



Malekhu Investments t/a Queensford College
 ABN: 17129064437
 CRICOS Provider Code: 03010G RTO No. 31736

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 Brisbane, QLD 4000
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 Level 11,90 King William St
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SYDNEY
 Level 3,1 Fitzwilliam Street
 Parramatta
 New South Wales 2150
 Ph: 1300 236 364
 Email: info@queensford.edu.au

Reference Number: QFC1808037

Date: 10-07-2018

Hanisha THARU
 04 Baijanath
 Banke Behri
 Nepal

Dear Hanisha THARU,

OFFER LETTER

I am pleased to offer you a place in the following course/s at Queensford College subject to the conditions in this letter as outlined on the attached Acceptance of Offer and Queensford College Policies and Procedures outlined in the International Student Handbook available on our website at www.queensford.edu.au.

This is to confirm that Queensford College has reserved a course placement for the following prospective student:

Surname THARU	Given Name Hanisha
Gender F Female	Date of Birth 25-09-1998
Citizenship Nepal	Passport No 10872964

Course	CRICOS Code	Course Period	Course Length	Delivery Medium	Vocational Placement Hours	Material Fee	Tuition Fee
CHC43015 Certificate IV in Ageing Support Parramatta Campus	089225C	20/08/2018 - 18/08/2019	52 Weeks	Classroom-based	120	\$500.00	\$11990.00
HLT54115 Diploma of Nursing Parramatta Campus	096029D	16/09/2019 - 19/09/2021	105 Weeks	Classroom-based	400	\$2500.00	\$29900.00

"This program is still in the process of undergoing accreditation with Australian Nursing & Midwifery Accreditation Council (ANMAC), and is currently only accredited with (ASQA)".

Queensford College does not provide refunds for: Application / Enrolment fees, Accommodation Assistance Fees and Airport Reception Fees. For refund conditions - refer to the refund policy attached. It is important to note that this is a conditional offer of a place in a course at Queensford College. It is not a Confirmation of Enrolment (eCoE) which is required for Visa purposes. The eCoE/s will only be issued after receipt of the signed Acceptance of Offer (attached) and payment of the fees due outlined above, and a Letter of Release if applicable (if transferring from another provider within 6 months of your principal course). **This offer will expire after 14 days from issue on this letter.** The letter of offer is issued provisionally only; it is subject to satisfactory completion of all Government Visa formalities and observance of all College regulations.

Fee and associated charges are as follows:

Initial Payment Required	Amount
CHC43015 Certificate IV in Ageing Support - Deposit Fee	\$11990.00
Enrolment fee	\$200.00
Certificate IV in Ageing Support - Material Fee	\$500.00
HLT54115 Diploma of Nursing - Deposit Fee	\$5000.00
TOTAL FEE DUE NOW	\$17690.00

Hafsa

Special Condition/s:**CHC43015 Certificate IV in Ageing Support**

All students are required to go on a direct debit.
Overseas Student Health Cover needs to be provided.
Student must meet GTE and financial requirements.

HLT54115 Diploma of Nursing

Additional documents are required for vocational placement – Blue Card, Police Check, Vaccination/Immunisations Evidence.
Student must meet ANMAC English requirements before commencing this course.
Student must provide evidence of completion of Certificate IV in Ageing Support before commencing this course.

PAYMENT ADVICE - Do not make payments until you sign your Acceptance of Offer and return to Queensford College. Payment can be made by telegraphic transfer, cash, cheque or direct deposit into the College bank account.

Queensford College bank details are as follows:

Bank:	Commonwealth Bank of Australia
Account Name:	Queensford College
BSB:	064183
Account No:	10274291
Reference ID:	QFC1808037
SWIFT Code:	CTBAAU25
Branch Address	66 Eagle Street, Brisbane, QLD 4000

NOTE:

- Fees are payable per study period (semester) in advance. No more than 50% of a student's total tuition fees for a course is payable before the student has begun the course. Remaining fees are due to be paid 2 weeks before the start of the students next study period.
- Students are to be advised payments made to Education Agent are protected by the ESOS Framework and Queensford College MUST abide by any payment you have made as long as you have a written receipt of payment as evidence.

If you wish to accept this offer, you must complete and return the "Acceptance of Offer" and first instalment fee of **AUD\$17690.00** as soon as possible. You do not have a confirmed place until payment has been received.

