

## Student Behaviour Policy

- Each school has a code of conduct, welfare and accommodation policy that students must abide by while enrolled at their host school.
- It is important that students avoid activities that may endanger their safety, the safety of others or that could lead to criminal charges.
- When a student does not fulfil the requirements of the host school's policies and rules, and/or the student enters into activities that are unsafe, a student's enrolment may be suspended or cancelled for misbehaviour.

## Privacy Policy

- The enrolment form requests personal information about the applicant as well as the applicant's family members and other carers. The purpose of collecting this information is to allow DET, the relevant Victorian government school(s) and other contracted organisations to register the applicant and allocate staff and resources to ensure his/her educational and welfare needs are met.

Also, the information may be shared with other government departments and contracted organisations concerned with the administration of the International Student Program offered in Victorian government schools.

- Information about the privacy policy can be obtained from [www.education.vic.gov.au](http://www.education.vic.gov.au) or [www.study.vic.gov.au](http://www.study.vic.gov.au).

## Complaints Policy

- DET is committed to managing complaints and appeals impartially, promptly and confidentially.
- The formal investigation of a complaint will require that details of the complaint be lodged in writing.
- The handling of the complaint will commence within 10 working days of receipt of the complaint.
- There is no cost associated with lodging a complaint with DET.
- The identity of the complainant will be protected unless permission for disclosure is given.

### Complaints in relation to refunds

- Students or parents have 30 days to lodge a formal written complaint from the date of the remittance advice of their refund.

### Submission of complaints

- Any issues or complaints in relation to the International Student Program offered in Victorian government schools should be discussed with the International Education Division of DET.
- Formal complaints should be submitted in writing to:

Executive Director  
International Education Division  
Department of Education and Training  
GPO Box 4367  
Melbourne, Victoria 3001  
Australia

### Consideration of complaints

- The Executive Director, International Education Division, DET, will consider the formal complaint (internal review).
- After consideration of all of the available evidence, the Executive Director, International Education Division, DET, may

decide to find in the favour of or against the complaint.

- If a decision is made against the complaint, the complainant may lodge an external appeal, at no cost, to have the matter considered by an external decision maker (the Institute of Arbitrators and Mediators Australia at [vic.chapter@iama.org.au](mailto:vic.chapter@iama.org.au)).

**Please note:** This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.

## Refund Policy

### Refund Policy

- This refund policy will apply unless evidence of unforeseen and exceptional circumstances can be demonstrated. Please e-mail [international@edumail.vic.gov.au](mailto:international@edumail.vic.gov.au) for further information.
- A refund request **MUST** be received within six months of the student:
  - cancelling enrolment OR
  - being granted a new visa that does not attract tuition fees e.g., permanent residency.
- Refunds will not be granted after the six month period. An exception applies for cases where a visa has been refused (in these instances, applicants can apply at any stage following the visa refusal).
- In the case of visa refusals, DET will deduct 5 per cent of the total course fees received or \$500, whichever is the lesser amount. Course fees include tuition and non-tuition fees received by DET from the student.
- Failure to provide appropriate details or evidence in a refund request may result in the refund being delayed.
- Where the refund calculation results in a negative balance (and the student is owing money) no further action will be pursued.
- No refund will be paid until the student has withdrawn from the program and ceased study at a Victorian government school.
- Refunds are paid to the parent/s or to their authorised agents.
- Refunds are paid by either bank draft or electronic bank transfer.
- All refunds are to be paid in Australian dollars and the Department is not responsible for any foreign exchange losses.
- All Government sponsored students (scholarship grantees) will have their refund paid to their sponsor. In cases of students seeking a protection visa, no refund is payable where there is a reasonable belief that the students' families may suffer harm if their details are released to the sponsoring Government.
- DET will advise in writing the outcome of the refund request within 4 weeks of receiving the completed Refund Request Form and supporting evidentiary documents except for the

## Refund Policy (continued)

category marked\*\* which will be paid within 10 working days from receipt of the completed form.

- DET may, in its discretion, amend this refund policy at any time and without notice. If DET amends this refund policy, all refund applications made on or after the date of the amendment will be assessed under the amended policy. Parents and students should familiarise themselves with this refund policy at the time of making an application for a refund.
- The Refund Request Form can be found under Brochures and Forms at [www.study.vic.gov.au](http://www.study.vic.gov.au). The Refund Request Form sets out eligibility and how refunds are calculated.

