

(Conditional) Letter of Offer and Statement of Fees

Hub No:20129 (Approved)

Mr. William Fernando CAICEDO VERANO					
Hub Application No.	20129	DOB	14-01-1990	Nationality	Colombian
Mobile		Phone	3192402019	Email	williamfernandox@gmail.com
Date of Issue	11-11-2022	Passport	N/A	Agent	Migration and studies Colombia

Thank you for your application for admission to the TIMES ACADEMY (TA). We would like to take this opportunity to congratulate you on your decision to study with us. The details of your Offer are outlined below.

Course	Campus	CRICOS Code	Course Length	Study Period	Tuition Fee
General English	Sydney	0101311	13 week(s)	03-04-2023 - 02-07-2023	\$1,950.00
General English	Sydney	0101311	13 week(s)	31-07-2023 - 29-10-2023	\$1,950.00

*Students are required to be over 7 for EPSP course, over 12 for EHSP course and over 18 for all other courses by the commencement date of their first course.

Fees Details*	Amount in \$ AUD
COE Issue Fee	\$50.00
Enrolment Fee	\$200.00
Total Material Fee	\$260.00
Total Tuition Fee	\$3,900.00
Grand Total	\$4,410.00
Total First Payment	\$2,330.00

Please note:

This offer will expire within 4 weeks from the date of issue, except the condition below, in which case:

-This offer will expire immediately after the course deposit* due date if the deposit has not been received in full by TA

If you have received a Conditional Offer, you must provide documentary evidence of meeting the conditions of admission as outlined in this Offer.

*All fees are quoted in Australian Dollars. The course deposit is equal to the tuition fees for the first term and other fees (if applicable). Prices are subject to change without notice. Please see attached Terms and Conditions for more information regarding fees. Overseas students are also required to maintain Overseas Student Health Cover (OSHC) for the full length of their visa.

Installments	Due Date	Material	Tuition	Total in \$AUD
01	Immediately	\$130.00	\$1,950.00	\$2,330.00*
02	17-07-2023	\$130.00	\$1,950.00	\$2,080.00

* Please refer to page 1 for itemised fees for the total first instalment payable.

VET students- you must attend the ORIENTATION SESSION on Thursday before the start date. TA's Orientation invitation will be sent to your email prior to the Course commencement date. ELICOS students- you must attend the ORIENTATION SESSION on Monday at 9.00 am on the Course commencement date. All our classes and the orientation session will be delivered at Level 4, 338 Pitt Street Sydney NSW 2000, unless otherwise notified.

Please select one of the payment options below:

Please forward payment to the following:	
Account name:	Times Academy Pty Ltd
BSB:	062 006
Account number:	1238 8030
Bank:	Commonwealth Bank
SWIFT:	CTBAAU2S
Reference: Your name & Student Number	

International Electronic Funds Transfer (EFT)

You can make an online payment from your home country by **international Electronic Funds Transfer (EFT) using a third party, Flywire**. If you use this service you will need to accept Flywire's terms and conditions.

To make a payment using Flywire:

- You will need your Hub Application No.-this number is located on the Offer Letter.
- Go to times.flywire.com and start your payment.

For further information on how to use Flywire please visit [Flywire Help](#) (opens an external site).

To confirm your acceptance and secure a place in the course/s, please sign and return the Acceptance of Offer and Written Agreement attached and pay the course deposit in full as per the payment schedule. Please do not hesitate to contact the Marketing Manager if you require any further assistance.

Yours Sincerely,

Marketing Team

Diana Castro

Acceptance of Offer and Written Agreement

William Fernando CAICEDO VERANO		Date of Issue	11-11-2022		
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Please note:

To confirm and secure a place in the course's, please sign and return the Acceptance of Offer and Written Agreement with the First Instalment payment by the due date as your deposit.

Dear Student,

Please sign this agreement and return it together with your fees and the Confirmation of Enrolment (COE/s) will be issued for you to apply for your Student Visa. Please note that the (COE/s) will not be issued until this agreement is signed and TA has receipt of your fees being paid.

