Terms and conditions

I (which expression includes the parent/guardian who has signed this application) hereby apply to Study Group Australia Pty Limited trading as Taylors College and hereinafter referred to as Taylors College to enrol in The University of Western Australia Foundation Program (hereinafter referred to as UWAFP) as nominated on the Application for Admission ("the Application"). I understand that on acceptance of the Application by Taylors College I will be enrolled at The University of Western Australia as a provisional student in the course of my first preference. I further agree that in preparation to enter the first year of that course I will undertake the UWAFP which is to be provided by Taylors College. I agree that the Faculties of The University of Western Australia will determine the score that I must achieve in the UWAFP to be admitted to the Faculty of my first preference, but in the event that I do not achieve the score, The University of Western Australia may offer me a place in a Faculty of lower preference, or in a degree course at any of the campuses of The University of Western Australia for which the score I attained may qualify me for entry.

I agree to pay to Taylors College the tuition fees and other charges applicable for my course in accordance with the payment terms detailed on the website: taylorscollege.edu.au/about/fees/parth_fees.aspx. I further agree to pay all additional fees and other charges as may become payable to Taylors College during the period of my enrolment.

Taylors College agrees to provide tuition to me in all subjects of the UWAFP, conditional upon my working regularly and systematically through those subjects in accordance with instructions and provided all fees owing are paid on the due dates.

The ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students Act 2000 and The National Code (for more information about your rights under the ESOS Framework, please refer to our website: taylorscollege.edu.au/about/privacy.aspx).

Full details of our Privacy Policy can be found on our website: taylorscollege.edu.au/about/privacy.aspx.

I acknowledge that:

1. It is a condition of enrolment that I attend all scheduled classes except where there is a legitimate reason for non-attendance (eg illness supported by a Doctor’s Certificate) which is acceptable to Taylors College. If the enrolment terminates due to a breach of this condition, I understand and agree that I am not entitled to any refund of the annual tuition fee or other charges paid under this Contract of Enrolment.

2. All lessons and any related material supplied by Taylors College is copyright and remains the property of Taylors College. Any unauthorised copying may constitute a breach of the Copyright Act 1968 (as amended).

3. I am required to use my best endeavours to meet the requirements of the UWAFP and to abide by the rules and regulations of Taylors College for the running of Taylors College and the conduct of students. If I breach any of the rules of Taylors College, or, if I breach my visa conditions, including non-attendance or unsatisfactory progress, my enrolment may be cancelled and I agree that I will not be entitled to any refund of the tuition fee or other charges paid under the Contract of Enrolment.

4. I understand that infringement of campus rules and regulations will result in a fine, Local campus rules and regulations and all costs and charges can be found on our website: taylorscollege.edu.au.

5. I may be required to attend organised Taylors College excursions and activities as part of my course.

6. I also authorise Taylors College to obtain medical treatment for me should such action be deemed necessary by Taylors College or a staff member acting on behalf of Taylors College. I agree to indemnify Taylors College for any expense, loss, damage or liability of whatsoever nature occasioned as a result of authorising and arranging such emergency medical treatment.

7. I am responsible for my own books, equipment and personal items and I hereby release Taylors College from all liability and claims for loss or damage to such items, howsoever caused.

8. Taylors College reserves the right to refuse to substitute formal tutorial support for an academic unit in any term of the program, if my academic progress falls below 50%.

9. I understand that I am required to wear Taylors College identification at all times while on campus.

10. I understand that I must notify the College in writing at least 7 days if I change my address or contact details.

11. I have read and understood the “Student Grievances Policy” outlined in this brochure.

12. I have read, understood and agree to the terms of the “Cancellation and Refund Policy” outlined in this brochure.

13. I have read and understand these documents. I confirm that the terms and conditions of this offer have been explained to me in my own language, and/or that copies of the documents were available to me, in my own language.

Cancellation and refund policy

1. UWAFP agrees to refund within 28 days, tuition and accommodation fees paid where the student produces acceptable certified evidence that the application made for a student visa was rejected by a visa-issuing authority. The amount of the refund is the unspent prepaid fees received by UWAFP.

