

Terms and Conditions and Student Agreement

IMPORTANT INFORMATION

Program Pre-requisites

- Year 12 with ATAR 60+ (or equivalent)
- Successful completion of Diploma level (AQF Level 5 or equivalent) or above qualification.
- Successful completion of one full year (1 EFTSL) of an Associate Degree (AQF Level 6 or equivalent) or above qualification. Successful completion of one full year (1 EFTSL) of a Diploma (AQF Level 5 or equivalent) or above qualification.
- Students must 18 years of age or over at the time of confirmation of their enrolment.
- International students must have achieved a minimum study score of 25 in a mathematics unit or equivalent scores for other Australian or international qualifications.
- Students whose first language is not English are required to provide evidence of satisfying Sydney Institute's English language requirement.

English Language requirements

- Students who have studied in English or studied English language in their previous studies may meet the English language entry requirements if they have achieved the grades and qualification required.
- Students who have not studied in English, must show English language test scores, (obtained less than two years prior to application) an academic IELTS score with an overall minimum score of 6.0 with at least 5.5 in each component of the test
- TOEFL, paper based score, of 577 with test of written English score of 5.0
- TOEFL, internet test, score of 90 with minimum 23 in writing and 22 in reading, speaking, listening. Cambridge CAE Advanced (post 2015) - Overall score of 176 with at least 169 in all other components

- Cambridge CAE Advanced (pre 2015) - Overall score of 58 with all other components at the borderline score or higher PTE Academic - overall score of 64, with minimum of 55 in all sections
- Completion of a NAATI accredited Professional interpretation or professional translation program as an English translator

Refer to *Admissions Policy* and *English Language Entry Requirements Policy* in our policy library <https://sydneyinstitute.edu.au/policies>

Orientation Program

Attendance at Orientation is compulsory. Orientation provides all necessary important information on academic performance and attendance requirement, distance/online delivery mode, culture differences and information about Australia. Orientation is normally held in the week prior to the program commencement date. If you are applying for a visa from overseas, you need to ensure you are able to arrive and attend orientation at least 2 weeks prior to the program commencement date.

Teaching hours and attendance

The program requires 16 hours of face-to-face and/or online teaching per week plus self-directed study. Programs may be offered during the day or evening, Monday to Sunday. Please note that Sydney Institute of Higher Education closes on public holidays and there is no refund (pro-rated or otherwise) of program fees in respect of those days.

If your attendance drops below 80% over any 10-weeks period, Sydney Institute of Higher Education is required to review your enrolment, counsel you if appropriate, implement an intervention strategy and, if poor attendance persists and it is unlikely that you can remediate your overall attendance to 80% upon unit completion, has to report you to DHA. This may lead to the cancellation of your student visa.

For more details, please see the *Enrolment Policy*, *Procedures for Monitoring Program Progress of International Students* and the *Student Complaints and Appeals Policy* in our policy library at <https://sydneyinstitute.edu.au/policies/>

Program Start Date

You are expected to commence studies on the program commencement date shown above and on your electronic Confirmation of Enrolment (eCoE). If you do not commence your program or make arrangements for an alternative start date within two weeks of your eCoE start date, Sydney Institute of Higher Education will cancel your eCoE for non-commencement of studies and you must postpone your program to the next available and be charged \$150 for reissuing each new eCoE.

International students who require a student visa are advised to check with your local Australian Embassy/Consulate to ensure visa application processing times will allow you to arrive in Australia before the start of your program. If in doubt, you should defer your commencement to the next available

intake. Students are not allowed to arrive or commence their studies after Term has started without special permission.

Enrolment and Ongoing Study Conditions

As a condition of enrolment, you agree to abide by all Sydney Institute policies, which are all subject to change from time to time. Current policies are available in our policy library at <https://sydneyinstitute.edu.au/policies/>

Sydney Institute of Higher Education will only grant a deferral of commencement of studies, intermission or leave of ongoing studies under compassionate and compelling circumstances. Where you have deferred commencement in a program and subsequently cancel the program, the original program start date before requesting for deferral will be used as the program start date. Where you are permitted to take intermission from your studies, you will need to extend your program and or visa at additional expense to cover all classes and assessments missed. An eCoE revision fee of \$150 will be charged for each program.

Sydney Institute of Higher Education expects all students to study on a full time basis and to complete their degree in the usual time. A student will only be permitted to undertake less than full time study or intermission of study due to compassionate and compelling circumstances, in order to allow a student to progress in their degree following less than ideal progression or where the program structure only allows less than full time study.

