

MAGILL COLLEGE SYDNEY ELICOS PRE-ENROLMENT INFORMATION PACK 2025 (Brochure)

It is important that all students read the entire contents of the ELICOS Pre-enrolment Information Pack 2025 (Brochure) which aims to enable students to make informed decisions about studying at Magill College Sydney. Should you have any queries or concerns in regard to any component of this ELICOS Pre-enrolment Information Pack 2025 (Brochure), please ensure that you contact the College and/or address these issues prior to your enrolment.

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

 (+612) 8061 6980
 info@magill.edu.au
 www.magill.edu.au

 George Street Campus (Head Office):
Level 4, 695-699 George Street,
HAYMARKET NSW 2000

 Sussex Street Campus:
Level 4, 388-390 Sussex Street,
SYDNEY NSW 2000

Welcome to Magill College Sydney

“Deciding to empower your life with professional skills greatly affects the world you live in.”

Magill College Sydney would like to invite you to study at our warm and welcoming College located in the heart of Sydney.

It is our aim to provide excellence in all aspects of English language studies and Vocational Education and Training (VET) and to be a positive force behind our students in the fulfilment of their study and career goals.

Our highly qualified and experienced trainers/assessors, administration staff and our excellent computer and classroom facilities ensure that at Magill College Sydney, students are learning according to current industry standards and in a technologically advanced learning environment.

Magill College is a Registered Training Organisation (RTO) and adheres to administrative, staffing, facility, marketing, financial, quality assurance, delivery and assessment standards that are regulated by the national regulator for Australia's vocational education and training sector, the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure that nationally approved quality standards are met. ASQA is the national regulating body that regularly audits RTOs and in instances when there are major changes, such as relocation, added campuses and variations to the scope of registration.

Magill College Sydney is located at **Level 4, 695-699 George Street, HAYMARKET NSW 2000** (Head Office) and **Level 4, 388 Sussex Street, SYDNEY NSW 2000**. The College is surrounded by some of Sydney's best known restaurants, cafes, takeaway shops, refreshment and entertainment venues. Students are immersed in the friendly, multicultural and cosmopolitan environment of Sydney's Central Business District (CBD).

The Sydney CBD is known for its large shopping complexes, sporting arenas, Darling Harbour, and its easy access to all parts of Sydney. It is a multicultural area with many different nationalities and gourmet choices in a friendly and relaxed atmosphere. Public transport by trains and buses makes all Sydney metropolitan and country areas extremely accessible.

We would like you to enjoy your time in Sydney and especially at Magill College Sydney. Education can often be a once in a lifetime experience. We are here to assist you in benefiting from your experience of studying at Magill College Sydney and to enjoy the many other benefits that Sydney has to offer.

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GENERAL COURSE INFORMATION

General requirements for acceptance into Magill College's courses:	<p>Students are not required to fulfill any requirements to enter the General English course. All students will be given a comprehensive Placement Test before commencing their first class in the General English course to ensure they are placed in the appropriate English class level. The Placement Test assesses all four macro key skills: reading, writing, speaking and listening.</p> <p>Magill College Sydney does not accept any students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age at the time of course commencement.</p>
Student Orientation	<p>Orientation Day is an opportunity for the College to fully inform new students of most aspects of life at the College, and to provide an introduction to studying, Sydney's costs of living, transportation, facilities, banking and accommodation, and to understand culturally appropriate and respectful behaviour. In addition College staff will be introduced, a tour of the College will take place and an opportunity to ask questions will be given.</p> <p>The following areas are covered during Orientation:</p> <ul style="list-style-type: none"> • Students are welcomed by the key representatives of the College, who introduces the College's mission, values and commitment to student success. • Students are introduced to key staff members, including the Administration, Academic, Student Services Finance and IT Support. The roles of Teachers, Student Services, Administration, Media and Events, Finance and IT Departments are explained so students know where to go for assistance. • A guided tour of the College is provided, including classrooms, student breakout areas, resource areas, emergency exits and evacuation assembly points. • Students are shown how to use the Student Portal to check their class timetables, submit assessments, view important announcements and contact teachers or College staff through Microsoft Teams. They are also advised to download the Microsoft Teams app on their mobile device for ease of access to communication and support. • Students are informed about the procedure for reassessment processes and whom to contact for assistance and support. • Students are provided with information about their course progression requirements and attendance requirements. • The College explains how to access academic and personal support services and highlights how to contact Student Services for help at any time. • Students are reminded of the importance of maintaining satisfactory attendance and course progress to meet student visa conditions. • Information is provided about how to update personal contact details within five (5) working days of the change with the Student Services Team and how these are reported to the Department of Home Affairs when required. • Students are advised on staying safe in Sydney, seeking help for emergencies, and accessing services such as police, ambulance, and hospitals. • Students are reminded of the importance of using their Overseas Student Health Cover (OSHC) and are provided with details about local medical clinics, hospitals and accessing mental health support if required. • The College explains its critical incident policy, outlining how students will be supported in the event of an emergency or serious incident. • Students are provided with an overview of key College policies, including the complaints and appeals process, refund policy, critical incident management, deferral and suspension of enrolment. • Students are informed about the requirements for maintaining satisfactory attendance and academic course progress, including how attendance is monitored and calculated and the point in which a warning letter is issued.

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	<ul style="list-style-type: none"> Information about academic intervention strategies is provided for students who may be at risk of not meeting course progress requirements. Students are introduced to social activities, competitions and College-organised events designed to help them meet peers and become part of the Magill College Sydney community. Students are explained about the range of forms to manage their enrolment and requests. Students wishing to request a holiday are informed that they must complete the Holiday Request Form and submit it to Student Services for approval prior to the intended leave period. Supporting evidence, such as medical certificates, travel documents, or other relevant documentation, may be required to support the request. Students are provided with a range of counselling services to support their personal and academic wellbeing throughout their studies. These services are confidential, free of charge and designed to help students manage any challenges they may face. Students can obtain their student ID card by attending orientation day, having their photograph taken immediately after the presentation and collecting the card within fourteen (14) days following orientation. A dedicated Question and Answer session is held to give students the opportunity to clarify any information, ask questions or raise personal concerns privately after the session. The College outlines its expectations for academic integrity, highlighting the requirement for all work to be the student's own and warning against plagiarism, inappropriate use of artificial intelligence (AI) and other forms of academic misconduct. Examples of student misconduct are discussed, with an overview of the disciplinary process and the importance of maintaining respectful and responsible behaviour at all times. Students are informed that, when absent due to illness, they must submit an authentic medical certificate issued by a registered medical practitioner to have their absence considered for approval or academic consideration.
Change of Address	<p>Upon arriving in Australia students are required to advise the College of their residential address, including <u>phone/mobile numbers, contact email address, emergency contact details</u> and any subsequent <u>changes to these details</u> using the Student Contact Details form that is available at the College Reception.</p> <p>Students are strongly advised to update their address, contact details or gender to the Department of Home Affairs as soon as practicable of the change. This can be done in the contact details page in their ImmiAccount on the 'Update us' tab or by completing Form 929 – Change of address and/or passport form to the Department of Home Affairs and email it to 929@homeaffairs.gov.au.</p> <p>The update of student contact details is very important. The College may send out warning notices to the student, which is aimed at helping to prevent breaches of student visa conditions. It is the student's responsibility and it is in the student's own interests that they always update their address details with the College to ensure that important information about the course, tuition fees and possible breaches of the student visa are received.</p>
Privacy Statement	<p>Under the Data Provision Requirements 2020, Magill College Sydney is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).</p> <p>Students personal information (including the personal information contained on the enrolment form), may be used or disclosed by Magill College Sydney for statistical, administrative, regulatory and research purposes. Magill College Sydney may disclose your personal information for these purposes to:</p> <ul style="list-style-type: none"> Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

