

Date:
 Title First Name Surname
 Address 1
 Address 2
 Suburb State Postcode
 Country

Dear Title Surname,

Letter of Offer for a place at RGIT Australia

Thank you for your application to study at Oakhill Education Group Australia Pty Ltd. trading as RGIT Australia. We are pleased to offer you a place as an international student as per the course and fees details outlined below:

Campus Location:		[Campus Name] [Address]					
National Code	Course Name#	CRICOS Code	Course Duration	Start Date	Completion Date	Tuition Fee (AUD)	Materials Fee
			-	-			

Initial payment required:

Enrolment fee	
Total tuition fee	
First instalment	
Overseas Student Health Cover (OSHC)	
Course Material fee*	
Miscellaneous Fees	
Total initial payment required	
Special Condition	

You may be required to undertake work-based training and assessment, also referred to as practical placement, as a part of the course. For more details information, please refer to the 'students handbook' provided along with your enrolment kit (also available in RGIT website <http://rgit.edu.au/downloads/student-handbooks>).

* For Hospitality courses course material fee includes ingredient & textbook costs. For other VET courses, course material fees include textbook and printed material costs only. For ELICOS courses, material fees include printed material costs only.

You are not required to pay more than the initial tuition fee amount as stated on this offer letter (or 50% of the tuition fee) before the start of the course. However, you do have a choice to pay more than 50% of the tuition fees or the full course fees up front if you wish to. Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

Please note that overseas student health cover (OSHC) is compulsory for students on a student visa.

Accepting this offer:

This offer will expire 4 weeks prior to the course commencement date mentioned above. The offer letter does not guarantee a place at RGIT Australia and is subject to availability at the time of admission.

To accept this offer, you must:

- carefully read the attached written Student Agreement & Acceptance
- make a necessary initial payment
- sign the agreement and return it to RGIT

This agreement details the conditions of enrolment, course fees and other charges, schedule of fees, fees refund policy, privacy provisions and address notification requirements. A confirmation of enrolment (COE) will not be issued until RGIT Australia has received a signed agreement and the minimum deposit due. Notification of an official COE will be sent electronically to you or your nominated accredited representative. Please make all payments to RGIT Australia bank account listed below.

Account name:	RGIT Australia
Bank Name:	Westpac Bank
Bank address	Brunswick
Branch Number (BSB):	033174
Account Number:	282328
SWIFT code:	WPACAU2S

We look forward to welcoming you at RGIT Australia.

Yours sincerely,

Student Administration
 RGIT Australia

STUDENT AGREEMENT & ACCEPTANCE

This is a written Student Agreement between Oakhill Education Group Australia Pty Ltd trading as RGIT Australia (CRICOS Code 03002G) herein after referred to as the "Institute" and the Student. This Student Agreement details your enrolment into courses delivered by RGIT Australia.

1. Student Details

Student Name:	
Date of Birth:	
Passport Number:	
Address	
Contact Phone:	
Email Address:	

2. Campus Location

Campus	[RGIT MELBORNE CAMPUS/ RGIT HOBART CAMPUS]
Address	[campus address]

If you wish to change the campus location for your course between Melbourne and Hobart, please refer to the *Campus Transfer policy*.

3. Course Details

Course Name	CRICOS Code	Course Duration#	Start Date	Completion Date	Work based Assessment	Tuition Fee
{National Code} {Course Name}					YES/NO	

includes holidays

4. Work Placement Requirements

If the qualification/s you enrolled above with RGIT Australia indicates YES, you are required to undertake mandatory Work-based training and assessment, also referred to as practical placement, as a part of the course. Work-based assessment involves students working in a course relevant real industry environment to demonstrate their practical skills and to complete assessment requirements. For more details information, please refer to the 'students handbook' provided along with your enrolment kit (also available in RGIT website <http://rgit.edu.au/downloads/student-handbooks>)

5. Course Fees and Other Charges

The table below outlines your tuition fee payable for each study period (term). You are not required to pay more than the initial tuition fee amount as stated on your offer letter (or more 50% of the tuition fee) before the start of the course. However, you do have a choice to pay more than 50% of the tuition fees or the full course fees up front if you wish. Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

VET Course Fees and payment Schedule:

For VET courses, a study period is a term of 10 study weeks, excluding holidays. Your tuition fee payable for each term is outlined below.

