

## Enrolment Letter for Domestic Students

Please email this completed form to [admissions@ihsi.com.au](mailto:admissions@ihsi.com.au) with the subject **Enrolment Domestic student**.

Applicant details			
Student name:		Date:	Passport Number/ID :
Date of Birth		Offer ID 434	Medicare number:
Student address			

Dear \*\*\*,

Congratulations! The International Health and Science Institute (also referred to as IHSI) is pleased to offer you a **conditional place** in the following program as a domestic student of IHSI. Your enrolment is outlined in detail below. It is important that you read your Enrolment letter carefully. This offer is subject to availability of places in the program. As places are limited, it is in your interest to accept the offer as soon as possible and return the signed 'Acceptance by Applicant section' attached to this Enrolment letter.

### Course information:

National Code	Qualification Name	Start Date – End Date	Total Duration (in weeks)
Details			
<b>Mode of Study</b>	Blended (online learning, face to face via Video conferencing and work on location for the Workplacement component)	<b>Prerequisites</b>	Bring own laptop to classes
<b>Work Placement</b>	You are required to undertake 300 hours of work placement and practical (in addition to the total number of weeks for the course duration) – this can be undertaken ONLY in Australia	<b>Orientation session (compulsory)</b>	

### Financial information:

Fee details	
Enrolment fee	
Course (Tuition) Fees	
Material Fees	
Scholarship	Approved by CEO/PEO <input type="checkbox"/>

### Payment schedule for the course

Course name	Amount per instalment	Due date
First instalment		Prior to Orientation and commencement
Second instalment		

**Note:** All amounts mentioned in this offer are in Australian Dollars.

### Conditions of enrolment:

The course has the English proficiency condition set at level 3 in the LLN test provided by the IHSI college as a condition of enrolment. Students who may need additional help will be advised to undertake non-accredited English course with IHSI. These courses will incur additional fees, dependent on the gap between the level of the student and the level of English required (usually 3 for Certificate qualifications).

This Enrolment Letter is valid until the commencement date stated above. Please contact IHSI if you wish to defer to the next intake date.

If you commence your studies on the above date, your tuition fees will be calculated in accordance with the IHSI fees that are current at the time of signing this Enrolment Letter and will be held at that rate for the duration of your studies in this course. If you change your enrolment from the



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Blacktown NSW 2148

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above course to another one, you will receive a separate Enrolment Letter clearly stating the new conditions, including but not limited to the payment of non-refundable fees. You will also be required to complete and sign another Enrolment Letter.

As per the IHSI fees and refund policy, late payment of fees attracts fines. Students are liable to pay AUD\$100 per week in fines until the due fees are paid. All tuition fees are payable as specified within this Enrolment Letter. For more detailed information on the payment of fees, please see information below.

Fees are to be paid in Australian dollars only by electronic transfer using your **Student ID number as the Bank description/reference**

<b>Bank</b>	Westpac
<b>Account Name</b>	International Health and Science Institute Pty Ltd
<b>BSB</b>	032135
<b>Account No</b>	693250

It is a requirement that the student identified within this Enrolment Letter signs the accompanying 'Acceptance by Applicant Section' concurrently with or prior to paying the course fees.

According to the requirements of the National Code 2018 Standard 3, the 'Acceptance of Offer' is the formalisation of enrolment and is also recognised as the student written agreement. This 'Acceptance by Applicant Section' must be signed solely by the student named in this Enrolment Letter.

**If you require further information or assistance, please do not hesitate to contact IHSI Admissions at [admissions@ihsi.com.au](mailto:admissions@ihsi.com.au) or call +61 2 8806 6777.**

We trust the information provided will enable you to plan your education journey at IHSI and we look forward to welcoming you soon.

Yours sincerely,

Monica Schlesinger  
CEO/PEO and Director IHSI

## Enrolment conditions

### 1. Student Contact Details

It is a requirement of IHSI that you advise us of your current contact details, including residential address, phone number email address.

If you change your contact details you are required to notify IHSI within 5 days of any change. The Application for Change of Details Form is available from Student Support, or alternatively you can update your details via the online student portal at any time.

### 2. Electronic Communication

IHSI communicates with all its students via the email address provided in their application and on their current contact details record in the Student Management System. It is an ongoing responsibility for students to check their email regularly as all important communication regarding course progress, attendance and applicable due fees will be sent to their email account. This information will also be available via the online student portal account and app.

