



## Acceptance & Agreement

Choose you Qualification	CRICOS Code	Course Duration	Total Tuition Fees
<b>Business</b>			
<input type="checkbox"/> <b>BSB50215 Diploma Of Business</b>	<b>087202D</b>	51weeks	<b>\$11,000.00</b>
Tuition Fees include Material and Application Fees (\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> ) <input type="checkbox"/> Payment as per study periods* {\$2,625 (x4) + (\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> <b>BSB60215 Advanced Diploma Of Business</b>	<b>087485K</b>	52 weeks	<b>\$19,000.00</b>
Tuition Fees include Material and Application Fees (\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> ) <input type="checkbox"/> Payment as per study periods* {\$4625 x4) +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			

### Hospitality

<input type="checkbox"/> <b>SIT30816 Certificate III in Commercial Cookery</b>	<b>094137A</b>	52 weeks	<b>\$13,000.00</b>
Tuition Fees include Material and Application Fees (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> ) <input type="checkbox"/> Payment as per study periods* {\$3,000 (x4) + (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> <b>SIT40516 Certificate IV in Commercial Cookery</b>	<b>094138M</b>	80 Weeks	<b>\$18,000.00</b>
Tuition Fees include Material and Application Fees (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> ) <input type="checkbox"/> Payment as per study periods* {\$3,000 (x5)+ \$2000 + (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> <b>SIT50416 - Diploma of Hospitality Management</b>	<b>091031F</b>	75 weeks	<b>\$19,500.00</b>
Tuition Fees include Material and Application Fees (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> ) <input type="checkbox"/> Payment as per study periods* {\$3,084 (x5) + \$3080 + (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> <b>SIT60316 Advanced Diploma of Hospitality Management</b>	<b>091111F</b>	94 weeks	<b>\$21,500.00</b>
Tuition Fees include Material and Application Fees (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> ) <input type="checkbox"/> Payment as per study periods* {\$2,929 (x6) + \$2926 + (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> )			

\*Please note: Course duration include scheduled holiday periods.

Please note: Application and Material fees are non-refundable

### Entry Requirements

- Successful completion of Year 11 or the equivalent level of study
- Successful completion of Year 12 or the equivalent level of study (BSB60215) (SIT60316)
- Minimum English level of IELTS 5.5 or equivalent
- 18 years of age or above

### Course Duration

**Duration:** All enrolments have a maximum duration. It is expected that students complete their course within the expected duration as specified within the letter of offer. Students who do not complete all units within the maximum timeframe will receive a Statement of attainment listing the units they have completed at no additional cost. Students wishing to undertake units not completed in the course duration period will be required to pay the unit re-enrolment fee. Enrolment begins from the course commencement.



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## Payment Details

**Payment Options prior to commencement:**  In full  Half  Study period (qualification/s details)  Payment plan  
**Please note:** Study period refers to the number of terms within the delivery of a course. If you have chosen this option, payment is due at the commencement of the study period.

### Payment Method

- Bank Draft** Made payable to 'Sunshine College of Management Pty Ltd' in Australian dollars
- Credit Card** Visa or MasterCard (a surcharge of 1.07% will be applied for all credit card payments) An authorisation form is required to be completed
- Telegraphic Transfer** Paid in accordance with the following details:  
Account Name: Sunshine College of Management Pty Ltd  
Bank: Commonwealth Bank  
Branch: Sunshine, Melbourne  
BSB No: 063 172  
Account no: 1085 5635
- In Person** Sunshine College of Management Pty Ltd Office
- No obligation is on Sunshine College of Management Pty Ltd until an official receipt is issued.  
All fees and charges must be paid as per the payment option unless a "payment plan" is arranged with Administration.

