

# TERMS AND CONDITIONS OF ENROLMENT (International Students)

## Genuine Temporary Entrant

The Genuine Temporary Entrant (GTE) assessment addresses whether your individual circumstances sufficiently support your intention to travel to, and remain in Australia on a temporary basis in order to achieve a successful educational outcome.

More information on Student Visas and GTE assessment can be found on the [Australian Department of Immigration and Border Protection \(DIBP\) website \(www.immi.gov.au\)](http://www.immi.gov.au).

In order for you to apply for a Student Visa, Salford College needs to ensure that you pass the GTE assessment. Information regarding [GTE requirements](#) is available on the DIBP website. The final decision whether to grant you a Student Visa is made by DIBP.

Your GTE and Genuine Student status is determined by assessing your application and supporting documents, such as those shown below, against the entry requirements for the program you are applying to study:

- Evidence of English language proficiency
- Academic record
- Employment/professional experience

## Refund Policy

- The request for refund is made in writing to the Chief Executive Officer using Fee Refund Policy and Application (Form 15).
- Salford College's Refund Policy observes the principles outlined in the Education Services for Overseas Students Act 2000 (ESOS Act) and The National Code and applies to all new and re-enrolling students unless otherwise stated.

## Definitions

Institute Default occurs when:

- a. The course does not begin on the agreed commencement date;
- or
- b. The course ceases to be provided at any time after it commences but before it is completed; or (c) the course is not provided in full to a Student because a sanction has been imposed on the Institute.

*International Student* - a student granted an initial visa to attend and study at the Institute.

*Local International Student* - a student granted an initial visa to attend another Australian educational institution and wants to extend or change the conditions to that visa by enrolling at Salford College.

*Local Student* – a student who is an Australian Citizen and/or permanent resident enrolled at the Institute.

Student – any student enrolled at Salford College

**Note.** In event of provider default the college will

Within 3 business days - Notify the secretary or delegate and TPS director And Inform the student

Within 14 days- Either offer the student an alternative place at the college expenses that is accepted by the student in writing

Or

Refund the student the unused portion of the pre-paid fees

And - Notify the secretary of the delegate and TPS director of the outcome of the college default within 7 days of the obligation period.

Student Default occurs when any of the following happens:

- a. A Student not commencing a course on the agreed start date;
- b. A Student cancelling their enrolment in a course (this includes an abandonment of the course before its completion);
- c. A Student failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course;
- d. Student breaching a condition of his or her student visa; or

- e. Misbehaviour by a student including, but not limited to, offensive conduct of an extreme nature, fraudulent conduct or physical assault.

### **Fraudulent Student Conduct:**

Subject to all normal provisions of s47E of the Education Services for Overseas Students Act 2000 (Cth), the following will apply to fraudulent conduct related to application for enrolment at Salford College:

If, at any time, Salford College uncovers evidence that a student, negligently or wilfully, submitted documents which were misleading or fraudulent in nature, the student's enrolment will be cancelled and all prepaid fees will be forfeited to the College accordingly.

**Note.** In event of student default the college has a refund policy which clearly stipulates.

Packaged Course – where a student is enrolled in a package of courses at the Institute

The request for refund is made in writing to the Chief Executive Officer using Fee Refund Policy and Application (Form 15). The Application Fee Au 250.00 is not refundable in any scenario.