VET Course	[National Code]Space[Course Name]		
Study Period	Tuition Fee (AUD)	Course Material Fees* (AUD)	Due Date
Term 1- 10 weeks			
Term 2- 10 weeks			
Term 3- 10 weeks			
Term 4- 10 weeks			
Total Course Fee	\$0.00	\$0.00	

ELICOS Course Fees:

For ELICOS *General English* courses, a study period is a module of 24 weeks.

ELICOS Course	General English		
Study Period	Tuition Fee	Course Material Fees*	Due Date
Module 1 - 24 weeks			
Module 2 - 24 weeks			
Total Course Fee			

For *English for Academic Purposes* courses, a study period is a module of 5 weeks.

ELICOS Course	English for Academic Purposes		
Study Period	Tuition Fee	Course Material Fees*	Due Date
Module 1 - 5 weeks)			
Module 2 - 5 weeks)			
Total Course Fee			

Fee Schedule¹

The table below lists a Schedule of Fees charged by RGIT to students where applicable.

Fee type	Amount*
Enrolment fees (non-refundable)	A\$250
Course Material fee ¹	Refer to course Fees and Payment Schedule
Overseas Student Health Cover (OSHC)	A\$536 per annum (for singles)
Unit Repeat fee ²	A\$300
RPL Fee ²	Subject to qualifications and units
Enrolment variation fee	A\$100
Administration Fee	A\$200
Bank Transfer Fee	A\$30
Airport meeting	A\$100
Accommodation Placement fee (optional)	A\$100
Homestay fee (optional)	Depends on specific arrangements
Reassessment Fee ²	Subject to reassessment policy
Late payment fee	\$200

* Fees are subject to change without notice. Please contact student administration for updated fees and charges.

¹ For Hospitality courses course material fee includes ingredient & textbook costs. For other VET courses, course material fees include textbook and printed material costs only. For ELICOS courses, material fees include printed material costs only.

² Applicable to VET courses only

6. Entry Requirements and Pre-requisites (Including English Language Requirements)

a. Age

Students must be 18 years of age or older.

b. Academic requirements

Level of Study	Academic Requirements
Certificate II	Satisfactory completion of the equivalent of an Australian Year 10 or Certificate I or higher
Certificate III	Satisfactory completion of the equivalent of an Australian Year 10 or Certificate II or higher
Certificate IV	Satisfactory completion of the equivalent of an Australian Year 11 or Certificate III or higher
Diploma	Satisfactory completion of the equivalent of an Australian Year 12 or Certificate IV or higher
Advanced Diploma	Satisfactory completion of the equivalent of an Australian Year 12 or Diploma or higher

c. English Language Requirements

i. No requirements

If one of the following applies, you do not need to provide evidence of an English test score with your application:

- You are enrolled full-time in an English Language Intensive Course for Overseas Students (ELICOS)
- You have completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland

- You are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
 - In the two years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.
- ii. Evidence required**
- Students who do not satisfy one of the above English language entry criteria and wish to apply for a VET course, must provide evidence of one of the following:
 - Either a minimum IELTS General test score, not older than 2 years, of 5.5 (or equivalent*) for direct entry into the course, OR
 - An IELTS score, not older than 2 years, of 5.0 (or equivalent*) with evidence of enrolment in an ELICOS course of at least 10 weeks' duration taken before the VET course plus successful completion of RGIT's language and numeracy test, OR
 - An IELTS score, not older than 2 years, of 4.5 (or equivalent*) with evidence of enrolment in an ELICOS course of at least 20 weeks' duration taken before the VET course plus successful completion of RGIT's language and numeracy test, OR
 - Completion of an ELICOS course exiting at the upper-intermediate level, OR
 - Successful completion of RGIT's language and numeracy test at ACSF exit Level 3 or higher. The test includes reading and writing components, as well as a speaking.
- *Acceptable equivalent tests are TOEFL iBT, TOEFL PBT, PTE Academic, Cambridge English Advanced (CAE)