### Refund of Overseas Student Health Cover (OSHC)

- DET cannot give authoritative advice on behalf of Medibank Private Australia. Please contact Medibank directly for all OSHC enquiries including membership and changes to membership.
- Once a student has commenced, any OSHC refund enquiry should be made to Medibank.
- Where a student withdraws their enrolment prior to the scheduled course commencement date, the OSHC component will be included in the refund calculation if it has not been disbursed to Medibank.

### What if I disagree with my refund?

#### Refund complaints procedure

- Enquiries regarding refund calculations can be made to Finance Team, IED by email to [isfinance@edumail.vic.gov.au](mailto:isfinance@edumail.vic.gov.au) or by calling +61 3 9637 2990.
- Students or parents have thirty days to lodge a formal complaint from the date they receive remittance advice of their refund. This complaint must be in writing addressed to the Executive Director, International Education Division, Department of Education and Training. The education agent who enrolled the student may do this on the student's behalf.
- The Executive Director will consider the formal complaint.
- After consideration of all available evidence, the Executive Director may decide to:
  - uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment; or
  - dismiss the complaint.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.

## Fee information

### Application Fee

- Applications must be accompanied by the payment of the application fee. Payment can be made either to the International Education Division or through a DET accredited education agent.

### Tuition Fees

- All fees are to be paid in Australian Dollars (\$AUD) for the total amount of the invoice.
- The payer is to meet all of their bank's transaction fees. The Department is not liable for any foreign exchange variation incurred when making a payment.
- Tuition fees can be paid to the Department of Education and Training by BPAY, Electronic Funds Transfer or credit card within Australia, and credit card or telegraphic transfer from overseas.
- Where a required payment is not made by the due date and the outstanding amount is referred to an external agency for collection, a collection fee not exceeding 15% of the outstanding amount will be payable in addition to the outstanding amount.
- Tuition fees and other charges are subject to change and may vary from year to year. Any increase in fees during the period of study will apply to new and continuing students and will be included in subsequent invoices.
- The DET is not responsible for any monies paid to an agent or other third party by the student or parent.

### Tuition fees do not include

- Books, uniforms, stationery items, school trips, camps, homestay accommodation, visa application or travel costs.
- Optional excursion/school activities that are not a part of the course of study or curriculum.
- Vocational Education and Training (VET) subjects provided by a third party, which may require additional fees for materials and equipment.
- Victorian Curriculum and Assessment Authority (VCAA) Enrolment fee. Students enrolled in any VCE subject units must pay an enrolment fee to the VCAA. Visit [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au) for more information.

## Terms and Conditions

- A Temporary Fee Paying Overseas Student can only study for a maximum of 12 weeks.
- Temporary students are not able to gain qualifications as a result of their study in a Victorian government school.

### Applying

- The application form will not be processed unless all relevant sections have been completed and all requested documentation is attached.
- The student's Parent/Legal Custodian\* **must** sign the application form where stated in the Parent's Declaration section.

\* A Legal Custodian in relation to a child refers to having the right to the daily care and control of the child and the right to make decisions for that child.

### Age Requirements

The minimum age for commencing school is five years old as at 30 April of the year of enrolment.

- The maximum age for enrolment at a Victorian government school at commencement of school is as follows:

Entering Year 9 The student must be less than 17 years of age

Entering Year 10 The student must be less than 18 years of age

Entering Year 11 The student must be less than 19 years of age

Entering Year 12 The student must be less than 20 years of age

### Responsibilities

The Department of Education and Training (DET):

- will keep all information in relation to applications strictly confidential and will not disclose information without consent, unless required by law. has the right to reject an application at any stage of the enrolment process can suspend or cancel the enrolment of a student for misbehaviour or non-payment of fees
- will advise the student and parents of non-compliance, or suspension or cancellation of a student's enrolment. Students and parents have 20 working days to appeal the decision.

DET only accepts responsibility for information provided to international students:

- in DET's own publications
- by DET employees
- DET-accredited education agents.

Further details in relation to terms and conditions, policies and procedures are outlined in this document. Please also refer to: [www.study.vic.gov.au](http://www.study.vic.gov.au)

### Parents must ensure that:

- their child has a valid passport and visa
- all applicable fees are fully paid for the duration of the student's enrolment
- DET is notified immediately upon cancellation or change to their child's visa status
- arrange their own accommodation as they are not eligible for a DET arranged homestay.

### Students must ensure that they:

- abide by their host school's code of conduct including the welfare and accommodation policy of their host school
- do not engage in any activity that may endanger their own safety or the safety of any other person.