

## TERMS AND CONDITIONS OF ENROLMENT

Students are required to have read, understand and accept the following conditions of enrolment before signing the Acceptance Agreement provided with the Letter of Offer. Fees, terms and conditions, course times, timetables, class sizes and course commencement dates may change without notice. Agreement to these Conditions of Enrolment does not remove your right to take action under Ambridge Institute's Complaints and Appeals Process or Australia's consumer protection laws or to pursue other legal remedies.

1. Ambridge Institute is bound by the legislation of the Australian Government including the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012. These and other associated legislations can be found at <https://internationaleducation.gov.au/>  
Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.
2. Ambridge Institute reserves the right to reject applications that do not meet the entry requirements or GTE criteria. If Ambridge Institute rejects the student's application, all fees paid will be refunded in accordance with the Cancellation and Refund Policy and Procedure.
3. All fees quoted are in Australian Dollars and include Good and Services Tax (GST), where applicable. Fees must be paid in Australian dollars by bank transfer or direct deposit to Ambridge Institute's bank account. A credit card transaction fee of **(2.0%)** applies to all credit card payments. Ambridge Institute is not liable for International transaction fees of any bank. **Cash is not accepted.**
4. Under the ESOS legislation students are not required to pay more than 50 per cent of their tuition fees before they start the course, but may pay more if they choose to. Your enrolment in a study period is not confirmed until the required fees for that period have been paid. Shorter courses with a duration of 24 weeks or less are not subject to the 50 per cent limit.
5. Ambridge Institute reserves the right to make changes to fees, terms and conditions, course schedules, and/or class locations at any time.
6. Students enrolled in a package of courses, must first satisfactorily meet the minimum course entry requirements before progressing to the next course and/or level.
7. Application and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
8. Course fees cannot be transferred to another person or student.
9. Ambridge Institute will be closed during all public holidays. Compensation will not be made on any study days lost in weeks comprising these dates. The Institute may be closed over Christmas and New Year.
10. Students have access to the Student Handbook, which includes further explanation of the Student's rights and responsibilities and details of course progress and attendance monitoring. The Student Handbook can be downloaded from ([www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/))
11. Overseas students are required to make themselves aware of the Education Services Overseas Students (ESOS) legislative framework. A description of the ESOS framework that Australian Education providers must abide by is available electronically from the Department of Education The ESOS framework is available on the Australian Government's International Education website at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

### 12. PRIVACY STATEMENT

Ambridge Institute collects personal information about you for the purposes of enrolling you into your chosen course(s) of study. Your personal information is also collected in order for Ambridge Institute to meet its obligations under the ESOS Act and the National Code, and to ensure you comply with your visa and obligations under Australian immigration laws. The authority to collect information is contained in the ESOS Act, ESOS Regulations and the National Code. Your enrolment may not be accepted if you do not provide all of the information requested. We may disclose personal information about you, including personal and contact details, course enrolment details and the circumstances of any suspected breach of student visa conditions, in accordance with our Privacy Policy (available at [www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/)). Your personal information may be disclosed to the Australian Government, including the Tuition Protection Service (if required), to state and territory agencies, and any other designated authorities, as well as to your education agent, your parent or guardian (if under 18) and as required or authorised by law. From time to time, Ambridge Institute may be related to other entities (related entities) and this Privacy Policy applies if your personal information is dealt with by those related entities. Students have a right to access and correct any errors in their personal information.

In collecting your personal information Ambridge Institute will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the state privacy legislation.

This means that we will:

- inform you of the purpose for which the information is collected.
- only use the personal information that you provide to us in relation to your study with us.
- ensure your personal information is securely handled and stored.
- we will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocation Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- we will not disclose your personal information to another person or organisation unless:
- we have made you aware that information of that kind is usually passed to that person or organisation.