Protection of Course Fee Paid in Advance

Fees to Queensford College must be paid in advance and are deposited into our account, ensuring full protection. Please refer to the refund policy on the Acceptance of Offer.

Please note students paying by telegraphic transfer (TT) MUST fax a copy of the TT Advise to Queensford College on +61 7 3221 1630 or send an email to info@queensford.edu.au so that confirmation of the payment can be made.

You will receive a Confirmation of Enrolment form, which enables you to apply for a student visa after we receive your signed Acceptance of Offer AND payments due.

This offer is subject to the Institutes Refund Policy (check website for latest details www.queensford.edu.au fees are subject to change). We are looking forward to welcoming you to Queensford College.

Yours sincerely,



Santosh Pandey

Director – International Marketing



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Uok.

Acceptance of Offer / Written Agreement

*Please read carefully before signing

Surname THARU	Given Name Hanisha
Gender F Female	Date of Birth 25-09-1998
Citizenship Nepal	Passport No 10872964

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TOTAL FEE DUE NOW	\$17690.00

Payment Schedule* Details:		
Diploma of Nursing		
Due Date	Amount	Fee Type
16/09/2019	\$2500.00	Material Fee
15/10/2019	\$1200.00	Course
15/11/2019	\$1200.00	Course
15/12/2019	\$1200.00	Course
15/01/2020	\$1200.00	Course
15/02/2020	\$1200.00	Course
15/03/2020	\$1200.00	Course
15/04/2020	\$1200.00	Course
15/05/2020	\$1200.00	Course
15/06/2020	\$1200.00	Course
15/07/2020	\$1200.00	Course
15/08/2020	\$1200.00	Course
15/09/2020	\$1200.00	Course
15/10/2020	\$1200.00	Course
15/11/2020	\$1200.00	Course
15/12/2020	\$1200.00	Course
15/01/2021	\$1200.00	Course
15/02/2021	\$1200.00	Course
15/03/2021	\$1200.00	Course
15/04/2021	\$1200.00	Course
15/05/2021	\$1200.00	Course
15/06/2021	\$900.00	Course

*The above payment schedule is for your convenience only. Should you wish to withdraw from the above mentioned course/s you are still liable to pay all outlined fees.

Please find below a list of non-tuition fees that may be applicable for you.
NON-TUITION FEES



Description	Form type/Contact office	Amount \$AUD
Application fee (Non-refundable)	Application form/Online	\$200
Interim transcript	<u>Online request form</u>	1 st copy free, thereafter \$50
Student ID card	Reception	1 st copy free, thereafter \$15
Change of commencement date/deferral of the course	Enrolment Variation form	\$250 or; Free to the applicants due to delayed visa processing, and caused by serious medical illness
Change of course	Enrolment Variation form	\$250
RPL application and information collection	RPL/Credit transfer application form	\$250 administration fee
Credit transfer	RPL/Credit transfer application form	\$250 administration fee
RPL qualification review fee	Written application	60% of course fee
Early Termination request	Enrolment Variation form	
Qualification and final transcript	<u>Online request form</u>	1 st copy free, Thereafter: \$50
Statement of attainment	<u>Online request form</u>	1 st Copy free. Thereafter: \$50
Express service for certificates	Reception	\$20 for the next day, \$50 same day Extra \$10 for the express post
Refund Attraction Fee	Tuition fee refund application	\$250
Re-assessment (Theory)	Reception	\$150 per unit (up to 3 attempts)
Re-sit Practical Assessment	Reception	\$150 per day required
Appeal of assessment / re-assessment	Reception	No charges
Printing and photocopy	Reception	Free for 300 pages per course. Thereafter: \$20
Leave request	Enrolment Variation form	\$50 unless special circumstances
Late payment of fees	Accounts Department	\$50 per week
Replacement of textbook and/or learning materials	Written application	As applicable

BEFORE ACCEPTING THE OFFER OF ADMISSION

Before accepting this Offer of Admission please ensure that you have read all of the Queensford College and course re-registration information which includes information on studying in Australia and the local study environment contained in the Student Handbook.

ACCEPTING THIS OFFER OF ADMISSION

To accept this offer you are required to accept (as indicated by signing) this Student Agreement / Acceptance of Offer and forward to the college or your agent along with the mandatory payment.

ORIENTATION (ONLINE)

Queensford organises an online orientation for all new students which **must** be completed prior to their first day. Orientation is the official start of College and is compulsory for all international students.