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## Additional Fees and Charges

Re-Issue of Testamurs / Statements of attainment - \$50 each copy  
Reassessment Fee \$220.00 (after third attempt)  
RPL Fee \$250.00 per unit  
Re-Issue of Student Card \$20.00  
Late payment of fees - \$250.00 per instalment  
Course Cancellation \$200.00  
Change to CoE \$200. Not applicable where support has been provided to achieve learning outcomes.  
Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)

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## Refund Policy

The refund policy relates to the tuition fees paid including the circumstances in which the College is able or unable to refund all or part of the tuition fees paid, how to apply for a refund and how refunds are paid. In accordance with section 46D of the ESOS Act, in the event of a Provider default, the Provider must either:

- (a) arrange for the student to be offered a place in a course at the College's expense; or  
(b) pay a refund to the student of "unspent tuition fees",

### Definitions:

**Default day** refers to:

- the agreed starting day or
- the day on which the course ceases to be provided; or
- the day on which the student withdraws from the course or



- the day on which the College refuses to provide, or continue providing, the course to the student

**Tuition fees refers to**

- fees received, directly or indirectly, from an overseas student or intending overseas student and does not include material or application fees

**Procedure:**

You will receive a refund in the following circumstances (except where you have already withdrawn):

**1. Provider default**

College default event	Refund Entitlement	Refund arrangements
1.1 The course fails to start on the agreed starting date.	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, the College may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College
1.2 The course ceases to be provided by the College after it has started, but before it is completed by the student.	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, the College may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College
1.3 The course is not able to be provided to you in full because the College has had a sanction imposed by a government regulator	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day.
1.4 an offer of a place is withdrawn by THE COLLEGE and no incorrect or incomplete information has been provided by the student	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, the College may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College

**1.5 The Tuition Protection Service (TPS) for International Students**

In the unlikely event the College is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The following process must be followed in the event of provider default:

**Step 1 – Provider default occurs**

The College defaults if:

- the course did not start at the location on the agreed starting day
- the course ceased to be provided at the location at any time after it commenced but before its completion
- the college is prevented from providing a course at a location because a sanction has been imposed under part 6 of the ESOS Act 2000
- the course was not provided in full because a condition has been imposed on the registration of the College on CRICOS, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

**Step 2 - Notifying the Secretary, the TPS Director and students**



- Under section 46B of the ESOS Act, the College must notify the Secretary and the Tuition Protection Scheme (TPS) Director of the default within 3 business days of the default occurring. The College must also notify affected students. All notices of any such default must be in writing.

### Step 3 - Provider obligation period

- Under section 46D of the ESOS Act, the College has 14 days after the default day to satisfy its tuition protection obligations to affected students studying on a student visa.

### Step 4 - Notification of the outcome - discharge of obligations

- Under section 46F of the ESOS Act, the College has 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the ESOS Act.
- If the College does not meet its obligations affected students studying on a student visa may be assisted by the TPS Director.

### Refunds in other cases

Event	Refund Entitlement	Refund arrangements
a student cannot commence the course because of illness or a disability compassionate or compelling circumstances where there is death of a close family member of the student (parent, sibling, spouse or child)	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation
at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation
packaged offer for multiple course	Subject to student default listed below for the current/initial course. Subsequent courses unspent tuition fees will be refunded less a \$200 administration fee	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation

## 2. Student Default

An international student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);
- the student cancels their enrolment in a course (either before or after the agreed starting day);
- the College refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
  - the student failed to pay an amount they were liable to pay the College, directly or indirectly, in order to undertake the course;
  - the student breached a condition of his or her visa;
  - misconduct by the student (Refer to the Student Code of Conduct and the Student Discipline Policies).

**Note:** Student Default **does not include** student visa refusal.

Student default event	Refund Entitlement	Refund arrangements
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<p>2.1 The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn)</p>	<p>No Refund for the first study period in which your enrolment was cancelled</p> <p>A refund of unspent tuition fees for subsequent study periods (if applicable)</p>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund        Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.2 If a student has supplied incorrect, incomplete falsified or fraudulent information and as a result the College withdraws the offer or terminates your enrolment.</p>	<p><b><i>If the College withdraws your offer of a place before you have completed for your first study period</i></b></p> <p>A refund of all unspent tuition fees less a \$200 administration fee.</p> <p><b><i>If the College terminates your enrolment after you have completed your enrolment for your first study period.</i></b> You will not be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"> <li>• study periods previously undertaken prior to the study period in which your enrolment was terminated, or</li> <li>• the study period in which your enrolment was terminated</li> </ul>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund        Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.3 The College refuses to provide or continue to provide the course to you because you breached a condition of your visa.</p>	<p>You <b>will not</b> be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"> <li>• study periods previously undertaken prior to the study period in which you breached the condition of your visa, or</li> <li>• the study period in which you breached the condition of your visa</li> </ul>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund        Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.4 The College refuses to provide or continue to provide the course to you because you have been found to have engaged in misconduct in accordance with the student code of conduct and/or discipline policies and procedures and the College has terminated your enrolment</p>	<p>You <b>will not</b> be refunded any tuition fees already paid for:</p> <ul style="list-style-type: none"> <li>• study periods previously undertaken prior to the study period in which your enrolment was suspended or terminated, or</li> <li>• the study period in which your enrolment was suspended or terminated</li> </ul>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund        Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.5 Where the College terminates the student's enrolment, due to a failure to comply with College policies, or unsatisfactory course progress or attendance</p>	<p>No Refund</p>	
<p>2.6 If written notice of withdrawal is received more than 28 days prior to commencement date        2.7 and 2.8 are the same, if we have prior to commencement or less than 28 days no refund</p>	<p>A refund of all unspent tuition fees less a \$200 administration fee.</p>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund        Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>