	<p>Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:</p> <ul style="list-style-type: none"> • populating authenticated transcripts; • facilitating statistics and research relating to education, including surveys and data linkage; • pre-populating RTO student enrolment forms; • understanding how the market operates, for policy, and workforce planning and consumer information, including program administration, regulation, monitoring and evaluation. <p>Students may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.</p> <p>NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).</p>
College Facilities	<p>The College has general-purpose classrooms, wireless internet access, student facilities for study and internet/computer access designated Student Computer Rooms. In addition, there are dedicated student facilities, including areas for individual and group study, access to printing, scanning services and breakout area spaces. The College also provides common areas where students can relax between classes, including kitchen facilities with seating areas for meals or studying. The College also provides noticeboards and digital displays to keep students informed about important updates, events, and support services. Reception staff are available to assist students with general enquiries, access to forms, academic support referrals and information about wellbeing or external services.</p>
Resource Requirements	<p>Student will require access to digital learning resources, access to video and audio recording, submit and complete assessment and participate in a range of communication and collaboration tools. As such, students can bring their personal laptop, tablet or device to access a broad range of course related application. Students will have access to on-site computers, free Wi-Fi and facilities to support their learning and assessment activities. The minimum IT requirements include:</p> <ul style="list-style-type: none"> - Computer Hardware: Access to a desktop or laptop computer with headphones or in-built microphone with speakers. Students are advised to bring their charger or battery pack. - Operating Systems: For PC users, Windows 7 and above. For Mac users: OSX 10.8 and above. - Internet: A reliable, high speed broadband internet connection, with sufficient upload and download. - Web Browser: The recommended web browsers for accessing the Student Portal are Firefox and Edge. - Computer Software: Office software to create documents, spreadsheets and presentation. Students will have access to the online version of the Microsoft 365 during their studies.
Photographing, Filming and Recording	<p>Any video or photograph taken by students or visitors on Magill College Sydney premises is strictly prohibited unless explicit written consent is obtained from the General Manager. Magill College Sydney staff are prohibited from taking photos or videos during class sessions unless otherwise approved by the General Manager. Magill College Sydney staff are exempt from this policy when taking photos or videos for official media purposes, events or promotional content. If any photo or video taken on Magill College Sydney campus is uploaded online or distributed without prior written permission, Magill College Sydney reserves the right to investigate the circumstance. The College may require the unauthorised content to be removed or relinquished, as deemed necessary by the General Manager or designated authority.</p>
Assessment Methods	<p>Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. This course is delivered in a classroom environment with formative and summative assessments. Formative assessment opportunities are provided every fortnight and students receive feedback from teachers on performance. Summative assessment is conducted in the form of mid-course test and end of course test.</p>

Course Delivery	A number of approaches to course delivery are used by our College teachers Course delivery approaches may include: teacher led classroom delivery; workshops; tutorials and supervised study. During class time, students will be expected to participate by, for example, answering questions, giving opinions, partaking in individual and groups tasks, making presentations, and interview-based activities.
Modes of Study	A mandatory full-time study load is normally a face-to-face teaching with a minimum of 20 hours per week (classroom-based learning).
Attendance Requirement and Monitoring	<p>20 hours per week – General English. Australian law requires international students to attend a full-time study load, which is defined as 20 scheduled contact hours per week. All overseas students are required to comply with condition 8202 of their student visa. Please contact Magill College for allocated days and times.</p> <p>Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs. Students must maintain a minimum of 80% attendance for the length of their CoE, and not be absent without approval for more than 5 consecutive days.</p> <p>The First Attendance Warning Letter and Second Attendance Warning Letter will be provided to the student by e-mail to the student's registered contact details. An overseas student will receive their First Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 90%. Moreover, an overseas student will receive their Second Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 85%. Upon issuance of the Attendance Warning Letter, the student will be required to contact the Administration Officer to:</p> <ol style="list-style-type: none"> have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager); have an opportunity to explain their current situation; be informed of their overall attendance; be informed of their current attendance; be informed of the consequences of not meeting the attendance requirements; and be informed of the consequences and implications of not meeting their visa requirements. <p>The Notice of Intention to Report Letter will be provided to an overseas student by e-mail and delivered by post to the student's registered contact details when the student's current and overall attendance falls below 80%.</p> <p>If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against the College's decision. If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to https://www.ombudsman.gov.au/about/how-we-can-help-you or calling 1300 362 072. In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p> <ol style="list-style-type: none"> If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process. <p>If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College's initial determination, the College Principal</p>

	will notify the Secretary of the Department of Education (DoE) via PRISMS that the student has not achieved satisfactory attendance as soon as practicable.
Satisfactory Course Progress	<p>Student visa holders must be enrolled in a full-time course of study or training and achieve satisfactory course progress as determined by their education provider. All overseas students are required to comply with condition 8202 of their student visa.</p> <p>Students are assessed during the study period. Every effort is made by our teachers to assist students during the study period by providing them with continuous feedback throughout the study period.</p> <p>An overseas student who does not achieve 50% in a macro skill assessment result in any of the formative or summative assessment, and the current overall score is less than 60%, will be considered at risk of failing to meet satisfactory course progress requirement. They will receive their First Unsatisfactory Course Progress Letter and be required to participate in the Academic Intervention Strategy (AIS). The teacher will closely monitor the results of formative and summative assessments and inform the Administration Manager if progress is not being made according to the AIS. An overseas student who does not achieve 50% in a macro skill assessment result in their consecutive formative or summative assessment, and the current overall score continues to be less than 60%, will receive the Second Unsatisfactory Course Progress Letter.</p> <p>The First Unsatisfactory Course Progress Letter and Second Unsatisfactory Course Progress Letter will be provided to the student by e-mail to the student's registered contact details. Upon issuance of the Unsatisfactory Course Progress, the student will be required to contact the Administration Officer to:</p> <ol style="list-style-type: none"> have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager); have an opportunity to explain their current situation; complete or modify the Academic Intervention Strategy Form; be informed of their current course progress and requirement; be informed of the consequences of not meeting the course progress requirements; and be informed of the consequences and implications of not meeting their visa requirements. <p>The Notice of Intention to Report Letter will be provided to an overseas student by e-mail and delivered by post to the student's registered contact details when the student has failed to meet the course progress requirements (i.e. overall academic score of 60%, with no individual overall score of less than 50% for each macro skill assessment result) in the same level twice or more.</p> <p>If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against the College's decision. If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to https://www.ombudsman.gov.au/about/how-we-can-help-you or calling 1300 362 072. In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p> <ol style="list-style-type: none"> If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process. <p>If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College's initial determination, the College Principal</p>

	will notify the Secretary of the Department of Education (DoE) via PRISMS that the student has not achieved satisfactory Course Progress as soon as practicable.
Grounds on which the student enrolment may be deferred, suspended or cancelled	<p>Magill College Sydney will only Defer or Suspend a student enrolment on the grounds of compassionate or compelling circumstances and may cancel a student's enrolment on the basis of, but not limited to:</p> <ul style="list-style-type: none"> • Misbehaviour by the student (which includes, but is not limited to): <ul style="list-style-type: none"> - Breaching the Student Code of Conduct and its by-laws; - Behaviour that is unlawful, discriminatory, abusive, sexually harassing, bullying and intimidatory or threatening; - Refusing to produce identification when asked lawfully to do so by a College staff; - Unauthorised access to or use of any College property, systems or facilities such as photocopier and scanning machines, servers, Magill College Student Portal, intranet, Magill College Sydney e-mails, Microsoft Office suite (including Word, Excel, PowerPoint and Teams), computers and associated peripherals (including cables, wires and accessories); - Failing to comply with reasonable direction of College staff acting in performance of their duties; - Theft or damage of property; - Possessing, transferring, selling or carrying any form of weapon on campus (including knives, firearms or explosives) or any other objects that could potentially cause harm or danger. This prohibition applies regardless of whether any federal or states licenses has been issued to the possessor; - Unauthorised possession or consumption of alcohol on campus; - Not following reasonable instructions and work practices to maintain the health and safety of themselves and others, including pandemic rules and regulations; - Consuming or carrying any drugs, smoking or vaping campus; or - Influencing another person to commit an act of misbehaviour. • Misconduct by the student (which includes, but is not limited to): <ul style="list-style-type: none"> - Engaging in 'contract cheating' in which a student outsources their work to a third party, whether that is a commercial provide, current or former student, family member of acquaintance; - Engaging in systematic plagiarism which is the act of repeated plagiarism whether using and copying someone's work to complete the assessment or permitting/colluding with others to access their assessment or examination response; - Cheating by copying another person's work or allowing someone to copy their work; - Using unauthorised electronic devices, materials, notes or items not explicitly permitted by the instructor during class activities or examinations; - Interrupting or disturbing other students during class time by engaging in behaviour that interferes with the participation and concentration of other student's; - Impersonating another student; that is, pretending to be another student during exams or assessments, including taking exams or completing assigned work under someone else's identity; - Making copies of subject materials without written permission including unauthorised dissemination or duplication of course materials, including textbooks, handouts or notes, without obtaining proper authorisation from the instructor and the copyright holder; - Failure to comply with examination rules that includes ignoring or violating specific examination rules and instructions provided by instructors, such as time limits, required formats or guidelines for examination conduct; - Tampering with exam materials such as having unauthorised access to exam papers, tampering with exam questions or answer sheets or gaining advance knowledge of exam content; - Using generative Artificial Intelligence (AI) to complete all or part of their assessment work; - Submitting falsified or forged document such as a medical certificate or assigned tasks; or - Selling, distributing and/or reproducing subject materials without written permission. • Non-payment of fee

