

Terms and Conditions Dependants

Children of a full fee-paying
international tertiary student

Responsibilities and Expectations

The **primary visa holder** (parent) will:

- comply with visa requirements
- pay all initial fees prior to the dependant commencing at school
- pay all invoiced fees from IES by the due date
- be required to pay local charges as set by the school
- notify International Education Services (IES), Department for Education, immediately if there are any changes to the dependant's visa status
- be required to pay fees (as per original visa) whilst on a bridging visa
- notify IES immediately if there are any changes to the contact details or school in South Australia
- notify IES if they wish to withdraw prior to enrolment, or cancel their child's enrolment in a South Australian government school
- notify the school and IES of any new medically diagnosed condition that requires specific learning support or care
- maintain health insurance for all family members while in Australia.
- be responsible for any damage, loss or unpaid accounts in the school. In all cases, the student is required to pay directly and promptly to the school.

The **dependent** student will:

- comply with the school rules
- live with their parent while they are enrolled in a South Australian government school

The **Department for Education** will:

- provide the dependant with the same level of teaching and care as normally provided to students at the same year level of the school where the dependant is enrolled
- monitor the welfare of the student and provide counselling and ongoing support while the student is enrolled at the school
- provide reports as per school policy and procedure
- not guarantee that a dependant will be accepted for enrolment at a particular school.

Payment of Fees

The initial fees payable will be listed in the *Letter of Offer* and **must be paid** before the dependant commences at school. Fees can be paid by credit card, cheque, money order or electronic funds transfer, made payable to the Department for Education.

Non-payment of required fees by the due date will result in the Department for Education initiating processes to recover outstanding fees and/or notify the parent's education provider of a breach of visa conditions. This may result in the cancellation of the dependant's enrolment at school.

Complaints and Appeals

If a dependant (or their parent) is not satisfied with any aspect of the school program, they should bring this to the attention of the school principal.

Cancellation of Dependant's Enrolment

The following circumstances may lead to the cancellation of a dependant's enrolment:

- non-payment of tuition fees by the due date
- information provided to the Department for Education is incorrect, incomplete or misleading.

Privacy Notice

International Education Services collects and maintains student information for the purpose of assessing the eligibility of overseas students to enrol in a South Australian government school.

The personal information collected from students, parents, agents and tertiary institutions may be used by relevant South Australian government departments and agencies.

Certain information may also be provided to Commonwealth and State agencies such as the Department of Home Affairs (DHA).

Consent to Access Student Visa Status

The Visa Entitlement Verification Online (VEVO) Service, through DHA, allows the Department for Education to check on the visa status and study entitlements of international students. Parents/legal guardians are required to agree to give their consent to Department for Education to access this information through the VEVO Service.

Refund Policy (Dependants)

If a dependant changes visa or cancels their enrolment, a refund of fees may apply (refer table below).

All notifications of withdrawal or requests for refund of fees must be made in writing by the principal visa holder parent. Relevant documentation must be provided.

Approved refunds will be processed as soon as practicable after the date of receipt of notification if all relevant documentation has been received.

Any dispute related to refunds must be lodged in writing within fourteen (14) days of the date of determination of the applicable refund; marked attention to the Director, International Education education.isp@sa.gov.au

The amount of refund varies according to the circumstances of the dependant's withdrawal and where required a refund processing charge (administration charge) will be applied (refer table below).

How to Claim a Refund

All enquiries regarding clarification of the Refund Policy or applicable refund should be directed to the Executive Manager, Business and Financial Services, email: education.iesfinance@sa.gov.au.

To claim a refund, contact the Executive Manager, Business and Financial Services, email: education.iesfinance@sa.gov.au within **30 days** from the date the student cancelled their enrolment or was granted a new visa.

The refund will be made payable to the parent or entity responsible for the payment of fees.

Circumstances When a Refund May Apply

The following table sets out the circumstances where refunds will apply and the amounts that will be paid in each circumstance

FEE PAYING INTERNATIONAL STUDENTS	
Program	Dependants
<i>Circumstance – Student Instigated Withdrawals</i>	<i>Amounts to be refunded</i>
Parent / Student visa refused (documentation to be provided)	Full refund of all fees paid less the Administration and Support Services fee (per family if refund requests are received at the same time)
Withdrawal by student prior to course commencement	All paid fees (excluding the Administration and Support Services fee) less \$500 administration charge (per family if refund requests are received at the same time)
Cancellation by student after commencement of course	Nil Refund
Change of Visa Status after course commencement	<p>The following fees will be refunded:</p> <ul style="list-style-type: none"> ○ Tuition fees paid beyond the current term* less \$500 administration charge (per family if refund requests are received at the same time). <p>The following fees will not be refunded:</p> <ul style="list-style-type: none"> ○ Tuition fees paid for current term* ○ Administration and support services ○ Annual admin (subsequent years). <p>* For refund purposes the current term commences on the first calendar day after the last day of the previous term</p>
Program deferment (by student)	<ul style="list-style-type: none"> ○ Fees transferred (for a maximum of six months) ○ If greater than six months then full refund (excluding Administration and Support Services fee) less \$500 administration charge (per family if refund requests are received at the same time).
<i>Circumstance – Department for Education unable to deliver course</i>	<i>Amounts to be refunded</i>
If the Department is unable to deliver the course the following options are available to the student:	<ul style="list-style-type: none"> ○ Provide a full refund of course money paid within 2 weeks ○ Change to an alternative Department for Education course at no extra cost.

Approved July 2018

Authorised by Director International Education