#### 1. In the event of Student Default :

Before the commencement date

- a. If a Student cancels their enrolment before the commencement date of a course and requests a refund:
    - i. 10 weeks or more prior to the course commencement - a refund of 100% of monies for tuition fees for semester 1 will be issued to the student;
    - ii. Between 9 weeks to 4 weeks prior to the course commencement - a refund of 70% of monies paid for tuition fees for semester 1 will be issued to the student;
    - iii. 4 full weeks or less prior to course commencement - no refund will be issued.
  - b. If a student withdraws from a course after the course starts that semester's tuition fee will be forfeited.
  - c. If a student does not commence (i.e. doesn't arrive, or has not arranged with us for a later start because of health or verifiable compassionate reason) then that semester's tuition fee stands forfeited.
  - d. If a student's enrolment is terminated after course commencement as a result of a serious breach of student visa conditions or Salford College's policies where the student has paid the fees for one or more semesters in advance, the student will receive no refund of the current semester. A refund of no more than 40% of the subsequent semester will apply and any additional subsequent semester fees will be refunded in full.
2. Where a refund is approved by the Chief Executive Officer and is not due to the College defaulting, Salford College will make payment of refunds within 28 days of receipt of application for refund. Salford College will give the student a statement that explains how the refund amount has been worked out.
  3. If there is a Student Default, after the agreed start date of a course no refund will be issued to the Student. This includes all monies paid or scheduled to be paid to the institute for airport pick-up, accommodation booking and board.
  4. In accordance with the Student Enrolment Agreement, the Institute reserves the right to invoice the student the portion of fees owed by the student for services received from the Institute.
  5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
  6. No refund will be issued to any Student who deferred their enrolment after the commencement date.
  7. Packaged course offers
    - a. Students enrolled in a package of courses seeking a refund after completing their English language course (or any other course other than their principal course of study), but prior to completing six months of their principal course will be considered to have defaulted after the commencement date and will be dealt with in accordance with as above
    - b. Where an articulation to a Higher Education course is offered as part of a package of courses a deposit to hold a place for the student is required to be paid. This deposit is not refundable except under the conditions of Institute Default

- c. Where a Student enrolled in a Package of Courses is eligible for a refund, the refund amount will be calculated based on each individual course Fee.
8. Visa Refusal (ONLY FOR OFF-SHORE APPLICANTS)
- a. If the initial visa is not granted, a refund of course fees received by the Institute less the AUD\$250 enrolment fee will be issued to the International Student within 28 days of the written request.
  - b. The written request must be in the Institute approved form with proof of visa refusal attached.
  - c. Without proof of refusal from the Australian Government a refund will not be granted

### **Local International Student**

If the extension to visa is not granted, a refund of course fees received by the Institute will be issued to the Local International Student less the following:

- a. AUD\$250 application fee
- b. Portion of fees received from the student for services received from the Institute and current semester
- c. Prescribed amounts relating to expenses that Salford College incurred on behalf of the student for the course, before the commencement date, within 28 days of the written request.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### *Refunds after Salford College Default*

1. If Salford College defaults, then all the unused portion of pre-paid fees paid will be refunded within 14 days after the default day.  
Salford College defaults if the course
  - a. Does not start on the agreed starting day.
  - b. Stops being provided after it starts and before it is completed or
  - c. Is not provided fully to the student because Salford College has had sanctions imposed.
2. The college will within 3 business days :  
Notify the secretary or delegate and TPS director  
And inform the student.
3. Within 14 days  
Either offer the student an alternative place at the college expenses that is accepted by the student in writing  
Or  
Refund the student the unused portion of the pre-paid fees
4. And notify the secretary of the delegate and TPS director of the outcome of the college default within 7 days of the obligation period

**Refund policy table:**

<b>Before course commencement</b>	<b>Refund on tuition fees for the semester</b>	<b>Application fee (nonrefundable)</b>
More than 10 weeks	Full refund	-\$250
Between 9 weeks to 4 weeks prior to the course commencement	70%	-\$250
4 Weeks or less prior to the course start date	No Refund	-\$250
If a visa application is rejected for a student applying for enrolment from offshore, provided that the rejection is certified	Full refund	-\$250
After course start date	No refund	NA
If a student does not commence (i.e. doesn't arrive, and has not arranged with us for a later start because of health or compassionate reason)	No refund	-250
If a student's enrolment is terminated after course commencement as a result of a serious breach of student visa conditions or Salford College's policies where the student has paid the fees for one or more semesters in advance	No refund of the current semester. Second/subsequent semester- 40% Third/subsequent semester - Full	-\$250

**Refund General Provisions**

1. No refunds will be paid to a third party unless it is indicated and signed as a sworn affidavit at the time the refund application is lodged, that any refunds due are payable to a third party.
2. Salford College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
3. This agreement and the availability of the complaints and appeals processes do not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
4. The refund policy is subject to review from time to time.