Conditions of Admission

For VET students-

- Be 18 years of age or over;
- Satisfactorily completed Australian year 12 (or equivalent) for Diploma and Advanced Diploma courses; satisfactorily completed Australian year 11 (or equivalent) for Certificate III and IV courses
- Language Proficiency Level; Upper Intermediate; IELTS score of at least 5.5 (or equivalent).
- 10365NAT Certificate IV in Spoken and Written English-Further Studies requires the satisfactory completion of Australian Year 11 (or equivalent) and a language proficiency level of IELTS 5.0 (Intermediate level or equivalent).
- Due to the mandatory work placement requirement, students wish to study Childcare courses will be required to undergo and satisfy Working with Children Checks. In addition, Individual/Ageing Support students also need National Police Check. This should be done during orientation so that approval is provided prior to the first work placement.

For ELICOS students-

- Be 7 years of age or over for EPSP course; Be 12 years of age or over for EHSP course; Be 18 years of age or over for all other course.

Accepting this Offer

To accept this Offer you are required to return this Acceptance of Offer and Written Agreement with the receipt of the deposit as stated above to: Times Academy, Level 4, 338 Pitt Street Sydney NSW 2000 or by scanning a copy and forwarding to offer@times.edu.au

Declaration

- I am aware of the extent of the tuition and living costs associated with studying in the course/s and I am prepared to meet these costs.
- I have read understood and agree to abide by the terms and conditions of this agreement. I have read and understood my responsibilities regarding health cover and visas.
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice.
- I understand that if I provide incorrect or incomplete information, this may result in cancellation of my enrolment. I recognise that it is my responsibility to provide all necessary documentation to support this application.
- I understand that I am obliged to notify Times Academy of any change of address while I am enrolled in the course.
- I understand that I am responsible for keeping a copy of the Written Agreement as supplied by Times Academy and receipts of any payment of tuition or non-tuition fees made to Times Academy.
- I understand that a legally appointed guardian recognized by DHA or a parent will be living with and caring for this student and that Times Academy will not issue a CAAW if the student is under 18 years of age at the time of course commencement unless appropriate welfare arrangements are in place.

Please sign to accept the terms & conditions of your enrolment.

Acceptance by Student or Student Parental Guardian (if the student is under 18)

Name: (PRINT): William Fernando Caicedo Verano

Signature:



Date:

Acceptance by Approved Agent: Migration and studies Colombia

Name: (PRINT): _____

Signature:

Date:

OR

Terms & Conditions

Course commencement

If a student fails to commence the course within 14 days of the nominated course start date, the Institute will notify the Department of Home Affairs via PRISMS. Any student who cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, the student must inform the Institute immediately.

Academic Progress

Students must maintain satisfactory academic progress at all times. All the courses are scheduled 20 hours per week (14 hours of face-to-face classroom based and 6 hours of online/workplace based delivery). Students are expected to attend classes regularly to maintain satisfactory course progress each term.

Attendance Monitoring

EPSP and EHSP students must attend 25 hours per week and all other ELICOS/VET students must attend 20 hours per week. All ELICOS/VET students must attend a minimum of 80% at all times during their enrolment periods. Students must also maintain satisfactory academic progress at all times. Please note that students will be required to maintain Academic Progress in consultation with the Academic Manager.

Overseas Student Health Cover (OSHC)

All International Students are required to pay Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover.

FEES

A non-refundable Enrolment/Application fee of \$200.00 (exclusive of Tuition fees, material fees and CoE issue fee) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of the course.

