

Terms and Conditions of Enrolment

This document aims at protecting your consumer rights under Australian law.

Please carefully read through the following pages to get an understanding of HTA's policies and procedures and the expectation we have of you. We recommend you read through the 'Offer Letter Explained' document before you start reading this agreement. You would have received a copy of the same as a separate attachment.

We recommend you take at least 24 hours prior to signing and accepting this agreement. We strongly encourage you to contact student support if you have any questions or concerns or if you are unable to understand any part of this agreement.

To accept this offer you are required to accept (as indicated by signing the student acceptance on the second last page of this document) this Student Written Agreement and forward to the college or your agent.

It is extremely important for you to understand the following before signing this agreement:

- a) Your offer details
- b) Fees, Charges and Refund policy and procedures
- c) Complaints and appeals policy and procedure
- d) Other HTA policies and procedures as outlined in the Student Handbook.
- e) Student Code of Conduct
- f) Responsibilities of HTA as an RTO and ESOS provider

You must read this offer letter and student written agreement in conjunction with the Student Handbook for further information.

Student Code of Conduct

1. Student' Responsibilities

All students, throughout their training and involvement with HTA, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to HTA in a timely manner.
- Approach their course with due personal commitment and integrity.

- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify HTA if any difficulties arise as part of their involvement in the program.
- Make payments for their training within agreed timeframes, where relevant.

2. Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information HTA holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to HTA on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Complaints and Appeals Policy and Procedures

1. Purpose and scope

This Complaints and Appeals Policy is developed to provide and maintain a fair, timely, effective and accessible mechanism to deal with the complaints and appeals involving students, staff, third-party contractors and other relevant stakeholders.

The purpose of this policy is to ensure that HTA has transparent and efficient processes of responding and resolving the complaints, grievances and appeal in a fair and confidential manner.

HTA is committed to continuous improvement and uses complaints, grievances and appeals as an opportunity to improve its systems, process and practices. HTA will maintain public access to this policy using our website. HTA ensures that this policy adopts the principles of natural justice and procedural fairness at every stage of the complaint and appeal process.

HTA will make this policy publicly available in the Student Handbook, Letter of Offer & Written Agreement and HTA's website.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code);
- Education Services for Overseas Students Act, 2000 (ESOS Act);
- Standard 6 of the Standards for Registered Training Organisations, 2015;

Scope

This policy applies and extends to all HTA's current and intending students both domestic and international, staff, contractors, third parties and key stakeholders.

2. Types of complaints and appeals

HTA may receive a range of complaints and appeals including academic and non-academic matters.

HTA may receive allegations that involve the conduct of its students, education agents and other third-parties (where relevant), and all staff including trainers and assessors and admin personnel.

HTA may receive complaints in relation to the services provided and its practices and activities, for example:

- Marketing practices and information
- Enrolment process
- Training and assessment quality and practices (for example, student support services, assessment requirements, availability of tools and equipment, student course progress etc.)
- Quality of learning and assessment materials
- Bullying and harassment
- Timetable issues

HTA may receive **appeals** which is a request from the applicant to review a decision made by HTA and its staff including trainers and assessors. These decisions may relate to:

- Cancellation or refusal of enrolment
- Fees and refunds
- Complaint outcomes
- Assessment outcomes
- Penalties
- Intention to report (ITR) for attendance, course progress or non-payment of fees
- Other decisions made by HTA

3. Resolution Principles

HTA follows the following principles when dealing with complaints and appeals:

Procedural fairness: All parties to a complaint will be treated fairly, and in a manner that respects their right to an unbiased, timely and transparent process following the principles of natural justice. HTA will not be biased or appear to be biased nor have a personal interest in the matter of the complaints. All complaints are considered on their merits, on the basis of information relevant to the complaints and any mitigating circumstances. All parties have the right to be heard before decision is made, including the right to respond to statements or material that is to be relied upon in reaching a destination.

Good Faith: The complaints process assumes and relies upon all parties engaging in good faith, with an open approach to considering reasonable options.

HTA ensures that:

- complaints and appeals are responded to in a manner that is professional, transparent and consistent.
- complaints and appeals are handled with sensitively and confidentially.

- complaints and appeals are used as an opportunity for continuous improvement by identifying the cause of complaints and appeals and implementing suitable action to avoid future reoccurrence.
- Complaints and appeals are handled free of victimisation or discrimination.
- students are able to use the complaints and appeals mechanism with no cost to them.
- all parties to a complaint are made aware of the allegations and are provided with an opportunity to respond and present their case.

This policy and its procedures along with any other mechanisms offered by HTA do not limit the rights of an individual to take action under Australia's Consumer Protection laws and pursue other legal remedies.

4. Making a complaint or appeal

- A complainant should endeavour to make a formal complaint as soon as possible after the incident occurred.
- Appeals should be made within thirty (30) calendar days from when the original decision was made.
- Informal complaints can be made verbally or using any written form.
- Formal complaints and appeals must be made in writing using the Complaints and Appeals Form. Complaints and appeals may be sent in written to HTA's head office with attention to the Chief Executive Officer.
- The complainant should provide as much detail as possible of the incident or why an appeal is being made to assist HTA in investigating and determining an appropriate solution, including:
 - the issue or decision that related to the complaint or appeal – in detail describe as much as you can on what happened and how it affected you.
 - any supporting evidence (where possible) that can support your complaint or appeal.
 - Describe any steps that you may have already taken in an attempt to resolve the complaint or appeal.
 - Suggestions about how the matter might be resolved.

