A unique approach

Flinders University and Study Group are pleased to introduce the Flinders International Study Centre. We provide introductory academic and Diploma programs for students who seek to qualify for, and enrol directly in Flinders undergraduate courses.

A true university experience
Situated on campus at Flinders University, Flinders International Study Centre offers an authentic university experience, including the opportunity to live on-campus. Students graduate fully prepared for all aspects of life as an undergraduate at Flinders University.

Personalised learning
Our approach ensures your studies are always on track. You will benefit from an approach to learning system which allows for a more personalised timetable with individual tutorials. Our unique Study Smart online resource has also been designed to provide you with additional materials in areas where you may need specific help.

Supportive study environment
Our staff are highly skilled in dealing with the needs and requirements of international students. They will assist you in organising your studies, selecting the right university course and help with any personal difficulties you may encounter whilst living away from home.

Guaranteed pathway to a world-class degree
Successful completion of the Diploma at Flinders International Study Centre allows students to progress to Flinders University business or commerce degrees with credit.
Where will I study?

Flinders International Study Centre will offer you a total on-campus experience, where you will enjoy access to the excellent facilities available on Flinders University’s main campus.

Just fifteen minutes from the beach and thirty minutes away from the Adelaide CBD, Flinders has everything you need in one convenient location and is a superb environment in which to study, relax and to meet with friends.

Flinders International Study Centre is situated on Flinders’ Sturt campus and houses administration, reception, IT facilities and general classrooms.

As a Flinders International Study Centre student, you are part of the Flinders University community with access to:

> well-equipped IT laboratories;
> wireless internet access throughout the campus;
> IT support;
> state-of-the-art reference libraries;
> health services;
> Student Learning Centre;
> a student common room;
> reception and student services areas;
> male and female prayer rooms;
> university recreation facilities.
University sets you on the path of lifelong learning, providing you with the tools you need to nurture your passions and explore your interests. By being exposed to new ideas and ways of thinking, your view of the world will widen and so will your ability to face its many challenges.

Flinders University not only prepares you for the workplace; it prepares you for life. You will make new friends, share ideas, be involved in exciting activities and have loads of fun.

**Reputation**

Flinders University enjoys a well-justified reputation for excellence in teaching and research.

Flinders University achieved five-star ratings from the *Good Universities Guide* for the quality of teaching and the general skills of our staff. We rate very highly in terms of employment rates of graduates and our staff continue to win national awards for the quality of their teaching.

The latest i-graduate *International Student Barometer* rankings place us above the average for Australian universities in 70 out of the 84 categories. We are in the top 10 Australian universities in 68 of those categories.

We are also recognised globally:

- The *Times Higher Education Rankings* ranks Flinders University in the top 1% of global universities.
- We are ranked in the Top 50 Universities in the world, for universities under 50 years old in the 2012 *QS World University Rankings*. 
Research strengths
Flinders is focused on collaborative research and research training that makes a difference. Flinders fosters strong links between teaching and research, consistently ranking among Australia’s top universities on a per capita basis for research spending, and for the citation of our work in professional journals.

Teaching quality
Flinders staff continue to win national recognition for the quality of their teaching. Flinders University’s bachelor degree programs aim to produce graduates who are knowledgeable, can apply their knowledge, communicate effectively, value ethical behaviour, are collaborative, can work independently, and connect across boundaries.

Work-Integrated Learning
Work-Integrated Learning (WIL) refers to educational activities that enable you to apply what you learn in the classroom to the workplace while you study. At Flinders, we’re committed to providing a student-centred, innovative, supportive and high quality learning experience for students, with many undergraduate and postgraduate courses offering the opportunity to take part in some form of work-related experience. Eligible students have the chance to gain experience in their chosen profession and then draw on that knowledge to enhance their understanding as they complete their studies. WIL provides the chance to develop invaluable workplace skills prior to graduation, giving students a distinct advantage when entering the career market.

Diversity
Flinders has long been known as the ‘friendly university’ and is a warm, welcoming and diverse community. You will have the opportunity to study with people from a wide variety of backgrounds, and benefit from the experience of sharing ideas, knowledge and viewpoints with people from different cultures.