2. UWAFP agrees to refund within 28 days of the receipt of written notice of cancellation by the student, all tuition fees paid or on behalf of the student, less the amounts to be retained as agreed and as detailed below:

   (a) If written notice is received up to four weeks before the commencement date of the student’s course, $2,500.

   (b) If written notice is received in the four weeks prior to the commencement date of the student’s course, 50% of the tuition fees for the course.

No refund of tuition fees will be paid to the student if written cancellation is received after the commencement of the student’s course. Enrolment fees are non-refundable.

3. In the unlikely event that UWAFP is unable to deliver a course in full, the student will be offered a refund of the unused portion of prepaid tuition fees. The refund will be paid to the student within fourteen days of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course at no extra cost. The student has the right to choose whether they would prefer a refund of the unused portion of prepaid tuition fees, or to accept a place in another course. If the student chooses placement in another course, they will be asked to sign a document to indicate acceptance the placement. If UWAFP is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will assist the student to find a suitable alternative course at no extra cost.

4. If the student withdraws from a course before commencing any study, and UWAFP has paid an amount to a representative in relation to their recruitment, the refund will be further reduced by that amount.

   The representative will be responsible for refunding that amount to the student.

Claiming a refund

Applications for a refund should be in writing and addressed to the International Admissions Centre (if you are still in your home country) or the Campus Director (if you are in Australia) according to the contact details listed on your letter of offer.

Homestay

Students aged under 18 living in homestay accommodation will be invoiced at the time of enrolment for the period until they turn 18. Monthly instalment payment dates are available.

Homestay/Lodge Refunds

1. If the student cancels the accommodation booking less than seven days before the arrival the Accommodation/Homestay Placement Fee (if applicable) plus a cancellation fee equivalent to one week of accommodation will be charged.

2. If the student cancels the accommodation after arrival, four weeks prior to the written notice of cancellation is required; any accommodation fees paid in excess of the notice period will be refunded less a 10% cancellation fee.
Currim Hall Refunds

Currim Hall refund before arrival:
   a) If the resident cancels the booking less than 7 days before arrival the Accommodation Placement Fee plus a cancellation fee equivalent to 2 weeks of accommodation will be charged.
   b) If the resident cancels the booking 48 hours or less before arrival the Accommodation Placement Fee plus a cancellation fee equivalent to 4 weeks of accommodation will be charged.

Currim Hall refunds after arrival:
   4 weeks prior written notice is required and the following penalties apply:
   a) If the resident cancels the booking after arrival they will be charged for the room until the next available date.
   b) The Accommodation Placement Fee is non-refundable.

Package Programs

Students applying for a package program of the UWAFP plus Bachelor degree study will be required to pay a deposit of AU$500 to The University of Western Australia in order to apply for a visa for the full program duration. The deposit will be credited to the student’s first semester university fees on enrolment.

The refund policy for students who do not take up their place at the University after being offered a package program is as follows:
   a) The deposit will be fully refundable if a student is ineligible for any course at UWA.
   b) If the student wishes to change provider, or withdraw altogether from the package of study before or after completion of the UWAFP course, he/she must apply to do so through the University’s International Centre. The deposit is non-refundable where a student is eligible for study at UWA but chooses to study elsewhere (including reapplying to the University) for a course other than their first preference.
   c) In other cases where a student does not accept the offer, or withdraws for the reasons for this is due to compelling circumstances outside the control of the student, a student may apply for consideration of a refund.

All applications for refund must be made in writing to the Director, International Centre. The application will be assessed and the student will be advised of the decision and of any refund of fees that is approved.

Publicity

The student (and, where applicable, his or her parent or guardian):
   i) agrees that the student’s photographs, videos, artwork or other works, as well as recorded or written testimonials and details of the student’s achievements (“Student Images and Testimonials”) may be used by Study Group, worldwide for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notification; and
   ii) gives consent to Study Group storing, or transferring across international borders, copies of the Student Images and Testimonials for such purposes.