7. Conditions of Enrolment

- a. Once accepted, you will be enrolled into the first academic term of study. Subject to the course being undertaken, progression to the next academic term is determined through assessment of your academic achievements, examination results, attendance, aptitude and attitude, all of which must be deemed satisfactory.
- b. By enrolling in this course, you agree to pay all tuition fees shown in this agreement. You understand that tuition fees may be altered without notice prior to the student's enrolment. Once you have completed the enrolment, tuition fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course. RGIT Australia reserves the right to change fees at their discretion.
- c. Student tuition fees are safeguarded through the Tuition Protection Service (TPS) mandated by the Australian Government.
- d. You understand and agree that you must meet the all of the Department of Immigration and Border Protection (DIBP) Student Visa conditions including:
 - I Maintain a full time enrolment with RGIT
 - II Achieve satisfactory attendance and academic performance.
 - III Maintain Overseas Student Health Cover (OSHC) throughout the course duration.
 - IV Inform RGIT of change of your address.
- e. You may apply for credit(s) from previous studies (Recognition of Prior Learning – RPL or Credit Transfer - CT). The application form for RPL or CT details the process for requesting RPL/CT and how it is assessed. Applications for RPL must be submitted at least two weeks prior to the commencement of your course. Applications are usually processed within 2 weeks of submission, and there is no fee for this service.
- f. Before a subject can be repeated the tuition fees in relation to the subject must be paid in full regardless of any fees that may have been paid in advance for other subjects.
- g. Only under exceptional circumstances within compassionate grounds, and at the discretion of RGIT Australia, you may be permitted to defer commencement of a course up to two (2) weeks after the

- published course start date. If you arrive later than two (2) weeks after the course start date, you will need to defer to the next term. This deferral must be formally granted by RGIT Australia.
- h. You understand that you may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. If you wish to defer the commencement of studies or suspend their studies you must apply to do so in writing to the Institute.
 - i. The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement and suspension or cancellation of enrolment has to be reported to DIBP by the institute and this may affect the status of a student visa.
 - j. RGIT Australia reserves the right to change or replace trainers, assessors, teachers or tutors at any time, cancel a course or subject prior to commencement of each term and make changes to the syllabus or timetable at any time.
 - k. The Institute may at its discretion cancel, vary or postpone the commencement date of a course. In the event of cancellation or postponement, the Institute agrees to refund within 10 working days, all fees paid by the student. However, the student agrees that there shall be no entitlement to damages.
 - l. If you are under the age of 18 at the time of this contract your parent or guardian signing this Agreement accepts the liability for payment of all fees for the duration of the course or until you turn eighteen (18). You must have turned 18 by the time of course commencement.
 - m. It is your responsibility to inform RGIT Australia immediately of any changes to your address, email or telephone details. Failure to do this may mean you may not receive important information which may affect your course, your enrolment or your visa. RGIT Australia will not be held responsible for communications not received due to your failure to update your contact details with Student Administration.
 - n. You are aware of the estimated cost of your stay in Australia and understand the financial capacity to meet such costs is your responsibility. You are also aware the tuition fees do not include the living expenses, uniforms, and equipment or text books.
 - o. You are aware that school aged dependents accompanied by international students to Australia will be required to pay full fees if they are enrolled in either a Government or Non-Government school. Some Australian Government and University scholarships are exempt from payment. This exemption may vary from state to state.
 - p. You acknowledge that you have, prior to enrolment, viewed, read and understood the course outline and are aware of the vocational outcomes associated with this course.
 - q. You are aware that there shall be no requirement for RGIT Australia to issue any qualification prior to the completion of the above course.
 - r. You acknowledge that you are entering into this agreement having relied upon your own enquiries and the information contained in the RGIT Australia course brochures/prospectus and have not relied on any other representations whatsoever.

