Terms & Conditions

For Student Visa Holders:

1. If you are coming to Australia on a student visa, we will send you a Confirmation of Enrolment (CoE). You will need to take this CoE to your nearest Australian Embassy or Consulate with your visa application form. Be sure to leave enough time for the Embassy or Consulate to issue your visa.

2. You cannot change provider during the course without a written letter of release from QAT.

3. For ELICOS program students, you are to maintain satisfactory attendance level (over 80%). For VET program students you are to maintain a satisfactory course progress (minimum 50%). Any breach of these conditions may result in you being reported to the Department of Immigration and Border Protection (DIBP). QAT has an Appeals & Complaints process, which you can access if QAT intends to report you to DIBP for any reason.

4. You should always inform QAT of any changes to your enrolment or start date at least a week prior in writing. Fill out a “Special Consideration Form” which is available from QAT’s website and email to enrol@qat.qld.edu.au. Please note, if you fail to attend the school on your course start date without contacting us in advance, QAT has 14 days to report the cancellation of your enrolment to DIBP. You are entitled to natural justice under ESOS Act subsection 4A(1)(a)(i).

5. You must attend orientation, since it is a legal requirement and falls within your CoE’s study plan. Failing to do so is reportable to DIBP. Your Orientation date and time will be emailed to you together with your Letter of Offer.

6. If you are enrolled at another provider on a student visa, you need to provide QAT with a release letter before we can issue your CoE.

7. You must provide QAT with proof of your English language proficiency level and advise if support is required for any literacy or numeracy issues before we can issue you with an unconditional CoE.

Courses, Fees and Timetables: From time to time, QAT may change its courses or course fees. Always be sure to check the very latest course enrolment information. You can do this by emailing us or by checking our web site.
**Conditions of Enrolment**

1. **The Student’s Rights as a Consumer:**
   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. Even if the student has discussed refunds with QAT, the student will always have the right to get legal help to solve any problems. QAT regards the transparent and clear communication of this policy to the students in a language which is understandable as being a high priority. As well as, on this form, refund procedures are outlined in the QAT grievance flow chart displayed in the Student Orientation Handbook and on notices in every classroom.

2. **Books and Equipment:** The student will return any books or equipment lent to them by QAT.

3. **Excursions:**
The student understands that weekly excursions and activities are a valuable part of their language learning experience. While most of these activities will be free, sometimes there may be a small ($2-$10) charge for some outside activities. The student agrees to pay these costs if they occur and of the student decides to participate.

4. **Medical Insurance:**
Overseas Student Health Cover (OSHC) is compulsory for student visas. If QAT is not arranging OSHC, student must provide proof of membership.

5. **Indemnity:**
When the student signs this form, the student understands that they release and indemnify QAT and all of its staff and agents from any responsibility for any loss, damage or injury to themselves or any of their property. Neither the student nor any of my executors or administrators will make any claims against QAT or its staff for any loss, damage, physical injury or death that occurs at the premises rented by QAT or on any transfer or recreational, sporting or educational excursion conducted or arranged by QAT.

6. **Communication of Personal Information:**
QAT will only use this information for the purposes of enrolling the student in their courses. Any information about the student which QAT has will be made available for them if they ask for it. However the student understands that this information may also be given to Australian State or Federal departments or agencies, such as DIBP, and to the Fund Manager of the ESOS Assurance Fund, if it is required by Australian law. At all times, QAT is bound to abide by the requirements of the Privacy Act (1988).

7. **Change of Address and contact details:**
The student understands that they must advise QAT within 48 hours of any change in their address or contact details during their course.

   *Penalty for change of enrolment*
   This is the cost of revising enrolment information such as the start date, Instalment Plan, course length, OSHC and Confirmation of Enrolment (Coe).
   No charge will be made for the first change. Any subsequent changes are subject to the $50 Administration Fee.