Sydney Institute of Higher Education may suspend or terminate your enrolment due to unpaid fees, general or academic misconduct, unsatisfactory attendance and/or poor academic progress in accordance with the *Enrolment Policy* and the *Students at Risk and Unsatisfactory Progress Policy*. The *Enrolment Policy* and *Student Complaints and Appeals Policy* also include information on your rights to access Sydney Institute of Higher Education appeals and complaints procedures.

Full details concerning these conditions are found in our policy library at <https://sydneyinstitute.edu.au/policies/>

Exclusion for Unsatisfactory Progress

Students must maintain satisfactory academic progress. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods. A failure in more than 50% of units in one study period will trigger a review of academic progress and the implementation of an intervention strategy. For more information, please refer to the Monitoring Academic Progress Policy in our policy library at <https://sydneyinstitute.edu.au/policies/>

Students who do not maintain satisfactory academic progress, will be reported to DHA which may lead to cancellation of your student visa. Full support and appeal rights will first be offered to students before any report of unsatisfactory progress is made.

Expulsion for Discipline and Behaviour Breaches

Sydney Institute of Higher Education reserves the right to suspend or expel you for serious breaches of discipline or behaviour. Smoking, possession and or use of drugs, alcohol or any illegal substance on Sydney Institute of Higher Education premises will lead to immediate investigation and possible expulsion. Discriminatory or harassing behaviour will not be tolerated and will lead to immediate investigation and possible expulsion. Vandalism and graffiti on Sydney Institute of Higher Education premises will incur a minimum \$200 fine and may result in expulsion, depending on the extent of damage. No refunds of tuition fee will be made in such cases.

In serious cases of misconduct that may have legal consequences in the eyes of the law, Sydney Institute of Higher Education may report you to the relevant authorities for prosecution.

Full details of the *Misconduct Policy*, *Sexual Harassment and Assault Policy* and the *Student Complaints and Appeals Policy* can be found in our policy library at <https://sydneyinstitute.edu.au/policies/>

All students have the right to make complaints or appeal decisions made by Sydney Institute of Higher Education or its employees, third parties or agents at no financial or academic cost to the student. If you are unhappy with a decision that has been made about an aspect of your enrolment, or studies, you may complain or appeal the matter. All complaints and appeals will be investigated, including aspects provided by an agent, third party or contractor.

Sydney Institute of Higher Education follows a three stage complaints handling model.

1. Informal Resolution: If you feel comfortable handling your issue then the best resolution of a complaint is near its
2. Formal Resolution: This is a formal process for more serious or complex complaints, or for matters unresolved by or inappropriate for the local process and involves Sydney Institute of Higher Education's Complaints
3. Appeals: An appeal in respect of a decision following a Stage 2 process may be lodged on the grounds outlined in the *Appeals and Complaints Policy* which can be found in our policy library at <https://sydneyinstitute.edu.au/policies/>

Students are encouraged to attempt informal resolution of any complaint or appeal by directly engaging the staff member(s) or student(s) to whom the complaint or appeal relates. If it is not possible to resolve the complaint or appeal informally, students are encouraged to make a formal complaint in writing using the *Grievance Form* available online at <https://sydneyinstitute.edu.au/policies/> detailing the issue and attaching any relevant evidence. Complaints and appeals should be made promptly to allow resolution of the matter. Ideally appeals should be started within 20 days of the date of the decision, unless there are reasonable grounds for a delayed commencement.

On receipt of a formal complaint, an investigating officer will carry out an investigation into the matter. The parties involved may be asked to attend a meeting or hearing, and if so, will be given 14 days' notice. The decision and rationale behind it will be communicated in writing, along with information about further avenues through which you can pursue the matter if you choose to do so. Decisions will be made within 10 working days of receipt of the appeal or complaint, except where the matter is complex. Where the matter will take longer than 10 working days, the student will receive a letter explaining there has been a delay and the reasons for the delay.

If you are not satisfied with the result or conduct of the Sydney Institute of Higher Education's internal complaints and appeals process, you may access an external and independent body to lodge your complaint or appeal. Students should contact the Resolution Institute. For more information, please refer to the *Student Complaints and Appeals* policy available in our policy library at <https://sydneyinstitute.edu.au/policies/>.