All students are required to bring the following documents on their first day in order to receive their student ID card:

- Passport
- Proof of Overseas Health Cover (OSHC)
- Copy of your Confirmation of Enrolment (COE)
- Unique Student Identifier (USI)

AFTER ACCEPTANCE

Following college receipt of your signed agreement and payment. Queensford College will issue you with a receipt and a Confirmation of Enrolment Form (COE) which will allow you to obtain/renew an Australian Student Visa. It is the intention of the Australian Government student visa programme for students to be genuine / bona fide students who wish to legitimately achieve their desired educational outcomes within the duration of their international student visa.

REFUND POLICY

A copy of this policy will be provided to students before a contract/agreement is signed or an amount of money is paid for a registered course. The policy is provided on the Student Handbook, Acceptance of Offer/Written Agreement and available on the Queensford College website.

This refund policy applies to all course monies paid to the College and includes any course monies paid to an education agent to be remitted to the College as per the Letter of Offer. This policy applies to both commencing and extending students. The word "Course" refers to the whole period for which the Confirmation of Enrolments or letter of offer is issued. "Tuition fees" are fees that are directly related to the provision of course. Agreed Starting Date means, unless and otherwise defined in the terms and conditions, the day of scheduled course commencement, or a later day agreed between Queensford and the student such day being the commencement day in the offer letter or the Students Confirmation of Enrolment. (ECOE). Package course/program means a package of courses of study comprising more than one course, all of which are offered by Queensford and in which the student is enrolled. Where the student is enrolled in a package course/program, then the agreed starting date is the commencement date of the first course in which the student is enrolled in.

In the event of student/agent requesting to make changes to agreed starting date by email or by telephone and any communication by Queensford with the student/agent in reference to the change/deferment to agreed starting date by email or any other form of communication with the shall be binding and in such cases for Refund purposes, the agreed starting date will be the initial course start/agreed starting date before any change/deferment is made.

This policy covers full and partial refunds, refunds in the event of student default and in the case of provider default.

Student Default Refund Table

Enrolment / Application \$200	Non - refundable
Tuition Fees	
Visa refused prior to course commencement (evidence required)	Full refund
Withdrawal at least 10 weeks prior to agreed starting date	Full refund
Withdrawal at least 4 weeks prior to agreed starting date	75% refund
Withdrawal less than 4 weeks prior to agreed starting date	60% refund
Withdrawal after the agreed starting date	No refund
Visa cancelled due to actions of the students	No refund
Course withdrawn by Queensford College (provider default)	Full refund
Student is unable to start the course on serious medical grounds and evidence is provided from a registered doctor at least 2 weeks prior to agreed start date	Partial / Full refund
Student fails to achieve an acceptable English Language Proficiency (required for commencing the Vocational Course/s the student is enrolled in) as required by Queensford	No refund
All tuition fee refunds will attract \$250.00 administration fee	

- **Queensford College reserves the right to withhold granting the award attained by the student, if student fees remain outstanding.**
- Queensford College's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.
- Refer to the student Complaints & Appeals policy and procedure on the Queensford website and in the Student Handbook if you wish to appeal the Refund Policy.
- Queensford College will consider the following exceptional circumstances as grounds for a student's withdrawal from the program:
 - Severe life threatening illness or disability.

Handwritten signature

- o Death of an immediate family member (i.e. Mother, Father, Brother, Sister or relative where it can be shown that severe hardship may be felt by the family if study did occur)

When acceptable documentary evidence is produced, refunds will be at the discretion of Queensford College.

Queensford College does not provide refunds for:

- Application fees, accommodation assistance fees & airport reception fees
- Withdrawal from course after the course has commenced
- Change in student's work hours
- Inconvenience of travel to class
- Moving interstate or overseas
- Job change or retrenchment
- Students who leave before completing the course and/or qualification

All bank charges incurred by Queensford College in issuing a refund will be met by the student.

Queensford College will endeavor to contact students who have not requested a refund within 4 weeks of leaving the college and keep such evidence on the student file.

In the event that the student does not commence studies on the due date, the college will advise the Secretary of DOE via PRISMS of details of the student who has not commenced studies within a period of 14 days.

Student Default

A student is not eligible for a refund in the event of student default. A student defaults when:

- The course starts on the agreed starting day, but the student does not attend the classes on that day (and has not previously withdrawn); or
- The student withdraws from the course (either before or after the agreed starting date); or
- The College refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - o The student failed to pay an amount he or she was liable to pay to the College, directly or indirectly, in order to undertake the course; or
 - o The student breached a condition of his or her student visa; or
 - o Misbehaviour by the student.