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- The failure to pay an amount that student was required to pay Magill College Sydney to undertake or continue the course as stated in their Letter of Offer and Student Agreement and in accordance with the Student Refund and Cancellation Policy and Other Fees Policy; or
- An outstanding fee from Other Fees for which the student was required to pay Magill College Sydney.

This policy applies to all former or current students enrolled at Magill College Sydney. This extends to students on any form of leave, including suspension from any course, where the event forming the basis of the allegation occurred while they were enrolled or was directly related to their enrolment. A student who is found to have breached the provision of this policy or any other relevant provisions may be subject to disciplinary action. Such action that may be imposed on a student found to have committed a breach of the provision may include one or more of the following:

- Exclusion from entering the campus and facilities;
- Suspension of enrolment for a specified period of time;
- Condition(s) imposed in their enrolment or qualification;
- Expulsion such that there is a permanent separation of the student from the College;
- Reprimanding the student against repeating the conduct;
- Referral to law enforcement authorities, where the misconduct potentially constitutes a legal offence;
- Revocation of a qualification or Statement of Attainment; or
- A monetary fee that is appropriate and proportionate to the breach(es) or damage(es).

For any deferral, suspension or cancellation of enrolment initiated by Magill College Sydney against an overseas student, the College will notify the student in writing of its intention to report the student to the Secretary of the Department of Education (DoE) through PRISMS. This action will automatically alert the Department of Home Affairs (DHA), which may lead to the cancellation of the student's visa. If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against the College's decision within the prescribed 20 working days. If a student chooses not to access the complaints and appeals process within 20 working days, withdraws from the process, or the process is completed and a decision supports the College's initial determination, the College Principal will notify the Secretary of the Department of Education (DoE) via PRISMS that the student has been reported in the event of misbehaviour, misconduct or non-payment of fee.

If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to <https://www.ombudsman.gov.au/about/how-we-can-help-you> or calling 1300 362 072.

In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.

1. If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeal process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE.
2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.

For further information please contact the Administration Manager on (02) 8061 6980 or email admin@magill.edu.au

Complaints Procedure

Magill College Sydney seeks to provide learning in a supportive and fair environment with a policy and procedure in place to allow students to lodge a formal complaint or appeal if the matter cannot be resolved informally.

Informal Complaints Resolution Procedures

1. Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned in the appropriate manner to reach a solution agreeable to all parties. Minor issues of concern would also be documented as soon as they are addressed and/or resolved to the satisfaction of all parties concerned.
2. Students may discuss any informal issues related to their course with their Teacher, Principal, the Administration Manager or any other administration staff whom they feel comfortable to discuss the matter with as part of the informal complaints resolution process.
3. The Administration Manager and/or the General Manager will provide students with counselling, if required.
4. Magill College Sydney will use this opportunity to contribute to our continuous improvement strategy and therefore take proactive measures.

Formal Complaints Resolution Procedures

If students cannot resolve a complaint through informal discussions, students may lodge a formal complaint. Where students lodge a formal complaint, they are expected to maintain their enrolment throughout the process and they are informed that they must continue their course and attend all classes while their complaint matter is being considered and finalised. No fee is charged for a student to lodge a complaint. Please refer to the Complaints Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.

1. If the matter is not resolved, students will be given an option to proceed under a formal complaints process as explained below. The initial contact person/counsellor (i.e. the Principal or the Administration Manager) may assist the student with the Complaints Form (if the student requires assistance). This completed form must be submitted to the initial contact person/counsellor either via email (Email: admin@magill.edu.au), in person (during normal business hours – Monday to Friday between 9am and 5pm) or by mail (addressed to: The Administration Manager, Magill College Pty Ltd, Level 4, 695-699 George Street, Haymarket, NSW 2000).
2. Receipt of the completed form will be acknowledged within two (2) working days and the complaints process will commence within ten (10) working days from the date of receipt of the complaint.
3. The complaint will be forwarded to the General Manager and the Principal for review of the matter. Based on the nature of the complaint, the College will determine if the complaint requires further investigation or consultation, or if the matter can be resolved internally.
4. Where the complaint made about or involves allegations about another party, the College is obliged to inform the other party about this complaint and provide them an opportunity to respond and present information in response to the issues raised. When such clarification occurs in a face-to-face interview with the complainant, he/she would have an opportunity to formally present his/her case and he/she has the right to have a witness and/or support person present at any stage of the relevant complaint resolution meetings. Where a complaint is received by the College which involves allegations about alleged criminal conduct, the College may refer the matter to the NSW Police or designated enforcement authority.
5. The General Manager and/or College Principal or his nominee ("the College Representative") will then, if necessary, seek to clarify the issues in the complaint and provide an objective outcome.
6. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the complainant within twenty (20) working days, including the outcomes and the reasons for the decision.
7. In straightforward cases, the signed Complaint Form is used as written evidence of the outcome of the complaint including reasons and steps that will be taken to address the complaint. However, in more complex cases, the student will be provided with a written complaints report of the outcome. This report will include the details of any actions and clearly state the reasons for the decision made and it will be provided to the student within twenty (20) working days. If the College Principal considers that more than twenty (20) working days are required, the College Representative will inform the complainant in writing, including reasons why more than

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ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

	<p>twenty (20) working are required, and maintain regular fortnightly contact with the complainant including to explain any further delays.</p> <p>8. The College will retain the records relating to the complaint matter and all communication securely and confidentially to protect the privacy of the complainants and the respondent.</p>
Appeals Procedure	<p>Internal Appeals Resolution Procedure</p> <p>The appeals procedure may be submitted by a student where Magill College Sydney has made a decision that is relevant to the student, or which affects the student in some way. Where the College makes a decision which does not relate to or affect a student, the student is not eligible to appeal the decision. Where students lodge a formal appeal, they are expected to maintain their enrolment throughout the process, and they are informed that they must continue their course and attend all classes while their complaint matter is being considered and finalised. No fee is charged for a student to lodge an appeal. Please refer to the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.</p> <ol style="list-style-type: none"> 1. If the complainant is dissatisfied with the outcome of the Complaint Procedure, or their concerns remain unresolved, he/she has the option to proceed with an appeals process. The Administration Manager may assist the student with the Student Appeals Form, if the student requires assistance. This form must be submitted to the Administration Manager either via email (Email: admin@magill.edu.au), in person (during normal business hours – Monday to Friday between 9am and 5pm) or by mail (addressed to: The Administration Manager, Magill College Sydney, Level 4, 695-699 George Street, Haymarket, NSW 2000). Please note that an official appeal must be received by the College within 28 calendar days of the decision or finding being informed to the person. 2. Receipt of the completed form will be acknowledged within two (2) working days and the appeals process will commence within ten (10) working days from the date of receipt of the complaint. 3. The appeal is referred to the General Manager and/or the College Principal where it will be reviewed and determined if the appeal requires further investigation or consultation. When such clarification occurs in a face-to-face interview with the appellant, they will have an opportunity to formally present their case and has the right to have a witness/support person at any student of the relevant appeal resolution meetings. 4. The College Principal or his nominee (“the College Representative”) will then, if necessary, seek to clarify the issues in the appeal and provide an objective outcome. 5. The College Representative will then endeavour to resolve the issue objectively with details provided in writing to the appellant within twenty (20) working days, including an outline of the appeal outcomes and the reasons for the decision. 6. In straightforward cases, the signed <u>Appeals Form</u> is used as written evidence of the outcome of the Appeal, including reasons and steps that will be taken to address the Appeal’s outcomes. However, in more complex cases, the student will be provided with a written Appeal Report that documents the outcome of the Appeal. This report will include the details of any actions, clearly stating the reasons for the decision made and it will be provided to the Appellant within twenty (20) working days. <p>External Appeals Resolution Procedure</p> <p>Depending on the type of complaint, if the appellant is dissatisfied with the outcome of Internal Appeals Resolution Procedure, or their concerns remain unresolved he/she has the option to contact the Overseas Students Ombudsman for an external appeal by referring to https://www.ombudsman.gov.au/about/how-we-can-help-you or 1300 362 072. Please refer to the Appeals Handling Policies and Procedures on our website (www.magill.edu.au), request a hard copy from our receipt (Level 4, 695-699 George Street, Haymarket, NSW 2000) or email us (admin@magill.edu.au) to request the form to be sent to you.</p> <p>In most cases, the purpose of the external appeals process is to consider whether Magill College Sydney has followed its policies and procedures – it is not to make a decision in place of Magill College Sydney.</p>

