



Written Agreement - «Given_Names» («Preferred_Name») «SURNAME»

This agreement is between:

Camberwell Anglican Girls' Grammar School ACN 004 166 349 – CRICOS 00141J - of 2 Torrington Street, Canterbury in Victoria, Australia (**CGGS**); and

Parents/guardians named in schedule 1.

Offer of enrolment

1. CGGS offers enrolment for the student named in schedule 2 on the terms and conditions of this agreement.
2. An outline of the course in which the student is to be enrolled and the prerequisites necessary to enter the course (if any) are set out in schedule 3.
3. 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.

Tuition and non-tuition fees

4. All tuition fees and non-tuition fees payable by the student for the course are set out in schedule 5. Tuition fees are the fees that are payable to CGGS that are directly related to the provision of the course that CGGS is providing, or is offering to provide, to the student.
5. CGGS will make a refund of tuition fees and non-tuition fees in the case of student default and CGGS default as set out in schedule 6.

Student obligations

6. The parents/guardians and the student are responsible for keeping a copy of this written agreement and receipts of any payments of tuition fees or non-tuition fees.
7. The student must, while in Australia and studying with CGGS, notify CGGS of her contact details including:
 - a. her current residential address, mobile number (if any) and email address (if any);
 - b. who to contact in emergency situations;
 - c. any changes to those details, within 7 days of the change.

Complaints and appeals processes

8. An outline of CGGS's internal and external complaints and appeals processes is contained in schedule 4.

Personal information

9. CGGS will collect personal information about the student and the parents/guardians in accordance with the *Privacy Act 1988* and its Privacy Policy as published on its website from time to time and to comply with its obligations under the *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
10. CGGS is also required by law under the *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* to collect and disclose information about the student during and after her enrolment.
11. Personal information about the student may be disclosed by CGGS, the Commonwealth Government (including the TPS) and relevant state agencies in accordance with the *Privacy Act 1988* to:
 - a. maintain up-to-date records of the contact details of the student and her parents/guardians;
 - b. provide information to the Commonwealth Government including for unsatisfactory course progress or attendance requirements or of any deferral, suspension or cancellation action of the student's enrolment, and if relevant to the Tuition Protection Service (TPS) in respect of any default of CGGS or the student;
 - c. ensure that the PRISMS database maintained by the relevant Government department contains relevant information about the student.

Acceptance

12. I/We accept the offer of enrolment for the student at CGGS on the terms and conditions set out in this agreement.
13. We agree:
 - a. to comply with and abide by any policies and procedures that CGGS may have or implement from time to time in relation to its students and parents/guardians, including those relating to student behaviour, child safety and for the deferment, suspension and cancellation of enrolment;
 - b. to comply with and abide by the CGGS Fees and Business Regulations as published from time to time and with the terms and conditions contained in the CGGS Letter of Offer;
 - c. to be jointly and severally liable for payment of all tuition fees, non-tuition fees and other charges arising out of the student's enrolment at CGGS;
 - d. CGGS has the right to exclude any student permanently or temporarily, at the sole discretion of the Principal, if to do so is in the interests of the student or for the good of the school;
 - e. it is a condition of the student's enrolment that she abides by all of her visa conditions and school policies for the duration of her enrolment (including those relating to maintaining satisfactory course progress, maintaining satisfactory attendance and maintaining school approved welfare and homestay arrangements);
 - f. to disclose to CGGS at all times any medical or health condition that may affect the student's studies or her welfare.