8. Fees Payment and Refunds

It is important that you read and understand the Institute's Fees Payment policy and the Fees Refund policy before you sign this agreement.

I. Payment of Tuition Fees

- a. The initial tuition fee, enrolment fee, textbook and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at Institute.
- b. Institute may require students to pay up to 50% of the student's total tuition fee for a course before the student begins the course unless the course duration is 25 weeks or less.
- c. RGIT Australia will not require any remaining tuition fees earlier than two (2) weeks before the start of the student's second study period
- d. Student must pay full tuition for each term by due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
- e. Students who wish to apply for payment plan/arrangement, have to do so in writing before the due date along with evidence and supporting documents (if applicable).
- f. Students who are paying fee under payment plan/arrangement are subject to 5% surcharge on tuition fee agreed to pay under payment plan/arrangement.
- g. A late fee of \$200 will be applicable to students who do not pay the tuition fee by due date or as specified in the invoice.
- h. Tuition fees are payable to Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Institute.
- i. The Institute does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment and tuition fees.
- j. If the student tuition fee is outstanding after the due date or any date mentioned in the invoice, a Final Notice and/or email will be issued within two weeks of the original invoice due date.
- k. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, their enrolment will be suspended. The suspension of Enrolment will cause following restrictions to apply:
 - i. Loss of access to the institute library service, Learning management system, classroom, computer system including internet and others
 - ii. Loss of access to enrolment records, results and academic certificates
 - iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.
- l. If Student with suspended enrolment make no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled.
- m. An additional fee is applicable when:
 - i. students have to undergo reassessment (reassessment fee)
 - ii. students have to repeat a subject (unit fee)
- n. Students who enrol in additional courses will be required to pay a separate Tuition fee as specified for the course.
- o. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfer the course a tuition fee for the transferred course will apply.

- p. If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.
- q. The Institute reserves the right to engage any third party to recover any outstanding fees payable to the Institute. The cost to the Institute of engaging a third party to recover such outstanding fees will be charged to the student.

II. Refund

All student's refunds are conditional on the following:

a. Course Withdrawal (Applicable for VET Course)

- i. Where written notice of withdrawal is received by the Institute **before the start date** of the course or term, the Institute will refund the fees, as per the table below, less any administration fees.

Written notice of withdrawal received	Refund of fees paid (withdrawing term/Course)*	Refund of fees paid (future terms)	Refund of material fees
28 days or more before the Course/Term Start Date	80%	100%	100%
15 to 27 days before the Course/Term start date	70%	100%	100%
Within 14 days before the Course/Term start date, as well as from the day Course/Term started	No refund	100%	100%

*Less administration fees

- ii. Where the student defaults, including withdrawing from a course, after the course/term start date, student are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- iii. Any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
- iv. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification and relevant forms duly signed by the student being received by the Institute.
- v. The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received)

b. Course Withdrawal (Only apply for ELICOS Course)

- i. There written notice of withdrawal is received by the Institute before the start date of the course, the Institute will refund the fees, as per the table below, less any administration fees.

Written notice of withdrawal received	Refund of fees paid for initial 12 weeks *	Refund of fees paid for subsequent weeks *
28 days or more before the Course Start Date	80%	100%
15 to 27 days before the Course Start date	70%	100%
Within 14 days before the Course Start date	No refund	100%

*Less administration fees

- ii. If student withdraws after the course start date, subsequent 12 weeks of study are not refundable. Further weeks are 100% refundable.

c. Visa Refusal

If a student visa application or visa renewal is refused by the Australian Government, a full refund of course fees, less administration fees, will be made. Administration fees is \$200 or 5% of the total paid tuition fee, whichever is lesser.