Magill College Pty Ltd Trading as Magill College Sydney

ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

	<ol style="list-style-type: none"> 1. If the appellant decides to proceed with an external appeal, he/she must do so within ten (10) working days of the notification of decision record from the internal appeal process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. 2. Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process. In addition, they must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.
The ESOS Framework	<p>The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework. For more information, please refer to the ESOS Framework section in the Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure).</p>
Cost of living, welfare and relevant information on living in Australia	<p>Costs of Living: From 10 May 2024, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:</p> <ul style="list-style-type: none"> • A\$ 29,710 a year for the main student; • A\$ 10,394 a year for the student's partner; and • A\$ 4,449 a year for the student's child. <p>For further information, please see http://www.homeaffairs.gov.au/Trav/Stud and https://www.studyaustralia.gov.au/</p> <p>Accommodation options: Australia has a variety of high standard student accommodation available to suit different budgets and needs and there are several long-term housing options, such as hostels (rooming houses), Homestay (living with a family in their home), and rental properties (either on your own or sharing with others). Shared accommodation with other students is common and popular and student noticeboards and newspapers often advertise rooms, apartments and houses for rent.</p> <p>Most accommodation, except homestay, does not include electrical appliances, household equipment, sheets and blankets etc. Second-hand household goods are available quite cheaply, but students may wish to bring some of their own basic items.</p> <p>Websites (e.g. http://www.domain.com.au and http://www.realestate.com.au) list accommodation for rent and provide a good idea of the type and cost of accommodation that is available. For further information, please refer to the following websites:</p> <p>https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students</p> <p>Schooling: A school-age family unit member joining the student in Australia is expected to attend school in Australia. Evidence of enrolment for them must be provided if they are to be granted a student visa as a family unit member. In most cases, public and private schools charge fees for family unit members of student visa holders. The student is responsible for the payment of school fees and to allow the student's family unit member to attend school throughout the period of study in Australia. For the international student dependants, please consult the following websites:</p> <p>https://www.deinternational.nsw.edu.au/study-options/study-programs/temporary-residents https://education.nsw.gov.au/content/dam/main-education/public-schools/going-to-a-public-school/media/documents/enrol-k12.pdf https://www.deinternational.nsw.edu.au/_data/assets/pdf_file/0013/16402/16402-Education-Fees.pdf</p> <p>For private schools in NSW, please consult the following website: http://www.privateschoolsdirectory.com.au/educationinformation.php?region=29</p>

Magill College Pty Ltd Trading as Magill College Sydney

ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

Safety: Australia is a comparatively safe place to live with a relatively low crime rate, but students must take the necessary precautions to protect themselves, just like they would at home. Looking after their safety, health and overall wellbeing is important, especially while dealing with the added stresses of being in a new country and adjusting to a new way of life. Please refer to the following website for safety tips in Australia:

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

Jobs: The allowable work hours cap for international students was relaxed during the pandemic to help meet workforce shortages. From 1 July 2023, the Australian Government has announced that the work restrictions for student visa holders will be reinstated and capped at the increase rate of 48 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences.

A fortnight means a period of fourteen (14) days, commencing on any Monday and ending on the second following Sunday. Please note: No work restriction (limits) applies during recognised periods of holidays (i.e. any scheduled course breaks and official Magill College Sydney holidays). For further information, please refer to the following website: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

There are a number of ways to find work in Australia. You can find job advertisements in local newspapers and on websites such as <http://www.seek.com.au>, <http://www.careerone.com.au> and <https://www.adzuna.com.au/>.

Travel: Australia is one of the top tourist destinations in the world. Many tourism activities in Australia are based on cultural festivals, such as Chinese New Year and the Sydney Festival in January. Australia is famous around the world for its unique sporting events like surf carnivals, Test series (Cricket) Australia vs. India, the Australian Formula One Grand Prix, the Melbourne Cup, and the Australian Tennis Open. Other attractions that appeal to travellers are Australia's unique flora and fauna, national parks, beaches, reefs, lakes, rivers, deserts and the Kimberley region in far north Western Australia, which is one of the oldest geological areas on earth. The world renowned theme parks on the Gold Coast (e.g. Sea World and Movie World) are very popular and the Gold Coast is one of the most popular destinations both for domestic and international visitors in Australia.

Aboriginal Australia is about sharing the world's most ancient living culture, best expressed through art, storytelling, dance, music and the land itself. For the adventurous traveller, this means learning about traditional Aboriginal practices as well as contemporary interpretations. Australia's major cities including Sydney, Melbourne, Adelaide and Brisbane showcase the nation's young and free-spirited way of life. Here, visitors can enjoy our outdoor lifestyle, see Australia in its architecture and fashion, experience it in its multicultural precincts, shops, theatres and bars, observe it in our people, taste it in our food and smell it in our oceans and bushland.

Here are some websites that students may find interesting and useful when travelling in Australia:

<http://www.australia.com>

<http://www.discovertasmania.com.au>

<http://www.visitnsw.com>

<http://www.visitvictoria.com>

<https://teq.queensland.com/>

<http://www.visitcanberra.com.au>

<http://northernterritory.com/>

<http://www.discoveraustralia.com.au>

<http://www.westernaustralia.com>

<http://www.greatbarrierreef.org>

<http://www.southaustralia.com>

<https://www.destinationgoldcoast.com>

Site Location and Contact Details

Level 4, 388 Sussex Street, SYDNEY NSW 2000
Level 4, 695-699 George Street, HAYMARKET NSW 2000

Tel: (02) 8061 6980

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

Intake Calendar	Course Commencement Dates	Course Completion Dates	Course
2025			General English
1	6 January 2025	14 March 2025	
2	13 January 2025	21 March 2025	
3	20 January 2025	28 March 2025	
4	27 January 2025	4 April 2025	
5	3 February 2025	11 April 2025	
6	10 February 2025	22 April 2025	
7	17 February 2025	28 April 2025	
8	24 February 2025	2 May 2025	
9	3 March 2025	9 May 2025	
10	10 March 2025	16 May 2025	
11	17 March 2025	23 May 2025	
12	24 March 2025	30 May 2025	
13	31 March 2025	6 June 2025	
14	7 April 2025	13 June 2025	
15	14 April 2025	20 June 2025	
16	22 April 2025	27 June 2025	
17	28 April 2025	4 July 2025	
18	5 May 2025	11 July 2025	
19	12 May 2025	18 July 2025	
20	19 May 2025	25 July 2025	
21	26 May 2025	1 August 2025	
22	2 June 2025	8 August 2025	
23	9 June 2025	15 August 2025	
24	16 June 2025	22 August 2025	
25	23 June 2025	29 August 2025	
26	30 June 2025	5 September 2025	
27	7 July 2025	12 September 2025	
28	14 July 2025	19 September 2025	
29	21 July 2025	26 September 2025	
30	28 July 2025	3 October 2025	
31	4 August 2025	10 October 2025	
32	11 August 2025	17 October 2025	
33	18 August 2025	24 October 2025	
34	25 August 2025	31 October 2025	
35	1 September 2025	7 November 2025	
36	8 September 2025	14 November 2025	
37	15 September 2025	21 November 2025	
38	22 September 2025	28 November 2025	
39	29 September 2025	5 December 2025	
40	6 October 2025	12 December 2025	
41	13 October 2025	19 December 2025	
42	20 October 2025	9 January 2026	
43	27 October 2025	16 January 2026	
44	3 November 2025	23 January 2026	
45	10 November 2025	30 January 2026	
46	17 November 2025	6 February 2026	
47	24 November 2025	13 February 2026	
48	1 December 2025	20 February 2026	
49	8 December 2025	27 February 2026	
50	15 December 2025	6 March 2026	