**Enrolment Fees**

All Salford College (the College) course applicants must pay a non-refundable enrolment Fee (see Fees Schedule for current amount).

**Tuition Fees**

- a. Tuition fees (see Fees Schedule for current amount) Tuition fees DO cover the charges for tuition administration.
- b. Tuition fees DO NOT cover the charges for registration fee for vocational courses, accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations.
- c. Due date - Tuition fees for vocational courses must be paid at least six weeks prior to the commencement of each semester. If fees are not paid by the due date, a late fee of 2% per week may be charged and students may lose their place in the course.
- d. College reserves the right to cancel the enrolment if fees are not paid by due date.
- e. If a student wants to withdraw from the course he should give at least one term notice before the next semester begins..
- f. Salford College reserves the right to withhold certificates and results until payment of all fees and stationery has been made.
- g. Salford College reserves the right to refuse a student's re-enrolment if accounts are not paid by the due date. The college reserves the right to bar the student to attending classes in case of non-payment of outstanding fees as per the invoices raised and given to the student.

- h. Salford College reserves the right to forward the defaulting students name and details to its debt collectors agency (an external arm) for collection of overdue payments. The resulting cost may be passed on to the defaulting student.
- i. Salford College may list the defaulting student for credit watch on organ stations like VEDA. This may adversely impact your ability to apply for any credit.
- j. Salford College reserves the right to make the following variations: to vary course timetable, to vary course content, to vary lecturing personnel, to vary the cost of course and to cancel a course.
- k. The student must attend all classes, examinations and course excursions and abide by the rules and regulations of the college that are in force at all times.
- l. Salford College reserves the right to withdraw any students whose conduct and/or behavior is not acceptable to the college or failure to follow the rules and regulations

### **Recognition of Prior Learning and Credit Transfers**

- a. Students are encouraged to apply for RPL/CT as a part of their application. Any such application has to be put in within 14 days of commencement of their course to be considered.
- b. This may impact the duration of a course or the fees.
- c. Any application put in after 14 days of commencement will not be considered for fee or course duration reduction.

### **Fees Exclusions**

#### **Resit and Gap Training fees**

##### **Please refer to the college policy on resit and gap training fees**

A late fee of 2% per week is levied on students for late payment of course fees. Students with outstanding course fees will not be able to participate in any lessons unless approved by accounts.

Student's re-sitting for the assessments for the first time (gap training) would be charged \$100.00 for theory assessments and \$175.00 for practical assessments.

Students re-sitting for the assessments for the second time (gap training) will incur a fee of \$150.00 for theory assessments and \$200.00 for practical assessments to attend a subsequent assessment.

Students failing to be competent after 2 resit attempts, may be offered a final gap training session upon the completion of the course if your intervention strategy allows for this. This will incur a fees of \$300.00 for theory and \$375 for the practical session. Further to this the student might have to repeat the whole unit again and will be charged for the whole unit the price of which can be obtained from the student support officer.

Students submitting written assignments after the due date	\$25.00
Re-issue of Certificates or Statements of Attainment	\$20.00 per page.
Re-issue of Student Card	\$10.00

### **Payment Schedule**

A semester tuition fee payment schedule will be arranged with each student

If the course is less than 24 weeks then 100% of the course fees must be paid prior to the commencement of the course

If the course duration is more than 24 weeks then first term fees must be paid prior to the commencement of the course in addition to the administration and material fees.

### **Certified Copies of Original Documents**

Attach certified or attested copies of all your official documents such as mark sheets, academic certificates, etc. Following persons are eligible to certify copies:

1. An authorised officer from the institution that originally issued the documents (such as Registrar or Principal);
2. An Australian overseas diplomatic mission; or
3. An authorised Salford College representative.