International links
Flinders is a member of the International Network of Universities and the Innovative Research Universities group. We offer a variety of courses offshore in a number of countries including China and Singapore and we have formal links with over 100 institutions globally, many of which offer international exchange opportunities for students, as well as joint research and teaching programs.
Flinders is the only university in Adelaide where you can choose to live on-campus while experiencing all the friendship, support and social opportunities that help make Flinders such a great place to live and study.

**On-campus – Deirdre Jordan Village**

There is no better way to be a part of university life and to enhance your university experience than to live in an exciting and thriving, multi-cultural community of students on the University grounds.

Living on campus gives you easy access to all University health, counselling, sporting, library, academic and social facilities.

You are welcomed into an environment where you will make lasting friendships with people from around the world and participate in a wide range of social and educational activities.

The Deirdre Jordan Village sits at the heart of the main campus, five minutes’ walk to either the main campus or the Sturt Buildings through the fragrant pine forest or native bushland or along paths with spectacular views.

Housing is available in one of four units dedicated to Flinders International Study Centre students.

Each of the fully furnished units contains a common living/dining area, a fully equipped kitchen, bathroom and toilet facilities, secure storage space for each resident, very generous desks, study chairs and a single bed in bedrooms as well as individual telephones and data connections. All units have air-conditioning in the common areas. The upper level units each have a balcony with a view while the lower level units have a shaded outdoor patio area.

A full meal plan providing breakfast, lunch and dinner is offered Monday to Friday and residents can cater for themselves on weekends.

Common facilities at the Deirdre Jordan Village include:

- a Community Centre (with a large Common Room, seminar rooms, music room and a quiet room)
- centralised laundries and outdoor recreational and barbeque areas.
- personal support and community activities
Off-campus living

With Flinders University’s convenient location and so many transport and accommodation options available, living off campus is easy.

Flinders Living runs a free service that lists the private rental accommodation available outside Flinders. You can access the database online or visit the Flinders Living office on campus to obtain a list of properties to view before choosing the best one for you.

Flinders Living can help you apply and provide advice on your rights and responsibilities.

UniLodge

UniLodge is a market leader in providing student accommodation, offering a variety of furnished student accommodation options and apartments. Their properties are safe, secure and friendly, with each apartment designed to meet your academic and social needs. Accommodation is conveniently located in central Adelaide with public transport, shops and cafes nearby.

UniLodge aims to improve your educational experience through the Community Spirit Program, where you can enjoy a balanced work/play lifestyle. The program is designed so that students can have a positive sense of security and belonging while developing social and personal relationships.

Visit: unilodge.com.au

Urbanest

Urbanest North Terrace is student living made better in the heart of Adelaide and is within easy reach of Flinders University. It is opposite Adelaide train station and tram stop, only minutes’ walk from main bus routes and close to Rundle Mall and the West End. Urbanest offers students a safe and secure place to live with a choice of studio and share apartments all with air conditioning, en-suites and wireless internet.

Visit: urbanest.com.au

Residents in the Village are able to access support from senior and postgraduate students employed as live-in Residential Coordinators. All residents who are part of the Village are invited to participate in community events with a focus on diversity and inclusiveness.

Residents have the opportunity to participate in community building activities as well as enjoying the greater privacy and self-sufficiency that comes with independent living.

Costs: $336 per week including meals* or $224 per week no meals

More information and current fees can be found at: flinders.edu.au/living

*Accommodation costs correct at time of printing

Homestay

Students may choose to stay with a local Homestay host. Homestay hosts provide you with your own bedroom in a safe and secure environment. Three meals a day will be provided and you will be living in a home where English is the primary language.

Homestay hosts are based in close proximity to Flinders University with no more than 30 minutes travel by public transport.

Homestay accommodation is compulsory for under 18 year old students.

Airport transfer

For your convenience, Flinders International Study Centre can organise for you to be met on arrival at Adelaide International or domestic airports. This service is highly recommended for students arriving into Adelaide for the first time.
Guidance with university placement
Flinders International Study Centre staff will assist and guide you in your choice of degrees as you transition to Flinders.