Credit Card Payments

Payments made by credit cards (Visa, MasterCard and American Express) will attract a 2% surcharge. This surcharge will be waived if all fees are paid in full before the commencement date of the student’s course.

Airport Pick Up

For cancellations less than 48 hours before arrival no refund will apply. If when a student arrives at the airport, the Airport Pick Up service provider cannot be located, the student should contact the emergency telephone number provided. In such circumstances, UWAFP agrees that if the student has advised our emergency contact that they have not been met at the Airport, and alternative arrangements have not been made, then a full refund of this service fee will apply.

Overseas Student Health Cover (OSHC)

As a condition of the student’s visa, all international students must hold valid OSHC for the length of the visa. Taylors College will arrange OSHC for the duration of the student’s visa. This is payable with the initial tuition payment. Taylors College will arrange cover with OSHC Worldcare. For specific information regarding the cover and services visit: oshcworldcare.com.au. Should the student choose an alternative provider, they must provide evidence of cover for the entire study period before a Confirmation of Enrolment will be issued.

Refund Policy

If the student has not arrived in Australia, Taylors College will refund the OSHC directly. If the student has arrived in Australia and is:
   a) Discontinuing studies and returning home
   b) Transferring to another provider, or
   c) No longer on a student visa
OSHCA Worldcare will organise the refund. Refunds are processed on a pro-rata monthly basis. Refund forms are available on the OSHC Worldcare website.

Refund Policy

Student Grievance Policy

In the event of a dispute between an individual student and Taylors, internal procedures are in place to facilitate the resolution of the dispute. An overseas student may lodge an external appeal or make an external complaint about a decision by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website osso.gov.au or phone 1300 362 072 for more information.

A summary of the Complaints and Appeals process follows:

1. Code of Conduct, Attendance and Discipline

Each student is expected to abide by the terms and conditions of enrolment and the published rules and code of conduct of Taylors. Disciplinary procedures will be applied in the event of a breach of these rules. All staff are expected to apply Taylors policy and rules fairly and without favour, but if a student considers that this has not occurred, the student may refer the matter to the Grievance Counselor. If the student is dissatisfied with the Grievance Counselor’s decision, he/she may lodge a formal appeal. The appeal will be considered by the case review panel, which includes the Principal and/or Deputy Principal. All decisions will be in writing and occur within specified time periods.

2. Service and Academic Programs

In the event of a student complaint concerning the quality of the service or teaching provided by the college, the student will report the matter to a person in a position of authority within the school. The complaint may either be dealt with by that person, or referred to the Grievance Counselor where the Complaints and Appeals procedure is followed.

3. Contractual and Financial Issues

Matters relating to the interpretation of the Application, or the payment or refund of moneys, are stated clearly in the Prospectus. Any queries relating to tuition fees and other charges payable to Taylors College (or refunds) will be dealt with by Taylors College, Finance and Administration staff. If the student is dissatisfied with the decision, the matter will be referred to the Principal for determination. If either the action taken or the outcome does not satisfy the student, he/she may write to the Finance Director, who will in turn convey a decision in writing to the student.

For more information please consult our website: taylorscollege.edu.au/complaints.

Note: the above terms and conditions are those referred to and agreed to when the application form is being completed.

Student Tuition Refund Entitlement Table

<table>
<thead>
<tr>
<th>Notification Before Semester/Course Commencement</th>
<th>Refund After Semester/Course Commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 10 weeks</td>
<td>Full refund, less administrative expenses (maximum of 10% of the semester’s fees or AU$1,000, whichever is the lesser)</td>
</tr>
<tr>
<td>4 weeks or less</td>
<td>40% refund of the semester’s fees (maximum of 10% of the semester’s fees or AU$1,000, whichever is the lesser)</td>
</tr>
<tr>
<td>Within 4 weeks</td>
<td>30% refund of the semester’s fees, less administrative expenses (maximum of 10% of the semester’s fees or AU$1,000, whichever is the lesser)</td>
</tr>
<tr>
<td>After 4 weeks</td>
<td>No refund is given</td>
</tr>
</tbody>
</table>

Refunds detailed in this table apply to either the first or subsequent semesters as appropriate.