- you have given written consent;
- we believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### 13. PUBLICITY

The student (and where applicable, the parent or guardian) agrees to grant Ambridge Institute and all subsidiaries, affiliated companies, franchisees and licensees, (collectively permission to use my name and/or likeness; and/or quotation (“the quotation”) and/or any writings I may create about my experience (“writings”) as written below:

- will own the quotations and the writings, the still photographs, audio and/or video footage in which I appear, and the words spoken in the video footage, and have the unrestricted right to publish said photographs and use such video and the quotations and the writings in any marketing and promotional materials, on all websites, and in any other material, including -sponsored and authorized social media locations and feeds, and shall have the right to license agents and other third parties to do the same - including, without limitation, Ambridge Institute and its subsidiaries, affiliated companies, franchisees and licensees, branded or identified sites and pages within Facebook, YouTube, Twitter and other social media and internet destinations.
- this grant is intended to be worldwide in scope and to apply to all media now existing or hereafter developed.
- may display the quotation and the writings on any website or blog, and in printed promotional materials for the purpose of promoting programs, products and services, and may license to agents and third parties the right to make such uses on behalf of.
- shall not alter the quotation (other than editing for space considerations in a manner that does not alter the meaning or context) or the form of attribution. may edit the writings for clarity and to ensure conformity with any applicable guidelines or standards in a manner that does not alter their meaning or context.

### 14. COURSE PROGRESS

#### ELICOS

- Students must satisfy the entry requirements for a chosen course.
- International students are required to make satisfactory course progress. Where a student fails to make satisfactory course progress an individual learning plan (intervention strategy) will be developed.
- International students must attend a minimum of 80% of their course to meet the minimum course attendance requirements and their student visa conditions.
- Students who fail to maintain satisfactory course progress or attendance will be identified and an appropriate intervention strategy implemented.

#### Vocational - VET

- Students must satisfy the entry requirements for a chosen course.
- International students are required to maintain satisfactory course progress as a condition of their student visa. Students who are at risk or fail to maintain satisfactory course progress will be identified and an appropriate intervention strategy implemented.

An “at risk” student is defined under the national code as a student who does not satisfactorily pass at least 50% of their units in any given study period (10 weeks). Unsatisfactory course progress in 50% of units in one study period will trigger a review of academic progress and the implementation of an intervention strategy.

If an intervention strategy has been implemented and a student fails to meet satisfactory course progress in the following study period, the student will be provided with written notification of an intention to report them to the Department of Home Affairs for failing to achieve satisfactory course progress, which may result in the Department of Home Affairs cancelling their student visa. For more details on the course progress policy refer to the Student Handbook ([www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/))

The student will be informed that they have 20 working days to submit an appeal regarding this decision. If the student does not submit an appeal within 20 working days, a notification will then be made to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS) that the student has failed to maintain satisfactory course progress. For further information, refer to the *Complaints and Appeals Policy and Procedure*.

### 15. VET ASSESSMENT POLICY

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NS). Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Yet Satisfactory, they will be given an outcome for the unit of Not Yet Competent (NYC).

The student can have a total of 3 attempts to complete each task and achieve a 'Satisfactory' outcome (noting that the third attempt is chargeable as per the *Cancellation and Refunds Policy*). The student will be advised of the timeframe for resubmission (usually within 14 days) and advised what they must include in their re-submission (usually the whole task again).

If, after the third attempt, the student is still assessed as Not Yet Satisfactory for a task, they will need to re-enrol in the unit.

Students can make an appeal against any assessment decision by following the *Complaints and Appeals Policy* outlined in the Student Handbook. Appeals will be dealt with by following the *Complaints and Appeals Procedure*.

#### 16. CHANGE OF ADDRESS AND CONTACT DETAILS

Students are required to keep their address and contact details (including residential address, email, telephone number, emergency contact details) up to date at all times. Students have an obligation to notify Ambridge Institute, in writing, of any change to these details within 7 days of the change.

#### 17. CHANGE OF ENROLMENT

Ambridge Institute reserves the right to charge a non-refundable Change of Enrolment fee of \$100 where a student requires a revised Letter of Offer or CoE.

