



MERCEDES COLLEGE



International Enrolment Procedure

1. Submission of Application for Enrolment

The Mercedes College Enrolment Form, Academic Transcripts and other appropriate documentation as listed is submitted.

2. Application

Applications are reviewed by the College; this can take an average of five (5) working days (please allow extra time during school holidays).

3. Acceptance

If accepted, a Letter of Acceptance, Guardianship letter if required and invoice will be mailed to the student or Education Agent.

If a student is not accepted, the school will contact the student or Education Agent and inform them of the decision.

4. Health Cover

It is a Student Visa 500 requirement that Full-fee paying International students are required to have Overseas Student Health Cover for the duration of their Student Visa. This will be purchased by the school and the fee will be indicated on the invoice.

5. Fees

Students are required to pay the fees to the College by the date indicated in the Letter of Acceptance and invoice.

When required for the Visa application, the student or Education Agent requests a Confirmation of Enrolment (COE) and Confirmation of Appropriate Accommodation and Welfare document (CAAW) from the Coordinator of International Enrolments. These documents will be required by the student when applying for the Student Visa 500.

6. Subject Selection

A Subject Selection form will be forwarded to the student or Education Agent, for the student to select their subjects. This form needs to be returned to the school as soon as possible.

7. Student Arrival Details and Pick Up Details

The student or Education Agent will inform the school of the granting of the Visa and the arrival details of the student.

At this stage, the student or Education Agent will be contacted by the Academic Adviser at Mercedes College and also the Coordinator of Welfare and Accommodation, to organise pre-arrival information.

The Coordinator of Welfare and Accommodation will continue to communicate with the student or Education Agent about Airport pickup requirements, Homestay allocation and other orientation information.

Cancellation of Student's Enrolment

If Mercedes College chooses to cancel a student's enrolment and the cancellation was not requested by the student, the school must inform the student of its intention. The school must also allow the student 20 working days in which to access the school's complaints and appeal process.

The school will then wait until the internal appeals process is completed before notifying the relevant Australian Government department of the cancellation of enrolment.



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Refund Policy

All requests for a refund of fees must be made in writing by the parent/Agent. The refund will be payable to the parent of the student, unless written notification is received from the parent indicating another person is to be paid.

The refund, if applicable, will be processed accordingly and paid within four (4) weeks after receiving a written claim.

Refunds will be made in Australian Dollars only, to a nominated Australian Bank account in the name of the student or parent.

Course fees are not transferable to other education providers.

If a student withdraws prior to commencement of the course, all prepaid fees, less 20%, and any unused Homestay Fees (if applicable) will be refunded. This will only occur if the College receives written notification of cancellation or withdrawal more than twenty eight (28) days before the commencement of the course and, if the withdrawal is for any reason other than the rejection of the Visa application.

If a student withdraws due to the rejection of their Visa, the student will receive a full refund of their fees paid, less the Enrolment Application Fee, if certified evidence from the Australian Immigration authorities is provided within fourteen (14) days of the student receiving notice of a Visa application rejection.

If a student withdraws after commencing at Mercedes College, 1 semester's notice in writing is required from either the Agent or the parent prior to a student withdrawing from Mercedes College. Failure by the Agent or parent to provide notice in writing will incur a payment to the College of 1 semester's Tuition Fees excluding Resource and Examination Fees

If a student's Visa status changes, for example the student becomes a permanent resident or citizen of Australia and is no longer in the country on a 571 Student Visa, then they will not be refunded the fees paid for the current year, Enrolment Application Fee, Airport Pick Up Fee (if applicable), Homestay Placement Fee (if applicable) and Guardianship Fee. The student will continue to pay full overseas student fees for the duration of that semester.

If a student is required to leave the College due to a break in their Visa conditions, including unsatisfactory attendance or unsatisfactory progress in the course or a breach of College rules, there will not be a refund of any tuition or Administration Fees paid. Any unused Homestay Fees will be refunded.

Any default by Mercedes College will be covered by the provisions of the Education Services for Overseas Students Act (ESOS) 2000 and the ESOS Regulations.

These include:

- If for any reason Mercedes College is unable to offer a course, a refund of fees paid will be made within fourteen (14) days of notification of course cancellation.
- If for any reason Mercedes College is unable to continue offering a course after commencement, a full refund of fees paid will be made within fourteen (14) days of notification of course cancellation.

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.