5. Resolution of complaints and appeals

- The CEO, PEO, campus managers and compliance officers will be involved in resolving complaints and appeals.
- All parties to a complaint or appeal where allegations are made against another person will be given the opportunity to respond to the allegations made.
- Where a third-party engaged by HTA is involved in the complaint or appeal, they will be involved in the process for resolving the complaint or appeal.
- HTA will allow a support person of their choice for each party to be present at meetings scheduled to resolve the issue.
- HTA may request further details from all parties involved as and when required. This could be done via face-to-face meetings, written or verbal requests, over the phone or web conferencing.
- The CEO, PEO and/or the Compliance Officer will review all the information and decide on an appropriate response.
- For assessment appeals, HTA will appoint an independent assessor who was not involved of the original decision to reassess the task again. The new outcome will be the result granted for this assessment task.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. HTA will notify the complainant or appellant of the new outcome in writing with the reasons for the judgment and any other findings made.
- For complaints and appeals related to the enrolment status of a student, HTA will handle them as follows:
 - **Domestic students** are able to maintain their enrolment with HTA while the complaints and appeals process is ongoing.

- **International students** who make a complaint or appeal under this policy will maintain their enrolment throughout the internal appeals processes. HTA will not report the information through PRISMS of a change in enrolment status until the internal processes are complete. Where an external appeals process is accessed by an international student HTA will handle the enrolment as follows:
 - When an appeal is against HTA's decision to report the student for unsatisfactory course progress or attendance, their enrolment will be maintained until the external process is completed and has supported or not supported the HTA's decision to report.
 - When an appeal is against HTA's decision to defer, suspend or cancel a student's enrolment due to misconduct, HTA will report the information through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process
- **Timeframe:**
 - HTA will acknowledge the receipt of complaint or appeal in writing within three (3) business days.
 - HTA will commence the complaints and appeals process within seven (7) business days of the receipt of the application.
 - HTA will endeavour to finalise all applications as soon as possible or at least within 30 calendar days. The complainant or appellant will be advised in writing if due to any significant reasons the process will take longer. They will be provided weekly notifications on the progress of their complaint or appeal until the process is completed and the matter resolved.
- HTA will provide the complainant or appellant a written response on the outcome of their complaint or appeal. The response will clearly outline HTA's understanding of the issue, action taken by HTA in investigating and resolving the complaint or appeal, findings and outcome.

6. External resolution

- If the complainant or appellant is not satisfied by the outcomes of the internal process, they may opt for the matter to be referred to an external dispute resolution body.
- If an external independent party is appointed, all associated costs will be paid by the party appointing the external party.
- HTA may engage an external independent mediator who has the expertise required to resolve the complaint or appeal as and when needed.
- HTA will co-operate fully in the external resolution process by providing clear, full and transparent access to any documentation associated with the complaint and appeals including student files, assessment records, internal complaints and appeals records as permitted by law. HTA will instruct and require all staff to fully co-operate in the process.
- External complaints in relation to a student's enrolment that result in an external party giving an outcome in the favour of HTA will result in the reporting of information through PRISMS of the change in an overseas student's enrolment status.
- Where an external party finds an outcome in the favour of a student, the CEO will act on this immediately and organise a management meeting to use this as an opportunity for continuous improvement. The management team must discuss all decisions made, findings of the case and its outcome. Appropriate actions must be decided to ensure the situation is corrected and not repeated. The complainant or appellant must be notified of the corrective actions and associated outcomes.
- **Domestic students** can choose to hire an external party of their own choice at their own cost. Additional options for external complaints avenues are provided in below.
- **International students** wishing to opt for external appeals process can do so through at no cost with the **Commonwealth Ombudsman**. The Commonwealth Ombudsman can investigate complaints from international students about private schools, colleges, institutes and universities in Australia. Details on how the ombudsman can help you can be found on the following web page: <https://www.ombudsman.gov.au/complaints/international-student-complaints>.

Commonwealth Ombudsman contact details can be found on the following web page:

<https://www.ombudsman.gov.au/contact-us>

The Commonwealth Ombudsman can look into complaints from international students who are currently studying, previously studied, or are planning to study with private education providers on a student visa. Issues they can look into include:

- course fees and refunds
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- your private education provider's handling of your complaint or appeal, including complaints about:
 - grades and assessments
 - academic misconduct decisions
- Overseas Student Health Cover.
- **Other external avenues:**
 - **National Training Complaints Hotline:** If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered. You can lodge a complaint with National Training Complaints Hotline by completing the [complaints form](https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form) (<https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>) or by calling the student enquiry line on 13 38 73.
 - **Consumer Protection Agencies:** The consumer protection agency in your state or territory:
 - can provide information about seeking a refund or a cancellation of your course fees
 - can provide information about your rights and obligations
 - may be able to help you negotiate with your training provider.

If you are studying with a provider that is located in a different state or territory to where you live, you can report your concerns to the [Australian Competition & Consumer Commission](https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue) (<https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>).

State or territory	Agency and contact details
Australian Capital Territory (ACT)	ACT Fair Trading Phone: (02) 6207 3000
New South Wales (NSW)	NSW Fair Trading Phone: 13 32 20
Northern Territory (NT)	Northern Territory Consumer Affairs Phone: 1800 019 319
Queensland (QLD)	Fair Trading Phone: 13 74 68
South Australia (SA)	Consumer and Business Services Phone: 13 18 82
Tasmania (TAS)	Consumer Affairs and Fair Trading Phone: 1300 65 44 99

State or territory	Agency and contact details
Victoria (VIC)	Consumer Affairs Victoria Phone: 1300 55 81 81
Western Australia (WA)	Consumer Protection Phone: 1300 304 054

- State or Territory Ombudsman: Your state or territory ombudsman may be able to help if:
 - your complaint is about fees and refunds, and
 - you are studying with a government-run provider (such as a TAFE).