The student is responsible for notifying the Institute if he or she has a medical condition or disability or requires assistance during training or of any other matter that may impact on his or her participating freely or successfully in the course.

When the duration of studies at the Institute needs to be extended to complete the course, the student may be required to pay additional fees for this extension.

#### 18. COST OF LIVING

Living costs in Australia vary greatly. Students should budget a minimum of AU\$20,290 per year for food, transport, accommodation, clothing and entertainment. Further information on living costs is available from [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

#### 19. UNIQUE STUDENT IDENTIFIER (USI)

Ambridge Institute must collect and verify a student's USI before issuing a qualification or statement of attainment for any nationally recognised training undertaken by a student. Creating a USI will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to share this number with Ambridge Institute. To create your USI go to <https://www.usi.gov.au/students/create-your-usi/>.

#### 20. ORIENTATION

All students are required to attend Orientation which is held on the first day of class. Full details are available in the Letter of Offer.

#### 21. APPLYING FOR CREDIT TRANSFER (CT) OR RECOGNITION OF PRIOR LEARNING (RPL)

Ambridge Institute recognises the Australian Qualifications Framework (AQF) and Vocational Education and Training (VET) qualifications and Statements of Attainment issued by other Australian Registered Training Organisations (RTO).

Regardless of the course of study, CT is limited to 25% of the total number of units required to complete the course.

Applications for Credit Transfer must be made during the application process and prior to commencement of study. Applications received after this time will not be considered.

You should ideally apply for RPL at the time of enrolment, but you may also apply up to 1 week into your course.

Further information is available in the Student Handbook at [www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/)

#### 22. DEFERMENT, SUSPENSION AND CANCELLATION OF STUDY

Students can defer, cancel, withdraw or suspend their enrolment under the conditions below.

Tuition and course fees cannot be transferred to another Institution or student

##### Deferral and Suspension of Studies

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- 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
- where Ambridge Institute is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- These circumstances are an example of what may be considered compassionate or compelling circumstances, however each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, the Institute considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact the Institutes because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, the Institute will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

#### **Provider initiated Suspension or Cancellation**

Ambridge Institute may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student (including plagiarism, collusion and cheating)
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Ambridge Institute's Course Progress Policy and Procedures.
- Standards of behaviour required are outlined in the Student Handbook [www.ambridge.edu.au](http://www.ambridge.edu.au)
- Where Ambridge Institute suspends or cancels a student's enrolment, before imposing a suspension or cancellation Ambridge Institute will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

#### **Student Initiated Cancellation of Studies**

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw before completing six months of their principle course and transfer to another provider will be processed as per the Institutes Course Transfer Policy and Procedure.

#### **Visa Advice**

- All students' who are either considering a course transfer, or have had their request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required.
- To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

#### **Complaints and Appeals**

- Where a student accesses the Complaints and Appeals process, the Institute will not notify the Department of Education via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, Department of Education will still be notified via PRISMS.
- When the Institute initiates the deferral, suspension or cancellation of enrolment, the student will be given 20 working days, from the day the notice is given, to make an internal appeal by following the Institute's Complaints and Appeals Policy and Procedure. Full details of the policies and procedures are available in the Student Handbook ([www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/))

### **23. PROVIDER DEFAULT AND PROTECTION OF STUDENT FEES**

Ambridge Institute reserves the right to defer or cancel a course, change start dates, curriculum or courses at any time.

In the unlikely event Ambridge Institute is unable to deliver your course in full, students will be offered a refund for the unused portion of pre-paid tuition fees.

The refund will be paid to you within 10 working days of the date on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course at no extra cost. The student has the right to choose whether they would prefer a refund or to accept a place in another course. If the student chooses the alternative course, they will be issued a new Letter of Offer and acceptance agreement which they are required to sign to confirm their placement in that course.

