

# CO1 Course Application Form

## TERMS AND CONDITIONS OF ENROLMENT



**SHAFSTON**  
SCHOOL OF BUSINESS



**The Mary  
McConnel School**

Version 1.0

Please read the following Terms and Conditions before signing the 'Student Acceptance of Offer' which will acknowledge that you (Student) understand and accept the:

### **General Terms and Conditions – All Fee for Service Students**

1. Shafston International Pty Ltd (trading as Shafston International College) undertakes to provide you (the student) with the assistance, information and resources reasonably required to complete your chosen course within the specified time, however, the onus remains with you to use the available assistance, information and resources to make satisfactory progress in your studies and complete by the specified time or apply for an extension prior to this time – See further information in the Suspension and Deferral or Extension of Study section below.
2. You are enrolling into the Nationally Recognised qualification selected on your qualification selected on this application. Courses requiring academic prerequisites may require you to provide proof that you hold that pre-requisite qualification or unit prior to enrolment.
3. You must meet the requirements of the course selected and abide by the rules and regulations of Shafston. If you fail to comply with any of the Shafston rules, or your behaviour is deemed unacceptable by Shafston, your enrolment may be cancelled. Information on Shafston, rules and regulations is contained in the Student Code of Conduct and Student Handbook located on the website [business.shafston.edu](http://business.shafston.edu)
4. You are responsible for your own books, equipment and personal items and hereby release, indemnify and hold harmless Shafston against all liability and claims for any loss or damage to such items, however caused except where liability is expressly imposed by law.
5. All learning related material supplied by the Shafston are copyright and remain the property of the Shafston. Unauthorised copying may constitute a breach of the Copyright Act 1968 (as amended).
6. You agree to advise Shafston of changes of personal information held by the College (in accordance with the Australian Privacy Principles) including: name, address and/or contact details changes during the period of enrolment with 7 days of occurrence.
7. Shafston maintains a Privacy and Personal Information Policy which can be viewed on the website [business.shafston.edu](http://business.shafston.edu) In addition to the provisions of this policy, you authorise Shafston to release administrative information concerning academic performance at Shafston to your employer (if undertaking a traineeship) to any person who may lawfully require that information, as well as parents/guardians. If you do not agree, you must advise Shafston in writing.
8. Students may apply to access information relating to their enrolment including course participation and progress at any time. Instructions on how to access that information is contained within the Shafston's Student access to records policy and procedure published on the website [business.shafston.edu](http://business.shafston.edu)
9. You acknowledge that you have read and understood the Student Complaints and Appeals Policy and Procedure Grievance Policy and Procedure outlined in this document, and associated documents published on the website [business.shafston.edu](http://business.shafston.edu)
10. You acknowledge that you have read, understood and agree to the terms of the Refund Policy outlined in this document, and published on the website [business.shafston.edu](http://business.shafston.edu)
11. The Student Agreement, and the availability of complaints and appeals process, does not remove your right to act under Australian consumer protection law.
12. Course cancellation will attract charges - please refer to Shafston Refund (Domestic Students) policy for further information.
13. All notifications of withdrawal from a course or requests for refunds must be made in writing directly to: [admissions@shafston.edu](mailto:admissions@shafston.edu)
14. Cancellation before the start date will attract a full refund minus the non-refundable administration fee.
15. Cancellations on or after the start date will not be granted refund of any monies paid in relation to that course unless Shafston Management deems that exceptional circumstances apply.
16. Refund requests must be submitted on the Shafston's Cancellation and Refund Form. Students seeking a refund due to exceptional circumstances must submit independent evidence to support their request.
17. Refunds approved based on exceptional circumstances are solely at the discretion of the Shafston. Refundable fees will be calculated on a pro rata basis of weeks enrolled or units of competency completed if greater.
18. Any refund will be paid to the person or entity that originally paid the course fees
19. If you notify us of your cancellation and formal withdrawal in writing before the course start date and on submission of the completed Shafston's Cancellation and Refund Form, your refund will be processed within four weeks of the receipt of the completed Cancellation and Refund Form or start date whichever is the later.
20. In the event that the Shafston does not commence your course on the agreed starting date or is unable to deliver your course or its mandatory replacement in full (provider default), you will be offered a refund of unused pre-paid fees (i.e. the tuition fees you have paid to date less the total cost for the tuition services provided to you before the default day). Alternatively, you may be offered enrolment in a suitable alternative course by the Shafston and have your pre-paid fees applied to that alternate course. The alternative course may have different fees to the original course. You (may choose whether you would prefer a refund of unused tuition fees, or to accept a place in another course. If you choose placement in another course, Shafston will ask you to sign a document to indicate that you accept the placement. Details of refund arrangements are found in the 'Cancellation and Refund Form' on the website [business.shafston.edu](http://business.shafston.edu)
21. I understand that if a new version of the National Qualification is endorsed by the relevant authorities and released, Shafston must manage the transition of its students to the new version in accordance with the Australian Skills Quality Authority's directions and that this circumstance does not constitute Provider Default.
22. I understand that in the event that acceptance of an offer is as a result of an Unsolicited Consumer Agreement, the applicant has a cooling-off period of 10 days, from the date of signing the Acceptance Agreement, to withdraw from the course at no financial penalty.
23. I understand that in the event that acceptance of an offer is as a result of a Solicited Consumer Agreement, the applicant has a cooling-off period of 5 days, from the date of signing the Acceptance Agreement, to withdraw from the course at no financial penalty.