Student Default Timelines

- 5 business days to notify the Secretary and the TPS Director (via PRISMS) of the student default
- 14 days to report cancellation of the student's enrolment to DIBP (via PRISMS) (i.e. a section 19 report)
- 28 days to finalise the student default obligations as set out in the written agreement with the student and
- A further 7 days to report the outcome of the student default (via PRISMS).

Student's Rights to Appeal

- a. Any student who is refused a refund by Queensford College may appeal within 14 days in writing to the Student Administration Manager Refer Complaints and Appeals Policy available.
- b. The College's appeal process does not circumscribe the student's right to pursue other legal remedies.
- c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Cancellation or Non-delivery of the Course (Provider default)

- a. In the unlikely event that the College defaults, it will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.
The College defaults when:
 - It fails to provide the course to the student on the agreed starting date; or
 - The course ceases to be provided to the student any time after it starts but before it is completed; and
 - The student has not withdrawn before the default day.
- b. In the unlikely event that the College is unable to deliver the course in full, the student will be offered enrolment into an alternative course at no extra cost or, the student will be refunded the unspent portion of the tuition fees paid to date within 2 weeks of the day on which the course ceased to be provided.
- c. Students have the right to choose whether they would accept a refund of tuition fees or to accept a place in an alternative course. If student chooses placement in another course, the student will sign a new written agreement with the College to indicate the student accepted the placement.

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- d. In the unlikely event the College is unable to provide a refund or place student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

Students in this instance are advised to contact <https://tps.gov.au/StaticContent/Get/StudentInformation>.

Refund Process

All requests for a refund must be submitted on the appropriate 'Refund application form', to the College Administration Office. Refund requests must be accompanied by official documentary evidence.

If the student is unable to access the refund form a refund request should be made in writing and emailed, faxed or posted to the College Administration Office.

Refunds will only be in Australian dollars.

The refund will only be made in the name of the person who paid the student fees unless the student gives a written direction to the college to pay the refund to someone else.

Refunds are made in accordance with the policy above and full refunds of amounts owed to the students will be made within 4 business weeks.

All bank charges incurred by Queensford College in issuing a refund will be met by the student.

Queensford College will endeavor to contact students who have not requested a refund within 4 weeks of leaving the college at the last known contact address, phone and email, and keep such evidence on the student file.

In the instance of Provider or Student default, the reporting timelines stated in the Policy will be adhered to.

CHANGE OF ADDRESS/CONTACT DETAILS

All students are required to notify the College of a change of address, phone or email while enrolled in the course within 7 days of a change.

PRIVACY DETAILS

International students should be aware that some of the information collected may be forwarded to the Australian Government and designated authorities for their record keeping and visa monitoring, as well as the Tuition Protection Scheme (TPS) and the ESOS Assurance Fund Manager in accordance with the Privacy Act 1988. This information includes personal and contact details, course enrolment details and the circumstances of any suspected breach of student visa conditions.

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Framework including ESOS Act 2000 and the National Code 2018; to ensure student compliance with the conditions of your visa and your obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code 2018.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme (TPS) and the TPS Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Complaints and Appeals Procedure

Queensford College has a documented Student Complaints and Appeals Procedure by which it ensures that students will be granted immediate access to QC's complaints and appeals process.

Queensford College undertakes to ensure that:

1. All disputes, complaints and appeals will be handled professionally, equitably, confidentially, and in a timely manner, with a view to achieving satisfactory resolution;
2. All parties will have a clear understanding of the steps involved in the Student Complaints and Appeals procedure, prior to, and during the carrying out of the procedure;
3. Prospective students are provided with a copy of the Student Complaints and Appeals Procedure document before making a contract to enrol, and again at course commencement;



Relevant staff members are informed of the Student Complaints and Appeals Procedure.

Definition of a complaint

1. Students may raise any matters of concern relating to training delivery and assessment, certification, compliance, student amenities, discrimination, harassment and any other issues that may arise.
2. Examples of Complaints/Appeal:
 - An academic matter: something to do with training, learning, or assessment issues in a student's course
 - An administrative matter: anything to do with the management of QC and/or the administration of a student's enrolment at QC
 - A more general matter: anything to do with a student's comfort, safety and general well-being whilst attending QC

Before an issue becomes a formal complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are Student Counsellors available to assist students to resolve their issues at this level.