Signed by Parent/Guardian 1:

Date:

Signed by Parent/Guardian 2:

Date:

Schedule 1 – Parent details

Parent/Guardian 1:	
Full name	«Father_F_Name»
Address	«Address_Line_1» «Address_Line_2» «Address_Line_3» «TownSuburb» «State» «Post_Code» «Country»
Mobile telephone	«Mobile_Phone_1»
Email address	«Email_1»
Parent/Guardian 2:	
Full name	«Mother_M_Name»
Address	«Address_Line_1» «Address_Line_2» «Address_Line_3» «TownSuburb» «State» «Post_Code» «Country»
Mobile telephone	«Mobile_Phone_2»
Email address	«Email_2»

Schedule 2 – Student details

Student's full name	«Given_Names» («Preferred_Name») «SURNAME»
Date of birth	«Date_of_Birth»
Mobile telephone	«Mobile_Phone»
Email address	
Nationality	
Passport No.	
Passport expiry date	

Schedule 3 – Course details and Prerequisites

CRICOS Course	Secondary Level
CRICOS Course Code	005303M
Course duration	X Years
Year Level	«Entry_Year_Grp»
Term and Year of Entry	Term 1, «Entry_Year»
Expected start date	DD/MM/YYYY
End Date	DD/MM/YYYY
Length of study periods	Semester 1 – 20 weeks Semester 2 – 20 weeks
Location(s) at which course will be delivered	2 Torrington Street, Canterbury, Victoria
Offered modes of study	On campus – Full time
Prerequisites necessary to enter the course (including English language requirements)	<p>All International Students entering CGGS must possess an adequate command of English and sit the AEAS test.</p> <p>The AEAS is an independent test provider and the AEAS assessment includes English language proficiency, general ability and mathematical reasoning. The minimum AEAS standard accepted by CGGS is listed below:</p> <ul style="list-style-type: none"> • A composite achievement score: 61-70 and above(Y7-9) • 71-80 and above (Y10-12) • English assessments: Stanine 5 or above • Non-verbal Ability achievement: Stanine 5 or above • Mathematical reasoning Ability: Stanine 5 or above <p>Students are required to complete an ELICOS course at a CGGS recommended ELICOS Centre in Melbourne. The required course weeks are based on the AEAS test results.</p> <p>For entry to CGGS the student must achieve the minimum academic requirements of stanine 5 or above in both the Non-verbal General Ability and the Mathematical Reasoning Ability tests on the AEAS report. The completed Admissions Questionnaire, two most recent school reports including teachers comments and evidence of course progression will also be required to assess the minimum academic requirements for commencement. An interview with the relevant Head of School is also an entry requirement.</p> <p>Upon satisfactory completion of the AEAS, school based assessments and provision of the required documents, the International Student and her family will be invited to the school for an interview.</p>
Transferring from another Australian registered provider	If an overseas student is transferring from another Australian registered provider before completing 6 months of their principal course, the student must provide a release letter before making payment and being admitted into the course.

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Schedule 4 – Complaints and appeals

If a student has a complaint or grievance of any sort in relation to her schooling, she should follow the procedures as outlined in this schedule. Complaints are handled in a confidential manner between the parties concerned and those directly involved in the complaints handling process.

Informal Resolution

- A complaint is aimed to be resolved informally by contacting the International Student Coordinator in the first instance to attempt an informal resolution of the complaint
- If the complaint is not resolved informally, the CGGS's internal complaints handling procedure will be followed
- Complaints brought by a student against another student is handled under the CGGS Behaviour Management Policy for International Students.
- Complaints arising from the suspension or cancellation of a student's studies is handled under the CGGS Deferment, Suspension and Cancellation Policy for International Students.

Internal Complaints Resolution

- The complaint must be brought to the attention of the Principal
- The student should lodge the complaint in writing to the Principal outlining the nature and details of the complaint or appeal
- Complaints will be responded to within 10 working days
- There are no costs associated in lodging a complaint
- The Principal may call on other parties relevant to the complaint
- The student may be accompanied and assisted by a support person at all relevant meetings (eg. a friend, teacher, relative or guardian not involved in the grievance). Agents and lawyers are not acceptable support persons at this stage of the complaints handling process.
- CGGS will maintain a student's enrolment and accommodation or welfare arrangements while the internal complaints process is ongoing unless extenuating circumstances relating to the welfare of the student applies. The student continues to attend classes during this period of time. A written statement of the outcome including reasons for the decision will be given to the student and kept on the student file
- Once the principal has come to a decision, the appropriate course of action will be taken
- This process has a right of appeal