Record Keeping

Sydney Institute of Higher Education will maintain all records in accordance with the *Data and Records Integrity Policy* and will specifically 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 are responsible for keeping a copy of this written agreement, as supplied by Sydney Institute of Higher Education, and receipts of any payments of tuition fees or non-tuition fees.

Transfer to another education provider

If a student wishes to transfer to another registered education provider prior to completing six (6) months of their program at Sydney Institute of Higher Education, they must apply to obtain a release from Sydney Institute of Higher Education and a letter of acceptance from the other provider.

The written application will include:

- The student's name
- The program in which they are enrolled at Sydney Institute of Higher Education
- The commencement date of the program in which they are enrolled The visa held by the student (if applicable)
- The reason for the transfer
- An offer of enrolment from the other provider
- Any supporting documentation that demonstrates that the student will not be disadvantaged academically or non- academically by the transfer.

The student may be asked to attend a meeting with the Student Counselling and Wellbeing Officer to discuss their circumstances.

Sydney Institute of Higher Education will review and approve or deny all applications for transfer to another provider. The student will be informed of the decision in writing within ten (10) working days of submitting their application, with the reasons for the decision clearly stated. Students have the right to appeal the decision through the student complaints and appeals process.

Where the application is approved, the letter of release will be provided at no cost to the student. A copy will be kept in the student's records. A letter of release will be automatically provided in the event that:

- Sydney Institute of Higher Education defaults or decides to discontinue the student's program
- A government sponsor indicates that a transfer would be in the best interests of the

student

- After the six month period, students may apply to the other provider and withdraw from Sydney Institute programs with no letter of release required.

Transfers between providers do not entitle the student to a fee refund. Refunds will be granted according to the fee refund procedures independent of this process.

Transfer to Sydney Institute of Higher Education

If a student wishes to transfer from another provider to Sydney Institute of Higher Education prior to completing six months of their principal program of study with the other provider, the enrolment is subject to the provision of release from the other provider. It is the student's responsibility to obtain the release by the other provider.

Statement of Tuition Protection Service (TPS)

Under the requirements of the *Education Services for Overseas Students (ESOS) Act 2000* Sydney Institute of Higher Education is required to protect international students in the event Sydney Institute of Higher Education ceases to provide a program of study in which a student is enrolled.

Sydney Institute of Higher Education has met the tuition protection requirements through current membership of the Tuition Protection Service (TPS), an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their program of study. The TPS ensures that international students are able to either:

1. complete their studies in another program or with another education provider, or,
2. receive a refund of their unspent tuition

In the unlikely event Sydney Institute of Higher Education is unable to deliver a program you have paid for and does not meet its obligations to either offer you an alternative program that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative program or to get a refund if a suitable alternative is not found. For more information see the Tuition Protection Scheme Overview for International Students at <https://tps.gov.au/>

Fees payable to Sydney Institute of Higher Education

All tuition fees and charges must be paid in full prior to program commencement if your program duration is less than 25 weeks unless a 'payment plan' is arranged with Sydney Institute of Higher Education. 50% of the tuition fees and all charges must be paid prior to program commencement if your program duration is more than 25 weeks. Your tuition fees are safeguarded by the Tuition Protection Service (TPS).

International students must pay their fees for each study period in advance in accordance with the current Certificate of Enrolment which provides admission to their program. Domestic students must pay their fees for each study period on or before the Census Date. The schedule of fees is shown below.

Additional Fees

Additional fees include application fees, material fees, textbook fees, stationary fees and cost of living expenses. These will be billed to the student separately by either Sydney Institute of Higher Education or the provider of the items.

Late and overdue fees

Fees and instalments must be paid on or before the due date set out in the letter of offer. Sydney Institute of Higher Education does not have to provide reminder notices as the due date approaches. Failure to pay by the due date will attract a late payment penalty \$100 and you will not be permitted to attend classes or appear for assessments, nor shall Sydney Institute of Higher Education grant any administrative requests.

Where fees remain overdue, Sydney Institute of Higher Education reserves the right to cancel your enrolment, notify DHA and take legal action. In addition to outstanding fees, you will be charged all costs incurred by Sydney Institute of Higher Education. Where a fee is more than 14 days overdue, your enrolment will be cancelled. To re-enrol, you must pay all outstanding payments and penalties and a re-enrolment fee will apply.

