

## LETTER OF OFFER

**Issue Date** : 11/11/2024

**Student Name** : Pooja Kandpal

**Date of Birth** : 10/06/1994

Dear Pooja Kandpal,

This letter is to state that you have been provisionally accepted in the following fast track course program at Nexgen Institute Australia.

Please be aware this Letter of Offer (LOO) terms and conditions expires in fifteen business days of issuance.

**Course Name** : **Certificate III in Painting and Decorating**

Commencement date : 20/11/2024

Completion Date : 20/11/2025

Course Duration : 52 weeks (Fast Track Program)

Campus Location : Level 5, 271 Williams St, Melbourne, VIC-3000

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**NOTE: YOU MUST ADVISE THE COLLEGE OF ANY CHANGE IN ADDRESS WHILE ENROLLED IN THE COURSE.**

### Condition(s) of the Offer:

1. The student has to maintain satisfactory course progress and attendance requirements as referenced in the College's Course Progress Policy and Procedure.

## Entry Requirements for Nexgen Institute Australia Courses

### General Requirements:

- Minimum Age: 18 years old.
- Educational Qualification: Completion of Year 12 or equivalent
- English Language Proficiency:
  - A minimum overall score 6.0 in IELTS or an equivalent score from other recognised English proficiency tests.
  - Successfully completion of an English Placement Test conducted by Nexgen Institute Australia.

### English Language Proficiency Equivalents

English Test	Minimum Score Requirement
IELTS (Academic)	Overall 6.0 (with no band less than 5.5)
TOEFL iBT	60 (with no score less than 18)
PTE Academic	50 (with no section below 42)
Cambridge English: Advanced (CAE)	169 (with no section below 162)
English Placement Test	Must pass the required competency level

These are the minimum English proficiency scores that need to be met for enrolment into Vocational Educational and Training (VET) at Nexgen Institute Australia

Entry prerequisites for all Nexgen Institute Australia's courses are shown on our website at: [www.nexgen.edu.au](http://www.nexgen.edu.au) under the section of each course.

### Nexgen Institute Australia Course Information

#### 1. STUDY PERIODS/DURATION AND BREAKS

Training is offered by Nexgen Institute Australia in accordance with pre-determined study and break/holiday periods, as defined per each course of study. Details of specific study periods and holidays are provided to you at orientation.

Students requiring additional holidays that are outside of the pre-determined break/holiday periods must gain approval from Student Services using Nexgen Institute Australia's Holiday Application Form. This form must be completed and returned to Student Support Services 2 weeks prior to the start date of the additional holidays being applied for. Holidays must be for completed weeks, starting on a

Monday, this is to ensure you do not miss any days you have paid for.

## **2. TIMETABLES**

A detailed class timetable, as relevant to your intake date, will be provided at Orientation.

## **3. WHAT TO EXPECT ON YOUR FIRST DAY AT Nexgen Institute Australia**

As a new student at Nexgen Institute Australia, you will receive an email from Nexgen Institute Australia approximately one week prior to your commencement date welcoming you.

You will be expected to arrive at 11 a.m. on Orientation Day and at 8:00 a.m. on regular class days. On Orientation Day, you should bring a copy of your current address, a pen and some writing paper, and your laptop. You might wish to bring something to eat and drink during the day, however, there are a few food outlets in close proximity to Nexgen Institute Australia you will not need anything else on the first day.

On Orientation Day you will be introduced to College staff and shown around Nexgen Institute Australia facilities. You will also be provided with detailed information about Nexgen Institute Australia, your course, your rights and responsibilities, and other important information about your enrolment at Nexgen Institute Australia.

## **4. YOUR OBLIGATIONS AS AN INTERNATIONAL STUDENT AT Nexgen Institute Australia**

We will endeavor to provide you with high-quality training programs and support services. We hope you enjoy your study with us. As an international student at Nexgen Institute Australia, you will be required to comply with the following:

Submit your assessments by the due date. If you need an extension, please seek an extension via email from your trainer and will be subject to approval by the Support team. We normally allow two weeks' extensions, except in compassionate or compelling circumstances that warrant additional time.