In cases of provider default the student may access the Australian Government's Tuition Protection Service (TPS). The service provides assistance to international students whose education provider is unable to provide a refund or place a student into an alternative course in accordance with the ESOS Act and National Code. Further information on the TPS can be found at [www.tps.gov.au](http://www.tps.gov.au).

#### **24. COMPLAINTS AND APPEALS**

Ambridge Institute is committed to resolving a student complaint or appeal promptly, equitably and in a professional manner that respects the privacy of all parties involved.

The internal complaints and appeals process, which is confidential and can be accessed free of charge, involves a discussion, a formal complaint and review, and an appeal. If required, the student will be given an opportunity to formally present their case and be assisted by a support person in a meeting.

If a student is experiencing any difficulties or dissatisfaction, they are encouraged, in the first instance to discuss their concerns with Ambridge Institute staff. If discussing these concerns is not deemed effective or appropriate by the student and he or she wishes to make a formal complaint, students must complete the *Complaints and Appeals Form*.

Assessment of the complaint or appeal will be made in accordance to Ambridge Institute's Complaints and Appeals Policy and Procedure.

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

When making a complaint or appeal, provide as much information as possible to enable Ambridge Institute to investigate and determine an appropriate solution.

The complaint or appeal will be acknowledged in writing within 5 business days.

The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated on the progress of the matter until such a time that the matter is resolved.

Ambridge Institute will maintain a student's enrolment throughout the internal appeals processes without notifying Department of Education via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Ambridge Institute maintains the student's enrolment as follows:

- if the appeal is against Ambridge Institute decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Ambridge Institute decision to report.
- if the appeal is against Ambridge Institute decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Ambridge Institute will notify Department of Education via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

If the student is not satisfied with Ambridge Institute's decision, the student can appeal externally through the Overseas Student Ombudsman [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

For further information on how to appeal a decision or make a complaint contact the Student Services Advisor or refer to the Complaints and Appeals Policy and Procedure at [www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/)

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.

#### **25. CHANGES TO AGREED SERVICES**

Where there are any changes to the agreed services that will affect the student, including any intention to relocate premises, a change of ownership, any changes to relevant third-party arrangements, or in the event Ambridge Institute closing down, the student will be advised in writing as soon as practicable and at least 20 working days prior to the change taking effect.

#### **26. SCHOOL AGED DEPENDENTS**

Should the student be accompanied by school age dependents, the student must ensure these dependents are enrolled and attending an appropriate school during the period the student is studying with Ambridge Institute. Full School fees may apply.

#### **27. STUDENT CODE OF CONDUCT**

Students are expected to follow all reasonable instructions of Ambridge Institute staff and adhere to the guidelines and policies and procedures [www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/) and the terms and conditions of enrolment. Students will be subject to possible suspension and/or expulsion at the absolute discretion of the Institute (subject to natural justice, and except as otherwise implied by law) for persistent and/or serious infringement of the Student Code of Conduct. Harassment, bullying, and victimisation will not be tolerated at Ambridge Institute. Discrimination on any grounds is not acceptable. Students who feel they are being harassed or are victims of any sort of racism should initially contact the Student Services Advisor.

#### **28. STUDENT PERSONAL BELONGINGS**

The student agrees to take care of their own personal items at all times and agrees not to hold Ambridge Institute responsible for any loss, accident or mishap. Ambridge Institute will not store or hold luggage or bags for students. Students will be responsible for making alternative arrangements for their personal items and bags when moving.

#### **29. INSTITUTE EXCURSIONS**

The student agrees to follow all lawful and reasonable instructions given by Ambridge Institute, its staff or its teachers while on Ambridge Institute premises or participating in excursions, field trips or extra-curricular activities. The student will not hold Ambridge Institute or its staff and teachers responsible for any accident, injury, mishap or loss that occurs on any excursion, field trip or extra-curricular activity. The student will not participate in any excursions, field trips or extra-curricular activity unless they have adequate insurance cover.

