

## YOUR LETTER OF OFFER EXPLAINED

Congratulations on being offered a place at Adelaide Institute of Higher Education (AIHE).

Your Letter of Offer is structured in a simple format and uses straightforward terminology to help you understand important information about your offer of admission and what to do next.

Along with your Letter of Offer, you will receive an Acceptance of Offer form that includes specific information, the student declaration, conditions of acceptance, and our refund policy. Your signed and submitted Acceptance of Offer form, Letter of Offer and this Letter of Offer Explained will constitute your written agreement with AIHE.

Please read on for an explanation of some of the key terms used in your Letter of Offer and the Acceptance of Offer form and information about how to accept your offer. If you are unsure of a term in your Letter of Offer and you cannot find it on the AIHE webpage, please ask your Agent or contact AIHE at [info@aihe.sa.edu.au](mailto:info@aihe.sa.edu.au) or [apply@aihe.sa.edu.au](mailto:apply@aihe.sa.edu.au) or on +61 8 8470 0156.

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## 1. Course details and conditions of offer

### Certified copies

A certified copy of a document is one that has been signed and stamped by a Justice of the Peace or other public notary, e.g. lawyer, policeman, solicitor or embassy official. The public notary must sight the original document before he or she can certify the copy.

### Credit awarded

If you have received credit, it will be noted on your Letter of Offer and/or you will be sent a Notification of Credit, emailed either to you personally or to your agent. To receive this credit, you must meet all requirements for admission to your degree including successful completion of all courses/subjects upon which this credit is based.

Please note that acceptance of advanced standing or credit transfer may reduce the duration of your studies.

### Course commencement date

The Monday of the week in which your course begins.

### Conditions of offer

A 'condition of offer' refers to either the documentation you must provide or further study you need to complete to be admitted into your AIHE course. You must meet all conditions of offer before you are accepted into your course.

### AIHE compulsory orientation day

Orientation is an important part of starting your degree at AIHE because it allows you to meet the staff and other students and you will be assisted to set up your network access. Once the semester starts you will be expected to know how to access materials on the network so please do not miss this opportunity to start on the right foot. Information about Orientation can be found at <http://aihe.sa.edu.au/future-students/important-dates-and-timetables>. This webpage provides important information all year round and is updated as we come closer to commencement of each teaching period. An email will be sent to you prior to the commencement of your course to remind you of the date of your orientation day.

## 2. Tuition fees and other fees and charges

Details of your commencement fees are contained in your Letter of Offer. Once a student accepts an offered place and pays the commencement fees, a binding contract is created between the student and AIHE. The person signing the acceptance form is liable for payment of all fees.

Beside Tuition Fees, students are liable for payment of administrative charges and incremental fees as outline in Schedule of Fees and Charges. All fees and charges in AIHE are based on the current legislation of Australian Government and the AIHE Fees and Refunds Policy and related Procedure that can be accessed at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>. AIHE reserves the right to amend the fees and charges in line with any changes the Australian Government may implement after its publication. Australian Government legislation and guidelines will prevail, should any inconsistencies arise between this document and the legislation and guidelines.

On enrolment, the balance of tuition and any other fees will be invoiced through your AIHE student email account. The invoice is to be paid before census date.

## Protection of Fees

AIHE will have a Tuition Protection Plan and a Statement of Tuition Assurance for international and domestic students that ensure all eligible students are protected if AIHE is unable to provide a course of study or ceases to operate; and meet the legislative requirements to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to AIHE's operations. For further details, refer to AIHE's Tuition Protection Plan and Statement of Tuition Assurance at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>.

## Payment of Refunds

Refunds can be made to students in some certain circumstances. Refunds will be assessed in accordance with AIHE Fees and Refund Policy that applies at the time a student submits a completed Refund Request Form to AIHE.

## 3. How to accept your Letter of Offer from AIHE

### STEP 1 Read all the information provided

Before you accept your offer be sure to read:

- each section of the Letter of Offer
- important information about the required learning environment and facilities, including the requirement of bring your own laptop for your study (in the Letter of Offer)
- AIHE policy information about ways in which your enrolment may be deferred, suspended or cancelled in the Fee and Refunds Policy, Admission Policy, Credit and RPL Policy, Student Code of Conduct and Student Misconduct Procedure at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>.
- information about academic progress, enrolment and graduation in the Academic Progress, Enrolment and Graduation Policy at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>.

If there is anything you do not fully understand, please contact your agent or AIHE at [apply@aihe.sa.edu.au](mailto:apply@aihe.sa.edu.au)

### STEP 2 Return evidence of meeting any conditions of offer

Please see Section 1 'Course details and conditions of offer' above.