Making payments

Payments can be made through any of the following options:

Bank cheque	Please make bank cheque payable to "Sydney Institute of Higher Education Pty Ltd". Only bank cheques issued by a bank in Australia and in Australian currency will be accepted.
Telegraphic transfer or direct credit	Account Name: Sydney Institute of Higher Education BSB No: 062-000 Account No: 16733299 SWIFT Code: CTBAAU2S Bank Name: Commonwealth Bank of Australia Bank Address: 48 Martin Place, Sydney, NSW 2000 Australia
Credit Card	We accept MasterCard, Visa, and American Express. Please see or reception staff to make a payment in person or contact our accounts officer at accounts@sydneyinstitute.edu.au or telephone {+61 2 8098 1288}.

Overpayments

Overpayments arising from changes to enrolment will automatically be allocated to future charges for enrolment and related fees, unless a refund is specifically requested.

Sydney Institute of Higher Education adheres to the Payment Card Industry (PCI) Data Security Standards (DSS) and will, in all cases attempt to return any overpayment back to the originating card or cardholder in Australian dollars. To request a refund complete the Refund Request Form which can be found at

<https://sydneyinstitute.edu.au/policies/>.

Refund of fees

See specific Fees Schedule and Refunds Schedule below. Any decision may by Sydney Institute of Higher Education regarding a refund does not affect the rights of the student to take action under the Australian Consumer Law, if the Australian Consumer Law applies.

General rules applicable to all refunds:

- a. When seeking refunds, students must complete and submit a Refund Request Form available at <https://sydneyinstitute.edu.au/policies/>.
- b. Refunds will only be paid after cleared funds are received in the Sydney Institute of Higher Education bank
- c. Outstanding debts owed by the student to SI will be deducted from any refund prior to
- d. All refund payments will be accompanied by a statement setting out any amounts that have been deducted from the
- e. If payments have been made by credit card, any applicable credit card surcharge will be retained and not
- f. Where a refund is payable, the refund is made in Australian dollars, within 28 calendar days of the refund

In the event that a student has incurred fees due to an administrative error, they will be refunded 100% of the fees deducted

In the event that a program has been discontinued by Sydney Institute of Higher Education, students will be refunded in line with the procedures detailed in the *Program Modification and Tuition Fee Refund Policy* and *Schedule of Fees*.

In the event that students are entitled to a refund due to administrative error or program discontinuance, the student will be refunded automatically and is not required to submit a request.

Overseas Student Health Cover (OSHC)

All students must purchase OSHC for the length of their student visa. Non-sponsored international students should arrange their OSHC directly with Sydney Institute of Higher Education. Following is the current fee schedule. Charges are reviewed annually, and the following fees may change.

OSHC Fee	2020 Premium
Single OSHC	AUD\$606 (12 months)*
Couple OSHC Fee	AUD\$2,255 (12 months)*
Family OSHC Fee	AUD\$3,530 (12 months)*

*New rates effective from 1 October 2020, which is only for reference. You can obtain OSHC from any

approved healthcare provider. For a list of providers visit privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Cost of Living

For useful information about the cost of living in Sydney please visit <https://sydneyinstitute.edu.au/future/#isi>

Permanent Residency Status Advice

This offer of admission is made to you as an international fee-paying student. If you obtain Australian permanent residency or New Zealand citizenship before the start of your nominated Term of study at Sydney Institute of Higher Education, your offer of a place (or your enrolment) as an international student may lapse. You are required to notify the Institute of any change to residency status within seven (7) days of receiving formal confirmation from the Australian Government.

Depending on when your residency status changes, a new application may be required, and your eligibility for admission to Sydney Institute of Higher Education will be reassessed.

Advice for International Students with Dependents

If you will be arriving in Australia with school aged dependents who will be enrolling in a government or non- government school, please visit

<https://www.deinternational.nsw.edu.au/> to learn more about policy and application procedures.

Your Contact Details

Any changes to your personal details (including residential address, mobile number, email address, and who to contact in emergency situations) must be made to our student administration staff within 7 days.

Privacy Statement

The information you provide in this application is "personal information" as defined by the *Privacy and Personal Information Protection Act 1998*

(NSW) [the Act]. It is collected and held by Sydney Institute of Higher Education for the following purposes:

- To process your application, admission and enrolment.
- To enable Sydney Institute of Higher Education to send information about its own or third party units or matters of potential interest to you. For administrative and statistical purposes.
- To enable Sydney Institute of Higher Education to consider other programs that may be relevant to you if this application is not accepted.

You have the right of access to, and alteration of, the information concerning yourself in accordance with the Act and Sydney Institute of Higher Education Privacy Policy. Sydney Institute of Higher Education will not disclose your personal information without your consent and without due cause, except as authorised by law. You have the right to refuse this consent, but if the consent is not given your application may not be processed.

