Enrolment Conditions

1. General Conditions

1.1 The student has read and understood the information provided about TAFE Queensland Brisbane and the program/s of their choice.

1.2 The student agrees to comply with the TAFE Queensland Student Rules and all TAFE Queensland Brisbane policies and procedures relating to international students for the duration of their study.

1.3 The student understands that it is their responsibility to provide TAFE Queensland Brisbane with the necessary evidence required to satisfy the conditions of entry into the program/s as outlined in the Offer of Place or Confirmation of Enrolment (CoE) before the program/s begin.

1.4 Conditional CoEs for packaged programs are issued to support the student visa application process. Specific conditions for packaged programs are noted on the CoE. Entry into each program is dependent on the student successfully meeting and providing evidence of program entry requirements.

1.5 Students who fail to satisfy the conditions outlined in the Offer of Place or Confirmation of Enrolment (CoE) will not be permitted to commence their program.

1.6 Students are required to supply a copy of their passport and visa to International Student Administration. If requested, students must also present their original passport and visa.

1.7 All fees detailed in the Offer of Place must be paid before the CoE will be issued.

1.8 It is understood that payment of tuition fees will not be accepted by TAFE Queensland Brisbane until:

- A signed and dated International Student Acceptance of Offer (including Refund Conditions) is received from the student, thereby agreeing to abide by all of the conditions contained within the documents.
- All entry conditions stated in the Offer of Place have been satisfactorily met.
- Prior confirmation from TAFE Queensland Brisbane that a place is available in quota programs.
- Students are required to advise TAFE Queensland Brisbane of any information which may impact upon their ability to undertake the program i.e. illness, injury, disability, learning or support needs. The fees outlined in the Offer of Place are based upon the information provided by the student in their application.

1.9 Students are aware of the estimated costs of their stay in Australia and understand that the financial capacity to meet such costs is their responsibility.

1.10 Students with school-age dependents accompanying them to Australia will be required to pay full-fees if they are enrolled in either a government or non-government school. Students are responsible for making all necessary arrangements for the enrolment of their school-age dependants.

1.11 Students understand that TAFE Queensland Brisbane uses email as the method of communicating with students including written notifications and/or intention to report a student under the ESOS framework. Students are aware of the visa condition to advise TAFE Queensland Brisbane of any change to address or contact details (including email address and mobile number) within 7 days of the change.

1.12 Streamlined Visa Processing (SVP): Students applying under SVP arrangements are granted a visa on an agreed study plan as determined by the Confirmation of Enrolments issued by TAFE Queensland Brisbane or TAFE Queensland Brisbane and the University Partner. The information provided in the application including the student visa statement will be used to assist with determining genuine temporary entrant and genuine student criteria.

1.13 Principal Program: A principal program is the main course of study to be undertaken by an overseas student. Where a student visa has been issued for multiple courses of study, the principal program would normally be the final course or highest level program of study. It is the expectation that students will not seek to transfer from TAFE Queensland Brisbane prior to completing the first 6 months of the principal program. [Refer to PR475 International Student Application for Release Procedure].

a. Example 1: Streamlined Visa Processing Applicants (573 visa or 572 visa) Arrangements. The principal program of study is the Bachelor (573) or Advanced Diploma (572).

b. Example 2: VET Sector (572 visa) applicants. Student’s enrolled into a package of programs – eg ELICOS, Certificate and Diploma program. The Diploma or Advanced Diploma is considered the principal program.

1.14 Students have the right to lodge a complaint against TAFE Queensland Brisbane if they believe TAFE Queensland Brisbane has acted in an unlawful or unethical manner. Complaints can be made to the Queensland Ombudsman’s Office at www.ombudsman.qld.gov.au. Contacting the Ombudsman does not prevent a student from exercising their rights to other legal remedies.
1.15 Students studying on other visa types (non student visa) are responsible for ensuring their period of study does not exceed the Department of Immigration and Boarder Protection (DIBP) regulations. It is the student’s responsibility to update their visa to a student visa if required. Some students are not able to change to a student visa when on-shore. Please direct all enquiries to the DIBP.

1.16 Students who change their education agent must notify TAFE Queensland Brisbane of their new education agent details immediately.

1.17 Unique Student Identifier (USI): From 1 January 2015 students enrolling in programs (excluding ELICOS) with TAFE Queensland Brisbane will need to have a USI. Your USI account will contain all your nationally recognised training records and results. Under Australian legislation TAFE Queensland Brisbane cannot issue a qualification until your USI is recorded in the student management system. It is the responsibility of the student to apply for their USI. (refer 15.5).