Certified translations must be attached if the documents are not in English. Evidence of completing a course should indicate that all requirements of the course have been met or that the award has been conferred.

### **International Students**

On receipt of your tuition fees, the Institute will forward you an official Confirmation of Enrolment which will allow you to apply at Australian Embassies and Consulates abroad for a student visa to enter Australia

For more information please check the Department of Immigration and Border Protection (DIBP) ([www.immi.gov.au/students](http://www.immi.gov.au/students))

### **English Language Proficiency**

You must show proof from the institution (s) or provide a certified copy of an internationally recognised English Language Test. If you are unable to provide inaccurate assessment of your English language level with your application form, you may be required to take an English test before you are admitted to Salford College.

### **Overseas Student Health Cover**

All international students are required to pay Overseas Student Health Cover to health cover provider. It is the student's responsibility to check the conditions of this health cover. We can arrange the cover for you on production of a completed application form and a bank draft or bank cheque payable to AHM for the appropriate premium (see Fees Schedule for current amount).

### **Attendance/Academic Performance**

Regular attendance is a requirement for all students. All overseas students must attend a minimum of 80% of classes to qualify for a certificate and meet student visa regulations. If students do not make satisfactory academic progress they may not be allowed to continue or to re-enroll.

### **Application Checklist**

1. Attach evidence supporting your GTE (genuine temporary case)
2. Complete all sections of the Application Form
3. Attached evidence for Credit or Exemption (if applicable)
4. Read and understand the Conditions of Enrolment including Refund Policy
5. Provide details if you already have Student Visa and/or OSHC
6. Include certified copies of:
  - Relevant Academic records/qualifications
  - English test results
  - Passport Copy
  - Two Passport Size Photograph

### **Send your Application to:**

By post/in person:

**Admissions Centre, Level 11, 68 Grenfell Street, Adelaide, SA 5000, Australia**

You can also fill the application form ONLINE on website and send by email with all documentation either by fax or email.

Tel : +61 8 8232 6190

Fax : +61 8 7225 6346

Website : [www.salfordcollege.edu.au](http://www.salfordcollege.edu.au)

Email : [info@salfordcollege.edu.au](mailto:info@salfordcollege.edu.au)

ABN: 83134424034 RTO Code: 40298 CRICOS Provider Code: 03076M

*Bandicoot group trading as Salford College*

## SECTION 2

### 1. Deferment Policy

We recognise that there may be times when a student wishes to defer, temporarily suspend or cancel their enrolment. If this is the case, students must contact the Student Support Officer at Salford College and inform them of the reasons.

Students may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes). There are strict guidelines from DIISTRE governing the circumstances under which deferment can be sanctioned.

If this deferment or temporary suspension is granted, we will let you know in writing that your enrolment has been deferred or suspended. The letter will also remind you that a change in enrolment status may affect your visa.

We will notify Department of Immigration and Border Protection (DIBP) and Department of Education of the change in enrolment. You might be eligible for a refund in this instance – remember to check the refund policy and apply if appropriate.

Salford College may choose to defer, temporarily suspend or cancel a student's enrolment for the following circumstances:

- You have compassionate or compelling circumstances (such as personal illness or illness/ death of a family member at home; birth of a child or political upheaval)
- Misbehavior by the student
- Nonpayment of student fees
- Assault of another
- Committed a crime

If Salford College decides to defer, temporarily suspend or cancel a student's enrolment, then Salford College will let you know about their decision in writing. Salford College will remind you, that the change in enrolment status may affect your visa, and that you have 20 working days to use our complaints and appeals process as outlined before. A copy of the letter you are sent will be placed in your student file.

If you decide to not access the complaints and appeals process, then the College will notify the Department of Education and the Department of Immigration and Border Protection (DIBP) your enrolment has been deferred, temporarily suspended or cancelled. If you do use the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.