Sydney Institute of Higher Education is authorised to collect domestic student information under the:

- The *TEQSA Act 2011*
- The *Higher Education Standards Framework (Threshold Standards) 2015*

Sydney Institute of Higher Education is authorised to collect international student information under the:

- *Education Services for Overseas Students Act, 2000*
- the *Education Services for Overseas Students Regulations 2001*
- the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.

Your information is protected by Sydney Institute of Higher Education's compliance with Australian privacy laws. Sydney Institute of Higher Education may be required to provide information to third parties under particular circumstances specified under Australian law. Specifically, your personal information may be made available by Sydney Institute of Higher Education to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) as well as debt collectors for overdue payments. This information includes your personal and emergency contact details, program enrolment details and changes, and the circumstances of any suspected breach by the student of a visa condition. The authority to collect and give over this information is stipulated in the ESOS Act 2000.

Upon request, Sydney Institute of Higher Education may be required to provide information about your application to appropriate Australian government departments. International Students please note that Standard 2.1g of the *National Code* requires Sydney Institute of Higher Education to provide important information for students regarding the ESOS framework. A link this information is available at www.internationaleducation.gov.au

Please Note:

This offer letter constitutes a written agreement. You are responsible for keeping a copy of this written agreement, and receipts of any payments of tuition fees 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 your rights to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applicable.

Fee Schedule:

Enrolment Fee - includes RPL assessment if relevant	\$250
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Revised eCoE - International Students only (2nd or subsequent eCoE's issued for any reason)	\$150
Late program addition application charge - for applying to add a unit after the last date to add a unit for the term (one charge per unit addition request)	\$250
Late payment charge - where student's account for academic or other fees and charges has an outstanding balance as at the due date for payment	\$100
Library Late Return Fee	\$2 per day
Library Lost Items	\$100
Official Academic Transcript (Physical transcript)	\$25 plus express postage \$10 (Australia) or \$45 (Overseas)
Official Academic Transcript (Electronic transcript)	\$15
Official Letter	\$10 plus express postage \$10 (Australia) or \$45 (Overseas)
Replacement Completion Letters	\$15
Replacement Cross-Institutional Transcript	\$15
Replacement Testamur (degree certificate) or supply of testamur prior to graduation ceremony (special conditions apply) (Physical testamur)	\$70 plus registered postage \$10 (Australia) or \$45 (Overseas)
Replacement Testamur (degree certificate) or supply of testamur prior to graduation ceremony (special conditions apply) (Electronic testamur)	\$50
Replacement Student ID Card	\$15
Additional Printing	\$100 for 2000 prints (available as credit on Print Card)
Australian Higher Education Graduation Statement (AHEGS) - replacement or reissue (Physical AHEGS)	\$25 plus express postage \$10 (Australia) or \$45 (Overseas)

Australian Higher Education Graduation Statement (AHEGS) - replacement or reissue (Electronic AHEGS)	\$15
Hire of graduation gown and cap	\$80
Textbooks - please refer to <i>Unit Outlines</i> for prescribed textbooks. The indicative cost is approximately \$120 per unit (if purchased).	Approximately \$120 per unit

Refund Schedule:

Under some circumstances, students who withdraw from the unit(s) of study may be eligible for a full or partial refund depending on the timing of withdrawal and other circumstances. Please refer to the *Program Modification and Tuition Fee Refund Policy* for more information.

Refunds will be processed within 28 days after receiving a completed Refund Request Form available at <https://sydneyinstitute.edu.au/policies/>

ITEM	FEE (INCLUDING GST)	REFUND PAYABLE
Tuition Fee - Total program fee \$AUD (3 years full- time, 6 years part-time)	\$48,000	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount). See Refund of Fees section below.
Tuition Fee - Tuition fee for each unit of study. A single unit of study is equivalent to 12.5 credit points. A total of 300 credit points is required to complete the program.	\$2,000	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount). See Refund of Fees section below.
Enrolment Fee - International Students only (includes RPL assessment if relevant)	\$250	NO REFUND
Revised eCoE - International Students only (2nd or subsequent eCoE's issued for any reason)	\$150	NO REFUND
Late program addition application charge - for applying to add a program after the last date to add a program for the semester (one charge per program addition request)	\$250	NO REFUND
Late payment charge - where student's account for academic or other fees and charges has an outstanding balance as at the due date for payment	\$100	NO REFUND
Library Late Return Fee	\$2 per day	NO REFUND
Library Lost Items	\$100	NO REFUND
Official Academic Transcript (Physical transcript)	\$25 plus express postage \$10 (Australia) or \$45 (Overseas)	NO REFUND
Official Academic Transcript (Electronic transcript)	\$15	NO REFUND