Supporting students under 18
We provide you and your parents with a list of services, including a 24-hour emergency telephone number. Caregivers liaise with the school and your parents and report on academic progress or any concerns regarding your health and after hours activities.

Health facilities
Staff trained in First Aid are available in the Flinders International Study Centre and students will also have access to the Flinders University Health Centre.

Modes of study
Flinders International Study Centre programs are delivered in classes of about 20-25 students in a variety of modes including traditional face to face teaching, class discussions, small group activities, project based learning and oral presentations. The range of methodologies chosen depends on the nature of the subject concerned.

Tutorials
Free tutorials are timetabled. These tutorials provide you with the opportunity to gain extra help from teachers on an individual or small-group basis. Students at other schools often pay a private tutor to coach them outside school hours, but for you as a student this service is included in the timetable and provided at no extra charge.

24-hour contact
You will be given emergency contact information, so you can contact our staff at any time if necessary.
We are fully committed to ensuring all our students receive the best possible care and support while away from home. We provide an integrated range of programs designed to advise and assist with study, health, career and personal issues.

Computing support
There are numerous computer labs for your use throughout the campus. All students have internet and email access and the campus has an extensive wireless network.

Online learning and StudySmart
At Flinders International Study Centre you will benefit from a dynamic learning environment, combining the latest technology with modern teaching methods. StudySmart is a learning management system built on the open source software Moodle which allows access anywhere, anytime. Teachers are able to provide web-based learning activities and course materials designed specifically for your needs. You will also be able to interact and share information with your fellow classmates.

Our cutting-edge learning technologies ensure improved learning and a significantly enhanced student experience.

Library
The Library system comprises four branches holding more than one million books and journals, extensive electronic collections and a wide range of services and facilities to support the teaching and research interests of University students and staff.
There are four library sites:
> The Central Library, situated on the plaza, serves the whole Flinders community and includes a cafe area.
> The Law Library located on Level 3 of the Central Library holds materials relevant to law and legal studies courses.
> The Sturt Library located in the Sturt Buildings specialises in the fields of nursing and health.
> The Gus Fraenkel Medical Library located in the nearby Flinders Medical Centre services both students and Flinders Medical Centre staff.

All libraries have reading and study areas and a range of electronic resources. Each library also has a large number of dedicated internet and email work stations, computers and printing and photocopying services.

The library can be accessed online at: flinders.edu.au/library
Adelaide is the capital of South Australia – a city of culture, a city of relaxed living and a time-honoured seat of learning. It’s also a city with a great future ahead of it: yours.
The sprawling, picturesque Adelaide Hills create the perfect backdrop to Adelaide and welcome you upon your arrival. The city centre is a blend of bustling activity and scenic parklands for you to experience. Why not explore what Adelaide has to offer including major department stores, shopping centres, boutiques, cafes, restaurants, festivals, and exciting nightlife?

It’s not just us who think Adelaide is great. The New Yorker magazine called Adelaide “possibly the last well-planned and contented metropolis on earth” and Lonely Planet described it as “civilized and calm in a way that no other Australian State capital can match.”

Adelaide plays host to a raft of events on a state, national and international scale. Celebrate the world of music and the arts with WOMADelaide; experience an array of theatre, film, dance and opera on offer during the Adelaide Festival; catch a quirky show at the Adelaide Fringe; marvel at the prowess of the world’s top cyclists in the Santos Tour Down Under; hear the roar of V8 supercars as they whizz around the city during the Clipsal 500; and eat and drink some of the finest fresh produce at a host of food and wine events around the state. Other major events include the World Tennis Challenge, Brighton Jetty Classic Sculptures, the Adelaide Cabaret Festival, the Sea and Vines Festival, and Barossa Gourmet Weekend. Enjoy a spread of events and festivals all year round – there is always something happening for you to enjoy!

We’re proudly hosting 28,000 international students who see our city as a means to a rewarding career path and a fulfilling life. Come and join us!
Australia is a unique place to live. This island nation is the sixth largest country in the world, 50% larger than Europe but with the lowest population density in the world.