Students who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$200.00 per term or may be refused training and assessment services and any requests until such times as the fees are paid and up[1]to-date. Please note that students will be required to maintain academic progress in consultation with the Course Coordinator. Should fees remain overdue for more than one day after the due date TA will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS. For more information regarding fees and payments, please refer to <http://www.times.nsw.edu.au/pre-enrolment/fees-payments/>

FEE REFUND POLICY

The request for refund must be made in writing to the Principal Executive Officer by using the Refund Application Form.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, Times Academy will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by Times Academy, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Withdrawal request must be made in writing to our administration office by using the Deferment, Suspension or Cancellation of Enrolment Application Form.

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course commencement (except for fraud, forge or misleading documents)	Full refund less an administration fee of \$200
Withdrawal at least 28 days (prior to the initial course agreed start date)*	50% refund of tuition fees less an administration fee of \$200
<p>Withdrawal less than 28 days (prior to the initial course agreed start date)*</p> <p>Withdrawal after the initial course agreed start date*</p> <p>Visa or CoE cancelled due to student breach of their visa conditions or misbehaviour by the student</p> <p>Incorrect, fraudulent or misleading information or document submitted by the student or the authorised education agent</p> <p>Does not commence (i.e. does not arrive, or has not arranged with us for a later start because of health or compassionate reason)</p> <p>Visa extension is refused after course commencement</p> <p>Withdrawal from any continuing study, including any continuing CoE</p>	No refund
Compulsory Health Insurance (Student visa holders only) / Airport Pick-up / Homestay placement fee	Refer to the Terms and Conditions of Third Party Service Providers
<p>Note:</p> <ul style="list-style-type: none"> *Initial course agreed start date is the date of the first Confirmation of Enrolment (CoE) issued to the student, prior to any deferment, suspension or revisions Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s. For deferment, No refund will be applicable unless visa has not been granted. No refund will be given after an approved deferment or suspension. In the event where enrolment fee was waived at time of application, TA shall withhold an amount equivalent to TA's published enrolment fee from any refund made. 	

RTO Default

- Under the Tuition Protection Service (TPS) framework, if Times Academy is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- Times Academy defaults if the course they offer does not start on the agreed starting day.
- Times Academy defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If Times Academy defaults, TA will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- Times Academy will give the student a statement that explains how the refund amount has been worked out. Times Academy dispute resolution processes does not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.
- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Issuing of Certificates and Delivery

Times Academy is solely responsible for the delivery of all courses and for the issuance of their certifications. Times Academy is also solely responsible for compliance of both VET and ELICOS.

Complaints and Appeals Policy

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Chief/Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Chief/Principal Executive Officer.

If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information

Student Code of Conduct

All people associated with Times Academy have the same rights. Harassment, bullying and victimisation will not be tolerated at **Times Academy**. Discrimination on any grounds is unacceptable. Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Administration Manager. If the complaint is sufficiently serious, the Chief/Principal Executive Officer may establish a formal inquiry and/or refer to external authorities.

Change of Address and Contact Details

Upon arriving in Australia you are required to advise us of your residential and email address, telephone number and of any subsequent changes to these contact details. It is your responsibility to ensure that you always update your contact details at the Institute to ensure you receive important information about your course, fees receipts and any other important information at least every 6 months.

Packaged Courses

Note, this clause is only applicable to students on packaged courses. Confirmation of Enrolments (CoEs) for students on packaged courses may be issued with a shorter nominal duration, where the shorter CoE duration is conditional on students successfully completing their preceding course, therefore reducing the nominal duration of subsequent CoEs by Credit Transfer. In circumstances where students do not successfully complete their entire preceding course in a package of courses, or only successfully complete parts thereof, this will result in the revision of the shorter CoE to appropriately reflect the duration of enrolment required towards completion. Students are advised that any such revision may affect their Student Visa.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If personal information is not collected enabling us to enrol you in your chosen course/s, we will not be able to proceed with your application to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

Information is further collected here in order to meet our obligations under the ESOS Act and the National Code, to ensure student compliance with the conditions of their visa 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 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. Information collected about you on this form can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances information collected can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact the Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

For more information please refer to the Privacy Policy available at www.times.edu.au or contact info@times.edu.au