Procedure

This procedure is designed to be utilized by students who wish to lodge a formal complaint. Where a student lodges a formal complaint, their enrolment will be maintained throughout the process. There is no cost for a student to lodge a complaint or an appeal.

Stage one:

Complaints must be submitted in writing to the HoS. Receipt of any complaints will be acknowledged in writing within 5 days and the complaints process will commence within 10 days of the receipt of the complaint.

The HoS or their nominee ("the RTO representative") will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. When such clarification occurs in a face-to-face interview with the complainant, they may ask another person to accompany them. Queensford College's representative will then endeavour to resolve the complaint, providing a written report to the complainant within 20 working days on the steps that will be taken to address the complaint, clearly stating the reasons for the decision.

A Complaint Handling Record Sheet will be initiated during Stage One and details of the complaint, any actions arising and the outcome of the complaint will be recorded.

Stage two:

If the complainant is unsatisfied with the outcome of the complaint, they may appeal the decision reached in Stage One in writing to the CEO within 14 days of receiving the written report of the outcome of Stage One. The CEO will appoint a person who was not involved in the original decision to consult with the complainant and other relevant parties. Where possible such consultations should take the form of face-to-face interviews so that the complainant has an opportunity to formally present their case. The complainant may ask another person to accompany them to interviews.

Once the CEO receives a report of the consultation procedure, they will provide a written report to the complainant on the further steps taken to address the complaint, clearly stating the reasons for the decision.

Stage three:

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process the provider will assist the student to access independent mediation at minimal cost to resolve the dispute.

The mediator will report to Queensford College the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once QC receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. Students may use the Toll-Free No; 1800 017 288. At present there is no fee for use of this service, but this may change.

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA). The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

If you wish to lodge an external appeal or complain about any decisions of the college, you can contact 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 www.oso.gov.au or phone 1300 362 072 for more information.

Frequently Asked Questions (FAQs) for providers and other information about the Overseas Students Ombudsman are available at www.oso.gov.au.

Queensford College agrees to be bound by the independent mediator's recommendations and will ensure that any recommendations are referred to the Continuous Improvement Committee for action.

If a student chooses to access the provider's complaints and appeals processes, Queensford College will maintain the student's enrolment while the complaints process and appeals is ongoing.

Nothing in this Dispute Resolution Policy negates the rights of students to pursue other legal remedies.

If the internal or external complaint handling or appeal process result in a decision that supports the student, Queensford College will immediately implement any decision and/or corrective and preventive action required and advise the student of the outcome.

1. Formal Complaint Record Keeping

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to QC. All records relating to complaints will be treated as confidential and will be covered by QC's Privacy Policy.

Note - Re: Course Progress

The student may access and receive the outcome of only one external appeals process before QC may report the student to DIBP with regards to non-compliance for course progress issues.

Note - Re: Suspension/Cancellation of Enrolment

Where the appeal relates to QC's decision to defer/suspend or cancel a student's enrolment for misbehaviour (Standard 13 - National Code 2007), QC will only await the outcome of the internal appeals process if it supports QC before notifying DIBP through PRISMS of the change to the student's enrolment.

If the outcome of the internal or external appeals process results in a decision favouring the student QC will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

Documentation required

Stage 1 - informal resolution: record of interview/counselling notes signed and dated by the interviewer and student (Copies: HoS and student)

Stage 2 - informal resolution: record of interview/counselling notes signed and dated by the HoS and student (Copies: HoS and student)

Stage 3 - internal formal resolution: formal student complaint/appeals form to be completed – internal process (Copies: HoS and student)

All documentation to be attached by the HoS/Attendance Officer.

Stage 4 - internal formal resolution:

- Letter advising the student of date and time of complaint/appeal hearing to be sent (Copies: CEO, HoS and student)
- Student Complaints and Appeals Committee Meeting Minutes Record Sheet signed and dated by the Principal/CEO and the student (Copies: CEO and student)
- All documentation e.g. complaint/appeal form, counselling notes, letters/correspondence, student documents etc. attached
-

Stage 5 - external formal resolution:

- Student External Appeals Form (CEO and student)
- Written outcome of the External Appeals committee hearing signed and dated by the independent mediator of the committee and the student (Copies: mediator, CEO and student)

Documentation note: At the completion of the Internal Complaints and Appeals process (where the student does not access the External Appeals process) or the External Appeals process (where the student does access the External Appeals process) a copy of



all documentation is put on the student file and is filed in the Complaints and Appeals Meetings File to be kept by the CEO in hardcopy and electronic file.