### 3. Course Progression and Attendance

Regular attendance is recommended by IHSI to all students. Students must progress academically and submit their assignments on time.

If students do not achieve satisfactory course progress (more than 50%) they will have to attend a phone call counselling with the Student and Staff Counsellor. If the student fails to meet the progress subsequently, their enrollment may be terminated.

### 4. Payment of Fees

All payments of applicable fees are made to IHSI as defined within the payment schedule outlined in this Enrolment Letter, as a condition of enrolment.

Applicable Fees are to be paid in Australian dollars by electronic transfer or Bank card payment using **Student ID number as Bank message/reference**.

The bank details are given below:

<b>Bank</b>	Westpac
<b>Account Name</b>	International Health and Science Institute Pty Ltd
<b>BSB</b>	032135
<b>Account No</b>	693250

Tuition fees can also be paid online with a Bank card on the Students page of the IHSI website (<https://ihsi.com.au/make-a-payment/>). Students will not be issued a certificate or statement of attainment at the completion of the course while any applicable fees are still outstanding.

### 5. Refund policy

In the unlikely event of default by IHSI, IHSI must refund the student all unused course fees.

This written agreement, and the right to make complaints and seek appeals of decisions, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

#### Refund of student applicable fees may be given in the following circumstances:

- If a student withdraws more than 10 days before the Census Date he/she will receive the prepaid fees minus the lesser of 5% or \$500. A student can apply to the Student Services Officer and a refund will be made within 28 working days.
- If a student withdraws after the Census Date there will be no refund of fees, unless the student was affected by illness or compassionate circumstances. Proof of the circumstances must be provided.
- The Census Date for each course is on the 10th day after Intake date; the Intake date is published on our website.
- No refunds will be given after your studies have commenced.
- For a refund of tuition fees, you must give written request by filling a form in person. No email requests will be accepted.
- Any changes to management structure or name of institution or campus location, change of fee structures, change of mind, does not constitute a reason for refund. Any such requests will be refused.
- All approved refunds are made payable to and sent to student or to the account of the legally authorised and duly consented by the student in Australian dollars in order to maintain transparency in transaction(s).
- Anything in the above policy does not remove your right to take further action under Australia's Consumer Protection Laws or to pursue

other legal remedies, as necessary.

The process for the student or person who pays on behalf of the student to request a refund is to contact IHSI via email [info@ihsi.com.au](mailto:info@ihsi.com.au) or by phone +61-2-8806 6777.

Requests for refunds should be made in writing to Student Support with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 day of receipt of the claim.

Refunds will only be given to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or parents. This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

## **6. Deferment, Suspension and Cancellation of Enrolment**

IHSI may defer, temporarily suspend or cancel the enrolment of a current student for the following reasons:

- Compassionate or compelling reasons that are deemed out of the student's control (for example prolonged sickness wherein a medical certificate clearly deems student unfit to study for an extended period)
- Not respecting the Online and Internet policy, being disruptive or disrespectful to colleagues or staff may attract removal from the course with no refund of fees paid
- Lack of academic progression (student not downloading materials, not attending courses, not submitting assignments on time, etc).
- Not paying applicable fees

## **7. Complaints**

In the event of a dispute between an individual student and IHSI, a formal complaints policy and procedure is in place to facilitate a resolution to the matter. The IHSI Complaints policy outlines that:

- You are given the opportunity to present your case at no cost
- The complaints process must commence within 10 days of the formal lodgment of your complaint in writing with supporting evidence and that all reasonable measures are taken to finalise the process as soon as is practicable
- You will be supplied with a written statement of the outcome including details of the reasons for the outcome
- You have the right to appeal the outcome decision within 7 days of notification of the outcome
- You have to right to appeal an outcome decision via an external authority such as TEQSA

The Complaints policy does not circumscribe the student's right to pursue other legal remedies. The Complaints policy is published in the Online Student Handbook that can be downloaded from [www.ihsi.com.au/Students](http://www.ihsi.com.au/Students)

## **8. Publicity**

As a student of IHSI and through the signing of this Acceptance Agreement you agree that photographs, videos, artwork or other works, as well as recorded or written testimonials and details of your achievements may be used by IHSI, or by a third party agent of IHSI, for promotional purposes including in its printed and online marketing materials and on any social media network such as Facebook, Instagram without further consent or notification; and you give consent to IHSI storing, or transferring across international borders. You may at any time remove this agreement in writing and from time to time IHSI may request that you complete a Promotional Consent Form for specific marketing purposes.

