

Written Agreements Policy and Procedure

1. Introduction

This document outlines CCEB's policy relating to the written agreement between CCEB and the students or intending students.

2. Policy

- 2.1 CCEB must have a written agreement with each student that is accepted or intending to accept for enrolment.
- 2.2 The written agreement must be signed and therefore accepted by the student and, if the student is under 18, their parent or legal guardian.
- 2.3 For overseas students the written agreement will include, in plain English, the following:
 - The course or courses in which the student is to be enrolled.
 - The expected course(s) start date(s).
 - The location at which courses will be delivered.
 - Any prerequisites necessary to enter the course(s), including English language requirements.
 - Any conditions imposed on the enrolment.
 - All tuition and non-tuition fees payable for the enrolment.
 - Payment options.
 - Any non-tuition fees that may incur.
 - The circumstances in which personal information may be disclosed.
 - An outline of CCEB complaints and appeals processes.
 - The refund requirements that apply if the student defaults.
 - A statement that is the student's responsibility to keep a copy of the written agreement and receipts of any payments.
 - An explanation of what happens in the event of a course not being delivered, including the role of the TPS (Tuition Protection Service).
 - A requirement that, while the overseas student or intending overseas student is in Australia and studying with CCEB, they must notify CCEB of their contact details, including current residential address, mobile number (if any) and email address (if any), and who to contact in an emergency. These details must be provided within 7 days of arriving in Australia and within 7 days of any changes.
- 2.4 CCEB must not accept payment until the written agreement has been signed by the student (and parent/guardian for younger students). Payment and the signed written agreement can be received at the same time.
- 2.5 CCEB will keep records of all written agreements for overseas student, as well as receipts for payment made under the written agreement, for at least 2 years after the student ceases to be an accepted student as per the ESOS Act.
- 2.6 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

3. Procedures

- 3.1 On receiving the written agreement issued by CCEB, the student (and parent/guardian for younger students) reads and signs the document and then provides a copy to CCEB.
- 3.2 CCEB file the copy into the student file (paper or electronic).

4. Definitions

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- a) Written Agreement – Conditions of Enrolment plus Letter of Offer, Letter of Acceptance and/or Enrolment Form
- b) College – CCEB
- c) Student – All students enrolled at CCEB
- d) Overseas Student – Any student who holds a student visa as defined by the ESOS Act (Education Services for Overseas Students Act 2000)
- e) Younger student – Any student under the age of 18 years old

5. Relevant Legislation

Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 3) Education Services for Overseas Students Act 2000
Queensland	-

6. Related Documents

Letters/ forms	Letter of Offer Letter of Acceptance Enrolment Forms
Policies/ procedures	Conditions of Enrolment Cancellation and Refund Policy
Other documents	Pre-Departure Booklet Student Handbook

Document History

Version	Version release date	Author	Description of change	Date for next review
Written Agreements Policy and Procedure	Nov 2021	H. Pearce (Admin Coordinator)	Original document	Nov 2024