

Australian Institute of Language

Enrolment Terms and Conditions (International students)

PRIVACY

Australian Institute of Language (AIL) respects students' right to privacy and complies with the Privacy Act 1988 (Cth).

Information provided by students or their legal guardians may be shared with Commonwealth and State agencies, including the Department of Home Affairs (DoHA) and the Tuition Protection Service (TPS), as required under the ESOS Act 2000 and the National Code 2018.

AIL is required to report certain changes to enrolment or any visa condition breaches relating to attendance or academic performance.

Personal information will otherwise not be disclosed without consent, except where authorised or required by law.

ENROLMENT PROCEDURE

- Complete the Application Form and email it with a copy of your passport, visa (if applicable), and supporting documents to admin@ail.edu.au.
- If your application is accepted, AIL will issue a Letter of Offer (including *Course Acceptance Agreement* and *Payment Information*).
- To confirm your enrolment, sign and return the Letter of Offer and make payment as instructed.
- Once your upfront course fees payment is received, AIL will issue a Confirmation of Enrolment (CoE) (and CAAW, if applicable).
- The CoE must be used when applying for your Student Visa.

Fees collected before commencement

- AIL collects and manages tuition and non-tuition fees in accordance with the ESOS Act 2000, the Education Services for Overseas Students (Calculation of Refund) Specification 2024, and the Tuition Protection Service (TPS) requirements.
- For courses of 25 weeks or less, AIL may require full course fees to be paid before the course commences.
- For courses of more than 25 weeks, AIL will not require students to pay more than 50% of total tuition fees before commencement, unless the student or sponsor chooses to pay more voluntarily. The payment plan will be outlined in the Letter of Offer.
- Further details are available in the Student Handbook.
- Students are encouraged to check visa information on the [Department of Home Affairs \(DoHA\)](https://www.doha.gov.au) website.

VISA REQUIREMENTS AND STUDENT OBLIGATIONS

- Student visa holders must:
 - Maintain full-time enrolment, with a minimum of 20 hours of scheduled study per week as required under the ESOS National Code 2018.
(*Note: AIL's HSP and PSP courses are scheduled for 25 hours per week, and students are expected to attend all scheduled classes.*)
 - ELICOS (including HSP/PSP) students must maintain at least 80% attendance and satisfactory course progress.
 - VET students must maintain satisfactory academic progress as defined by the Standards for RTOs 2025 and National Code 2018 (Standard 8).
 - Provide AIL with current contact and residential details and update these within 7 days of any change.
 - Maintain Overseas Student Health Cover (OSHC) for the entire enrolment period.
- Students under 18 years of age must have approved welfare and accommodation arrangements before a CoE/CAAW can be issued.
- Failure to comply with visa conditions may result in reporting to DoHA and possible visa cancellation.

STUDENT CODE OF CONDUCT

Students must:

- Treat all students and staff with courtesy and respect.
- Follow all lawful and reasonable directions from AIL staff.
- Take personal responsibility for their behaviour, safety, and belongings.
- Not engage in criminal activity or provide false/misleading information.
- Avoid damaging AIL property or equipment.
- Pay tuition and other fees by the due date.
- Read and respond to communications sent by AIL.
- Observe AIL's English Only Policy on campus.

Failure to comply may result in suspension, dismissal, or reporting to authorities.

ATTENDANCE AND COURSE PROGRESS

- ELICOS (including HSP/PSP) students must maintain at least 80% attendance and satisfactory course progress.
- VET students must demonstrate satisfactory academic progress as per AIL's academic monitoring policy.
- Students at risk of not meeting attendance or progress requirements will receive warning letters and may be placed on an intervention plan.
- Continued unsatisfactory progress or attendance (for ELICOS) may result in reporting to DoHA.

DEFERRAL / SUSPENSION / CANCELLATION OF ENROLMENT

Deferral or Suspension (Student Request)

Students may request to defer or temporarily suspend their enrolment due to compassionate or compelling circumstances, including:

- Serious illness or injury (supported by medical evidence);
- Bereavement of an immediate family member;
- Major political upheaval, natural disaster, or critical incident;
- Involvement in a significant personal event (e.g. accident or family emergency); or
- Implementation of an academic intervention plan for unsatisfactory course progress.

Requests must be submitted in writing with supporting evidence. Approval is at the discretion of AIL.

Cancellation (AIL Decision)

AIL may cancel a student's enrolment in cases of:

- Completion or transfer to another provider;
- Non-payment of tuition fees or repeated late payment;
- Misconduct or breach of Student Agreement;
- Unsatisfactory attendance or course progress (per National Code Standard 8);
- Failure to hold a valid student visa; or
- Inability to continue course delivery.

Before cancellation, AIL will issue written notice and allow the student the opportunity to access the complaints and appeals process.

Extended Medical Leave

AIL recognises that students may experience illness or injury supported by medical certificates. However, repeated or extended medical leave beyond eight (8) consecutive weeks may not be considered a continuing *compassionate or compelling circumstance* unless supported by detailed medical evidence indicating an expected recovery date and fitness to study.

Where a student's cumulative medical absence exceeds this period and they are unable to resume studies, AIL may cancel the student's CoE on the grounds of "student ceased studies – unable to continue due to illness" and advise the student to reapply when fit to study.

This process will be managed in accordance with AIL's *Deferral, Suspension or Cancellation of Enrolment Policy* and reported to DoHA through PRISMS as required.

COMPLAINTS AND APPEALS

- Students may lodge a formal complaint or appeal in writing using the form available at reception or on the AIL website.
- Enrolment will be maintained throughout the process.
- If unresolved, students may contact the Overseas Students Ombudsman (www.ombudsman.gov.au).
- This policy complies with National Code 2018 – Standard 10 and Australian Consumer Law.

FEES, CHARGES AND REFUND

Please refer to AIL's *Fees, Charges and Refund Policy*, available on <https://www.ail.edu.au>, for full details on refund terms and conditions.

AIL's *Fees, Charges and Refund Policy* complies with the ESOS Act 2000, the National Code 2018, and the Education Services for Overseas Students (Calculation of Refund) Specification 2024.

The refund conditions outlined in the Letter of Offer will apply to all enrolments.

MARKETING AND MEDIA CONSENT

By enrolling, students consent to AIL using photos, videos, or testimonials for promotional purposes unless they opt out in writing.

RPL AND CREDIT TRANSFER (VET ONLY)

VET students may apply for Recognition of Prior Learning (RPL) or Credit Transfer during enrolment, in line with Standards for RTOs 2025, Clauses 1.8–1.12.

Approved RPL or Credit Transfer may reduce the course duration and result in a revised CoE being issued.