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

2026

1	5 January 2026	13 March 2026
2	12 January 2026	20 March 2026
3	19 January 2026	27 March 2026
4	27 January 2026	3 April 2026
5	2 February 2026	10 April 2026
6	9 February 2026	17 April 2026
7	16 February 2026	24 April 2026
8	23 February 2026	1 May 2026
9	2 March 2026	8 May 2026
10	9 March 2026	15 May 2026
11	16 March 2026	22 May 2026
12	23 March 2026	29 May 2026
13	30 March 2026	5 June 2026
14	7 April 2026	12 June 2026
15	13 April 2026	19 June 2026
16	20 April 2026	26 June 2026
17	27 April 2026	3 July 2026
18	4 May 2026	10 July 2026
19	11 May 2026	17 July 2026
20	18 May 2026	24 July 2026
21	25 May 2026	31 July 2026
22	1 June 2026	7 August 2026
23	9 June 2026	14 August 2026
24	15 June 2026	21 August 2026
25	22 June 2026	28 August 2026
26	29 June 2026	4 September 2026
27	6 July 2026	11 September 2026
28	13 July 2026	18 September 2026
29	20 July 2026	25 September 2026
30	27 July 2026	2 October 2026
31	3 August 2026	9 October 2026
32	10 August 2026	16 October 2026
33	17 August 2026	23 October 2026
34	24 August 2026	30 October 2026
35	31 August 2026	6 November 2026
36	7 September 2026	13 November 2026
37	14 September 2026	20 November 2026
38	21 September 2026	27 November 2026
39	28 September 2026	4 December 2026
40	6 October 2026	11 December 2026
41	12 October 2026	18 December 2026
42	19 October 2026	8 January 2027
43	26 October 2026	15 January 2027
44	2 November 2026	22 January 2027
45	9 November 2026	29 January 2027
46	16 November 2026	5 February 2027
47	23 November 2026	12 February 2027
48	30 November 2026	19 February 2027
49	7 December 2026	26 February 2027
50	14 December 2026	5 March 2027

General English

Magill College Pty Ltd Trading as Magill College Sydney

ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

2025 – 2027 Approved Holiday Period

Magill College Sydney will be closed on the following public holidays:

2025: Wednesday 1 January, Monday 27 January, Friday 18 April, Monday 21 April, Monday 9 June, Monday 6 October

2026: Thursday 1 January, Monday 26 January, Monday 6 April, Monday 8 June, Monday 5 October

2027: Friday 1 January, Tuesday 26 January, Friday 26 March, Monday 29 March, Monday 7 June, Monday 4 October

During the Christmas holiday break, Magill College Sydney will be closed from 22 December 2025 until 4 January 2026 inclusive. The last day of classes will be Friday, 20 December 2025 and the first day back will be Monday, 5 January 2026.

Magill College Pty Ltd Trading as Magill College Sydney

ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

Course Information				
General English (CRICOS Course Code: 111217D)				
Course Duration	50-week General English course. Each level consists of 10 study weeks.			
Course Location	Level 4, 388-390 Sussex Street, Sydney NSW 2000 Level 4, 695-699 George Street, Haymarket NSW 2000			
Course Mode of Study	20 hours face-to-face contact hours per week			
Course Fee	Enrolment Fee (non-refundable)	Material Fee (incl. study materials)		
50 weeks: A\$ 15,000.00 (or A\$ 300.00 per week)	A\$ 200.00	A\$ 10.00 per week (maximum of A\$ 300.00 per annum)		
Please note Magill College Sydney reserves the right to vary the Course Fees and Other Fees with prior notice. Please contact the College prior to enrolling to confirm the current cost and fee structure.				
Course Purpose The General English courses are intended to provide international students with the English language foundation and skills they need to function in social contexts in Australian society and to undertake further vocational courses. The programs focus on language used in everyday situations and provide a solid foundation in grammar, and the four main skills of listening, speaking, reading and writing. This course is fully aligned with the Common European Framework of Reference (CEFR)				
Entry Requirements Students are not required to fulfill any requirements to enter the General English course. All students will be given a comprehensive Placement Test before commencing their first class in the General English course to ensure they are placed in the appropriate English class level. The Placement Test assesses all four macro key skills: reading, writing, speaking and listening. Magill College Sydney does not accept any students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age.				
Assessment Structure and Methodology The General English courses range over four levels: Elementary, Pre-Intermediate, Intermediate and Upper Intermediate. All students will be assessed and placed into their appropriate level. The General English course has formative and summative assessment tasks built into the course that are ongoing and cumulative during the program. Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. This course is delivered in a classroom environment with formative and summative assessments. Formative assessment opportunities are provided every fortnight and students receive feedback from teachers on performance. Summative assessment is conducted in the form of mid-course test and end of course test.				
Articulation Successful completion of the General English course at Upper-Intermediate level enables direct entry into vocational courses with an English language entry requirement of IELTS 6.0 (or equivalent).				
Level	CEFR	Description	Duration	Pathway
Elementary	A2	Basic User: Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.	10 weeks	General English (Pre-Intermediate)
Pre-Intermediate	B1		10 weeks	General English (Intermediate)
Intermediate		Independent User: Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.	10 weeks	General English (Upper-Intermediate)
Upper-Intermediate	B2		10 weeks	General English (Advanced) or EAP/IELTS or vocational courses
Advanced	C1	Independent User: Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.	10 weeks	Vocational courses or undergraduate programs

A description of the ESOS framework—providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18 ([please note all students must be 18 years of age or above to be able to enrol in any of the Magill College courses at the time of course commencement](#)), to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The **Tuition Protection Service (TPS)** is a placement and refund service for international students. The TPS is an Australian Government initiative that assists international students on student visas in the event of an education provider default or a student default. The TPS framework requires that if a provider defaults, they have a legal obligation to either arrange students to continue their studies at an alternative provider; or provide students with a refund on unspent tuition fees. If your education provider fails to meet its obligations to you after a provider default or a student default, the TPS may be able to assist you by:

- find alternative course options for you to continue your studies with another Australian education provider; or
- receive a refund of your unspent tuition fees.

Visit the TPS website for more information, at www.tps.gov.au, in conjunction with your Letter of Offer and Written Agreement outlining the Student Refund and Cancellation Policy.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before you have completed six (6) months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider (i.e. Magill College Sydney)
- inform your education provider if you change your Australian and overseas address, phone number and email address
- maintain satisfactory course progress and attendance
- Abide by the College's Rules and Regulations
- if attendance is recorded for your course, follow your provider's attendance policy, and
- retain a copy of the written Agreement ("*Letter of Offer and Student Agreement*"), as provided by Magill College Sydney, and copies of receipts of any payments of tuition fees or other non-tuition fees made, as applicable.