State or territory	Ombudsman website address
Australian Capital Territory (ACT)	www.ombudsman.act.gov.au
New South Wales (NSW)	www.ombo.nsw.gov.au
Northern Territory (NT)	www.ombudsman.nt.gov.au
Queensland (QLD)	www.ombudsman.qld.gov.au
South Australia (SA)	www.trainingadvocate.sa.gov.au
Tasmania (TAS)	www.ombudsman.tas.gov.au
Victoria (VIC)	www.ombudsman.vic.gov.au
Western Australia (WA)	www.ombudsman.wa.gov.au

- Australian Skills Quality Authority (ASQA): ASQA is the national VET regulator and takes feedbacks and complaints as intelligence to inform their regulatory activities. However, ASQA is unable to assist student with their individual cases and circumstances and cannot act as an advocate for students in resolving complaints or appeals. Complaints can be made via ASQAnet <https://asqaconnect.asqa.gov.au/>.

7. Records Management

A record of all complaints and appeals including all outcomes and rationale for those outcomes and findings is maintained on HTA's Complaints and Appeals Register which is securely and confidentially retained by HTA. A copy of the complaint or appeal with all supporting documents are to be stored on the student's file.

A record of all opportunities for improvement and associated actions taken is recorded in the Continuous Improvement Register.

Fees and Refunds Policy and Procedures

1. Purpose and scope

HTA ensures that students make informed decision and are aware of any financial obligation to HTA.

The purpose of this policy is to define the different types of fees and charges associated with study at HTA, collection of fees, payment options and penalties for non-payment where applicable. This policy and its associated procedures have been developed to ensure that all the student fees, charges, deferrals and refunds being charged and processed for courses or training programs and services offered by HTA are dealt with utmost fairness and honesty.

HTA in implementing this policy intends to establish a framework that all applicable fees, charges, deferrals and refunds being administered by HTA are calculated as per the provided rules and guidelines and are protected and handled appropriately.

HTA ensures a fair and equitable process is in place to guide students and staff where an overseas student requests a refund in relation to a CRICOS registered course.

The policy statements and procedures maintain and comply with the legislative and regulatory requirements stated under the: -

- Standard 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code);
- Education Services for Overseas Students Act, 2000 (ESOS Act);
- Clauses 5.3, 7.3 and Schedule 6 of the Standards for Registered Training Organisations, 2015;
- Australian Consumer Law
- Education Services for Overseas Students (Calculation of Refund) Specification 2014 (the ESOS Refund Specification)

Scope

This policy applies to the applicable fees, charges, deferrals and refunds administered by HTA for provided courses or training programs and client services.

The policy stands applicable on all overseas students accepted and enrolled by HTA. Students are made aware of this policy and its procedures prior to enrolment and acceptance of offer through HTA's website, letter of offer and written agreement, orientation, course entry interview and the student handbook.

2. Fees and Charges Policy

HTA ensures:

- all information provided in marketing and promotional materials related to the course fees and other charges is accurate and relevant to this Policy. HTA publishes accurate information about fees, charges and refunds in relevant information sources such as HTA's website, Letter of Offer and Written Agreement, Student Handbook to ensure that students have access to sufficient information enabling them to make an informed decision on their financial commitment to undertake a course/s with HTA.
- a thirty (30) day notice is provided in writing to a student where under special circumstances and prior to the student's enrolment, if HTA made changes to the students' course fees. HTA will require an acknowledgement from each student prior to any course fee changes in writing. A copy of this acknowledgement will be retained in the overseas student's file. Where a student does not agree with the revised fees structure and payment arrangements, HTA will allow students to receive a full refund of all unspent tuition fees.
- it does not accept any fees and charges from Overseas Students on a Student Visa until such time as the student has accepted the Letter of Offer and signed the written agreement. This can occur concurrently, however.
- Detailed fees information is provided to the students prior to enrolment in accordance with Clause 5.3 of the Standards. The letter of offer and the written agreement clearly outlines:
 - tuition fees a student must pay to undertake the course
 - the periods the tuition fees relate to
 - the payment options and due dates e.g. If the student is required to pay term fees in advance or if they can by payment plan (must include the terms of the plan and frequency of the payments)
 - any non-tuition fees a student may incur
 - this fees and refunds policy and procedures

- the advice in relation to potential for changes to fees over the duration of a course.
- that it does not require students to pay more than 50 per cent of their tuition fees before they start the course under the ESOS Act. However, students or the person responsible for paying their tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course and express their wish to do so in writing.
- all fees and charges by HTA are fair and reasonable.
- it retains receipts of all tuition and non-tuition fees for two (2) years after the overseas student ceases to be an accepted student at HTA.
- where payment is inadvertently received prior to the arrival/receipt of the course acceptance, the receiving staff member must notify the overseas student, parent/legal guardian and/or the education agent and advise them in writing that the enrolment cannot be processed until such time as the course acceptance is received.
- a copy of all Letter of Offers including the Written Agreement outlining the student fees and charges are securely stored.