## **9. Workplacement & Practical components arrangements**

The workplacement component is organized by IHSI; if the student wishes to organize their own workplacement, IHSI will discuss with the student and the workplacement provider to ascertain the suitability of workplacement provider for the course and performance elements.

## **10. Change of Services**

IHSI reserves its right to change particulars of the services that it offers such as course offerings, course structure and length, facilities, intake dates and dates of courses where circumstances that are beyond IHSI's control necessitate such changes to occur.

## **11. Privacy Statement**

Under the Data Provision Requirements 2012, International Health & Science Institute is required to collect personal information about you and to disclose that personal information to the government.

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by IHSI for statistical, administrative, regulatory and research purposes. IHSI may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies;

- Personal information that has been disclosed to government may be used for the following purposes: populating authenticated transcripts;
- facilitating statistics and research relating to education, including surveys and data analysis;
- pre-populating student enrolment forms;

You may receive a student survey which may be administered by a government department, agent or third-party contractor or other authorised agencies. Please note **you may opt out** of the survey at the time of being contacted.

The government will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth). IHSI respects and abides by the Privacy Act 1988.

IHSI will retain records of all written agreements as well as receipts of applicable payment made by students under this written agreement for a minimum of 2 years after the person ceases to be an accepted student.

To maintain its compliance with the TEQSA attendance requirements, IHSI will record the Virtual Classes and maintain such records. The recordings will be made available to the students for learning purpose.

## **12. Use of materials/Confidentiality**

IHSI students must not share their login details, passwords given by IHSI, emails or any correspondence and materials which are the property of IHSI with anybody. Breach of the materials confidentiality will lead to termination of enrolment with no right to a fee refund.

## **13. Plagiarism**

IHSI students must submit their own work and ensure they do not plagiarise. Failure to adhere to this condition may lead to IHSI academic staff asking the student to resubmit their work.

### Acceptance by Applicant Section

- I have read this Enrolment Letter and I confirm that I understand the following in relation to accepting this offer.
- I acknowledge that the Enrolment Letter also constitutes a written agreement between IHSI and myself
- I understand and accept that if I do not undertake my Workplacement Component, IHSI will not be able to award me the Qualification Certificate unless the Course has no Workplacement component.
- I acknowledge the language in which the courses are taught and the Virtual classes take place is English and I will not entertain conversations with other students in a different language while participating in these Virtual classes or discussions with tutors and lecturers.
- I must maintain satisfactory academic progress.
- In the case that I do not maintain satisfactory academic progress, IHSI may cancel my enrolment.
- I must pay the applicable tuition fees according to the tuition fee payment schedule outlined in this document. This is a condition of my ongoing enrolment. Failure to pay the applicable fees on time will result in cancellation of my enrolment.
- I fully understand the structure of the IHSI fees and the Refund policy and its conditions.
- In signing this Enrolment Letter, I permit IHSI to take pictures/videos of academic activities and use it for IHSI's promotional purposes. These pictures and videos or any such material created involving students remains the property of IHSI and IHSI does not owe any monetary benefits towards its students for any promotional material that has been created
- I must not plagiarise, collude or cheat in the development of submissions for assessment tasks. This is a condition of ongoing enrolment. I understand that if the IHSI Management determines that I have been involved in plagiarism, collusion or cheating in the development of the submission for an assessment task, penalties may apply which include the recording of an unsatisfactory outcome for the assessment task, suspension or cancellation of enrolment.
- I understand that AIHSI is obliged by law to keep confidential student records on file for administrative purposes only.
- I am aware and acknowledge the fact that IHSI is abiding by the principles of the Privacy Act in managing and handling my records.

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.

**I accept this Enrolment Letter and I agree to the terms and conditions of this agreement:**

Name	
Date of Birth	
Signature	
Date	

To accept this Enrolment Letter, please read this agreement carefully, sign it and return it with evidence of your applicable payment to via email it to [admissions@ihsi.com.au](mailto:admissions@ihsi.com.au).

These Terms and Conditions do not circumscribe the Student's right to pursue any other legal remedies.