Contact details:

Who	Why	How
Your education provider	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with your provider • Go to your provider's website <p>For critical incidents, please contact the General Manager on ph. (02) 8061 6980 (during business hours) or mob. 0490 056 365 (after hours)</p>
Department of Education (DoE)	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • https://internationaleducation.gov.au • ESOS Helpline +61 2 6240 5069
Department of Home Affairs (DHA)	For visa matters	<ul style="list-style-type: none"> • www.homeaffairs.gov.au • Phone 131 881 in Australia • Contact the DHA office in your country
Overseas Students Ombudsman (OSO)	Provider complaints about: Refusing admission to a course; Fees and refunds; Course provider transfers; Course progress or attendance if applicable; Cancellation of Enrolment; Accommodation or work arrangement by a provider; and Incorrect advice given by an education agent who has an agreement with a provider.	<ul style="list-style-type: none"> • https://www.ombudsman.gov.au/about/how-we-can-help-you • Overseas Student Ombudsman Phone 1300 362 072 Email ombudsman@ombudsman.gov.au
Australian Skills Quality Authority (ASQA)	Access student records Obligations as a student and provider Provider complaints: Quality and integrity of training	<ul style="list-style-type: none"> • https://www.asqa.gov.au/students/how-asqa-can-help-students • Phone 1300 701 801 • Postal: Australian Skills Quality Authority GPO Box 9928 Brisbane QLD 4001

Additional Relevant Legislation

A range of legislation is applicable to all staff and students. Information on any additional relevant legislation can be found at the following websites:

SafeWork www.safework.nsw.gov.au
 ASQA www.asqa.gov.au
 EO www.justice.nsw.gov.au
 Privacy www.oaic.gov.au

Work Health and Safety Act 2011

Magill College Pty Ltd Trading as Magill College Sydney
 ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

Standards for Registered Training Organisations (RTOs) 2025

ELICOS Standards 2018

NSW Anti-Discrimination Act 1977

Privacy Act 1988

Any other legislation or regulations identified as relevant to the Registered Training Organisation

Emergency services

Police/Fire/Ambulance: Ph. 000

SES assistance in floods and storms: Ph. 132 500

Mental Health Support: Ph. 13 11 14 (if life is in danger call Ph. 000)

Domestic Violence: Ph. 1800 65 64 63

Day Street, Sydney City, Police Station: Ph. 02 9265 6499 (for non-emergencies)

St Vincent's Hospital: Ph. (02) 8382 1111

Sydney Children's Hospital (for student's dependants): Ph. (02) 9382 1111

Magill College Pty Ltd Trading as Magill College Sydney

ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367



(+612) 8061 6980



info@magill.edu.au



www.magill.edu.au



George Street Campus (Head Office):
Level 4, 695-699 George Street,
HAYMARKET NSW 2000



Sussex Street Campus:
Level 4, 388-390 Sussex Street,
SYDNEY NSW 2000

Enrolment Steps/Procedures

Magill College Sydney endeavours to act in an ethical and responsible manner in recruiting students into registered qualifications/courses and to provide all relevant information to students to make an informed decision before commencing their study.

All applicants must be over 18 years of age at the time of course commencement.

Prior to enrolment students are advised on the following aspects which will determine their eligibility for enrolment:

- That they are fully advised of their course details, including: course content, course duration, mode of study, all associated costs of study, including any additional purchases which may be required as listed in the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** and/or the Student Handbook;
- They have been advised of the Magill College Sydney location;
- They have been fully advised of the Student Refund and Cancellation Policy;
- That their tuition fees may be subject to change with prior written notice;
- That all relevant Policies and Procedures that will govern their enrolment have been explained, including achieving satisfactory course progress, attendance and cancellation of fees, as advised in the Student Refund and Cancellation Policy;
- That their pre-enrolment information listed in the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** makes clear reference to the ESOS framework, which is also available electronically by Australian Education International (AEI) to students. For further information, please see
- <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- That they have been advised on the costs of living in Australia, and their obligation in relation to any school-aged dependants, including the associated costs for school fees which could be incurred;
- That the contents of the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** and/or Student Handbook are clear and easily understood prior to lodging their application for Enrolment;
- The request of a course timetable copy that is relevant to the student's course of enrolment.

After being advised on all the issues listed above, including the contents of the Student Handbook, the student enrolment process will continue as listed below. Students are required to:

1. Complete and Sign the **Enrolment Form** as acknowledgement that they have received, read and understood the **Magill College Sydney ELICOS Pre-enrolment Information Pack 2025 (Brochure)** and the contents of the **Student Handbook**, and return the signed Enrolment Form to the College;
2. Provide the documents listed below:
 - ✓ Copies of the current Passport/Visa;
 - ✓ Current **Overseas Student Health Cover** (OSHC) details, if known (only if requesting the OSHC arrangement through the College);
 - ✓ Genuine Student Evaluation Form (if applicable);
 - ✓ Copies of the HSC Year 12 qualification and/or previous education certificates or transcripts; and
 - ✓ Copies of English language proficiency test results and/or English language studies.
3. Complete an English Placement Test (if required) with the ELICOS Teacher at an agreed time and date on the Magill College Sydney campus. Alternatively, if the student is offshore at the time of enrolment or unable to attend the campus due to compassionate or compelling circumstances, the ELICOS Teacher will arrange a proctored online English Placement test.

4. Request their **Letter of Offer and Student Agreement**.

After receiving the **Letter of Offer and Student Agreement** from Magill College Sydney the next step is to confirm the student's enrolment. An enrolment application will be put on hold if any documents are incomplete and will remain on hold until all documentation issues are resolved.

1. Sign the **Letter of Offer and Student Agreement** as acceptance of the Terms and Conditions of enrolment;
2. Submit any outstanding supporting documentation, as listed in their **Letter of Offer and Student Agreement** to fulfil the course entry requirements;
3. The **Letter of Offer and Student Agreement** is an agreement between the College and the student. Students are required to read and acknowledge that they understand and agree to abide by the conditions of the Agreement. It must be signed and dated prior to commencement of studies to confirm the student's acceptance of the Terms and Conditions of their enrolment;
4. The Agreement is then signed by an authorised officer of Magill College Sydney and students are then required to make the payment according to their course selection;
5. Upon request, the receipt of tuition fees paid by the student will be issued to the student for all payments made. Once all documents are received and checked against the **Student Documents Checklist** a Confirmation of Enrolment (CoE) will be generated and forwarded to either the student, or their acting agent, or both; and
6. The individual student's file will be created and contain relevant information and documentation. A written notification of orientation will be emailed or posted to the student, or their acting agent, or both. Students are advised that upon request they are entitled to obtain copies of all documentation that is contained in their student file.

Pre-payment of Tuition Fees

The initially paid tuition fees are placed and kept in the College's designated account (**Magill College Student Account**) until a student commences study. This course of action is there to demonstrate that the funds held in the designated account are sufficient to cover tuition fees of all non-commenced students.

There are limits on tuition fees that can be paid in advance that Magill College Sydney can collect before a student commences a course. Under the current rules, Magill College is not allowed to insist on collecting more than 50 per cent of the total tuition fees for the whole course before the student commences, unless the course is 24 weeks or less in duration, in which case 100 per cent of the total tuition fees can be received. After the student commences the course Magill College cannot require any remaining tuition fees to be paid earlier than two (2) weeks prior to the commencement of the student's second study period.

Magill College Sydney will record the fee amount paid by the student in the Student Finance Information folder of the Magill College Sydney Quality Management System (QMS) database.

Fees Payment Schedule

Magill College Sydney issues student receipts upon request for the receipt of fees paid before the commencement of the course, including:

- (a) Tuition fees;
- (b) Enrolment fee (non-refundable); and
- (c) Any other compulsory fees (i.e. Material fee, OSHC).

Students may be entitled to use a fee payment scheme for payments of less than 50 per cent of the total tuition fees, which would be determined and authorised on a case-by-case basis.

Students who are authorised to use a Payment Plan are required to pay fees on or before the first day of attendance of each study period for which the fees become due.

Failure to make a payment by the Tuition Fee **Due Date** will incur an Overdue Tuition Fee charge of A\$ 200.00, and if non-payment of the tuition fees continues, the College will notify the student in writing of its intention to report the student to the Secretary of the Department of Education (DoE) through PRISMS. This action will automatically alert the Department of Home Affairs (DHA), which may lead to the cancellation of the student's visa.