2.1. Fees and other charges

All Students are required to pay for the following Fees:

- **Enrolment Fee:** This is applicable to all Overseas Students applying for enrolment with HTA. The application will not be processed until the fee has been received. This is a **non-refundable fee of \$250**.
- **Total Course Fees:** refers to Tuition Fees, Non-Tuition Fees and other charges as stated in the Letter of Offer and Written Agreement.
- **Tuition Fees:** Fees Students are charged for the provision of training and assessment. Tuition fees include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or not) or are intended to assist the student to progress in their course or are matters ancillary to the activities that form part of the student's course listed previously (example mandatory textbooks). Matters ancillary is best understood as anything required to support the primary activity of providing training and assessment. Students must pay all associated Course Fees as per the Letter of Offer and Written Agreement and their individualised Fee Schedule included in the letter of offer, otherwise students will not be allowed to continue study. When a student accepts an offer by HTA by paying the fees, a binding contract is created between the refund and HTA. Additional fees that may apply if a student applies for re-enrolment after failing to achieve a satisfactory outcome after three (3) attempts at an assessment task for a unit or multiple units is also considered as tuition fees. Any costs associated with RPL and CT are also considered a part the tuition fees.
 - **RPL Fee:** Students applying for Recognition of Prior Learning (RPL) will be charged per unit of competency. The fee will equal that for the provision of the training of such unit of competency. This will vary according to each qualification. An RPL application fees of \$500 will be charges for the initial assessment of the student's suitability for RPL.
 - **Credit Transfer (CT):** Students who provide Australian Nationally Recognised testamur as evidence for Credit Transfers (CT), will not be charged a fee for this application. Their tuition fee will be reduced by the unit/s cost.
- **Non-Tuition Fees:** Non-tuition fees include books and materials that are not mandatory and do not contribute to the completion of the course, health insurance, application fee, accommodation, late payment fees, credit card surcharges, replacement fess for textbooks and materials and assistance to apply for or hold a Student Visa.
- **Overseas Student Health Cover (OSHC):** It is a condition of overseas Student Visas, that the Australian Government requires the student to have Overseas Student Health Cover for the duration of their time in Australia. This insurance must provide medical and hospital cover and must include family members such as spouses and children. HTA requires students to arrange their own OSHC.

Students will not be able to obtain a valid Student Visa, if they do not have proof of OSHC. Please refer to Overseas Students Visa Requirements for further information in regard to appropriate Health Insurance Cover.

- **Other Fees and charges** (applicable to the specific circumstances listed below):

Description	AUD\$
Enrolment Fee	
This is applicable to all Overseas Students applying for enrolment with HTA. The application will not be processed until the fee has been received. This is a non-refundable fee of \$250.	\$250
Student ID Card	
Your first ID card is issued for free. A replacement cost will apply for Student ID cards.	\$30
Re-issuing of academic documentation	
You will be provided with a free a copy of your academic documentation (certificate, testamur, record of results or statement of attainment). You will be charged an administration fee if you require replacement. A Request Form for Replacement of Certificates or Statements of Attainment (SOA) must be lodged with the HTA Student Support and the fee paid in advance.	\$75
Recognition of Prior Learning (RPL)	
RPL application fee (non-refundable)	\$500
Chef kit and uniform replacement	
Students enrolling in the SIT package are provided with a 21-piece chef kit and a full chef uniform. The cost of which is included in the materials and equipment fees. If you require a replacement you will have to order a replacement through student support and must pay prior to the placement of an order for the new replacement.	
Chef starter kit	\$375
Polo	\$65
Shoes	\$65
Chef Jacket	\$85
Chef pants	\$85
Apron	\$25
Beanie	\$55
Course deferral	
If you request a change in your commencement date/ defer your course due to reasons other than a delay in visa processing or compassionate and compelling circumstances such as medical issues you will be charged a non-refundable fee.	\$250

Description	AUD\$
Late payment of fees	
If you fail to pay your tuition fees by the due date in accordance with the payment schedule provided in this agreement without an approved extension from HTA, you will be charged a late payment fee.	\$150
Debt recovery charges where long standing debts may be referred to a debt collection agency	Upto 40% of the debt
Missed theory assessment	
You will be charged a fee if you do not attend theory assessment days which may include written assessment/knowledge assessment/worksheets. HTA will have to organise an assessor and classroom on a different day outside of your ongoing timetable for you to complete this assessment. The fee may be waived under compassionate and compelling circumstances. Complete the re-assessment request form and submit along with any evidence of your circumstances such as a medical certificate.	\$150
Missed practical assessment	
You will be charged a fee if you do not attend practical assessment days. HTA will have to organise an assessor and classroom or kitchen on a different day outside of your ongoing timetable for you to complete this assessment.	
The fee may be waived under compassionate and compelling circumstances. Complete the re-assessment request form and submit along with any evidence of your circumstances such as a medical certificate.	
Missed practical assessment fee for classroom based assessments	\$150
Missed practical assessment fee for commercial kitchen or simulated environment based assessments	\$400
Printing charges	
HTA will provide you a copy of all handouts, learner guides and assessments as part of your materials and equipment fees.	\$0.5 per page
If you require additional copies, you may request student support to provide you with additional copies but will be required to pay the applicable printing charges.	

2.2. Collection of fees

In line with the ESOS Act 2000, a Registered Provider must not receive more than 50% of the total tuition fees for a course before an overseas refund begins the course. Exceptions apply if the student or the person responsible for making the payment chooses to do so. The provider must keep all fees paid in advance in a separate account which meets the requirements of the ESOS Act 2000. Students' agreement for the payment of fees will be outline in the Written Agreement. Students must adhere to this.