Our population of 22 million people live mostly within 50 kilometres of the coast, and with over 10,000 beaches and 50,000 kilometres of coastline, it’s easy to see why!

Australia’s Indigenous people have lived here for 50,000 years, and over the last 200 years have been joined by people from all over the world. Today, more than 20% of Australians are born overseas, whilst more than 40% are of mixed cultural origin. We pride ourselves on our multicultural way of life, with a rich diversity of cuisines, languages and religions found in everyday life.

Known for a wealth of unique wildlife, iconic natural landscapes and friendly, laid-back people, you will be warmly welcomed as you begin your journey from wherever you are in the world to Flinders.

**Time zones**

Australia is divided into three time zones, with Adelaide coming under Australian Central Standard Time (ACST).

ACST is equal to Coordinated Universal Time (UCT) plus 9.5 hours.

Time differences around the world:

- Indonesia less 1 hour
- Singapore less 1.5 hours
- Malaysia less 1.5 hours
- China less 1.5 hours
- United Arab Emirates less 5.5 hours
- Germany less 7.5 hours
- United Kingdom less 9.5 hours
- USA less 18 hours
South Australia

South Australia is fortunate to have a Mediterranean climate, with long, hot summers and cool to cold, snowless winters.

**Summer** (December to February)
25°C to 35°C / 77°F to 95°F

**Autumn** (March to May)
20°C to 25°C / 68°F to 77°F

**Winter** (June to August)
10°C to 15°C / 50°F to 59°F

**Spring** (September to November)
20°C to 25°C / 68°F to 77°F

Adelaide

Living in Adelaide is easy. The capital city of South Australia, Adelaide is one of Australia’s most liveable cities and a great place to study. Adelaide is more affordable than Sydney, Melbourne, Perth and Brisbane. It is recommended that individuals budget $18,600 for annual living costs in Australia. Information about living costs for partners and children is available at immi.gov.au/students/student-visa-living-costs.htm

Average weekly cost* $ AUD

<table>
<thead>
<tr>
<th>Item</th>
<th>$ AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation (shared or single)</td>
<td>$115-350</td>
</tr>
<tr>
<td>Public transport</td>
<td>$20-35</td>
</tr>
<tr>
<td>Food (eating at home)</td>
<td>$80-100</td>
</tr>
<tr>
<td>Electricity/gas</td>
<td>$37-50</td>
</tr>
<tr>
<td>Telephone</td>
<td>$10-30</td>
</tr>
<tr>
<td>Clothes/Entertainment</td>
<td>$40+</td>
</tr>
</tbody>
</table>

*These prices are likely to rise about 3% each year.

Economist Intelligence Unit
International Cost of Living Rankings
Diploma of Commerce

The Flinders International Study Centre Diploma of Commerce is a complete program combining detailed academic preparation with educational enrichment to ensure that students are fully prepared for all aspects of learning at Flinders University.

Guaranteed entry
Diploma of Commerce students are guaranteed entry into a range of undergraduate degrees in the Flinders Business School upon achieving the necessary requirements. Students can major in areas such as Accounting, Finance, International Business, Human Resource Management, Sustainability, Management and Marketing.

Credit transfers and exemptions
Graduates of the Diploma of Commerce may articulate into the Flinders Business School with one year of advanced standing. Students will need to achieve pass levels of 50% in all eight units offered as part of the Diploma program, in order to receive course credits for articulation to second year degree studies at university level.
Key facts