### 30. STUDENT AGREEMENT AND DECLARATION

In order to accept this Letter of Offer, you are required to sign the Acceptance Agreement and Declaration and return this full document to: [admissions@ambridge.edu.au](mailto:admissions@ambridge.edu.au).

### 31. ADMINISTRATION AND OTHER FEES THAT MAY APPLY DURING YOUR STUDIES

Fee Type	Amount (\$AUD)
Application fee (non-refundable)	\$200
Material fee	\$200 per course
Textbooks	Purchase fee
Change of Enrolment fee	\$100
Late Submission and Resubmission Fee	Students are permitted a total of 3 attempts to complete each task and achieve a 'Satisfactory' outcome. The third attempt is chargeable at \$250 per unit. If, after the third attempt, the student is still assessed as Not Yet Satisfactory for a task, they will need to re-enroll in the unit.
Repeating/Re-enrolling in individual units of competency	\$550 per unit
Recognition of Prior Learning Fees	
– Application Fee	\$200
– Fee per unit assessed through RPL	\$550
Certificate Replacement fee (plus postage costs)	\$80
Receipt/Invoice reprint fee	\$10
Late payment fee	\$100
Course Withdrawal	\$500
Replacement cost for lost or damaged resources	Replacement fee
Part Payment fee	\$100
Student ID Card Replacement fee	\$10
CoE reissue fee (changing course or duration or deferral)	Students are permitted to make one (1) change to their CoE without incurring additional fees. For subsequent changes a fee of \$50 applies per CoE.
Second and subsequent CoE Deposit (non-refundable)	\$400 per CoE
Fee set by external bodies/third party organisations	Additional costs/fees may be incurred for these referrals. Please consult with the external body for advice on fees and charges before making an appointment.

**PLEASE NOTE:** Ambridge Institute reserves the right to vary fees in line with CPI rises and other unforeseen changes to the costs of delivery. For the most up to date list of current fees, always refer to the Ambridge Institute website.

### 32. CANCELLATION AND REFUNDS

Requests for refunds must be made in writing by completing the *Request for Refund Form* and emailing it to [admissions@ambridge.edu.au](mailto:admissions@ambridge.edu.au).

Notices of cancellations are not effective until written notification has been received by Ambridge Institute (referred to as "the Institute"). Refund applications must be accompanied with supporting documents setting out the reasons for the request.

All approved refunds will be issued within 28 business days. Refunds are paid in Australian dollars to the original payment source i.e. directly to the student or the student's nominated agent. Bank charges will be deducted from the refund (if applicable).

Ambridge Institute will not authorise tuition fee transfers to any other institution or student. Where an agent has paid Ambridge Institute on behalf of the student, the applicable refund amount will be returned to the agent (unless otherwise nominated). It is the student's responsibility to collect the refunded amount from the agent.

Ambridge Institute's cancellation and refund policy clearly states the conditions under which the student may be entitled to a refund for any fees paid. It is important before the student accepts the offer, they understand the conditions and the entitlements under which a refund is applicable.

The Application Fee, Accommodation Placement Fee and/or Booking Fee are non-refundable.

Non payments of any debts to the Institute will be off set against the refund amount. Refunds are applicable in accordance with the table below. If you are not satisfied with the outcome you have a right to appeal the decision, by completing the *Complaints and Appeals Form* and submitting it to [admissions@ambridge.edu.au](mailto:admissions@ambridge.edu.au). Complaints and Appeals are not effective until notified in writing. For information on how to appeal a decision or make a complaint contact the Student Services Advisor or refer to the *Complaints and Appeals Policy and Procedure* at [www.ambridge.edu.au/policies-procedures/](http://www.ambridge.edu.au/policies-procedures/). The availability of the complaints and appeals process does not remove the right of the student to take further action under Australia's consumer protection laws.