Official Letter	\$10 plus express postage \$10 (Australia) or \$45 (Overseas)	NO REFUND
Replacement Completion Letters	\$15	NO REFUND
Replacement Cross-Institutional Transcript	\$15	NO REFUND
Replacement Testamur (degree certificate) or supply of testamur prior to graduation ceremony (special conditions apply) (Physical testamur)	\$70 plus registered postage \$10 (Australia) or \$45 (Overseas)	NO REFUND
Replacement Testamur (degree certificate) or supply of testamur prior to graduation ceremony (special conditions apply) (Electronic testamur)	\$50	NO REFUND
Replacement Student ID Card	\$15	NO REFUND
Additional Printing	\$100 for 2000 prints (available as credit on Print Card)	Full refund of any unused pre-paid credits.
Australian Higher Education Graduation Statement (AHEGS) - replacement or reissue (Physical AHEGS)	\$25 plus express postage \$10 (Australia) or \$45 (Overseas)	NO REFUND
Australian Higher Education Graduation Statement (AHEGS) - replacement or reissue (Electronic AHEGS)	\$15	NO REFUND
Hire of graduation gown and cap	\$80	NO REFUND
Textbooks - please refer to <i>Unit Outlines</i> for prescribed textbooks. The indicative cost is approximately \$120 per unit (if purchased).	Approximately \$120 per unit	Please refer to the vendor.

REFUND OF FEES

Full tuition fee refunds

Full tuition fee refunds are payable if:

1. Sydney Institute of Higher Education is unable to provide the academic program offered and the student does not wish to undertake an alternate program at Sydney Institute of Higher Education's
2. The offer of enrolment is withdrawn by Sydney Institute of Higher Education for reasons other than incorrect or incomplete information supplied by the student (or the student's agent) at the time and the student does not wish to undertake an alternate

- program at Sydney Institute of Higher Education's
3. An Australian visa application is refused before the Commencement Date of the Refund of all fees minus the lesser of an administrative charge of 5% of one term's tuition fees, or \$500. Students must submit a Refund Request Form and supply evidence of their visa refusal to Sydney Institute of Higher Education.
 4. Approval of an Australian visa is delayed for reasons beyond the student's control resulting in the student being unable to commence the program in which they have accepted an offer of a Refund of all fees minus the lesser of an administrative charge of 5% of one term's tuition fees, or \$500. Students must submit a Refund Request Form and supply evidence that their visa has been delayed for reasons beyond their control.
 5. Where the student gives Sydney Institute of Higher Education written notice to withdraw more than 28 calendar days before the Commencement

If Sydney Institute of Higher Education is unable to provide a refund or place the student in an alternative program, then, under Division 3, the Tuition Protection Services, TPS Director will provide the student with options for a suitable alternative program (if any such programs are available). Sydney Institute of Higher Education will notify, in writing, the TPS Director of the default within 3 business days of the default occurring. SI will also notify, in writing, the students to whom the default has affected.

Partial Tuition Fee Refunds

Where a student fails to commence, discontinues or withdraws from a program, Sydney Institute of Higher Education may provide a partial tuition fee refund within 28 calendar days from the date the student submits a Refund Request Form. The amount of the tuition fee refund, if any, will be calculated as follows:

1. Where the student gives Sydney Institute of Higher Education written notice to withdraw 28 calendar days or less from the Commencement Date, Sydney Institute of Higher Education will refund 70% of students commencing term's tuition fees and the remainder of any unused tuition fees for future terms that have been paid in
2. Where the student gives Sydney Institute of Higher Education written notice to withdraw, fails to commence or discontinues after the Commencement Date but before the Census Date, Sydney Institute of Higher Education will refund 50% of students commencing term's tuition fees and the remainder of any unused tuition fees for future terms that have been paid in

For more information please refer to the *Enrolment Policy*.

No Tuition Fee Refunds

Where the student gives Sydney Institute of Higher Education written notice to withdraw, fails to commence or discontinues after the Census Date, Sydney Institute of Higher Education will not refund any of the students commencing term's tuition fees. However, Sydney Institute of Higher Education will refund the remainder of any unused tuition fees for future terms that have been paid in advance.