External Complaints Resolution

- If the student is dissatisfied with the result of the internal complaints procedure, she will be informed of the external complaints and appeals process available at no cost
- This process is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process and an external body
- Any external complaint or appeal must be lodged with the Overseas Student Ombudsman within 10 working days from the date of receiving an intention to report letter for breaches of course letter
- If the external complaints and appeals process results in a decision that supports the student, CGGS will immediately implement the decision

- Documentation is kept on the student file
- For the duration of the external appeals process, the student's enrolment will be maintained and attendance at all classes will remain as normal
- The availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws

The purpose of the external appeals process is to consider whether CGGS has followed its policies and procedures, rather than make a decision in place of CGGS.

Further Complaints and Appeals

- If an International Student is not satisfied with the outcome of the internal and corresponding external appeals process, they can access multiple external appeals. However, all further costs and efforts will be borne by the student.

Schedule 5 – Tuition fees and non-tuition fees

CGGS does not request more than 50% of the student's total tuition fees for the course before the student has begun the course.

Summary of payment requirements:

Tuition Fees

Study periods – Semester 1 (two terms 20 weeks); Semester 2 (two terms 20 weeks).

Acceptance of Offer (includes Instalment 1)	Non-refundable Enrolment Confirmation Fee AUD\$1,000.00 One semester's tuition fees in advance as invoiced. AUD\$X Please note – CGGS does not request more than 50% of total tuition fees prior to commencement. If permitted under the ESOS Act, the student may choose to pay more than 50 per cent of their tuition fees before their course commences
Instalment 2	Due and payable: 15 th February (Semester 1) or 15 th July (Semester 2)
Instalment 3 and subsequent instalments	One Semester in advance due and payable: 15 th February (Semester 1) or 15 th July (Semester 2)

Non-tuition fees (indicative cost of additional fees that may apply to the student)

Text books (annual costs)	Text books, reading materials, stationery	AUD\$750.00 + (depending on Year level)
School uniform	Blazer, dress/skirt, shirts, gym uniform, school bag, school shoes, socks, sport shoes	AUD\$1,250.00 (depending on how many items of each are purchased)
Bring Your Own Device (BYOD)	Students are required to bring their own portable device (BYOD). The BYOD can include (but is not limited to) any of the following technologies with wireless capabilities: laptop, ipad, tablet.	AUD\$2000 (approximately)
Extra private music lessons	Optional	Costs vary and parents will be notified of the cost should the student wish to take up private music lessons
International excursions	Optional	Costs vary and parents will be notified of the cost should the student wish to attend an international excursion

All fees are payable in accordance with the School's **International Fees & Business Regulations** as published from time to time and as invoiced.

Both parents are jointly and severally liable for payment of all fees and charges.

Fees estimate

Tuition fees for Year «**Entry_Year_Grp**» will be **AUD\$X** per annum and a semester's tuition fee of **AUD\$X** is to be paid in advance, together with the non-refundable Enrolment Confirmation Fee of **AUD \$1,000.00**.

The estimated total cost of fees for the course duration will be approximately **AUD\$X** calculated by aggregating the highest estimate per semester.

Please note that this amount is estimated as fees are reviewed and adjusted annually. Any additional fees will be included in a subsequent invoice. All fees are expressed and payable in Australian dollars.

Payment options

Payments may be made by BPAY, cheque, VISA or Mastercard or directly into the CGGS bank account through bank transfer.

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Schedule 6 – Refund of fees

Requests for refunds

In relation to refunds of tuition fees and non-tuition fees, amounts that may or may not be repaid by CGGS (including any tuition and non-tuition fees collected by an education agent on behalf of CGGS) are set out:

