



Advanced Education Australia Pty Ltd (AEA)
ABN: 82 125 721 459
Address level 3, 136 Chalmers Street Surry Hills NSW-2010 Australia
Telephone – 02 8542 6006
Email: info@aea.edu.au
www.aea.edu.au

STUDENT ACCEPTANCE & AGREEMENT

Students are to complete the following 'student acceptance agreement' and return to Advanced Education Australia Pty Ltd. No Application will be processed unless this form is received by the College.

Contact Details:			
Title: (Please tick) Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>			
Surname:		Middle Name:	
First name:		Preferred Name:	
Date of Birth		Gender: (Please tick)	Male <input type="checkbox"/> Female <input type="checkbox"/>

RESIDENTIAL ADDRESS					
Suburb:		State:		Post code	
Email:		Mobile:		Home Phone:	
Emergency Contact Name:		Emergency Contact No:			

POSTAL ADDRESS (Same as Residential <input type="checkbox"/>)



COURSE INFORMATION:

COURSE INFORMATION: Please place your initials next to the Course & Delivery Option you are enrolling in to indicate you are aware of the training to be provided, the maximum time allowed for completion and the course fees.

Course	Duration (In Weeks)	Student Initials	Fees	
			VET FEE-HELP Tuition Fee only	Total Course fee
SIB20110 Certificate II Retail Make up and Skin Care	10		N/A	\$ 6,500.00
SHB30115 Certificate III Beauty Services	20		N/A	\$ 6,500.00
SHB40115 Certificate IV Beauty Therapy	30		N/A	\$ 12,000.00
SHB50115 Diploma of Beauty Therapy	52		\$ 20,000.00	\$ 20,000.00
SIB50210 Diploma of Salon Management	52		\$ 10,000.00	\$ 10,000.00
SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction	26		\$8,000.00	\$8,000.00
CUF50407 Diploma of Specialist make up services	52		\$18,000.00	\$18,000.00
BSB50215 Diploma of Business	52		\$8,000.00	\$8,000.00
BSB51215 Diploma of Marketing	52		\$8,000.00	\$8,000.00
BSB51915 Diploma of Leadership and Management	52		\$12,000.00	\$12,000.00
BSB60215 Advanced Diploma of Business	78		\$8,000.00	\$8,000.00
BSB60515 Advanced Diploma of Marketing	78		\$8,000.00	\$8,000.00
BSB61015 Advanced Diploma of Leadership and Management	78		\$12,000.00	\$12,000.00
CHC30110 Certificate III in Early Childhood Education and Care	26		N/A	\$6,500.00
CHC50113 Diploma of Early Childhood Education and Care	52		\$15,000	\$15,000
CHC30212 Certificate III in Aged Care	26		N/A	\$6,500.00
CHC40312 Certificate IV in Disability	52		N/A	\$6,500.00

Course Start Date:

Course End Date:

TYPE OF ENROLMENT: SELF FUNDED VET FEE HELP

Instructions Please read the terms and conditions listed below including the refund policy. If you have any questions contact Advanced Education Australia Pty Ltd. on 02 8542 6006. This agreement needs to be signed and returned to accept your place of offer.



Fees and Charges

Students paying fees directly to Advanced Education Australia (Self-Funded)

Additional Fees and Charges

Re-Issue of Testamurs / Statements of attainment - \$50 (each Copy) + \$10 postage

Re-Issue of Student Card \$20.00

Late payment of term fees - \$250.00 per instalment (self-funded)

Postage of Testamur or statement of attainment \$10.00

Students may choose to access HELP assistance for the following additional fees and charges

Reassessment Fee \$220.00 (after third attempt)

RPL Fee: \$250.00 per unit.

Duration of Courses

All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration as stated in this Agreement. Students who do not complete all units within the maximum timeframe will receive a Statement of Attainment listing the units they have completed, at no additional cost. Students wishing to undertake units not completed in the course duration period will be required to pay the fees to complete the units required. Students may choose to access VET FEE-HELP assistance.

Australian Student Tuition Assurance Scheme (ASTAS)

ACPET's Australian Student Tuition Assurance Scheme (ASTAS) provides members with an inexpensive and uncomplicated means of providing fee protection to students. ASTAS ensures that any Australian student displaced from a course, due to a member's inability to continue the course, is relocated efficiently and with minimal disruption to a comparable course with another member or approved provider. In the unlikely event AEA is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the ASTAS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. The ACPET ASTAS scheme approved under the HESA Act 2003 provides a means whereby a student may receive a refund equivalent to any student fees paid in advance for any undelivered unit of study offered by the provider. This latter scheme only provides for a refund of student prepaid fees for undelivered courses where the student cannot be placed in a comparable course with another provider.