Where Sydney Institute of Higher Education cancels the student's enrolment after the census date,

Sydney Institute of Higher Education will not refund any of the students commencing term's tuition fees. However, Sydney Institute of Higher Education will refund the remainder of any unused tuition fees for future terms that have been paid in advance.

Fraudulent actions of the student

Sydney Institute of Higher Education will not refund any of the students commencing term's tuition fees where the student (or the student's agent) has provided fraudulent information to Sydney Institute of Higher Education including:

1. making a material misrepresentation at any time when applying for enrolment to a program or when satisfying any condition of enrolment,
2. failing to disclose to Sydney Institute of Higher Education a fact or circumstance material to its decision to enrol the student into a program,
3. obtaining or accepting an offer of enrolment or a conditional offer of enrolment on the basis that any prior educational qualification, English language test result or other evidence required by Sydney Institute of Higher Education to make an offer was obtained wholly or partly by fraud, academic misconduct or other dishonesty and results in Sydney Institute of Higher Education withdrawing an offer or cancelling the student's enrolment.

Failure to obtain the necessary visa or travel documents

Where an Australian visa application is refused or is delayed for reasons beyond the student's control resulting in the student being unable to commence the program, the student may be eligible for a full tuition fee refund (see above). However, Sydney Institute of Higher Education will not refund any of the commencing term's tuition fees where an Australian visa application is refused or delayed due to:

1. failure on the part of the student (or the student's agent) to provide any required documentation to the Department of Home Affairs (DHA) in a timely manner,
2. the student providing fraudulent documents or misleading information to the Department of Home Affairs (DHA), or
3. the student failing to respond to any reasonable request from the Department of Home Affairs (DHA) that would be necessary for the issuance of the Australian

Please refer to the *Program Modification and Tuition Fee Refund Policy*.

Refund of Overseas Student Health Cover (OSHC)

Sydney Institute of Higher Education will refund money received on account of overseas student health cover for a student if:

- a. the student is unable to complete the program in circumstances covered by the overseas health cover provider's policy; and
- b. Sydney Institute of Higher Education has not yet forwarded funds received on account of the student's overseas health cover to Sydney Institute of Higher Education's overseas health cover

Sydney Institute of Higher Education Acceptance and Reply Form

Complete and return this form to Sydney Institute of Higher Education via email
enrol@sydneyinstitute.edu.au

Student Name: _____

Offer No.: ____

Date of Birth: _____

Student

Email: _____

Student Address: _____

Tel/Mobile

No : _____

ACCEPTANCE OF OFFER

I, _____ (STUDENT FULL NAME), accept the offer of enrolment as
 an international fee-paying student, commencing Term 1 2021 (commences 01/03/2021) in the
 following program:

{0801 Bachelor Degree in Accounting (CRICOS Course Code: 102736M)}

INITIAL PAYMENT OF FEES AND CHARGES

Fee Item	Amount
Non-refundable application fee	\$250
Deposit of Tuition fee	\$16,000
Compulsory Overseas Student Health Cover (OSHC)	\$900.00
Other fees and charges individually itemised here	\$0.00
Total Initial fees and charges payable:	AUD \$17,150.00

Payment Method

Please tick (✓)	Method	Instructions
	Bank cheque	Please make bank cheque payable to "Sydney Institute of Higher Education Pty Ltd". Only bank cheques issued by a bank in Australia and in Australian currency will be accepted.
	Telegraphic transfer or direct credit	Account Name: Sydney Institute of Higher Education BSB No: 062-000 Account No: 16733299 SWIFT Code: CTBAAU2S

		Bank Name: Commonwealth Bank of Australia Bank Address: 48 Martin Place, Sydney, NSW 2000 Australia
	Credit Card	We accept MasterCard, Visa, and American Express. Please see or reception staff to make a payment in person or contact our accounts officer at accounts@sydneyinstitute.edu.au or telephone {+61 2 8098 1288}.

Required Information for Electronic Confirmation of Enrolment (eCoE)

Will you require a Student Visa to Undertake this study?

No Provide a copy of your existing Australian Visa.

Yes Complete the following:

Country of Birth _____ Country of Citizenship _____

Department of Home Affairs Location Australia Overseas

Passport Number _____ (Required for Student Visa application within Australia)

* Please note that you can choose to pay more than the required deposit as a voluntary upfront payment. Under the *Tuition Protection Service of the Education Services for Overseas Students Act 2000*, if you choose to pay more than 50% of the total fees for your program upfront, you must formally notify Sydney Institute of Higher Education by email at accounts@sydneyinstitute.edu.au to advise that this is a voluntary upfront payment, to be held in your student account.