Reason for refund/fees payable	CGGS refund policy
The student is unable to obtain the relevant visa to undertake study in Australia	Tuition fees paid to CGGS will be refunded in full. Evidence of the cancellation or rejection of the visa application is required.
The student has been unable to satisfy any conditions imposed by CGGS for entry into the course offered by CGGS	Tuition fees paid to CGGS will be refunded in full. Evidence of the student being unable to satisfy the condition is required.
Written notice of withdrawal is received by CGGS at least 2 months prior to the date the student was to commence at CGGS	Tuition fees paid to CGGS will be refunded in full.
Written notice of withdrawal is not received by CGGS at least 2 months prior to the date the student was to commence at CGGS	No refund will be made of any tuition fees paid to CGGS.
The course offered by CGGS to the student starts on the agreed starting day but the student does not start the course on that day (and has not previously withdrawn)	No refund will be made of any tuition and non-tuition fees paid to CGGS.
CGGS refuses to provide, or continue to provide, the course to the student because the student (or anyone on her behalf) failed to pay an amount she was liable to pay to CGGS in order to undertake the course	No refund will be made of any tuition and non-tuition fees paid to CGGS.
CGGS refuses to provide, or continue to provide, the course to the student because the student breached a condition of her student visa	No refund will be made of any tuition and non-tuition fees paid to CGGS.
CGGS refuses to provide, or continue to provide, the course to the student because of misbehavior by the student.	No refund will be made of any tuition and non-tuition fees paid to CGGS.
After the student has commenced at CGGS, one full semester's notice in writing to the Principal is required in respect of the withdrawal of the student.	If such written notice is received by CGGS on or before the first day of the previous semester, any tuition fees and non-tuition fees paid to CGGS in respect of the next semester will be refunded in full. If such written notice is not received by CGGS on or before the first day of the previous semester, no refund will be made of any tuition and non-tuition fees paid to CGGS in respect of the next semester.

After the student has commenced at CGGS, one full semester's notice in writing to the Principal is required in respect of the transfer of the student.	<p>If such written notice is received by CGGS on or before the first day of the previous semester, any tuition fees and non-tuition fees paid to CGGS in respect of the next semester will be refunded in full.</p> <p>If such written notice is not received by CGGS on or before the first day of the previous semester, no refund will be made of any tuition and non-tuition fees paid to CGGS in respect of the next semester.</p> <p>Any request for transfer must comply with the Schools Transfer Policy</p>
Withdrawal of a student during a semester in respect of which a full semester's prior notice of withdrawal has not been given.	No refund of any tuition and non-tuition fees paid to CGGS for the semester in which the student is withdrawn will be made.
The student's enrolment with CGGS is cancelled because of compassionate grounds	No refund of any tuition and non-tuition fees paid to CGGS will be made. However, CGGS will require evidence of the compassionate grounds relied upon and may in its sole discretion provide a refund on the basis of the merits of each case.
Overseas Student Health Cover	A refund of the OSHC component (or a part of it) may be made in all circumstances where the student's enrolment is withdrawn providing CGGS is able to obtain a refund from the relevant Australian Health Cover Provider.
Enrolment Confirmation Fee	The Enrolment Confirmation Fee is non-refundable in all circumstances.
Any other reason not covered in this table	No refund of any tuition and non-tuition fees paid to CGGS will be made. However, CGGS may in its sole discretion provide a refund on the basis of the merits of each case.

A request for a refund of any tuition and non-tuition fees paid to CGGS in respect of the student should be made in writing by the Parents/guardians to the Principal (principal@cggs.vic.edu.au) with details of the reason for the request and any supporting documentation. CGGS may require further information or evidence from the parents/guardians before making a final decision in relation to the request.

All refunds are paid in Australian dollars and to the parents / guardians (not a third party).

What happens in the event of a course not being delivered by CGGS

In the unlikely event that CGGS fails to start to provide the course for the student at the CGGS location on the agreed starting day or the course ceases to be provided to the student after it starts but before it is completed, CGGS will notify the student and the parents/guardians in writing. In this unlikely event, CGGS will endeavor to arrange for the student to be offered a place in an alternative course, which the student may accept in writing. Alternatively, CGGS may pay the student's parents/guardians a refund of the amount of any unspent tuition fees received by CGGS in respect of the student (such amount to be calculated in accordance with CGGS's legal obligations). In the event that CGGS is unable to fulfil its obligations of providing an agreeable alternative course for the student or a refund, the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS). The TPS will assist these students to ensure that they are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of their unspent tuition fees.