<table>
<thead>
<tr>
<th>Duration</th>
<th>8 months, over 2 semesters of 14 weeks each</th>
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</thead>
<tbody>
<tr>
<td>Program dates</td>
<td>Semester 1: NA for 2013</td>
</tr>
<tr>
<td></td>
<td>Semester 2:</td>
</tr>
<tr>
<td></td>
<td>Orientation: 24 June, 2013</td>
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<tr>
<td></td>
<td>Program: 1 July, 2013</td>
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<tr>
<td></td>
<td>Semester 3:</td>
</tr>
<tr>
<td></td>
<td>Orientation: 14 October, 2013</td>
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<tr>
<td></td>
<td>Program: 21 October, 2013</td>
</tr>
<tr>
<td>Class size</td>
<td>25-30</td>
</tr>
<tr>
<td>Subjects</td>
<td>8 units over 2 semesters consisting of:</td>
</tr>
<tr>
<td></td>
<td>&gt; 6 core units</td>
</tr>
<tr>
<td></td>
<td>&gt; 2 broadening (outside of Commerce) units</td>
</tr>
<tr>
<td>Load</td>
<td>4+4 units over 2 semesters - 2x1 hour lectures, 3 hours of tutorials for each unit</td>
</tr>
<tr>
<td>Assessment</td>
<td>A combination of coursework assessment and final examinations</td>
</tr>
</tbody>
</table>

Subjects

| Term 1         | > Effective Communication                    |
|                | > Introductory Mathematics                    |
|                | > Accounting Principles                       |
|                | > Microeconomics                              |
| Term 2         | > Business Statistics                         |
|                | > Introductory Marketing                      |
|                | > Principles of Management                    |
|                | > Macroeconomics                              |

Entry requirements

There are a number of ways to enter the Flinders International Study Centre Diploma of Commerce. Students who have met academic and English language entry requirements for the Diploma of Commerce are eligible for direct entry. The required academic criteria are:
> satisfactory completion of Australian Year 12 with an ATAR of 50 or overseas equivalent or
> an accredited Foundation Program.

Students must demonstrate they meet the English language competency required for the course by either an IELTS 6.0 or successful completion of the appropriate introductory academic program at Flinders International Study Centre.

As Centre Director, I work closely with all staff to ensure that the students are supported in their studies. Students can seek assistance regarding independent living, study concerns and their pathway to university.

A highlight of my role is seeing the students develop into independent and resourceful young adults. All staff at Flinders International Study Centre are dedicated to providing our students with a positive experience and successful outcomes during their courses.

We all look forward to working closely with you during your time with us at Flinders International Study Centre.

Jennie Hayes
Centre Director
Teaching methods

Teaching methods are chosen to develop the skills needed by international students for study in a university setting. Students are explicitly taught the skills that they will need to complete the Diploma of Commerce program successfully and to transition effectively to an Australian university. This includes the teaching of listening and note taking skills, project management, library research skills, and how to avoid plagiarism.

Diploma lecturers consciously encourage students to improve their speaking in English through class discussion, oral questioning and answering, and group discussions. Group work also encourages peer learning and feedback, develops an understanding of teamwork and gives students experience in working collaboratively with students from a different culture. This is better facilitated in extended tutorial sessions. Many subjects contain an oral presentation component as part of the overall assessment.

The Learning Technologies program utilises the latest educational technology to facilitate student learning. In the classroom, Interactive White Boards (IWB) and the Smart Response system ensure lectures and tutorials are interactive and dynamic. The interactive Smart Response system empowers students to engage during lectures by recording and displaying their responses to lecturer questions and tasks on an IWB. By quickly checking student comprehension while content is being delivered, lecturers can adjust their lectures to meet the needs of their students. Meeting student needs is also behind our use of Study Smart.

Pathways to Flinders University

<table>
<thead>
<tr>
<th>Year 12</th>
<th>Flinders International Study Centre</th>
<th>Diploma of Commerce</th>
<th>Flinders University 2nd Year</th>
<th>Flinders University 3rd Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introductory Academic Program</td>
<td>Flinders International Study Centre</td>
<td>Diploma of Commerce</td>
<td>Flinders University 2nd Year</td>
<td>Flinders University 3rd Year</td>
</tr>
</tbody>
</table>

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Introductory academic program

If you need additional help to improve your language skills in an academic context before commencing your chosen Flinders International Study Centre program, the Introductory Academic Program (IAP) is the perfect solution.

IAP

The IAP has 2 forms:

- **IAP (Standard) 10 weeks**
  - This program is for students have IELTS 5.5 or equivalent

- **IAP (Extended) 20 weeks**
  - This program is for students have IELTS 5.0 or equivalent
The IAP is designed for students whose English language skills is below that required for entry to the Flinders International Study Centre Diploma of Commerce. Students can commence the IAP with an IELTS of 5.0 or equivalent.