Declaration of International Student Visa Holders

I, _____ (STUDENT FULL NAME), have read and understood this Letter of Offer and Student Agreement including important information relation to tuition fees and refund of tuition fees. I understand that my program fee will depend upon the number of units taken. I understand that if the program is fully subscribed at the time I make my payment, I may be contacted by Sydney Institute of Higher Education about deferral. I also understand that if I have been awarded transfer credit or waiver that this may affect my program duration and my eligibility for accreditation with Australian and international professional bodies.

I declare that the information provided on this form is complete and correct. I authorise Sydney Institute of Higher Education to obtain information from any educational institution previously or currently attended by me. If any information supplied by me is considered to be untrue, incomplete or misleading

in any respect, I understand Sydney Institute of Higher Education may take such action as it believes necessary including the disclosure of the information to any person or body Sydney Institute of Higher Education considers has a legitimate interest in receiving it and I consent to such disclosure. I understand Sydney Institute of Higher Education reserves the right to vary or reverse any decision made on the basis of untrue, incomplete or misleading information. I have made this application having had access to sufficient information regarding Sydney Institute of Higher Education programs, units, fees, costs, facilities and services. I understand Sydney Institute of Higher Education reserves the right to make alterations to any matter offered in this publication without notice and that this agreement, and the availability of complaints and appeals processes, does not remove my right to take further action under the Australian consumer protection laws.

By signing this agreement, I declare that:

- I accept an offer of enrolment in Sydney Institute of Higher Education's program {Bachelor of Business (Accounting)} CRICOS Course Code {102736M} and all associated terms and conditions.
- I have read, understood and agree to the terms and conditions presented in this Letter of Offer and Student Agreement. I have read and understood all the information presented in this document.
- I consent to my enrolment information being reported to the Commonwealth Government for auditing and compliance purposes. All information that I have provided to Sydney Institute of Higher Education is true and accurate at the date of completion.
- I understand that breaching the terms and conditions outlined in this document may result in the termination of my enrolment at Sydney Institute of Higher Education.
- I understand that my continued enrolment is subject to my achievement of satisfactory program progress as described in the *Students at Risk and Unsatisfactory Progress Policy*.
- I confirm that I am a Genuine Temporary Entrant and Genuine Student for the purpose of studying in Australia.

I understand that I am responsible for keeping a copy of this Letter of Offer and Student Agreement and receipts of any payments of tuition fees or non-tuition fees.

Declaration of International Student Visa Holders

Genuine Temporary Entrant and Genuine Student Declaration

I confirm that I am a Genuine Temporary Entrant and Genuine Student for the purpose of studying in Australia.

Academic Declaration

I confirm that all documents submitted with my application including academic transcripts of previous studies are genuine and that I have met the admission requirements including those specified in the *Enrolment Policy* and the *English Language Entry Requirements Policy*.

Financial Declaration

I confirm that I will have access to sufficient funds for tuition, OSHC, living expenses and other Institute fees payable for the duration of my studies at Sydney Institute of Higher Education. I have read and understood the Sydney Institute of Higher Education guidelines regarding estimated cost of living in Sydney and confirm that I (and my dependents) will have sufficient funds to return to my country of citizenship or country of residence at the end of my studies if required. I also understand that if I encounter difficulties with accessing funds to cover my study, I will notify the Sydney Institute of Higher Education immediately and I understand that Sydney Institute of Higher Education cannot guarantee financial assistance. I understand that Sydney Institute of Higher Education reserves the right to ask for further documentation related to my ability to access sufficient funds and if Sydney Institute of Higher Education is not satisfied with my ability to access sufficient funds, Sydney Institute of Higher Education will withdraw my Offer of Admission and notify the Department of Home Affairs (DHA).

Student's Full Name _____ (Print in English)

Student's Signature: _____

Date of Signature:

DD / MM / YYYY

▲ Related Documents

↗ Admissions Policy
↗ English Language Entry Requirements Policy
↗ Privacy Policy
↗ Program Discontinuation Policy
↗ Students at Risk and Unsatisfactory Progress Policy
↗ Academic Calendar
↗ Certification Guidelines
↗ Student Handbook

End of document: "Terms and Conditions and Student Agreement"

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