TIAS-03-01: Formalisation of Enrolment

(The National Code Standard 3)

Note: This document will be subject to revision. Once it is downloaded it is no longer a controlled document.
1. **POLICY PURPOSE**
To ensure Taylors Institute of Advanced Studies Ltd (TIAS) has written agreements with students, compliant with Standard 3 of the National Code 2007, which set out the services to be provided, fees payable and information in relation to refunds of course money.

2. **POLICY CONTENT**
TIAS will ensure that all agreements and associated documentation contain all of the information required by Standard 3 of the National Code.

3 **PROCEDURE**

3.1 **Contract with the student**
The contract with a student comprises the following documents:
- Letter of offer;
- Acceptance of offer (including the terms and conditions), to be signed by the student (or the student’s parent/legal guardian in the case of students under the age of 18) and initialled on each other page.

3.2 **Information to be provided**
The following information is to be provided.

3.2.1 Course or courses in which the student is to be enrolled and any conditions which will apply to the enrolment.
This information will be provided in the letter of offer. It includes:
- Course title
- Course duration
- Length of each study period for the course (Note: A study period may be no more than 24 weeks)
- Start date and end date
- Conditions such as the attainment of a specified level of English proficiency or academic qualification

3.2.2 Itemised list of course money payable by the student
The letter of offer will include:
- Tuition fees for the course
- Pre-paid fees (Notes: (i) The pre-paid fees must not be more than 50% of the student’s total tuition fees for a course before the student has begun the course unless the course has only one study period (i.e. 24 weeks or less); (ii) Any remaining fees must not be required earlier than 2 weeks before the start of the student’s second study period).
- Tuition fees for each study period
- Information about any changes to tuition fees
- OSHC fees
The acceptance of offer (including terms and conditions) will include all additional mandatory fees, fines and charges.

3.2.3 Information in relation to refunds of course money
The acceptance of offer (including terms and conditions), will include:
• Default day
• Amounts that may or may not be repaid to the student
• Processes for claiming a refund
• A plain English statement of what happens in the event of a course not being delivered
• A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

3.2.4 Circumstances in which personal information about the student may be shared between TIAS and the Australian Government and designated authorities
The acceptance of offer (including terms and conditions) will contain a statement about the release of information collected during the period of enrolment.

3.2.5 The student’s obligation to notify TIAS of a change of address while enrolled in the course
The acceptance of offer requires students to notify the education provider in writing within 7 days of details of any change of address or change to contact details.

**DOCUMENT VERSION CONTROL**

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<td>Manager Student Welfare &amp; Support</td>
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<td>Approver</td>
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<tr>
<td>Date</td>
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