Circumstances	Refund
Student's visa is refused (student default) before commencing their course.  Copy of original letter from the Australian Embassy/Consulate must be provided.	100% refund of total amount of all course fees (tuition and any non-tuition) received for the course less \$20% administration fee.  No refund of the Application Fee.
Student is refused a visa (student default) but has already commenced their course.	Non-tuition fees will not be refunded.  Tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
Student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement.	Fees paid will be refunded less a 20% administration fee.  No refund of the Application Fee.
Student withdraws from a course 0 – 28 days before the course commencement (except for the reasons set out in circumstances for full refunds).	50% of fees paid will be refunded.  No refund of the Application Fee.
The Institute cancels a course (provider default) before its commencement date or a course does not start on the starting date as outlined in the letter of offer or an offer of a place if withdrawn by the Institute and this is not due to incorrect or incomplete information provided by the student.	100% refund of total amount of all course fees (tuition and any non-tuition) paid.  No refund of the Application Fee.
The Institute cancels a course (provider default) after it has commenced.	Refund of the total unused portion of course fees paid.  The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.  No refund of the Application Fee.
Student has supplied incorrect or incomplete information, as a result RTO withdraws the offer prior to commencement.	Refund of all course fees paid less a 20% administration fee.
Student withdraws or defers their course after the course has started and have paid for unit that have not been commenced.	Refund is calculated on a per unit or cluster cost less administration fee of 20% (divided by the total number of units of clusters in the course).
Where the Institute terminates the student's enrolment because of a failure to comply with the Institute policies, misbehaviour or unsatisfactory course progress.	No refund
Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.	No refund
Where a student requests a course change after commencing their initial course.	No refund

**Please note:**

1. Ambridge Institute does not accept responsibility for any fees paid by the student to their Education Agent.
2. Refunds will only be paid to the nominated account specified in the *Refund Request Form*.
3. If a credit card was used for the initial payment, the refund will be returned to that credit account.
4. Students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to Department of Education via PRISMS under student default.

**HOMESTAY AND AIRPORT PICK-UP CANCELLATION AND REFUND POLICY**

Service Fee and Circumstances	Refund
Placement fee	No refund
Airport pick-up arrangement confirmed	No refund
Airport transfer service: at least 5 working days' notice provided for any change to flight details	If at least 5 working days in advance notice is not provided for change to flight details, full airport pick-up fee still applies.
Home Stay Accommodation. Cancellation after booking has been confirmed, conditions apply. Students are committed to stay in their accommodation for the first 4 weeks at least, unless extreme circumstances apply.	
Cancellation notice received less than 14 days before check-in date	2 weeks' cancellation fee applies (rent in lieu of notice).
Change to accommodation after you have commenced your stay	2 weeks' notice must be provided to the current accommodation provider. The student must repay the booking fee and pay a minimum of 4 weeks accommodation for the new provider.
Accommodation Provider cancels student accommodation due to students unsatisfactory behaviour.  Unacceptable behaviour might include, but is not limited to the following: violence, use or distribution of illegal drugs, anti-social behaviour, sexual abuse or harassment, or criminal activity.	No refund

**THIRD PARTY RESIDENTIAL ACCOMMODATION CANCELLATION AND REFUND POLICY**
**LINK2**

Service Fee and Circumstances	Refund
Booking fee	No refund
Cancellation in writing more than 28 days before check-in date	100% of accommodation fee refunded
Cancellation in writing 28 to 21 days before check-in date	2 week cancellation fee
14-20 days before check-in date	3 week cancellation fee
Less than 14 days before check-in date	4 week cancellation fee

**FALCON LODGE**

Service Fee and Circumstances	Refund
Booking fee	No refund
Cancellation in writing at least one week before check-in date	100% of accommodation fee refunded
Cancellation in writing at least 48 hours before check-in date	50% of accommodation fee refunded
Cancellation in writing within 48 hours of arrival	No refund

**OVERSEAS STUDENT HEALTH COVER (OSHC)**

OSHC is non-refundable once the student's course or package has commenced.