1.18 Training Packages: Training packages are monitored and reviewed by industry through national Industry Skills Council (ISCs) to ensure they are current and continue to meet the existing and emerging needs of industry. Transition to new training packages may occur at any time without prior notification.

1.19 Overseas Student Health Cover: On-shore students requiring refunds of Overseas Student Health Cover must apply direct to their insurance company.

2. Payment of Tuition Fees

2.1 Tuition fees for continuing students are due to be paid in full no later than 20 January (for classes commencing in Semester 1 of that year) and 28 June (for classes commencing in Semester 2 of that year).

2.2 Failure to pay each semester’s fees in full by the due date may incur a late fee AND the cancellation of a student’s enrolment and subsequent reporting to the DIBP. Refer TAFE Queensland Brisbane Fee Schedule [page 5].

2.3 Students understand that they will not be allowed to commence or continue their program until all fees are paid in full including visa length overseas health cover (VLOSHC), late fees, administration charges and outstanding fees from previous enrolments.

2.4 Students understand that they are responsible for payment of associated sundry expenses including textbooks, stationery, materials fees, uniforms and other personal expenses throughout the duration of their program.

2.5 Students must ensure that full payment of materials fees is finalised prior to the commencement of each semester of their program.

2.6 Students who have paid their formal program semester tuition fees in full prior to the commencement of study, but fail to meet the English language entry requirements of their formal program will be permitted to transfer a portion of the formal program fees paid to cover the cost of additional English language studies undertaken at TAFE Queensland Brisbane.

2.7 Students who have paid a deposit for their formal program tuition fees but fail to meet the English language entry requirements of their formal program will not be permitted to transfer any part of the deposit paid to pay for additional English language studies.

3. Student Attendance

3.1 Students studying ELICOS programs are required to attend 20 class hours per week.

3.2 Students studying a formal program are required to attend the full program load to enable completion within the timeframe specified on their Confirmation of Enrolment.

4. Orientation

4.1 Students are required to arrive at TAFE Queensland Brisbane in time to attend the International Orientation and the relevant Faculty Orientation. ELICOS orientations are held every Monday. International and Program Orientations are conducted the week prior to program commencement.

5. Commencement/Return to study

5.1 All students must attend the commencement event at the beginning of each new semester to confirm their program commencement/return to study.

5.2 If a student is unable to commence their program on the required date, approval to commence the program at a later date is at the sole discretion of the Director of Faculty (or delegates). The student must submit a written request to International Student Administration prior to start of study. It is the student’s responsibility to maintain academic progress in the event of missed classes.

6. Program Change

6.1 Program changes are subject to the approval of the International Sales Manager and the relevant Director of Faculty (or delegate).

6.2 Program changes attract an administration charge. Refer TAFE Queensland Brisbane Fee Schedule [page 5].
7. ELICOS Programs

7.1 Students unable to commence class on their CoE start date must advise TAFE Queensland Brisbane in writing 48 hours prior to that start date. A new CoE will be issued free of charge when the new start of study date is formally advised. Each further request to defer the ELICOS start date will attract a deferral fee. Refer TAFE Queensland Brisbane Fee Schedule [page 5].

7.2 ELICOS tuition fees are non-refundable. Students with an approved deferred start date unable to complete all pre-paid weeks are able to transfer the unused tuition fee to the formal program. This applies if there are 3 or more weeks of missed ELICOS classes.

7.3 Students who do not commence class on their CoE start date and fail to advise TAFE Queensland Brisbane in writing 48 hours prior to the CoE start date will forfeit the tuition fees paid for any weeks missed. TAFE Queensland Brisbane will not transfer the weeks missed to later ELICOS classes or refund any ELICOS tuition fees.

7.4 If during their ELICOS program a student successfully meets the English language entry requirement and all other conditions for entry into a TAFE Queensland Brisbane formal program, the student may apply to credit the balance of ELICOS tuition fees paid to their TAFE Queensland Brisbane formal program. This applies where a student has 3 or more full weeks of ELICOS study remaining and will incur an administration fee. Refer TAFE Queensland Brisbane Fee Schedule [page 5].

7.5 TAFE Queensland Brisbane will adjust the ELICOS tuition fee payable according to the actual number of ELICOS weeks studied. Written notice must be received by TAFE Queensland Brisbane at least 2 weeks prior to the new ELICOS end date. Part weeks are counted as full weeks; monies are not transferable to any other student and are otherwise non-refundable. The ELICOS enrolment fee is non-refundable.

7.6 The ELICOS ‘free study’ weeks offered to students from time to time are undertaken as study only, are non-transferrable and non-refundable.

