I have received a copy of the ESOS fact sheet (student visa holder only).

Student signature: _____ Date: _____

Offer/Student ID: 35223

Parent or Guardian (if student is under 18 years of age): _____ Date: _____

Parent or Guardian Name:

☐ Please tick if you do NOT wish for your name or image to be used for marketing purposes.

Offer Issue Date: 18/03/2022

This offer expires after 60 days from issue

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HEAD OFFICE: 168 Exhibition Street, Melbourne, Victoria 3000, Australia | Phone +61 39663 3399

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acknowledgededucation.edu.au | ABN 15 005 596 565 | CRICOS 00197D | PRV 12146 | RTO 4112 | SCHOOL 1997

Payment Options

Please indicate your method of payment and attach a copy of your signed Student Acceptance of Offer Agreement

<input type="checkbox"/> International Transfer <input type="checkbox"/> Bank Draft <input type="checkbox"/> Internet banking/Direct deposits	Bank Details Bank Name: NAB Account Name: Acknowledge Education Bank Address: Ground Floor 330 Collins Street Melbourne VIC 3000 BSB: 083004 Account: 624185760 SWIFT: NATAAU3303M You must include your reference: Bank Reference: 35223 Deposit Amount:
<input type="checkbox"/> Credit Card	Card Number: _____ Expiry Date: _____ Card Name: _____ Signature: _____ Amount: _____ Deposit Amount: