

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 apply@aihe.sa.edu.au or info@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. As an international student, this may have an impact on your eligibility to apply for a Temporary Graduate Post-Study Work visa upon successful completion of your course of study.

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.

CRICOS Course Code

The CRICOS course code indicates that the course has been approved for international students by the Department of Education and Training.

AIHE compulsory orientation date

Orientation is an important part of starting your degree at AIHE and is compulsory for international students. Information can be found at <http://aihe.sa.edu.au/future-students/important-dates-and-timetables> 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 orientation date.

2. Tuition fees and other fees and charges

Details of your commencement fees are contained in your Letter of Offer. Please note that all fees are payable in Australian Dollars. 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 of Offer 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 AIHE's Schedule of Fees and Charges. All fees and charges in AIHE are based on current legislation of the Australian Government, and the AIHE Fees and Refunds Policy, and AIHE Fees and Refunds Procedure, accessible 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 accordance with its Policy and any changes Australian Government legislation. 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 by the first day of the semester.

Protection of fees

AIHE will have a Tuition Protection Plan for international students that ensures 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 at <http://aihe.sa.edu.au/pages/policy-and-procedure/policy-and-procedure-directory>.

Overseas Student Health Cover (OSHC)

International students are required by the Australian Government to take out Overseas Student Health Cover (OSHC) for the duration of their student visa. Australian Government regulations require that the OSHC is paid before the Confirmation of Enrolment (CoE) document is issued. This payment has been included in the Letter of Offer.

Cover is available for singles or for families. If your spouse or children are accompanying you, you must pay dual or multi cover. If you already have health cover with one of the registered health cover providers permitted by the Australian Government, you must provide proof of visa.

Students from Sweden and Norway are covered by their own country's insurance scheme and do not require OSHC. These students will be reimbursed for health care expenses once they return to their home country.

AIHE's preferred provider of OSHC for student visa holder is {Allianz Global Assistance}. AIHE will organise OSHC for the duration of your student visa. Payment will be charged by AIHE in your initial Total Deposit (as per your Letter of Offer). If you have alternative OSHC for the duration of your student visa, please provide evidence with your acceptance. Find out more about OSHC {Allianz Global Assistance} at <https://allianzassistancehealth.com.au/en/student-visa-oshc/>.

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. AIHE Acceptance of Offer – confirmation of visa application

If you are an international student, when accepting your offer, you will be asked to confirm where you will be applying for your visa – onshore in Australia or offshore. You will also be asked to indicate your date of arrival to Australia. Please make a selection when accepting your offer.

4. AIHE conditions of acceptance

Genuine Temporary Entrant and Genuine Student

You are a Genuine Temporary Entrant and Genuine Student if:

- your primary purpose for coming to Australia on a student visa is to study
- you have the required English proficiency
- you accept responsibility for obtaining your student visa and adhering to the conditions on your visa
- you have genuine access to sufficient funds to cover your tuition costs, OSHC, return airfares and living expenses for yourself and any dependents for the duration of your studies.

Please note: The Department of Home Affairs is responsible for immigration and customs border policy. Meeting the above criteria does not mean you will automatically be granted a student visa. The Department of Home Affairs may still refuse your visa application if they are not satisfied that you are a Genuine Student or if you do not meet other requirements such as those relating to your health, finances and character. More information about the student visa is available on the Australian Government's website [here](#).

To ensure your student visa application is processed, you must submit a complete application. Visa processing times may vary so please ensure that your visa application is submitted as soon as you receive your Confirmation of Enrolment.

5. The ESOS Act and National Code of Practice

The *Education Services for Overseas Students Act 2000* (ESOS Act) sets out the legal framework governing delivery of education to international students studying in Australia on a student visa. The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018) is a legislative instrument made under the ESOS Act and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

Information about your rights can be found in the Australian Government information for international students 'International education: ensuring quality and protecting students' that is included with your offer and on the Department of Education and Training website [here](#).

6. 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 to bring your own laptop for your study (in the Letter of Offer)
- about the cost of studying in Australia to ensure you have sufficient funds to cover your living and tuition expenses for the duration of your study
- important information about bringing your family (if applicable) from <https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children>.
- AIHE policy information about ways in which your enrolment may be deferred, suspended or cancelled, which is in the Fee and Refunds Policy, Admission Policy, Credit and RPL Policy, Student Code of Conduct and Student Misconduct Procedure, and International Students Policy, found 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 or info@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

If you applied through an agent, they will notify you of the steps you need to take to accept your Letter of Offer and pay applicable fees. If you applied directly to the AIHE Office, please complete your Acceptance of Offer form and return it with all the required supporting documents to the AIHE Office in person, by post or via email:

In person: 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

You will then pay the applicable fee including the GTE fee for a third-party assessment of genuine temporary entrance purpose. Once the GTE assessment result is available, the system will notify you of such result and you can pay the course fee deposit (as set out in the Acceptance of Offer form) online via credit card or by telegraphic transfer or directly at the AIHE Office. Details for paying credit card or telegraphic transfer are provided in Acceptance of Offer.

7. What happens next

Once you have accepted your offer, if you are an international student AIHE will issue you with a Confirmation of Enrolment (CoE) so you can apply for your student visa, and information about preparing to travel to Australia, airport pick up, accommodation, orientation and Australian culture.

8. 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.

9. 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

The Overseas Students Ombudsman provides support to future, current or former students, and will investigate complaints about problems that overseas students have with private education and training in Australia. Their service is free and they do not charge for making a complaint. A student can complain about AIHE if they believe that AIHE may not have followed the rules or treated them fairly. Visit their website at <http://www.oso.gov.au/> or phone 1300 362 072.

Students not satisfied with the outcome of a formal complaint and appeal process at AIHE can

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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.