8. Program Deferral - Formal Program

8.1 Under exceptional circumstances students may apply to defer. Written applications with supporting documentation must be received 2 weeks prior to the commencement of the program/semester start date. Approval of the deferral application will be at the discretion of the relevant Director of Faculty (or delegate) and will also be dependent upon a place being available in the program. An administration charge applies. Refer TAFE Queensland Brisbane Fee Schedule [page 5]. If the deferral is approved program fees will be transferred to the new program start date and will be held by TAFE Queensland Brisbane for up to one year only. Deferred tuition fees are non-refundable. If a student changes to a program with lower tuition fees no refund is available.

8.2 If a student is approved for deferral and then withdraws from study, their tuition fees are non-refundable.

9. Repeat/Additional Units of Competency

9.1 Students understand that if they fail to progress academically in their program of study they will be required to re-enrol into the failed units. Students will be required to pay the tuition fees associated to each unit re-enrolment. Current program prices apply.

9.2 If a student does not achieve the award within the expected duration of study/offer period and additional unit enrolment is required, students are required to enrol and pay for each unit enrolment. Current program prices apply.

10. Transfer Credit

10.1 Tuition fees may be reduced or a refund issued if the student is granted sufficient Transfer Credits or Exemptions. The student shall be eligible for financial recognition for the transfer credit if they apply within five weeks of the unit commencing. This will be applied (or a refund processed) to the final semester tuition fee.

10.2 Students who withdraw prior to program completion will not be entitled to a refund or fee reduction.

11. Cancellation of Student Enrolment

11.1 Students acknowledge that TAFE Queensland Brisbane must operate in accordance with the ESOS Act 2000 (as amended) and the National Code 2007. TAFE Queensland Brisbane is required under Section 19 of the ESOS Act 2000 (as amended) to advise the DIBP about changes to a student’s enrolment, and any breach by the student of a visa condition relating to unsatisfactory academic performance, attendance, non-payment of fees or disciplinary reasons.

11.2 TAFE Queensland Brisbane may cancel a student’s enrolment as detailed in the PR473 International Deferral, Suspension and Cancellation of Enrolment Procedure. This policy is available on the TAFE Queensland Brisbane website www.tafebrisbane.edu.au/international/students/procedures-forms/.

11.3 Students cancelling their enrolment must submit FM475c International Student Program Withdrawal Form together with the documentary evidence. Students withdrawing to return to their home country must provide documentary evidence. Refund entitlement will be assessed under the PL851 International Student Refund Policy and processing will not commence until all documents are received together with a copy of the visa exit stamp.

11.4 Students applying for release to study with another education provider must submit FM475a Application for Transfer together with the required documentary evidence.
12. Student Visa Conditions

12.1 Failure to continue to meet student visa conditions may result in TAFE Queensland Brisbane reporting the student to DIBP.

12.2 Student visa conditions:
- Maintain full-time enrolment in a CRICOS registered program.
- Achieve satisfactory course progress and maintain attendance in the course as required by your education provider.
- Pay all program fees by the due date for each semester of study.
- Maintain visa length overseas student health cover for the entire period of their study in Australia.
- Advise TAFE Queensland Brisbane of any change to address or contact details (including email address and mobile number) within 7 days of the change.

13. Visa Rejection

13.1 If refund is due to a visa refusal by DIBP the refund MUST be paid directly into the students bank account as per FM851b International Student Refund Request (refer to sections 22-29 of the ESOS Act).

13.2 Where a student visa application is rejected prior to program commencement, TAFE Queensland Brisbane will refund tuition fees paid less an administration charge. Refer TAFE Queensland Brisbane International Student Refund Policy. The refund application must be supported by a copy of the visa rejection letter from DIBP.

13.3 If the student visa application is rejected by DIBP after program commencement, and study has been undertaken, TAFE Queensland Brisbane will charge pro-rata tuition fees for the period of study in addition to the administration charge. The refund application must be supported by a copy of the visa rejection letter from DIBP.

13.4 If DIBP cancel a student’s visa after program commencement TAFE Queensland Brisbane will charge pro-rata tuition fees for the period studied in addition to the administration charge. The refund application must be supported by a copy of the visa cancellation letter from DIBP.

14. Australian Permanent Residency

14.1 International students with pending applications for permanent residency are required to pay tuition fees by the due date.

14.2 Students granted permanent residency after start of study must provide International Student Administration with documentary evidence of this visa change.

14.3 There is no refund of tuition fees available to students granted permanent residency after program/semester commencement.

15. Privacy Statement

15.1 Students are aware that their personal information may be shared between TAFE Queensland Brisbane and the Australian Government and designated authorities as per the ESOS Act 2000 (as amended) and The National Code 2007. This information includes, but is not limited to, personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of student visa conditions.

15.2 Students applying under streamlined visa processing arrangements agree that TAFE Queensland Brisbane may disclose all information deemed relevant to the nominated university or English pathway provider.