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

Other Fees – ELICOS and VET

Payable where applicable

FEES		
Enrolment Fee	A\$ 200.00	<ul style="list-style-type: none"> Non-refundable
Material Fee	VET: From A\$ 100.00 to A\$ 200.00, depending on the course selection ELICOS: A\$ 10.00 per tuition week (up to a maximum of A\$ 300.00 per student enrolment per annum)	<ul style="list-style-type: none"> Refundable subject to conditions
Change of Enrolment Processing Fee	A\$ 300.00	<ul style="list-style-type: none"> Non-refundable Change of Enrolment Processing Fee is applicable for any course variations and course withdrawals per application. This fee must be paid prior to the outcome assessment of the change of enrolment requested by the student.
Confirmation of Enrolment (CoE) <ul style="list-style-type: none"> Cancellation Fee Deferment Fee Suspension Fee Extension Fee Fast Track Fee 	A\$ 200.00 per CoE	<ul style="list-style-type: none"> Non-refundable
Re-enrolment Fee	A\$ 200.00	<ul style="list-style-type: none"> Non-refundable Returning students whose Confirmation of Enrolments were previously cancelled due to course withdrawal from their enrolment or were reported for non-commencement of studies or any other grounds.
Internal Credit Transfer	NIL	<ul style="list-style-type: none"> Not applicable
Credit Transfer	A\$ 50.00 per unit of competency	<ul style="list-style-type: none"> Non-refundable
Recognition of Prior Learning (RPL)	A\$ 100.00 per unit of competency	<ul style="list-style-type: none"> Non-refundable
ELICOS Re-testing Fee/Review Fee	A\$ 50.00 per Macro Skill Assessment	<ul style="list-style-type: none"> Non-refundable A\$50 per Macro Skill Assessment (i.e. Reading, Writing, Speaking or Listening) may apply for both formative and summative tests per session.
ELICOS Placement Test	A\$ 100.00	<ul style="list-style-type: none"> Non-refundable Fee applies per placement test Re-testing of A\$ 30.00 per Macro Skill Assessment (up to a maximum of A\$ 100.00), if requested. Minimum duration of 2 weeks before re-testing can be completed.
ELICOS Placement Test with Outcome Confirmation Letter	A\$ 200.00	<ul style="list-style-type: none"> Non-refundable Fee applies per placement test
Standard Re-assessment Fee	From A\$ 100.00 to A\$ 300.00 per unit of competency	<ul style="list-style-type: none"> Non-refundable Please note that a standard re-assessment fee applies to students who are deemed Not Yet Competent (NYC) as a result of non-submission of assessment task(s) due to failure to submit on time (i.e. DNS - Did Not Submit) or if competency has not been achieved (i.e. NS – Not Satisfactory). A\$ 100.00 per assessment task which is deemed to be “Not Satisfactory” (NS) or “Did Not Submit” (DNS) by the due date specified by the Trainer or Magill College Administration staff. The General Manager and/or Principal has discretion to assess each case on its own merit and make appropriate decision based on all relevant information.
Plagiarism Re-assessment Fee	A\$ 500.00 per unit of competency	<ul style="list-style-type: none"> Non-refundable A standard plagiarism re-assessment fee of A\$ 500.00 per unit of competency applies to student's submission or involvement in plagiarised work. In this instance, plagiarised work is defined as using and copying someone's work to complete the assessment or permitting/colluding with others to access their assessment. The General Manager and/or Principal has discretion to assess each case on its own merit and make appropriate decision based on all relevant information.
Misconduct Fee	A\$ 500.00 per incident; or A\$ 500.00 per unit of competency	<ul style="list-style-type: none"> Non-refundable Academic Misconduct Fee such as disrupting other students, plagiarism, cheating of any kind, unauthorised use of electronic devices and divulging exam materials or questions to third parties. This applies to both parties involved in sharing/plagiarising/copying work. General Misconduct Fee such as submitting non-genuine medical certificate or misbehaviour.

*Please refer to the Student Refund and Cancellation Policy of Magill College Sydney's Pre-enrolment Information Pack 2025 (Brochure). Prior to a student enrolling, fees may be altered with prior written notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course. Magill College Sydney also reserves the right to change the Course Fees and Other Fees with prior notice.

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

FEES (CONTINUING)

Airport Pick-up Fee (ELICOS students)	Available upon request	<ul style="list-style-type: none"> Non-refundable Minimum five (5) working days' prior notice is required
Homestay Placement Fee (ELICOS students)	Available upon request	<ul style="list-style-type: none"> Non-refundable. Successful Homestay Placement is not guaranteed. Minimum four (4) weeks' prior notice is required
Overseas Student Health Cover (OSHC)	Available upon request	<ul style="list-style-type: none"> Refundable subject to conditions
ELICOS Incursion & Excursion Fee	Fees may apply	<ul style="list-style-type: none"> Additional fees associated with Excursion Fees may apply. To be advised with prior notice.
ELICOS Textbook Fee	Available upon request	<ul style="list-style-type: none"> Optional: Please contact Administration Staff to confirm availability of textbooks and pricing.
Holiday Processing Fee	A\$ 50.00	<ul style="list-style-type: none"> Non-refundable Holiday Processing Fee is applicable only after the first Approved Holiday requested by a student within the same calendar year and does not rollover. This fee must be paid prior to the outcome assessment of the holiday requested by the student.
Reissuing of Student ID Card Fee	A\$ 50.00	<ul style="list-style-type: none"> Non-refundable
Replacement of Previously Issued Qualification(s) (per qualification)	A\$ 100.00	<ul style="list-style-type: none"> Non-refundable
Refund Administration Fee	The lesser of 5% of the prepaid course fees received in respect of the student visa refusal prior to course commencement, or the amount of A\$ 500.00. In all other cases, A\$ 50.00 per refund application.	<ul style="list-style-type: none"> Non-refundable
Overdue Tuition Fee	A\$ 200.00	<ul style="list-style-type: none"> Non-refundable Magill College Sydney requires all students to pay their Term Tuition Fees in full during the week prior to the Tuition Fees Due Date to confirm the student's class placement. Students may be entitled to use a fee payment plan for Tuition Fee payments of less than one (1) Term, which would be determined and authorised on a case-by-case basis and at the full discretion of Magill College Sydney. Students who are authorised to make a Tuition Fee payment under an authorised payment plan are required to pay Tuition Fees on or before the first day of attendance of each five (5) week study block for which the fees become due. Failure to make the Tuition Fee payment by the Tuition Fee Due Date may incur an Overdue Tuition Fee charge of A\$200.00 and students may be reported to the Department of Home Affairs (DHA) if non-payment continues.
Late Submission Fee	A\$ 100.00 per unit of competency	<ul style="list-style-type: none"> Non-refundable For assessment(s) submitted up to 5 working days late with prior written authorisation from Magill College Sydney, provided that the request for late submission is made at least 2 working days before the original due date.
Late Individual Orientation Fee	A\$ 50.00	<ul style="list-style-type: none"> Non-refundable Please note that students who fail to attend the scheduled orientation will have to pay a A\$50 individual orientation fee per person.
Graduation Gown Set Deposit	A\$ 100.00	<ul style="list-style-type: none"> Refundable subject to conditions The set includes the dress gown and cap and can be hired up to 5 working days. The deposit is refundable subject to returning the graduation gown set in original condition with no damage, stains, tears or alterations. A dry cleaning fee of A\$ 30.00 will be levied for garments that are soiled or marked.
Urgent Document Processing Fee	A\$ 50.00	<ul style="list-style-type: none"> Non-refundable Processing will be prioritised within 3 working days
Learner's Records	A\$ 10.00 up to the first 20 pages then additional A\$ 5.00 for every 20 pages	<ul style="list-style-type: none"> Non-refundable This refers to obtaining copies from the student folder, Student Management System and other records. Please note that Document Request Form must be submitted on all occasions where access is requested.
Library Book Deposit Per Textbook	A\$ 50.00	<ul style="list-style-type: none"> Refundable subject to conditions If a textbook is returned unreasonably damaged outside what can be deemed to be normal wear and tear (e.g. missing pages, tears, stains, excessive highlighting/writing or water damage), lost or not returned by a specified Due Date, Magill College Sydney reserves the right to retain the full amount of the security deposit to procure a replacement textbook. A textbook is recorded as lost when the student reports that the textbook has been lost or stolen, or if it is more than 20 working days overdue. Appeals regarding the Replacement Fee must be submitted in writing along with documentary evidence (if applicable) to the Administration Manager of Magill College Sydney via email (E: admin@magill.edu.au).
Repeated Credit Transfer Unit	Depending on the course selection	<ul style="list-style-type: none"> Non-refundable Please note that students will be liable for the full tuition fee for the repeated unit once the Credit Transfer (CT) or Recognition of Prior Learning (RPL) was granted as students will be considered at fault for repeating the unit.
Postage Fee	Refer to Australia Post on packaging and size	<ul style="list-style-type: none"> Non-refundable Facsimile transmission is not available

Magill College Pty Ltd Trading as Magill College Sydney
ABN: 67 090 050 990 CRICOS Provider Code: 01994M RTO No: 91367

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS is an insurance cover which aims to place students that are affected by closures of education providers in an alternative course of study first, with refund payments provided as a last resort only.