### STEP 3 Accept your offer and pay applicable fees

Complete your Acceptance of Offer form and return it with all the required supporting documents to the AIHE office via email, in person, or post:

Directly: Level 5, 127 Rundle Mall, Adelaide SA 5000

By Post: Adelaide Institute of Higher Education, PO BOX 3332, Rundle Mall SA 5000

Via email: [apply@aihe.sa.edu.au](mailto:apply@aihe.sa.edu.au)

You will then pay the applicable fee online via credit card, by telegraphic transfer or directly at the AIHE office. Details for paying credit card or telegraphic transfer are provided in your Acceptance of Offer form.

## 4. What happens next

Once you have accepted your offer, you will be provided with information about the Orientation

Program. An 'Evidence of Enrolment Letter' can be issued upon request.

## 5. Protecting your privacy

Australia has strict privacy laws that mean there are very limited circumstances where AIHE can release personal or academic information about a student. Other than to confirm that individuals are, or have been, a student at AIHE, AIHE will not disclose your personal information to other students, to people outside of AIHE (other than in accordance with any legal or academic obligations) or to staff who have no need to access the information, unless students advise AIHE in writing, that they have given permission, with the following exceptions:

- If a student or staff member is alleged to have committed an offence, AIHE may be requested to assist the police or other authorised persons by providing personal information about that student or staff member for enforcement of the law.
- If a student transfers to another tertiary institution AIHE may release to that institution information about the academic progress at AIHE, although normally the student will have consented to this in their application to the new institution.
- Disclosure of personal information as necessary to prevent or lessen a serious and or imminent threat or as a duty of care when AIHE has been unable to contact a student for a period of ten (10) days. In this situation the disclosure of information will be approved by the General Manager.

Personal information may be disclosed where an individual has consented to the disclosure, and a common example is where students permit the release of information to their agent or parents.

In the event of circumstances requiring critical incident management, AIHE reserves the right to disclose limited personal information of an individual where it is considered necessary to meet or maintain its duty of care responsibilities to that individual. In rare circumstances information regarding an individual may be disclosed where:

- there is a serious and imminent threat to a person's life, health or safety
- there is a requirement under law, or authorised by law, or
- there is a requirement under an enforcement body.

AIHE will not disclose or externally publish personal information to third parties who are not related to AIHE, with a view to allowing them to direct market their products or services.

AIHE is required to collect and disclose information during a student's admission and enrolment to AIHE to meet obligations under a range of legislative requirements.

Common examples of the disclosure of a student's personal information can be found in AIHE Privacy Policy and Privacy Procedure at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>.

Information collected about an individual can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Director without the relevant individual's consent. The authority to collect this information is contained in the ESOS Act, ESOS Regulations 2001, the National Code 2018, the Higher Education Support Act 2003, Social Security (Administration) Act 1999 and Student Assistance Act 1973.

## 6. Complaints and appeals

Students will be provided with comprehensive, free and easily accessible information about how to

access internal and external complaints and appeals processes. AIHE's complaints handling and appeals process and policy can be found in the Student Grievances, Complaints and Appeals Policy and related Procedure at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>.

### **Internal complaints and appeals**

AIHE's internal complaints handling and appeals process includes a process for an international student to lodge a formal complaint or appeal if a matter cannot be resolved informally. The Student Complaint Form and Student Notice of Appeal Form can be found under 'Student Forms' at <http://aihe.sa.edu.au/pages/policy-and-procedure/student-forms>.

AIHE will respond to any complaint or appeal the student makes regarding his or her dealings with AIHE, AIHE's education agents or any related party AIHE has an arrangement with to deliver the student's course or related services.

AIHE will commence assessment of the complaint or appeal within 10 working days of it being made in accordance with AIHE's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable.

AIHE will ensure the student is given an opportunity to formally present his or her case at no cost and be accompanied and assisted by a support person at any relevant meetings. AIHE will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner.

AIHE will ensure the student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome. AIHE will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

### **External complaints and appeals**

Students not satisfied with the outcome of a formal complaint and appeal process at AIHE can lodge an external appeal with the Office of the Training Advocate South Australia (<http://www.trainingadvocate.sa.gov.au/Complaints/Overview>) or other relevant agency external to AIHE. Please note that the Office of the Training Advocate South Australia might only consider appeals if a student has attempted all the internal appeal processes in AIHE.

**Note:** The internal and external appeals processes do not affect the right of the student to take action under Australia's Consumer Protection laws.