Queensford College has arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals arising from the registered provider's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

The fees charged by mediators

The fees (exclusive of GST) for external mediators will be the lower end of the scale charged by mediation practitioners, as follows;

- Any matter involving students or staff: \$250.00 per hour
- Any other matter: \$300.00 per hour

Note: The costs are only estimates.

This agreement does not affect rights of an overseas student to take action under Australian Consumer Law, where applicable.

INTERNATIONAL STUDENTS ONLY

Do you require Airport Pick-up?		Airport Pick-up Fee AUS\$ No applies	
(If so, flight number and date/time of arrival should be sent to the college 14 days in advance)			
Do you currently hold an Overseas Student Health Cover (OSHC)? No			
If No, Compulsory OSHC cover required			
If yes, Provider Name: Membership Number: Expiry Date:		Do you require accommodation Assistance? No	
Length of Stay: 0		Accommodation Placement AUS\$ 0 Fee Applies	
How did you first learn about Queensford College? You may tick more than one box.			
Exhibition/ Seminar	Newspaper/ Magazine	Recommended by a friend/relative	Internet
Recommended by an education agent : US WAY Education Pvt. Ltd			

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STUDENT DECLARATION

1. I understand that I am responsible for keeping a copy of the written agreement as supplied by Queensford College and receipts of payments of tuition fees or non-tuition fees.
2. I have read, understood and agree to be bound by the conditions of enrolment contained within this Agreement.
3. I have read and understood the Policies and Procedures contained in The Student Handbook including:
 - a. Refund Policy
 - b. Summary of Critical Incident Policy/Procedure - Emergency Evacuation Procedures
 - c. Transfer Policy and Procedure
 - d. Complaints and Appeals Policy
 - e. Monitoring Course Progress Policy and Procedure
 - f. Monitoring Attendance Policy and Procedure OR DIICCSRTE / DIAC Course Progression Policy and Procedure
 - g. Deferring Suspending or Cancelling Student's Enrolment Policy and Procedure
 - h. Student Code of Conduct
4. I confirm I have received and understood information from the College regarding the following:
 - a. the course(s) in which I am to be enrolled
 - b. conditions on enrolment in the course(s)
 - c. all course and course-related fees
 - d. Queensford College Refund Policy
 - e. Privacy Statement and sharing of personal information
 - f. change of address/email and phone number obligations
5. I agree to abide by all the rules and regulations of the College, as amended from time to time.
6. I agree to support all of the policies and guidelines of the College as amended from time to time
7. I agree to pay all fees and charges by the due date and I am aware Queensford College may pursue outstanding fees under Australian Law.
8. I agree to pay late fees as per the Student Handbook which is available at www.queensford.edu.au. Also I understand that Queensford College will appoint debt collectors to recover any money owed to them. I will be liable for the fees and charges that are payable to said debt collector />s by Queensford College
9. I must maintain OSHC cover for the duration of the course
10. I understand I must stay with Queensford College for 6 calendar months in my Principal Course, unless issued with a Letter of Release from Queensford to attend another institution.
11. I understand I must maintain satisfactory attendance and course progress and complete the course/s in the duration of my COE/s.
12. I have been provided with adequate information to make an informed decision regarding my offer of enrolment.
13. I will advise of any change to my residential address, phone or email within 7 days of the change.
14. I will provide the College with an offshore contact.
15. I shall advise Queensford College of my current contact details, any changes to my contact details, and detail of person to contact in case of emergency while in Australia and studying with Queensford College.
16. I have also read the section in the Queensford College Handbook relating to costs of living and I understand that living expenses in Australia may be higher than in my own country and I confirm that I am able to meet these costs.
17. I, **Hanisha THARU**, acknowledge that I have read and understood this agreement, the tuition fees and other fees for each of the courses, and hereby accept the offer made by Queensford College and agree to be bound by this agreement.

Name: Hanisha THARU

Passport No: 10872964

Signed: 

Dated: 10/7/2018

If student is below 18 years of age, one of the parent/legal guardian needs to sign.

Parent Name: _____

Relation With Student: _____

Signature: _____

Dated: _____