Overseas Students' collection of fees is as below.

- **Tuition Fees:** HTA requires students to pay tuition fees for the instalments due before the commencement of each study term. Student wishing to pay for the whole course must confirm this in

writing. Due dates for instalments are provided to Students with the Course Acceptance Written Agreement.

Please note RPL and CT fees are considered tuition fees. Therefore, any fees pertaining to these must be paid as part of the tuition fees.

- **RPL Application fees:** \$500
- **Material and Equipment fees:** This fee is due and payable prior to the commencement of the course and before the orientation day as HTA issues required equipment on the day of orientation.
- **Non-tuition Fees:**
 - **Enrolment Fee:** \$250 is payable at the time the student completes the application form. This is non-refundable.
- Tuition Fees must be paid as per the fee schedule and/or payment plan outlined in the Letter of Offer. HTA prefers to receive payment by electronic bank transfer, EFTPOS or Credit Card (surcharge applies). HTA also accepts cash payments. Overseas students must ensure that they add their Student ID and Full Name when transferring money into the nominated HTA bank account.
- HTA issues payment receipts for each payment made by the student. HTA will securely retain receipts of all tuition and non-tuition fees for two (2) years after the international student ceases to be an accepted student at HTA. HTA also recommends that students keep their payment records securely.

2.3. Late fees and non-payment of fees

- HTA will not issue a qualification or statement of attainment until all agreed fees the student owes are paid.
- HTA will issue one warning letter for overdue fees via email.
- A late payment of fee of \$150 will be charged if a student fails to pay their tuition fee as per the agreed due dates in accordance with their payment schedule.
- If overdue fees are not paid within 7 days after the warning letter was sent, HTA will issue a notice to the student to either pay the outstanding amount or enter a payment arrangement with HTA within 14 days.
- Non-payment of fees can result in the following actions by HTA:
 - Issue a suspension of study;
 - Remove access to HTA's resources, equipment and facilities;
 - Withhold qualifications and statement of attainments;
 - Cancellation of the student's enrolment;
 - Report non-payment of fees on PRISMS to inform the Department of Education and Department of Home Affairs of the breach of student visa conditions after the warning letter and notice.
- Long standing debts may be referred to a debt collection agency where fees are more than 45 days past due and where no alternative arrangements have been made.
- HTA reserves the right to suspend the provision of services to a student until all fees are paid and brought up to date. Students with longstanding debts and with no agreement in place may be withdrawn from their course if payments are not received and/or a payment arrangement is not made with HTA.
- The RTO may engage a debt collection agency to recover any long-standing debts. Additional charges of up to 40% of the debt may be applicable to recover the costs of debt recovery.

3. Refunds Policy

The refund policy outlines HTA's procedures for assessing and approving a refund for an international student in accordance with the requirements of the National Code, ESOS Act and the SRTOs.

This policy includes provision for Refunds of tuition fees. Refunds for accommodation services (where relevant), airport pickup (where relevant) should be referred to the relevant Services Provider. Note: HTA does not arrange accommodation or airport pick up for International Students.

This policy applies to all intending, commencing and continuing overseas students. As soon as an overseas student accepts a place offered by HTA in the Letter of Offer and Written Agreement and pays the associated fees, a binding contract is created between the refund and HTA.

All Overseas Students who apply for a refund under this policy are afforded the principles of natural justice, including the ability to lodge a complaint or appeal against any decision relevant to an application for refund request. The rights as a consumer, including but not limited to, any statutory cooling off period if applicable. All agreements have a 48-hour cooling off period. Agreements cancelled within this period receive a full refund of any initial tuition fees paid. HTA will issue a Statement of Attainment for any units successfully completed by the student.

The written agreement, this policy and the availability of the HTA's Complaints and Appeals processes do not remove the right of any student to take action under Australia's Consumer Protection Laws where Australian Consumer Law applies. The Office of the Commonwealth Ombudsman investigates complaints that Overseas Students have with private education providers. However, if you have a complaint about HTA and the refund process, we recommend our internal complaints process before contacting the Ombudsman.

Records of any refund assessments and issuance of refunds will be securely retained on the student's file and in HTA's accounting system.

4. Refund procedure

4.1. Requirements to apply for a refund

All Overseas Students seeking a refund for any purpose must complete the Refund Application Form and supply any supporting evidence as required. It should be noted that making an application for a Cancellation of Enrolment or an Application for Release are not indicators that you are also seeking a refund and a Refund Application Form must be completed at all times a refund is being sought. Students who are withdrawing from the course enrolment must complete the Withdrawal Form, just completing the Refund Application Form will render them ineligible for a refund.

A refund will not be provided in the following circumstances:

- Where the Overseas Student still has fees outstanding;
- Where equipment and/or resources on loan to the Overseas Student from HTA have not been returned;
- A Complaint or Appeal is in progress that is related or linked to the application for a refund.

Refunds will be provided into the Overseas Student's nominated bank account in their own name, unless otherwise advised on the application form. In the event that the Overseas Student is deceased or incapable of nominating a bank account, the refund will be provided to the Parent or Legal Guardian as nominated on the Overseas Student's emergency contact details form.

Under no circumstances will an Overseas Student's Refund be paid to an Education and/or Migration Agent or other third party without the student's written consent and that consent is written in the English language.

Where a refund is processed for overseas payments for Overseas Students in accordance with this policy, students will be charged any bank fees associated with the transfer of funds. This is because HTA absorbed the costs of the bank fees in receiving the fees upon initial payment.

