St Ignatius School

Lift Up Your Hearts

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Corporation of the Trustees of the Roman
Catholic Archdiocese of Brisbane
Catholic Education St Ignatius School, Toowong.
CRICOS No 01347J

Overseas Student Enrolment Agreement

The Full Fee Paying International Student's information and Policy document has been issued and understood.

APPLICATION FOR

I ........................................................ agree to the conditions of enrolment contained in the Full Fee Paying International Student's Information and Policy document.

My child ........................................... will be the responsibility of

......................................................... during her/his time in Australia.

Signed: .......................................... Date: .........................

Print Name: ........................................

Relationship to student (please tick):-

☐ Mother  ☐ Father

The information provided by the student to the Provider may be made available to Commonwealth and State agencies and The Fund Manager.
St Ignatius School, Toowong REFUND POLICY

All applications for a full or part refund of course money should be made in writing to the Head of School by the person who has a signed agreement with the School. The Head of School should receive the refund application within 30 days of either the student's failure to start the course or withdrawal from the course.

Payment of any refund due will be made within 4 weeks of receiving the written application for refund. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the School, at the last known address.

If there are exceptional circumstances for a student's failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the Head of School. The Head of School may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

Unless there are approved exceptional circumstances, course money paid to the school will be refunded in the following manner:

1. In all cases, if there is a balance owing from OSHC, the school will make application to the OSHC fund on behalf of the student for the refund of any advance premiums paid.

2. If a student does not start a course on the agreed date:

   (i) If 4 weeks' notice of cancellation has been received:
       - Any transaction fees associated with transfer of funds will be deducted.
       - 100% of all other fees or payments will be refunded.
       - Application and Enrolment Fees (if applicable) will not be refunded.

   (ii) If less than 4 weeks' notice of cancellation has been received:
       - No Tuition Fees will be refunded.
       - 100% of all other fees or payments will be refunded.
       - Advance payment of uniform and textbook costs will be refunded.
       - Application and Enrolment Fees (if applicable) will not be refunded.

3. If a student withdraws from a course before the completion date:

   - No refund of the current Semester's Tuition Fees will be made.
   - Application and Enrolment Fees (if applicable) will not be refunded

4. If a student does not complete an enrolled course because of failure to comply with School conditions of enrolment or student visa conditions, Point 3, including the 10 weeks' notice provision above, applies.
5. All refunds will be paid directly, and only to the person with whom the School has a written Agreement, unless written advice to do otherwise is received from this person. The refund will be paid in Australian dollars. Fees and Charges will not be refunded through an agency.

6. If St Ignatius School is not able to provide a course for which the student has enrolled, provisions of the ESOS Act 2000 and the ESOS Regulations 2001 apply, and any refund owing will be made to the person with whom the School has a signed Agreement within two weeks, unless an arrangement to provide an alternative course is made under Part 3 Division 2, Section 31 of the ESOS Act 2000.

7. Under the National Code of Practice, Section C 43.3, a person holding a written Agreement with the School should be aware that the School's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

8. This Agreement does not remove the right to take further action under Australia's consumer protection laws.

9. It is an Enrolment Condition of the School that all School Policies, including the Refund Policy, be fully understood by the person signing an Agreement with the School, prior to signing the Agreement.

*St Ignatius School DISPUTE RESOLUTION POLICY*

In the event of a dispute or grievance, students should first try to solve problems through the School's internal dispute resolution processes. Students should follow this process:

1. The student should contact the appropriate staff member for an appointment to discuss the issue. Written notes of the discussion will be kept for the student’s record.

<table>
<thead>
<tr>
<th>For Academic/Subject concerns</th>
<th>For Personal Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom Teacher</td>
<td>Fiona Keatinge</td>
</tr>
<tr>
<td>(8:00 – 3:30)</td>
<td>Learning Support Teacher</td>
</tr>
<tr>
<td>Monday - Friday</td>
<td>(8:00 – 3:00 pm)</td>
</tr>
<tr>
<td></td>
<td>Monday - Friday</td>
</tr>
</tbody>
</table>

2. If there is no resolution, the student should make an appointment to discuss the issue with Denise Shaw, Assistant Principal. The student should take a written statement outlining any issues or concerns to this meeting. The Assistant Principal will refer to previous notes from the student’s record.

3. If there is still no resolution, the student should make an appointment to discuss the issue with the Head of School.

4. The student should discuss the problem with the Head of School. If there is a resolution, details will be noted on the student's record. If there is no resolution, the student will be made aware of other steps available to him/her, and his/her rights under legislation in the State of Queensland and the Commonwealth of Australia.
Students should also be aware:
1. He/She may nominate a support person to accompany him/her at any stage of the dispute resolution process.
2. Outside assistance may be requested if it is not possible to resolve the dispute internally, via the process above. In this case, the student may discuss further options with the Head of School, or approach the Dispute Resolution Branch, Department of Justice and Attorney-General, to look at possibilities for mediation. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Flr, Central Courts Building, 170 North Quay, QLD 4000.
Contact details are:
Tel: +617 3239 6269; Fax: +617 3239 6284.
Students outside Brisbane may use the Toll Free No: 1800 017 288.
At present there is no fee for use of this service, but this may change.
3. Nothing in the School’s Dispute Resolution Policy negates the right of any overseas student to take action under Australia’s consumer protection laws in the case of financial disputes.
4. Nothing in the School’s Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.
5. If all other attempts at resolution prove unsuccessful, the student may approach the Registering Authority, which has the power to cancel the school’s registration if a breach of registration provision is proved. Concerns about the conduct of the School should be addressed to The Senior Education Officer, Queensland Department of Education, Office of Non-State Education, PO Box 10533, City East, QLD 4002 Tel: +617 3237 1883; Fax: +617 3237 0004.