Please refer the link <http://salfordcollege.edu.au/policies-responsibilities/>

### 2. Transfer between the providers

#### Students Transferring to Salford College

Salford College will not knowingly enroll a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study except where:

- The original registered provider has ceased to exist
- The course in which the student is enrolled has ceased to be registered
- The original provider has supplied a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government that prevents the student from continuing their principal course
- Government sponsorship of the student considers the change to be in the student's best interest and has provided written support for the change.

Transfers to Salford College will be granted in the following situations:

- The student meets the entry requirements of the course; and
- The student is able to meet the fees for the remainder of their course; and
- The student has been complying with their Visa conditions.

Special consideration will be given to students requesting transfers if Salford College considers, that personal circumstances of the student or academic grounds, make it difficult for the student to continue study with their current provider.

Salford College will refuse requests from students for a transfer from another registered provider prior to the student completing six months of their principal course of study in the following circumstances:

- If the student is under 18 years of age; and
- If the student does not have an overall IELTS score 5.5 (Academic) or equivalent.
- If the student has been warned by the other education provider that the student is close to breaching their Visa conditions due to unsatisfactory progress

Once an application is assessed and a decision is made by the Admissions Manager, the student will be informed by the college in writing.

### **Students Transferring From Salford College**

If a student wishes to be released from their studies at Salford College, and transfer to another registered provider less than 6 months after commencing their principal course of study,

Student must obtain a letter of offer from the other provider; and

Student must inform Salford College of their intention to transfer at least 14 days prior to the move.

The Student Support Officer and the CEO will meet to assess the student's request for transfer from Salford College to another registered provider.

#### **If the request for transfer is approved**

- Salford College will issue the student with a letter of release at no cost, but subject to the constraints of the refund policy; and
- Inform the student that it is their responsibility to contact DIBP to ascertain whether a new student visa is required.

#### **If the request for transfer is not approved, Salford College will**

- Issue a written response including the reasons for the refusal; and
- Inform the student of their right to appeal the decision; and
- Place a copy of all relevant documentation into the student's file

Please refer the link <http://salfordcollege.edu.au/policies-responsibilities/>

### **3. Course Progress Policy**

Salford College has elected to implement the Department of Education and The Department of Immigration and Border Protection (DIBP) Course Progress Policy and Procedures. What this means, is your progress through your course is carefully monitored, and unsatisfactory academic performance may lead to cancellation of your enrolment.

Salford College identifies one semester as a study period. Each semester consists of two terms of around ten weeks each. You are required to complete all assessment tasks for each unit of competency. You will be informed no later than four weeks after the assessment, whether the assessment outcome was satisfactory or not satisfactory.

You will be at risk of not maintaining satisfactory course progress if you are 'not yet competent' in 50% or more of the units attempted in any one study period.

If your progress is not satisfactory, a reminder to you of your obligations and an invitation to see the Student Support Officer will be mailed to you. The Student Support Officer will also contact you by telephone or email. This meeting is to assist you in developing a plan of action to improve your academic performance.

Please refer the link <http://salfordcollege.edu.au/policies-responsibilities/>



### Itemised toolkit for commercial cookery

1 Cooks Knife Victorinox 25cm	1 Meat Tenderiser
1 Filleting Knife Victorinox 20cm	1 Basting Spoon Perforated 28cm
1 Paring Knife Victorinox 10cm	1 Basting Spoon Solid 28cm
1 Curved Peeling Knife Victorinox 6cm	1 Ladle 60ml
1 Boning Knife Victorinox 12cm	1 Loyal Pastry Bag 30cm
1 Bread Knife Mundial	1 Piping Tubes Plain 5, 11, 15
1 Cook's Fork Mundial 18cm	1 Piping Tube Star 9, 15
1 Palette Knife Poly Handle 20cm	1 Pastry Brush Natural Bristle 30mm
1 Medium Steel Poly Handle 25cm	1 Scraper ¼ Moon
1 Parisienne Cutter Double S/S	1 Tongs S/S 23cm
1 Swivel Peeler	2 Tea Towels
1 Wire Whisk 30cm	1 Toolbox with Removable Tray (lockable)
1 Beechwood Spoon 30cm	1 Scissor