The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative course placement options. A greater flexibility for students to decide about their future course placement, following the closure of an education provider, should lead to a more efficient and effective outcome for students and the sector as a whole. Students should also benefit from quicker placements, or refunds where necessary, and a smoother transition to a new education provider.

The expectation is that students who are affected by the closure of an education provider will accept an alternative course, if one is available, for which they meet all the entry requirements, and for which there is no cost disadvantage to them. However, the student is not compelled to accept an alternative course and they would be eligible for a refund of the **unused portion of the tuition fees**. The student will need to confirm the possible implications that a change of education provider may have on their student visa with DHA. However, other options might include an enrolment in a different course under a different visa stream sector, or a return to their home country.

Students are advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

In a situation where a student cannot find an alternative course during the placement period the student is eligible to request a refund of the **unused portion of the tuition fees** from TPS.

Magill College Sydney Refunds (General)

Students who wish to withdraw from their course must complete a Change of Enrolment Request Form. This form is available at Reception (Level 4, 695–699 George Street, Haymarket NSW 2000) or may be requested by emailing admin@magill.edu.au.

If a student wishes to apply for a refund, a Refund Request Form must be completed and submitted. This form is specifically required for any refund to be considered.

All refund requests must be submitted in writing by the student and must include any applicable supporting documentation. In the case of student visa refusal and/or student default, refunds will be processed within four (4) weeks of the default day in accordance with section 47E(3) of the ESOS Act 2000, provided that a written claim has been received. A statement outlining the method of refund calculation will be included with the outcome.

If Magill College Sydney is unable to deliver a course, the College will offer to arrange an alternative course or part of a course to be delivered at no additional cost to the student, in place of a refund for the unused portion of tuition fees. Students have the right to choose between accepting a refund or enrolling in the alternative course. If the student elects to accept the alternative course, a new Letter of Offer and Student Agreement will be issued for the student.

Student Refund and Cancellation Policy – Refund of Tuition Fees

Magill College policy on the refunds of tuition fees has been determined in accordance with the ESOS Act 2000 (as amended), and its accompanying regulations, and it applies to all commencing overseas students. This and other information may be provided to the Australian Government (ASQA, Department of Education, DHA) as well as their successors and, if relevant to the enquiry, the Tuition Protection Service (TPS) Director in relation to administering the ESOS Act 2000, the National Code 2018 and/or the Migration Act (as amended). **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.** Magill College Sydney may, at its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances.

All requests for a refund must be made in writing by the student(s) and submitted to Magill College Sydney together with any supporting documentation, if applicable. **In the case of a student visa refusal and/or student default, refunds will be made within four (4) weeks after the default day (section 47E (3) of the ESOS Act 2000) and after receiving a written claim from the student.** This will include a statement explaining how the refund was calculated.

In the case where a student is enrolled in an ELICOS course at Magill College College and has the permission to transfer their enrolment into the College's VET courses, an unused portion of the prepaid course fees will be transferred to pay for the subsequent VET course(s).

1 Student Visa refusal – Written documentation of the student visa refusal must be provided by the course applicant to Magill College Sydney.

- 1(a) If a student has been refused a student visa and fails to start the course on the commencement date, or withdraws from the course on or before the commencement date, the prepaid course fees will be refunded in full minus the lesser of 5% of the amount of prepaid course fees received in respect of the student for the course before the default day, or the amount of A\$ 500.00.
- 1(b) If a student has been refused a student visa but has already commenced the course, a pro-rata refund of the unused portion of the tuition fees after the default date to the end of the period to which payment was made in relation to their refusal/rejection of their student visa application will be granted to the student after receiving a written claim from the student. However, the Enrolment Fee of A\$ 200.00, accommodation placement and airport pick-up fee are non-refundable and a A\$ 300.00 change of enrolment processing fee, in addition to a A\$ 200.00 cancellation fee applies per CoE.
- 1(c) If a student lodges an Administrative Review Tribunal (ART) application following an onshore visa refusal and subsequently withdraws from the course, the Student Default Policy of Magill College Sydney will apply.

2 Student default – Occurs where an overseas student does not commence a course, or withdraws from a course as defined in section 47A (1) of the ESOS Act 2000. The student is required to provide written notice to Magill College Sydney for the course cancellation. The refundable amounts (including Package Courses) are as follows:

- 2(a) **75% of the tuition fees** at the time of cancellation with more than 28 days' written notice prior to the course commencement date. However, the Enrolment Fee of A\$ 200.00 is non-refundable and a A\$ 300.00 change of enrolment processing fee, in addition to a A\$ 200.00 cancellation fee applies per CoE.
- 2(b) **50% of the tuition fees** at the time of cancellation with less than 28 days' written notice prior to the course commencement date. However, the Enrolment Fee of A\$ 200.00 is non-refundable and a A\$ 300.00 change of enrolment processing fee, in addition to a A\$ 200.00 cancellation fee applies per CoE.
- 2(c) **No refund of the tuition fee** is granted at the time of cancellation on or after the course commencement date. To avoid any doubt, **no refund** will be paid to the student if the student withdraws from the course either on or after the agreed commencement date and a A\$ 300.00 change of enrolment processing fee, in addition to a A\$ 200.00 cancellation fee applies per CoE.
- 2(d) **No refund** is granted where Magill College Sydney terminates an enrolment due to a student **failing to satisfy course requirements** relating to course progress and academic performance or misconduct or unsatisfactory attendance and has no further right of appeal within the College, in accordance with the obligations of the student under the student visa regulations.
- 2(e) **No refund** is granted where Magill College Sydney terminates an enrolment due to a student **failing to pay** an amount he/she was liable to pay the College, directly or indirectly, to undertake the course.
- 2(f) **No refund** is granted where Magill College Sydney terminates an enrolment due to a student supplying **incorrect, fraudulent or misleading** information or documentation to the College.
- 2(g) **No refund** is granted where Magill College Sydney terminates an enrolment due to a student **misbehaving** (i.e. consuming drugs, alcohol or smoking anywhere on campus) and causing problems for other students, staff, the College's reputation and its relationship with other organisations (such as building management) or for breaking laws in New South Wales and elsewhere in Australia. This does not affect the student's rights to access the College's complaints and appeals processes.

3 Provider default – Occurs where the registered education provider fails to provide a course or ceases to provide a course to an overseas student in accordance with section 46A (1) of the ESOS Act 2000. Reimbursement in the case of provider default is within two (2) weeks of the default day occurring to the student (section 46D (2) of the ESOS Act 2000) and will include a statement explaining how the refund was calculated.

- 3(a) In the unlikely event that Magill College Sydney is unable to deliver a course in full; a student will be offered a refund of the **unused portion of the tuition fees** that they have paid to the College.
- 3(b) Alternatively, a student may be offered enrolment in an alternative course by Magill College Sydney at no extra cost to the student. A student has the right to choose whether he/she would prefer a refund of the **unused portion of the tuition fees**, or to accept a place in another course at the College. If a student chooses placement in a new course, Magill College Sydney will ask the student to sign a new **Letter of Offer and Student Agreement** to indicate that he/she accepts the placement in the new course.
- 3(c) If Magill College Sydney is unable to provide a refund, or place a student in an alternative course, the Tuition Protection Service (TPS) will assist the student in finding an alternative course. If a registered education provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within thirty (30) days of the provider obligation period ending, unless the period is varied by the TPS Director. The TPS will transfer any **unused portion of the tuition fees** to the new registered education provider.
- 3(d) If there are no suitable alternative courses or course offers, the student may apply for a refund to TPS for the amount of any **unused portion of the tuition fees** that the student has paid to Magill College Sydney. These fees are any tuition fees that the student has already paid and that are directly related to the course for which the tuition has not yet been received by the student.