

The following information and conditions of enrolment at WAIFS are provided to applicants for information purposes only. This information does not form a binding agreement between the student and the West Australian Institute of Further Studies (WAIFS). Successful applicants will receive a Letter of Offer and Acceptance of Offer Form. Returning the signed Acceptance of Offer Form and paying the initial fee creates a binding Agreement between WAIFS and the student (or guardian if student is under 18) named in WAIFS' Letter of Offer. This information and information contained in the Letter of Offer and the Acceptance of Offer Form may be subject to variation as necessary to comply with any Australian Commonwealth or State law, regulation or amendment thereof.

1. General

The availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. **Current - or intending - overseas students** may access appeals advice and dispute resolution services in relation to a decision made by their private education or training provider *at no cost* through the Overseas Students Ombudsman. For more information visit the Overseas Students Ombudsman website www.ombudsman.gov.au/about/overseas-students or call 1300 362 072.

1.1. WAIFS's responsibilities to the student pertain only to the WAIFS course(s) outlined in the Letter of Offer.

1.2. All conditions and any other special requirements contained in a Letter of Offer must be met and/ or agreed to prior to WAIFS issuing an electronic Confirmation of Enrolment (eCoE).

1.3. Students must meet the minimum Academic and English language proficiency requirements for entry into the course(s) of their choice. Please contact admissions@waifs.wa.edu.au or refer to WAIFS International Course Information 2018 for more information.

1.4. Attendance at orientation is compulsory; therefore international students must ensure the relevant visa is issued in time to attend orientation. Students will not be able to receive their student ID card until they have attended orientation at WAIFS. Orientation is compulsory because it provides the student with all the information they will need to know and is an opportunity for them to ask questions before their course(s) commence. This is not applicable to an existing or previous WAIFS student who re-enrols. However, WAIFS strongly recommends attendance at orientation to ensure students are up to date with any changes relevant to them. Students are responsible for keeping up to date and understanding all information relevant to their enrolment(s) at WAIFS.

1.5. Students must also create a Unique Student Identifier (USI) before commencing their course. This will give the student access to their training records and transcripts. If you do not have one, please create one by visiting www.usi.gov.au

1.6. Students are expected to attend all classes and work-based training placements (if applicable) and to undertake all assessments, projects, tests and examinations on the dates and times specified by their trainers. Students must abide by all WAIFS' policies that are in force at the time of their enrolment.

1.7. ESOS Framework - International students are protected by the Education Services for Overseas Students (ESOS) legislative framework: www.internationaleducation.gov.au/

1.8. Cost of Living in Australia - International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. Applicants may have to demonstrate sufficient funds to cover these expenses for the first year or at the discretion of the Department of Home Affairs (DoHA) case officer in Australia, according to Immigration's risk framework. See: www.studyinaustralia.gov.au/english/live-in-australia/living-costs/living-costs-in-australia

1.9. Accommodation - Information on the various accommodation options available to international students are available at: www.studyinaustralia.gov.au/news/-student-accommodation-in-australia and/or on WAIFS website www.waifs.wa.edu.au/accommodation/

2. Fees

2.1. Tuition fees, charges and accounts are payable in advance of each semester. A cumulative weekly late fee of \$100 per week applies to all tuition fees not received in WAIFS bank account by the due date as stated on the invoice/Letter of Offer issued to the student.

2.2. The total tuition fees stated in an Offer Letter are indicative only and may change if your commencement date is after 1 July. WAIFS reserve the right to increase tuition fees and charges from time-to-time without notice. This is usually done annually on the 1st of July and usually by no more than 4%. For more information on fees refer to www.waifs.wa.edu.au/policies-procedures/

3. Visa Conditions

3.1. Student visas are normally issued for the period of the course(s) being offered. Students are required to have Overseas Student Health Cover (OSHC) for the duration of their visa in Australia. If OSHC is submitted to DoHA for a lesser duration, a visa (if issued) will be for the shorter duration.