### **Fees, Cancellations and Refunds – Fee for Service Courses: Important Information for Students**

12. Prior to enrolling, fees may be altered without notice. Once a student has completed the enrolment, fees will not be subject to change for the normal duration of the enrolled course.
13. Administration fees are charged for all enrolments and are non-refundable.
14. No refund will be given to students who are expelled for misbehaviour outlined in the Student Code of Conduct (Academic and General Misconduct Policies & Procedures; Code of Ethics; Code of Practice) or academic misconduct. The Student Handbook is available on the website [business.shafston.edu](http://business.shafston.edu)
15. Students are entitled, at no additional cost, to a formal Testamur and Statement of Results upon successful completion of all course requirements.
16. There is an Administration Fee of \$55 for the reissue of any Testamur / Qualifications and/or Statement of Results (Statement of Attainment) reissued or reprinted for courses currently delivered by the College (\$110 for courses no longer offered).
17. There is an Administration Fee of \$15 per document for the reissue of any Statements of Attainment or progressive Statement of Attainments before course completion or withdrawal.

Page 1 of 2

# C01 Course Application Form

## TERMS AND CONDITIONS OF ENROLMENT

Version 1.0



**SHAFSTON**  
SCHOOL OF BUSINESS



**The Mary  
McConnel School**

### **Complaints and Appeals**

31. You acknowledge that you have read and understood the Student Complaints and Appeals Policy and Procedure, Grievance Policy and Procedure outlined in this document, and associated documents published on the website [business.shafston.edu](http://business.shafston.edu)
32. Shafston encourages students to first seek to resolve grievances or appeals directly with the parties concerned.
33. Where the case is not resolved, students may request to appeal a decision made or make a complaint to Shafston by submitting a 'Complaint and Appeal Form' available on the website [business.shafston.edu](http://business.shafston.edu)
34. Shafston Management will investigate the grievance or appeal and a formal written response will be given.
35. Students will be notified of their right to a further appeal or an independent body for external review.

### **CONFIDENTIALITY**

Shafston is not permitted or authorised to give out your private addresses or the address of other students unless requested within the law. Your personal information will be made available by the provider (Shafston International College) to the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes. Shafston is not permitted to give out personal information or the contact addresses of staff members.

For further information please refer to Shafston handling of personal information published on the Shafston website.

### **DECLARATION**

I understand that by completing induction, etc the student completing induction, or upon commencement of study using their unique student portal login, I declare that the information supplied to Shafston is, to the best of complete, correct.

I understand that giving false or incomplete information may lead to the refusal of your application or cancellation of enrolment. You accept liability for payment of all fees as explained in the Shafston FFS Application for Enrolment and you agree to abide by Shafston Terms and Conditions of Enrolment. Payment of fees is considered acceptance of Shafston's Terms and Conditions.

AMICITIA ET DOCTRINA