Delivered in 10 week terms, the Introductory Academic Program (IAP) is designed to give you the necessary skills to succeed in a challenging Australian learning context. While improving your language skills, you will also be developing academic skills which are designed to assist you to be successful in an Australian academic context.

You will develop the appropriate ways to respond to the Australian way of learning which will prepare you for success in your higher level diploma and degree courses.

**Essential skills**

During your study of IAP you will learn how to undertake the following activities in English:

- group work;
- presentations;
- research;
- active listening and note-taking;
- formal writing.

**Progression to Flinders International Study Centre Diploma of Commerce**

In IAP we focus on progressing you to Flinders International Study Centre Diploma of Commerce.

Successful completion of the required level of IAP means you do not need to take an IELTS or any other English test before progressing to the appropriate academic program.

**Experienced teaching staff**

The teaching staff in the IAP program are highly qualified and experienced professionals within the English as a Second Language (ESL) field.

Each teacher understands the needs of international students and, with our smaller class sizes, is able to provide a community of trust, care and success, with a high level of student care.
How to apply

For information concerning student visas to Australia, please refer to the Australian Department of Immigration and Citizenship (DIAC) website – immi.gov.au. Alternatively, contact the International Admissions Centre or Flinders International Study Centre (refer below for contact details).

**To apply direct**

Visit: flinders.edu.au

OR

Complete the Application for Admission form and send it to us at:

International Admissions Centre

Level 8, 97-99 Bathurst Street,

Sydney NSW 2000, Australia

T +61 2 8263 1888

F +61 2 9267 0531

E FISCadmissions@studygroup.com

**To apply through an agent**

Complete the Application for Admission form and return it to your local representative. If you have any questions, please contact our International Admissions Centre.

>>> **Step 1**

Complete all sections of the Application for Admission form, including acceptance of the Terms, Conditions, Cancellation and Refund Policy, and Grievances Policy.

>>> **Step 2**

Attach the following documents:

- Certified copies of your academic qualifications (translated into English)
- Evidence of English language proficiency
- A copy of your passport, visa or birth certificate.

>>> **Step 3**

Submit your application to our International Admissions Centre by post, online at FISCadmissions@studygroup.com.au or locally through an authorised education agent.

>>> **Step 4**

Your application will be reviewed for eligibility, and you will be notified in writing of the outcome.
Terms and conditions

I (which expression includes the parent/guardian who has signed this application) hereby apply to Study Group Australia Pty Limited trading as Flinders International Study Centre (hereinafter referred to as FISC) to enrol in the Introductory Academic Program and/or the Diploma of Commerce (hereinafter referred to as “the course”) intake as nominated on the Application for Admission ("the Application").

I agree to pay to FISC the tuition fees and other charges applicable for my course in accordance with the payment terms detailed on the website: flinders.edu.au/fisc. I further agree to pay all additional fees and such other charges as may become payable to FISC during the period of my enrolment. FISC agrees to provide tuition to me in all subjects of the course, conditional upon my working regularly and systematically through those subjects in accordance with instructions and provided all fees owing are paid on the due dates.

The ESOS framework
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 Students (ESOS) Act 2000 and The National Code (for more information about your rights under the ESOS Framework, please refer to our website: flinders.edu.au/fisc or the following site: https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx. If you have any concerns about any of these matters after you arrive at FISC, please contact your Centre Director. Please note that information is collected by FISC during each student’s enrolment in order to meet its obligations under the ESOS Framework. This is to ensure students’ compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Framework. Information collected about each student during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances information collected during enrolment can be disclosed without the student’s consent where authorised or required. Full details of our Privacy Policy can be found on our website: flinders.edu.au/fisc.

I acknowledge that:

1. It is a condition of enrolment that I attend all scheduled classes except where there is a legitimate reason for non-attendance (eg illness supported by a Doctor’s Certificate) which is acceptable to FISC. If the enrolment terminates due to a breach of this condition, I understand and agree that I am not entitled to any refund of the annual tuition fee or other charges paid.