3.2. International students are responsible for meeting all visa conditions as specified by the Australian Government. For more information, visit: www.homeaffairs.gov.au

3.3. WAIFS is required by law to report to the Australian Government about international students who are found to be in breach of their visa conditions. Reported students may be instructed by the Government to leave the country. It is important that students understand the occasions when this may occur and all applicants should read the WAIFS policy on suspension/cancellation/deferral at www.waifs.wa.edu.au/policies-procedures/

3.4. All students on student visas must inform WAIFS, whilst in Australia and studying with WAIFS, of their contact details including:

- Current residential address
- Mobile number (if any)
- Email address (if any)
- Emergency Contact details

Any changes to any of these details must be notified to WAIFS within seven (7) calendar days of the change.

3.5. School aged dependants accompanying students to Australia will be required to enrol at school and pay full fees if they are enrolled in either a Government or non-Government school. Further information and indicative costs may be found at: www.waifs.wa.edu.au/schooling-for-dependants/

4. Refunds and Cancellation of Enrolment

4.1. Notification of cancellation or withdrawal from a course of study must be made in writing to WAIFS on the Enrolment Variation Form, (EVF). For full details refer to the WAIFS' Refund Policy for international students at www.waifs.wa.edu.au/policies-procedures/

4.2. A student whose withdrawal or enrolment cancellation is due to exceptional compassionate or compelling circumstances can request that cancellation charges be waived. Requests should outline the reasons for the withdrawal and include documentary evidence such as medical certificates to support the request. Requests must be made in writing within twelve months of the date of the withdrawal request or the conclusion of the semester in which the course was undertaken.

5. Tuition Protection Service

5.1. WAIFS meets its obligations under the Tuition Protection Service (TPS). TPS is a placement and refund service for international students and provides for the continuation of a student's study at an alternative educational institution in the event that WAIFS ceases to provide a course of study in which a student is enrolled. For full details of WAIFS' Statement of Tuition Protection Service please refer to www.waifs.wa.edu.au/policies-procedures/

6. Deferral, suspension or cancellation of enrolment

WAIFS can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (i) Compassionate or compelling circumstances or;
- (ii) Misbehaviour by the student

Students may apply to WAIFS for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). Students should note that deferring, suspending or cancelling an enrolment may affect their student visa and students should refer to the DoHA website www.homeaffairs.gov.au or call 131 881 for advice on how any change to their enrolment status may impact their visa. Further information can be found at: www.waifs.wa.edu.au/policies-procedures/

7. Location and Facilities

7.1. WAIFS' physical address is Level 1, 160 Central Arcade, 811 Hay Street, Perth WA 6000. Information about Perth (the capital city of Western Australia) can be found at www.waifs.wa.edu.au/about-perth/

7.2. WAIFS offers a range of facilities to its students, including:

- (i) Access to learning resources and communal laptops;
- (ii) A welcoming student recreational area with Internet access;
- (iii) An interactive learning environment;
- (iv) Student support services, including English and numeracy support and referral (at no cost) to external specialist services such as legal services.

Further information on WAIFS, its location and facilities can be found at www.waifs.wa.edu.au/student-services/

8. Circumstances in which personal information about students may be shared

Information collected about you on this form and during your enrolment (including personal information and contact details, course enrolment details and changes) can be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Assurance Scheme. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

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

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by WAIFS for statistical, regulatory and research purposes. WAIFS may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

9. Recognition of Prior Learning (RPL) and Credit Transfer

Credit transfer and RPL enables students to complete some courses faster. Credit transfer is usually based on successful completion of equivalent models or units at another institution. Applications for credit transfer should include certified copies of Certificates/ Statements of Attainment, details of unit syllabus and certified copies of the academic transcript. WAIFS also recognises the skills and knowledge students may have gained from life experiences, work experience and any training provided at work which is relevant to their course. Further information is available at www.waifs.wa.edu.au/policies-procedures/

10. Students under 18

Credits accepts enrolment from students under 18 years of age, with the approval of their parent(s) or guardian(s). Students under 18 are more vulnerable than other students and WAIFS has documented policies which it must follow in relation to the approval of accommodation, support and general welfare for younger students. Further information is available at www.waifs.wa.edu.au/policies-procedures/