REFUND POLICY (Self-Funded)

1. Refunds in full

1.1 Tuition fees will be refunded in full where:

- the course does not start on the starting date notified in the Letter of Offer
- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- the course is not provided fully/not being delivered to the student because AEA has a sanction imposed by a government regulator; or
- An offer of a place is withdrawn by AEA and no incorrect or incomplete information has been provided by the student.

1.2 Instead of refunding all tuition fees, AEA may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.

1.3 AEA may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, AEA will not be liable to refund the money owed for the original enrolment.



1.4 If the student accepts the place on another course within AEA, a new letter of offer and written agreement will be developed and provided to the student for acceptance.

1.5 If AEA is unable to provide a refund or offer the student a place in another course, the Australian Student Assurance Scheme (ASTAS) through ACPET of which AEA is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the final course of action is for ASTAS to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.

1.6 A full refund will also be provided to students in the following circumstances:

- a student cannot commence the course because of illness or a disability;
- where there is death of a close family member of the student (parent, sibling, spouse or child); or
- At the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

2. Partial Refunds

2.1 Partial refunds will be provided in the following circumstances:

- If a student has supplied incorrect or incomplete information and as a result AEA withdraws offer, the student will be eligible to receive all tuition fees paid for the term period less a 20% administration fee.
- If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.

3. Student is not eligible for a refund

3.1 Where AEA terminates the student's enrolment, because of a failure to comply with AEA policies, misbehaviour or unsatisfactory course progress or attendance,

3.2 If the student withdraws from a course after the course start date,

4. Payment of refunds

4.1 Eligibility for a refund will be assessed based on this Policy.

Refund for VET-FEE-HELP Assistance Scheme Policy

Overview

AEA undertakes the following policy in regards to tuition fee refunds for domestic students (note: Permanent residents (who are not permanent humanitarian visa holders) and New Zealand citizens do not meet the residency requirements for VET-FEE-HELP assistance) to ensure that it complies with the fairness requirements in relation to review procedures for VET-FEE- HELP as set out in Schedule 1A of the Higher Education Support Act (HESA) (the Act) and the requirements of the VET Provider Guidelines.

Publication:



These procedures are to be published for students in AEA prospectus and in the Student Handbook to ensure current and prospective students have up to date and accurate information publicly available to them.

Definitions

Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET- FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

Census Date

A published date set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees

Fees paid for a VET Unit of Study that is approved for VET- FEE-HELP and applies to students who are, or would be entitled to VET- FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit/Subject of Study

A VET unit of study approved for VET- FEE-HELP that a student may undertake with AEA, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

Department of Education: The Commonwealth Department of Education.

Incurring a VET- FEE-HELP Debt

A Student who is, or would be, eligible for VET- FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET- FEE-HELP debt for the tuition fees for that Unit.

Responsible Officers: The AEA Administration Manager is the designated VET FEE-HELP Officer of AEA. They are responsible for the assessment of a student's request for re-crediting FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

The Chief Executive Officer (CEO) is the most senior person of the College and is the designated review officer of any decisions relating to the re-crediting FEE-HELP balance.

Students who have requested VET- FEE-HELP Assistance who remain enrolled after the published census date will incur a VET- FEEHELP debt.

A Student who withdraws from a Unit after the published census date for that Unit will incur a VET- FEE-HELP debt for that Unit.

Re-crediting a FEE-HELP Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HEL balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.

Special Circumstances

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.

AEA will re-credit the Student's FEE-HELP Balance if it is satisfied that Special Circumstances apply where:



- the Student's withdrawal or failure to complete are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- These circumstances were such that it was impractical for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect such as:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- death of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET- FEE-HELP assistance; or
- a Student's incapacity to repay a VET- FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Re-credit of a Student's FEE-HELP balance

The process

Each application for re-credit of a student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Applications need to be made to The VET FEE-HELP Officer Level 1, 136 Chalmers Street Surry Hill NSW 2010. The officer is responsible for the assessment of a student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the VET FEE-HELP Officer, within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. AEA has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
2. The application for re-crediting a FEE-HELP balance must include details of the:
 - Unit(s) for which a Student is seeking to have a FEE-HELP balance re-credited and
 - Special circumstances as referred to above, including supporting documentation.
3. AEA will consider each application within 5 working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 15 working days.