2. All lessons and any related material supplied by FISC are copyright and remains the property of FISC. Any unauthorised copying may constitute a breach of the Copyright Act 1968 (as amended).

3. I am required to use my best endeavours to meet the requirements of the course and to abide by the rules and regulations of FISC for the running of FISC and the conduct of students and all Study Centre policies as given at flinders.edu.au/fisc. If I breach any of the rules of FISC or my behaviour is deemed unacceptable by FISC, or a breach of visa conditions, including non-attendance or unsatisfactory progress, my enrolment may be cancelled and I agree that I will not be entitled to any refund of the tuition fee or other charges paid.

4. Infringement of campus rules and regulations will result in a fine. Local campus rules and regulations and all costs and charges can be found on our website: flinders.edu.au/fisc.

5. I may be required to attend organised FISC excursions and activities as part of my course.

6. I authorise FISC to obtain medical treatment for me should such action be deemed necessary by FISC or a staff member acting on behalf of FISC. I agree to indemnify FISC for any expense, loss, damage or liability of whatsoever nature occasioned as a result of authorising and arranging such emergency medical treatment.

7. I am responsible for my own books, equipment and personal items and I hereby release FISC from all liability and claims for loss or damage to such items, howsoever caused.

8. I am required to wear FISC identification at all times while on campus.

9. I must notify FISC in writing within 7 days if I change my address or contact details.

10. I have read and understood the “Student Grievance Policy” outlined on the website: flinders.edu.au/fisc.

11. I have read, understood and agree to the terms of the “Cancellation and Refund Policy” outlined in this document.

12. I have read and understand these documents. I confirm that the terms and conditions of this offer have been explained to me in my own language, and/or that copies of the documents were available to me, in my own language.

Cancellation and refund policy

1. FISC agrees to refund within 28 days, tuition and accommodation fees paid where the student produces acceptable certified evidence that the application made for a student visa was rejected by a visa-issuing authority. The amount of the refund is the unspent prepaid fees received by FISC.

2. FISC agrees to refund within 28 days of the receipt of written notice of cancellation by the student, all tuition fees paid by or on behalf of the student, less the amounts to be retained as agreed and as detailed below:
   a. If written notice is received up to four weeks before the commencement date of the student’s course, $2,500
   b. If written notice is received in the four weeks prior to the commencement date of the student’s course, 50% of the tuition fees for the course
   c. No refund of tuition fees will be paid to the student if written cancellation is received after the commencement date of the student’s course.
   d. Enrolment fees are non-refundable.

3. In the unlikely event that FISC is unable to deliver a course in full, the student will be offered a refund of the unused portion of prepaid tuition fees. The refund will be paid to the student within fourteen days of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course at no extra cost. The student has the right to choose whether they would prefer a refund of the unused portion of prepaid tuition fees, or to accept a place in another course. If the student chooses placement in another course, they will be asked to sign a document to indicate acceptance the placement. If FISC is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will assist the student to find a suitable alternative course at no extra cost.

4. If the student withdraws from a course before commencing any study, and FISC has paid an amount to a representative in relation to their recruitment, the refund will be further reduced by that amount. The representative will be responsible for refunding that amount to the student.
Claiming a refund

Applications for a refund should be in writing and addressed to the International Admissions Centre (if you are still in your home country) or the Centre Director (if you are in Australia) according to the contact details listed on your letter of offer.

Homestay

Students aged under 18 living in homestay accommodation will be invoiced at the time of enrolment for the period until they turn 18. Monthly instalment payment dates are available.

Homestay/Lodge refunds

1. If the student cancels the accommodation booking less than seven days before arrival the Accommodation/Homestay Placement Fee (if applicable) plus a one-off fee equivalent to one week of accommodation will be charged;
2. If the student cancels the accommodation after arrival, four weeks prior written notice of cancellation is required; any accommodation fees paid in excess of the notice period will be refunded less a 10% cancellation fee.