2.7 If written notice of withdrawal is received 0- 28 days prior to commencement date except for the reasons set out in 1.4	A 50% refund of all unspent tuition fees less a \$200 administration fee.	You must apply for a refund as outlined under <i>How to apply</i> for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.8 Where a student has not met the conditions included in the letter of offer and written notice of withdrawal is received 0- 28 days prior to commencement date	No Refund	
2.9 If written notice of withdrawal is received after the commencement date	No Refund	
2.10 The College refuses to provide or continue to provide the course to you because you failed to pay an amount owing to the College in order to undertake the course.	A refund of all unspent tuition fees less a \$200 administration fee.	You must apply for a refund as outlined under <i>How to apply</i> for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing. You must pay/settle any other debts owing such as material fees. The College may deduct such payments from the amount refundable.
Visa default event	Refund entitlement	Refund arrangements
3.0 Where an on shore student is renewing their visa and the outcome is refused	No Refund	
3.1 Where a student is unable to obtain a student visa (off shore)	A refund of all unspent tuition fees less a \$200 administration fee.	The College will arrange for a refund of these fees to you or a person nominated by you in writing within 20 working days of your visa being refused
3.2 Where a student's visa is cancelled during enrolment	No Refund	

### 3. How to apply for a refund

Provider default	How to apply	Refund Payments
Defaults 1.1, 1.2, and 1.3	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Alternatively, the College may offer you a place in an alternative course at no additional cost of the originally offered course of study. Should you accept the place offered in another course you will be asked to sign a document to indicate that you have either	Paid within 14 days of the default day



	accepted the refund or place in another course offered by the College	
Student default	How to apply	Refund Payments
Defaults 2.1, 2.2, 2.6, 2.7, 2.10	You will need to complete and submit an application for refund along with supporting documentation (where applicable).	Paid within 4 weeks of receipt of your refund application.
Refusal of Student Visa	How to apply	Refund Payments
Defaults 3.1	You do not need to apply for a refund. The College will arrange for a refund of fees to you.	Paid within 20 working days of your visa being refused.

#### 4. Outcomes of refund decisions

- 4.1 The outcome of the refund assessment will be provided by written notice to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- 4.2 Refunds will be paid in Australian dollars to the person who made the original payment.
- 4.3 Where a student does not agree with the refund decision, he or she may access the College's Complaints and Appeals process.
- 4.4 This process does not circumscribe the student's rights to pursue other legal remedies.

**NOTE:** The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia's Consumer Protection Laws.

In all of the above cases, course commencement date is the date indicated on the student's most current and approved e-CoE. There will be no refund of any bank or courier charges

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## Privacy Statement & Student Declaration

### Privacy Notice

Under the Data Provision Requirements 2012, Sunshine College of Management Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Sunshine College of Management Pty Ltd for statistical, regulatory and research purposes. Sunshine College of Management Pty Ltd may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and





- Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered - the registering authority. Personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition pursuant to obligations under the ESOS Act and the National Code 2018

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000 and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

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## Student Agreement and Declaration