In all cases where a refund is approved and processed, the International Student will receive a written statement that details how the refund was calculated and where it was paid into. In all cases where an

International Student applies for a refund and the refund is declined, a written statement will be provided to the International Student outlining the reasons for the decision by HTA to reject the application for a refund.

The student agrees to repay HTA (on demand) any payments credited to the refund in error. HTA reserves the right to offset the amount of any over-payment made in error against any liability (including any future debt) owing to HTA by the refund.

All Refunds, except those for Provider Default, will be processed within twenty-eight (28) days.

4.2. Refunds after the student defaults

Where a student defaults in accordance with the meaning given in this policy, the Cancellation and Refund fees in Appendix A will prevail. In all cases of student default, Overseas Students will have access to HTA's Complaints and Appeals Policy.

Visa Refusal

Where an application for an initial Student Visa is refused, the Department of Home Affairs (DHA) processing office will issue a letter to confirm that the Student Visa application has been refused. A copy of this letter must be provided to HTA as evidence of Visa refusal and in order for the student to obtain a refund in accordance with this policy. Where the refusal letter is not provided, the refund will be calculated as per a student withdrawal in accordance with the Refund Provisions table in Appendix A.

Withdrawal of enrolment prior to commencement of the course

Where a student cancels or defaults in accordance with the meaning given in this policy, the cancellation fee and/or refund listed in Appendix A applies.

If a student withdraws due to compassionate or compelling reasons, HTA encourages the student to provide sufficient evidence in their application and attach evidence from a third party.

Students who have not prepaid fees when entering a pathway course with HTA and are not financial at the time of cancellation need to consider the following:

- A cancellation fee applies as listed in Appendix A
- If any fees are outstanding or overdue, these fees must be paid prior to HTA cancelling the enrolment.
- HTA reserves the right to engage a debt collection agency to collect outstanding fees.

Withdrawal of enrolment after commencement of the course

Where a student cancels or defaults in accordance with the meaning given in this policy, the cancellation fee and/or refund listed in Appendix A applies.

Student default obligations and notification

Where a student defaults for any of the reasons below, HTA will record the default in PRISMS (reporting the student to the Australian Government) within 4 weeks of the day of default:

- A student has been granted a refund in accordance with this policy.
- A student has been granted a refund due to a non-compliant written agreement.
- The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - the student's failure to start the course at the location on the agreed starting day;
 - the student's withdrawal from the course at that location;
 - the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

4.3. Refunds after HTA defaults

In the unlikely event of HTA Defaults, then all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day. Other associated fees may be refunded.

Alternatively, within 14 days the student may be offered enrolment in an alternative course (this course may or may not be with an alternative Provider) at no extra cost with any unspent tuition fees transferred to the new course and where relevant, the new Provider. The student reserves the right to accept either the refund amount or a place in another course.

Where the student accepts a refund of unexpended pre-paid tuition fees from the Tuition Protection Service (TPS), they will be required to comply with all relevant immigration requirements and should note that this may have an impact on their Student Visa. Where the student wishes to obtain further information about the Tuition Protection Service (TPS), it can be found at the following website:

<https://www.dese.gov.au/tps/international-students>

Finally, if HTA cannot place the student in a suitable alternative course and is unable to offer a refund of unspent tuition fees, the TPS will attempt to place the student in a suitable alternative course or, if this is not possible, students will be eligible for a refund as calculated by the TPS.

If HTA is not in a position to refund the unexpended pre-paid tuition fees, HTA will notify the TPS Director within three (3) business days of the default or intention to default. At this time, HTA will have fourteen (14) days to satisfy its tuition protection obligations to current students. Subsequent to the fourteen (14) days lapsing, HTA will have a further seven (7) days to advise the TPS Director of the final outcome.

Provider default – course is cancelled by HTA

- In the unlikely event that HTA is unable to deliver the course or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the student will be issued with either:
 - a refund for the course or portion of course that was not provided - see clause 15 for further details.
 - an offer for a placement into an alternative course at no additional cost which the student also accepts in writing within the 14 days from the date the course ceases to be delivered.
- In such cases, HTA will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.
- For overseas students whose course ceases to be delivered the Tuition Protection Service can assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

Provide default obligations and notification

Where provider default applies HTA will:

- record the default in PRISMS (thereby reporting to the Australian Government) within 3 business days of the day of default.
- discharge its obligations within 14 business days of the day of default, by either:
 - offering an alternative suitable course to a student which the student has accepted.
 - refunding amounts due in accordance with this policy.
- record outcome of the discharge of its obligations in PRISMS within 21 business days of the day of default.

4.4. Application for refund

- If students are eligible for a refund, they should apply in writing using the Refund Application Form. This form can be delivered in person to student administration, sent to HTA via email listed below or alternatively, returned by post to:

- Any supporting evidence such as letter of visa refusal, medical certificate etc should be submitted where possible along with the refund application form.
- The CEO will review the refund application and the supporting evidence. It is the student's responsibility to provide HTA with all relevant documentation to support their application.
- The CEO will make a decision whether to refund the paid fees based on the student's claims.
- Under excruciating circumstances, the CEO at their discretion may choose to give students a refund even if other terms of the refund policy are not met. The CEO will personally examine all circumstances in relation to each case under such instances.
- Student Administration will write to the student, normally within fourteen (14) days, advising the student of the outcome. If the student's application for refund is successful, a direct deposit will be made into the Overseas Student's nominated bank account. Students must allow up to fourteen (14) working days for the refund to be processed.