15.3 Students agree that TAFE Queensland Brisbane will use the email address supplied by the student as a point of contact for formal notifications and any information TAFE Queensland Brisbane deems necessary.

15.4 Students agree that TAFE Queensland Brisbane will access Visa Entitlement Verification Online services at any time to confirm their visa status, work and study rights.

15.5 Students agree to authorise TAFE Queensland Brisbane to create the Unique Student Identifier if required.

15.6 Students agree that TAFE Queensland Brisbane will release information pertaining to their enrolment (excluding academic records), attendance and account details to their education agent.

15.7 Students agree that TAFE Queensland Brisbane will disclose personal information to other external agencies such as hospitals, law enforcement agencies, court officers and similar where necessary to enable TAFE Queensland Brisbane to provide student welfare services. Students also agree that external agencies can provide personal information, including health information to staff of TAFE Queensland Brisbane to support the provision of student support and welfare services.

15.8 Student’s personal information will not be disclosed to any other third party without their consent, unless authorised or required by law.

15.9 Students must complete a FM721a Student Authority to Release Information form to enable the release of information to third parties (education agent not included). Students under 18 years of age will have their personal information, academic progress and results disclosed to their parent/guardian upon request.
16. Schedule of Fees

16.1 The schedule below outlines TAFE Queensland Brisbane fees. All fees are non-refundable and non-transferrable.

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Standard Fee</th>
<th>University Pathway Fee (SVP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Change</td>
<td>$500</td>
<td>$1000</td>
</tr>
<tr>
<td>Deferral</td>
<td>$250</td>
<td>$250</td>
</tr>
<tr>
<td>Administration Fee/Re-instatement Fee</td>
<td>$150</td>
<td>$150</td>
</tr>
<tr>
<td>Late Payment</td>
<td>$250</td>
<td>$250</td>
</tr>
<tr>
<td>Refund (excludes Visa Rejection)</td>
<td>$100</td>
<td>$100</td>
</tr>
</tbody>
</table>

*Students who have their CoE cancelled and require a new CoE will be charged the Re-instatement fee.

17. Student Declaration

17.1 I have read, understood and agree to abide by the TAFE Queensland Brisbane International Student Acceptance of Offer.

17.2 I have read, understood and agree to the PL851 TAFE Queensland Brisbane International Student Refund Policy (as attached).

17.3 I agree to advise TAFE Queensland Brisbane of any change to address or contact details (including email address and mobile number) within 7 days of the change.

17.4 I confirm the information provided in my application, acceptance of offer and supporting documentation is correct and complete. I understand that TAFE Queensland Brisbane reserves the right to withdraw or terminate my enrolment where false or misleading information has been provided or where TAFE Queensland Brisbane has reason to believe that I am not a genuine student or genuine temporary entrant.

17.5 I understand that the terms and conditions of enrolment with TAFE Queensland Brisbane are subject to change and agree to abide by the current version available on the TAFE Queensland Brisbane website.

17.6 I understand that this agreement, and the availability of complaints and appeals processes, does not remove my right to take action under Australia’s consumer protection laws.

**Student Name (print)**

**Student Signature**  
Date   /   /  

**Parent/Guardian Name**

**Parent/Guardian Signature**  
Date   /   /  

**Glossary of Terms/Definitions**

**CoE**  
A Confirmation of Enrolment is a document generated via PRISMS which confirms the enrolment of an international student at TAFE Queensland Brisbane. The CoE provides details of the program, duration of study, start and end dates and cost. International students require a CoE to obtain a Student Visa for travel to Australia.

**CRICOS**  
Commonwealth Register for Institutions and Courses for Overseas Students

**DE**  
Department of Education

**DIBP**  
Department of Immigration and Border Protection (DIBP)

**ELICOS**  
English Language Intensive Course for Overseas Students

**Offer of Place**  
An Offer of Place is a letter formally notifying an international student that TAFE Queensland Brisbane intends to offer a place of study and outlines all the relevant conditions of entry

**OSHC**  
Overseas Student Healthcare Cover (OSHC) - All International students on a student visa are required by the Australian Government to have mandatory Visa Length Overseas Student Health Cover (VLOSHC). OSHC is designed to cover the costs for medical and hospital care for international students whilst in Australia and can only be purchased through an approved OSHC provider.

**PRISMS**  
Provider Registration and International Students Management System - The management system used by the Department of Education and DIBP to record international student program enrolment details

**SVP**  
Streamlined Visa Processing (SVP) allows students from Assessment Level 2, 3 & 4 countries to be assessed under the same or similar criteria as an Assessment Level 1 country (as long as they study an eligible program).