Package programs

Students can apply for a package program of the Diploma of Commerce plus Bachelor degree at Flinders University. The procedures for students who do not take up their place at the University after being offered a package program are as follows:

- If the student wishes to change provider, or withdraw altogether from the package of study, he/she must apply to do so through FISC and the University’s International Centre (before the completion of the Diploma of Commerce course) or the University’s International Centre (after the completion of the Diploma of Commerce course).
- All applications for refund must be made in writing to the Director, International Admissions Centre. The application will be assessed and the student will be advised of the decision and of any refund of fees that is approved.

Publicity

The student (and, where applicable, his or her parent or guardian):

i. agrees that the student’s photographs, videos, artwork or other works, as well as recorded or written testimonials and details of the student’s achievements (“Student Images and Testimonials”) may be used by Study Group, or by a third party agent of Study Group, worldwide for promotional purposes including in its printed and online marketing materials and on any social media network without further consent or notification; and
ii. gives consent to Study Group storing, or transferring across international borders, copies of the Student Images and Testimonials for such purposes.

Credit card payments

Payments made by credit cards (Visa, MasterCard and American Express) will attract a 2% surcharge.

Overseas Student Health Cover (OSSH) refund policy

If the student has not arrived in Australia, FISC will refund the OSHC directly.

If the student has arrived in Australia and is:

- Discontinuing studies and returning home
- Transferring to another provider, or
- No longer on a student visa.

Allianz Global Assistance OSHC will organise the refund. Refunds are processed on a pro-rata monthly basis. Refund forms are available on the Allianz Global Assistance OSHC website.

Dispute Resolution

In the event of a dispute between an individual student and FISC, internal procedures are in place to facilitate the resolution of the dispute. An overseas student may lodge an external appeal or make an external complaint about a decision by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website oso.gov.au or phone 1300 362 072 for more information.

A summary of the Complaints and Appeals process is as follows:

1. Code of Conduct, Attendance and Discipline

Each student is expected to abide by the terms and conditions of enrolment and the published rules and code of conduct of FISC. Disciplinary procedures will be applied in the event of a breach of these rules. All staff are expected to apply FISC policy and rules fairly and without favour, but if a student considers that this has not occurred, the student may refer the matter to the Grievance Counsellor. If the student is dissatisfied with the Grievance Counsellor’s decision, he/she may lodge a formal appeal. The appeal will be considered by the case review panel, which includes the Centre Director. All decisions will be in writing and occur within specified time periods.

2. Service and Academic Programs

In the event of a student complaint concerning the quality of the service or teaching provided by FISC, the student will report the matter to a person in a position of authority at FISC. The complaint may either be dealt with by that person, or referred to the Grievance Counsellor where the Complaints and Appeals process is followed.

3. Contractual and Financial Issues

Matters relating to the interpretation of the Application, or the payment or refund of moneys, are stated clearly on our website, flinders.edu.au/fisc. Any queries relating to tuition fees and other charges payable to FISC (or refunds) will initially be dealt with by FISC Finance and Administration staff. If the student is dissatisfied with the decision, the matter will be referred to the Centre Director for determination. If either the action taken or the outcome does not satisfy the student, he/she may write to the Finance Director, who will in turn convey a decision in writing to the student.

For more information please consult our website: flinders.edu.au/fisc.
Flinders International Study Centre (FISC) is part of Study Group, a global leader in providing academic pathways that create superior career outcomes for students. We are proud of our role in the education community, and are passionate about helping students achieve their dreams and aspirations.

Our strategic pillars:
- Access to Higher Education
- Provision of Higher Education
- Provision of Career Education
- Provision of Language Education

Social Responsibility

As a global education provider Study Group seeks to make a difference by funding the construction of schools in disadvantaged communities. Through our charitable initiative Building Futures, Study Group works to identify those communities where the building of a school will contribute to the preservation of the social structure for future generations.

Study Group also recognises its responsibility towards protection of the environment and fosters among its staff, suppliers, customers, shareholders and local communities an understanding of environmental issues in the context of its business. Our collective task is to ensure that we continually improve the environmental impact of our global activities.

studygroup.com

Contact

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