5. Protection of fees paid in advance

HTA implements the following to protect any fees paid in advance by overseas students.

- HTA pays into the Tuition Protection Scheme (TPS), an Australian Government Initiative. Read more about TPS in the next section.
- HTA does not require students to pay more than 50 per cent of their tuition fees before they start the course under Section 27 of the ESOS Act 2000. However, students or the person responsible for paying their tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course and express their wish to do so in writing. Where a course has a duration of 25 weeks or less, HTA may receive more than 50% of the total tuition fees for a course before the student has begun the course.
- All pre-paid tuition fees paid by the students who are yet to commence their course is protected and handled in accordance with Sections 27 to 32 of the ESOS Act 2000 by ensuring the following:
 - is deposited and held in a secure separate bank account that meets the requirements of sections 28 and 29 of the ESOS Act. The tuition fees paid by the student can be drawn once the student commences their course. HTA will refer to this account as the trust account and is an account which is different from the day-to-day operational account of HTA.
 - student tuition fees are paid into the bank account within five (5) business days of receipt.
 - a credit balance is maintained in this trust account that is sufficient to repay all tuition fees to every overseas student or intending overseas student for courses that have not yet commenced.
 - HTA will only draw money from the trust account under the following additional circumstances:
 - refund a relevant student when a provider defaults
 - refund a relevant student when that relevant student defaults, as per a written agreement
 - refund a relevant student, as per a written agreement, but where the agreement was not signed
 - refund a relevant student who has had their visa refused
 - pay for an alternative course when a provider defaults and they have made arrangements for a relevant student to study at a different institution
 - to pay a Tuition Protection Service (TPS) Director, where that Director has refunded a relevant student.

6. Tuition Protection Service

In accordance with the ESOS Act 2000, HTA ensures the security of student fees through membership to the Australian Government's Tuition Protections Service (TPS) which is a placement and refund service for International Students. The TPS is similar to an insurance cover that aims to place Students in an alternative course and offer a pro-rata refund on unused portions of their tuition fees.

In the unlikely event of HTA default, then all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day. Other associated fees may be refunded. Alternatively, the refund may be offered enrolment in an alternative course (this course may or may not be with an alternative provider) at no extra cost with any unspent tuition fees transferred to the new course and where relevant, the new provider. The student reserves the right to accept either the refund amount or a place in another course.

Where the student accepts a refund of unexpended pre-paid tuition fees from the TPS, they will be required to comply with all relevant immigration requirements and should note that this may have an impact on their Student Visa. Where the refund wishes to obtain further information about the Tuition Protection Service (TPS), it can be found at the following website:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Finally, if HTA cannot place the student in a suitable alternative course and is unable to offer a refund of unspent tuition fees, the Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course or, if this is not possible, Students will be eligible for a refund as calculated by the TPS. If HTA is not in a position to refund the unexpended pre-paid tuition fees, HTA will notify the TPS Director within three (3) business days of the default or intention to default. At this time, HTA will have fourteen (14) days to satisfy its tuition protection obligations to current students. Subsequent to the fourteen (14) days lapsing, HTA will have a further seven (7) days to advise the TPS Director of the final outcome.

TPS Student Brochure: <https://tps.gov.au/StaticContent/GetDocument/ecfaf9ec-4b40-4947-95dc-20b760b90779>

TPS Student Information Handout: This document includes a overview flow chart of the TPS process along with some useful contacts for the TPS, Home Affairs, and ASQA for international students affected by a provider default.

<https://www.education.gov.au/tps/resources/student-information-handout>

Appendix 1: Refund Provisions

1.1 Refunds due to an International Student's Visa Refusal

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.1.1	<p>Student fails to start a course due to visa refusal</p> <p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> the student's failure to start the course at the location on the agreed starting day. the student's withdrawal from the course at that location on or before the agreed starting day. 	<p>Section 47E of the ESOS Act, 2000 and Section 9 of the ESOS Education Services for Overseas Students Calculation of Refund Specification 2014 require the provider to provide a refund to the student.</p> <p>The amount of a refund is the amount of the course fees, minus the lesser of the following amounts:</p> <ol style="list-style-type: none"> 5% of the amount of course fees received by the provider in respect of the student before the default day; \$500.
1.1.2	<p>Student withdraws due to visa refusal after course commencement or fails to pay owed amounts to the provider</p> <p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> the student's withdrawal from the course at that location (after the start date) the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location. 	<p>Section 47E of the ESOS Act, 2000 and section 10 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014 require the provider to provide a refund to the student using the following calculations:</p> <p>Refund amount = Weekly tuition fee x Weeks in default period</p>

1.2 Refunds due to an International Student withdrawing (student default)

The following circumstances are deemed as a student default as per section 47a of the ESOS Act 2000.