Review of Decision

1. Where AEA makes a decision NOT to re-credit a student's FEE-HELP balance that decision may be subject to review.
2. If a Student is not satisfied with the decision made by AEA the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The Student's application for review must:
 - Be made within 28 days of receipt of the original decision
 - include the date of the original decision



- state fully the reasons for applying for the review
 - include any additional relevant evidence
3. Applications should be made in writing to the CEO of AEA Level 1, 136 Chalmers Street Surry Hills NSW 2010 as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance. Note: The Review Officer is impartial to the designated VET- FEE-HELP officer responsible for the original decision and was not involved in making the original decision to be reviewed.
 4. The Review Officer will:
 - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
 - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
 5. The Review Officer will then:
 - review the information from the original decision and then assess any new evidence provided by the Student
 - provide written notice to the Student of the decision, setting out the reasons for the decision
 - inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

Deputy Registrar

Administrative Appeals Tribunal

Level 7

55 Market St

Sydney NSW 2000

Telephone: **1800 228 333**

(Cost of appeal as at 1 July 2014 is \$861.00)

Note: Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. An application fee may have to be paid, in the amount of \$861 (2014) and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Commonwealth Department of Education (CDE), or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Commonwealth Department of Education receipt of a notification from the AAT, The Department will notify AEA that an appeal has been lodged. Upon receipt of this notification from CDE, the Review Officer will provide CDE with copies of all the documents that are relevant to the appeal within ten (10) business days.



Publication

This policy and the procedure is published on AEA website to ensure Students have up to date and accurate information publicly available to them.

Approval

This Student Review Requirements & Re-Crediting a FEE-HELP Balance Policy and Procedure was agreed to and ratified by AEA Board of Directors in July 2014.

Student's agreement & declaration

- I declare that to the best of my knowledge the information in this acceptance and agreement and the documentation supporting my application is correct and complete.
- I agree to follow AEA's policies and procedures, rules and regulations and any amendments AEA may make to these from time to time.
- I agree to pay all fees required on or by the due date as per the agreement. Fees are to be paid upfront for each semester, and penalties will apply if payment is not received by the due date. (self-funded)
- AEA may cancel any course prior to commencement and I will be refunded
- Refunds are in line with the refund policy/procedure stated in this enrolment acceptance & agreement.
- AEA charges additional fees as indicated in this agreement.
- I agree to pay AEA other non-compulsory fees as required during the course
- I am entitled, to a formal Statement of Attainment on cancellation or completion at no additional cost within 30 days of completion.
- I understand that all specialised units must be successfully completed in order for them to be listed on a statement of attainment or record of results
- I acknowledge that the withholding of, or provision of incorrect documentation relating to my application may result in cancellation of any offer or enrolment by AEA.
- I am responsible for notifying AEA when I decide to cancel, defer or suspend enrolment
- I understand this enrolment acceptance & agreement, and the availability of complaints (grievance) and appeals processes, does not remove the ability and right to take action under Australian consumer protection laws.
- All enrolments have a maximum duration and I need to complete the course within the specified enrolment duration to avoid additional fees. If I do not complete all units within the maximum timeframe I will receive a Statement of Attainment listing the units I have completed at no additional cost.
- I understand that if I am enrolling under VET FEE HELP that I am obtaining a loan from the Government.
- I understand that there is a 20% loan fee which is applied to VET FEE HELP and that the loan fee is 20% of the tuition fees charged.
- I understand that if I am enrolling under VET FEE HELP that I will incur a VET FEE HELP debt once the census date has passed.
- I understand that if I am enrolling under VET FEE HELP I can access the schedule of fees pertaining to my course on the website www.aea.edu.au
- Enrolment duration begins from the course commencement. And that I will be required to satisfactorily complete all units of competency in the enrolled qualification to receive a Testamur
- I understand that if I have not completed the course within the course duration period in the agreement I will be required to pay the fees to complete the units required
- I understand that AEA is required to provide the NSW Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form.
- Information is required to be provided in accordance with the NSW VET Student Statistical Collection Guidelines



- AEA reserves the right to discontinue or alter any program, course/subject, fee, admission requirement, staffing or other arrangement without prior notice.
- I may access my own student records, subject to privacy legislation.
- Fees are based on standard full time loads and will vary depending on program and plan (i.e. the actual enrolled load). Tuition fees will increase if courses need to be repeated or additional electives that will exceed the minimum requirement need to be undertaken.
- Fees are to be paid upfront for each semester, and penalties will apply if payment is not received by the due date. (self-funded)
- I acknowledge that the withholding of, or provision of incorrect documentation relating to my application may result in cancellation of any offer or enrolment by AEA.
- I agree for any of my comments, testimonial or picture, for any marketing and/or material to be used for marketing purposes
- I agree to the Terms and Conditions mentioned on my acceptance and agreement form.
- I have read, understood and accept AEA refund policy related to my enrolment
- I understand that AEA has access to my personal information for the purpose of verifying the USI number.
- I understand that the Tuition Fee Schedule is published on the AEA's website before the first enrolment date for each unit of study

STUDENT NAME: _____

STUDENT SIGNATURE: _____ DATE: ____ / ____ / _____

STAFF NAME: _____

STAFF SIGNATURE: _____ DATE: ____ / ____ / _____