Students must provide the Institute with substantiated evidence of their student visa refusal.

No refunds will be granted where:

- i. An international student currently in Australia has their student visa cancelled by the DIBP for a breach of visa conditions.
- ii. An international student currently in Australia has their student visa extension application refused by DIBP after the commencement of their studies, for not meeting visa requirements.

d. Institute Default

- I. In the unlikely event that the Institute is unable to start or deliver the course (known as Institute default), the student can choose to accept either:
 - i. A refund of course fees, which will be issued to the student within 14 days.
 - ii. Or be placed in an alternative course with the Institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- II. If the student chooses to receive a refund of course fees, the Institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the Institute). The refund will be paid within 14 days after cessation of the course.
- III. If the Institute is unable to provide a refund or place the 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.

e. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

III. Refund Process

- a. The Student must apply Application Form along with evidence and supporting documents. Such documents may include, but are not limited to:
 - i. a completed Course Withdrawal Form provided by the Institute
 - ii. a letter from DIBP advising of a rejection of the student visa application or a refusal to extend a student visa
 - iii. proof of extenuating circumstances of a compassionate nature
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full supporting document by the Institute.

IV. Payment of Refunds

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks are be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.

V. Student's Rights to Appeal

- a. Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manger.
- b. The Institute's appeal process does not restrict the student's right to pursue other legal avenues.
- 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.

9. Change of Address

You are obliged to notify RGIT Australia of any change of your address at least every 6 months while enrolled at the Institute. This is to ensure that any notifications sent to you of visa breaches are sent to your current address. Failure to update your contact details to RGIT Australia means you may not receive important information which may affect your course, your enrolment or your visa.

Where RGIT Australia has approved your welfare and accommodation arrangements, you will require both RGIT Australia and your parent's approval for any changes to your welfare and accommodation arrangements. RGIT Australia undertakes that any reasonable request will not be refused.

10. Copies of Documents

You are responsible for keeping a copy of this agreement and receipts of any payments of tuition fees or non-tuition fees. We recommend that you make copies of all documents related to this application and keep them in a safe and secure place

11. Privacy

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential.

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where the Institute is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at the Institute.

12. Complaints and Appeals Procedure

The Institute has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing RGIT's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman. The Institute's complaints and appeals procedure can be obtained from Student Administration or viewed at www.rgit.edu.au.

13. Students Declaration

- a. I confirm that I have read and understood the Student Agreement which details information about course duration, the fees payment and refund policy and conditions of enrolment which I agree to abide by as a student at RGIT Australia.
- b. I understand that I am obliged to notify the Institute of my contact details including:
 - my current residential address, mobile number (if any) and email address (if any)
 - who to contact in emergency situations
 - Any changes to those details, within 7 days of the change.
- c. I understand that this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies
- d. I declare that all information provided by me for the enrolment into RGIT course is complete and correct. I understand that failure to provide correct information or documentation in relation to this application may result in cancellation of my enrolment

Student Signature: _____

Date: _____

If you are under the age of 18 at the time of signing this contract, your parent/guardian must complete the following. You must have turned 18 by the time of course commencement.

Signature of Parent/ Guardian: _____

Date: _____

Name of Parent/Guardian: _____

Address : _____

Contact Telephone: _____

This agreement will be governed by the laws of Australia and of the State Victoria. This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws. The Institute's dispute resolution procedures do not circumscribe the student's right to other legal remedies, but any settlement agreed to is binding. This agreement may be varied if required by any Australian Government laws or regulations. Personal information provided to the Institute may be given to Commonwealth and State agencies if required by laws or regulations.

Accepted for and on behalf of RGIT Australia

Authorised Signature: _____

Name: _____

Date: _____