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.2.1	<p>The student withdraws from the course at the specified location more than 10 weeks before the expected commencement date and:</p>	<p>Full refund of course fees paid less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.</p>

	<ul style="list-style-type: none"> • this is not due to Visa Refusal. • the written agreement is compliant. 	
1.2.2	<p>The student withdraws from the course at the specified location more than 4 weeks and up to 10 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> • this is not due to Visa Refusal. • the written agreement is compliant. 	<p>70% refund of course fees paid less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.</p> <p>Unspent tuition fees for future periods will be refunded using the following calculation where the student has made voluntary advance payments.</p> <ul style="list-style-type: none"> • the weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course)
1.2.3	<p>The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> • this is not due to Visa Refusal. • the written agreement is compliant. 	<p>50% refund of course fees paid less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.</p> <p>Unspent tuition fees for future periods will be refunded using the following calculation where the student has made voluntary advance payments.</p> <ul style="list-style-type: none"> • the weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course)
1.2.4	<p>The student withdraws from the course at the specified location after they commence the course.</p> <ul style="list-style-type: none"> • this is not due to Visa Refusal. • the written agreement held by HTA is compliant. 	<p>No refund for non-tuition fees will be provided.</p> <p>20% refund of course fees paid less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses.</p> <p>Unspent tuition fees for future periods will be refunded using the following calculation where the student has made voluntary advance payments.</p> <ul style="list-style-type: none"> • the weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course)

1.3 Refunds due to an international student not commencing their course (student default)

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.3.1	The student does not commence the course at the specified location on the agreed starting date and	No refund of enrolment deposit or tuition fees paid for first study period.

	<p>has not withdrawn, deferred or have had their request for an alternative start date approved by HTA and:</p> <ul style="list-style-type: none"> • this is not due to HTA cancelling or postponing the course. • this is not due to Visa Refusal. • the written agreement is compliant. 	<p>Unspent tuition fees for future periods will be refunded using the following calculation where the student has made voluntary advance payments.</p> <ul style="list-style-type: none"> • the weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course)
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1.4 Refunds due to HTA cancelling an international student's enrolment (student default)

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.4.1	<p>HTA cancels a student's enrolment following formal notice and appeal period, due to:</p> <ul style="list-style-type: none"> • academic misconduct, misbehaviour or failure to comply with HTA's policies or student code of conduct • Visa condition breaches • failure to pay fees in accordance with the written agreement • unsatisfactory course progress or attendance and • the written agreement is compliant. 	<p>As per sections 47a of the ESOS Act 2000 this is a student default.</p> <p>HTA will provide no refund under this circumstance.</p>
1.4.2	<p>If a student has supplied incorrect or incomplete information or fraudulent documents and as a result HTA withdraws the offer prior to commencement of the course.</p>	<p>Half of the tuition fees paid for the first study period and all of the tuition fees paid for remaining study periods to be calculated as follows:</p> <ul style="list-style-type: none"> • For the first study period - 50% of the weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the offer is withdrawn by HTA. • For subsequent study periods - the weekly tuition fee multiplied by the weeks in the default period

1.5 Refunds where an international student has defaulted but the written agreement is non-compliant (provider default)

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.5.1	<p>Provider does not enter into compliant student default agreement</p>	<p>Section 47E of the ESOS Act, 2000 and Section 8 of the ESOS Education Services for Overseas Students Calculation of Refund Specification,</p>

	<p>The international student has defaulted (either withdrawn, not commenced on the agreed date, failed to pay fees as agreed or had their visa cancelled or refused) and HTA failed to enter into a written agreement with a student that is non-compliant.</p>	<p>2014 require the provider to provide a refund. The amount of refund is calculated as follows:</p> <p>refund amount = weekly tuition fee x weeks in default period</p>
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1.6 Refunds where HTA cancels a course (provider default)

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.6.1	<p>HTA fails to start the course on the agreed starting day at the location because of insufficient numbers, unforeseen circumstances or a sanction has been imposed (and the student has not withdrawn before this day).</p>	<p>(In accordance with Section 46A of the ESOS Act)</p> <ul style="list-style-type: none"> • Full refund of course fees or • No refund is required if within 14 days the student is offered and accepts a place in an alternative course is arranged for by HTA.
1.6.2	<p>The course has started but cannot be delivered in full or by HTA, including where a sanction has been imposed (and the student has not withdrawn before the default day).</p>	<p>(In accordance with Section 46A of the ESOS Act)</p> <p>Unspent total tuition fees will be refunded, to be calculated as follows:</p> <ul style="list-style-type: none"> • The weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided). or • No refund is required if within 14 days the student is offered and accepts a place in an alternative course arranged by HTA.

1.7 Refunds due to other / compassionate reasons (no default)

Provision reference (internal use)	Reason and circumstances for refunds	Calculation of refund and cancellation fees
1.7.1	<p>If the student receives credit for units within a course for which they have already paid and not undertaken with HTA.</p>	<p>Calculated on a pro-rata basis i.e., the total course fees divided by the number of units.</p> <p>The student will receive a refund for the number of units for which they have received credit for with consideration for any relevant courses that have been undertaken.</p>
1.7.2	<p>If a student cannot complete or commence a course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).</p>	<p>At the discretion of the CEO:</p>

		The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
1.7.3	If a student cannot complete or commence a course because of other special or extenuating including political, civil or natural events.	At the discretion of the CEO: The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

Privacy Notice

Why we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

All information sections in this form are mandatory unless otherwise stated. If you fail to complete this form in full and do not provide all details, your application for enrolment may be rejected.

How we use your personal information?

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information?

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information?

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact HTA using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to <https://www.usi.gov.au/documents/privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact HTA to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Phone number: (07) 5556 4776

Email: admin@hta.edu.au

Disclosing information about accepted students

HTA is required to disclose information about you to government agencies of the Commonwealth or of the State (including but not limited to Department of Education and Department of Home Affairs), Commonwealth Ombudsman, TPS Director, ASQA etc to promote compliance with the ESOS Act, the National Code and the Standards for Registered Training Organisations, assist with the regulation of providers, promoting compliance with your student visa requirements in particular or student visas in general, facilitating the monitoring or control of immigration or as required by law to do so.