- I agree to follow Sunshine College of Management's policies and procedures, rules and regulations and any amendments SCM may make to these from time to time.
- I can view current policies and procedures online at [www.scm.vic.edu.au](http://www.scm.vic.edu.au)
- Agree to follow DIBP student visa requirements and give Sunshine College of Management Pty Ltd the right to check my visa status on the DIBP Electronic Verification Online System
- As an overseas student or intending overseas student, while in Australia and studying, I must notify SCM within 7 days of any changes to my contact details including:
  - my current residential address, mobile number (if any) and email address (if any)
  - who to contact in emergency situations
  - any changes to those details, within 7 days of the change being made
- Fees quoted by Sunshine College of Management Pty Ltd may increase by no more than 5% per annum, and that the fees quoted in the offer letter apply only to the current year of study.
- Quoted fees are an estimate only, based on standard full time loads and will vary depending on program and plan (i.e. the actual enrolled load). Tuition fees will increase if courses need to be repeated or additional electives that will exceed the minimum requirement need to be undertaken.
- I agree to pay all fees required on or by the due date as per the agreement - and penalties will apply if payment is not received by the due date.
- I am responsible for keeping a copy of the written agreement as supplied by the College and receipts of any payments made for tuition and non-tuition fees
- The Customer shall pay the Supplier for all costs incurred by the Supplier (including costs for which the Supplier may be contingently liable) in any attempt to collect any monies owed by the Customer to the Supplier under this Agreement including debt collection agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.
- Tuition fees do not include the Overseas Student Health Cover (OSHC), administrative services charges, books/equipment and/or other materials required to undertake the program or compulsory activities where relevant.
- I understand I can pay full fees if I wish to, but I am not required to pay more than 50 per cent up front
- I understand that the application and materials fee is non-refundable by Sunshine College of Management Pty Ltd.
- I understand that the material fee is payable upon commencement and is non-refundable
- I have read, understood and accept Sunshine College of Management Pty Ltd refund policy
- Refunds are in line with the refund policy/procedure stated in this enrolment acceptance & agreement.
- Sunshine College of Management charges additional fees as indicated in this agreement.
- I agree to pay Sunshine College of Management Pty Ltd other non-compulsory fees as required during the course
- I understand that I am required to maintain attendance and satisfactory course progress throughout my enrolment period. Enrolment and course duration begins from the course commencement. I understand that I must arrive to Australia (off shore) by the commencement date.
- I understand that if my academic progress falls below 50% in two consecutive terms Sunshine College of Management will cancel my COE
- I acknowledge that the withholding of, or provision of incorrect documentation relating to my application may result in cancellation of any offer or enrolment by Sunshine College of Management Pty Ltd.
- All enrolments have a maximum duration and I need to complete the course within the specified enrolment duration to avoid additional fees. If I do not complete all units within the maximum timeframe I will receive a Statement of attainment listing the units they have completed at no additional cost.
- I am entitled, to a formal Statement of Attainment on cancellation or successful unit completion at no additional cost.





- I will be required to satisfactorily complete all units of competency in the enrolled qualification to receive a Testamur
- I understand 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
- I understand that if I wish to apply for a Deferment, suspension or cancellation of my course, this may affect my student's visa. When an enrolment is deferred, suspended or cancelled, SCM will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status and that it is my responsibility to seek advice from Immigration on the potential impact on my visa.
- Sunshine College of Management Pty Ltd reserves the right to discontinue or alter any program, course/subject, fee, admission requirement, staffing or other arrangement without prior notice.
- I understand that I can access the College's internal and external appeals process as indicated in its Policy [www.scm.vic.edu.au](http://www.scm.vic.edu.au)
- Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered - the registering authority. Personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition pursuant to obligations under the ESOS Act and the National Code
- Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000 and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
- My personal details may be forwarded to the Overseas Student Health Cover (OSHC) provider.
- Students must apply directly to their OHSC Provider for possible refund of OSHC.
- I may access my own student records, subject to privacy legislation.
- The RPL information contained (if applicable) in the application letter will be re-confirmed at enrolment.
- I declare that I am not a permanent resident/citizen of Australia or a citizen of New Zealand.
- I have read, understood and agree to the study period and conditions outlined in this Course Offer and Agreement.
- I acknowledge that I have read and understood the description of the course, the mode of delivery, the teaching and assessment methods, facilities, classroom equipment and learning resources and have exercised my independent judgement in enrolling in the course.
- The College does not warrant that the enrolment in or completion of the Course by me will enable me to obtain any particular employment.
- I agree to the Terms and Conditions and Privacy Notice mentioned on my application form and the agreement.

Student Name: .....

Student Signature .....

Date .....

Staff Name: .....

Staff Signature .....

Date .....