Maintain satisfactory academic progress. This is a condition of your student visa. You are encouraged to talk to your teachers if you are experiencing difficulties in coping with your academic program. Nexgen Institute Australia will try and help you with strategies and support options. Ongoing failure to maintain satisfactory academic progress can result in the cancellation of your student visa. See further details in the Course Progress Policy included in this handbook.

Maintain satisfactory attendance. Although Nexgen Institute Australia focuses on

monitoring the progression of all international students enrolled in CRICOS registered courses when students have been identified as being 'at risk' (i.e. if they fail 10%, 20%, and 30% or more units during a single teaching period) an intervention strategy will be implemented. Whilst the intervention strategy is in place, attendance will be monitored and students must maintain a minimum of 80% attendance over the next study period.

Maintain Overseas Student Health Cover for the duration of your studies in Australia, whilst on a Student Visa.

Provide Nexgen Institute Australia with your current residential address and contact details. Students MUST notify College Reception within 7 days if you change your address in Australia or your mobile number and email.

Follow College rules, policies, and procedures: You are expected to follow all College rules and policies.

### **Code of Conduct**

Nexgen Institute Australia is passionate about providing a safe and welcoming educational facility. We take the behavior, actions, and teachings in our institute SERIOUSLY.

The Code of Conduct is established to ensure both students and staff are provided with an environment where they are free of any behavior which may cause a negative Impact.

All students and staff are expected to follow all rules and policies.

- No smoking is permitted on campus, inside or outside the building. Smoking is banned in public and commercial buildings in Australia by law and you must not smoke within 5 meters from the entrance of any building. Also, if you choose to smoke, please make sure that you put all your cigarette butts in an ashtray/bin.

- Public bins and ashtrays are available in most public areas. Littering in a public place is not accepted in Australia.

- Aggressive behavior, bullying, or racism is not tolerated.

- The Institute prohibits the use of illegal drugs on the premises and during other institute activities. Appropriate action will be taken against individuals who breach this policy.

- Staff or students are not permitted to possess or consume alcohol on the Institute premises except under special circumstances approved of by the Senior Management.

- Acts of vandalism, including graffiti, will be dealt with by the police where appropriate.

- Classrooms are intended for learning and teaching purposes and must only be used in the presence of a teacher. No food or drinks are permitted in the classrooms or study areas at any time. Food and drink are permitted only in specially designated areas.

- All equipment belonging to Nexgen Institute Australia should be treated with respect and you should advise a staff member of Nexgen Institute Australia if anything is not working properly.

No mobile phones are to be used during class.

- All break times must be taken according to the times allocated by the teacher. Students must be seated in class prior to the expected start time.

- Class times will start at the times indicated on the course timetables unless otherwise notified.

- General housekeeping must be undertaken before leaving the class. Please do not leave rubbish lying around but place it in the bins provided. Make sure the doors and windows are shut and lights and relevant equipment are turned off.

- Give consideration to others and keep the toilets and other public areas clean and hygienic after your use.

- A reasonable standard of dress and hygiene is to be maintained at all times. It is recommended that closed shoes be worn at all times.

- Nexgen Institute Australia trainers and staff can refuse admittance to class if you do not turn up with the prescribed textbooks, course materials, learning materials, tool kits, and appropriate OH&S clothing and equipment, if applicable.

- Any serious breach of the institute's IT Acceptable Use Policy can lead to the cancellation of your account/ enrolment. All students and staff must comply with WHS policies and procedures at all times.

- Any serious breach of any other Institute policy can also result in the cancellation of your enrolment. Institute policies are available at the Institute Reception.

- Institute Fees and charges: Students MUST pay their course fees in advance, by the due date, as per the written agreement.

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- If fees are not paid on time, staff will attempt to make contact with you to arrange an appointment with the CRICOS Administration and you will be given the opportunity to discuss any compassionate and compelling circumstances and get your fees up to date. Should staff be unable to establish contact with you, a week after fees were due, Nexgen Institute Australia will charge a late fee of \$50 and will send a Notification of Intention to Report for outstanding fees, which may lead to the cancellation of your enrolment.
- Continuation in the course is dependent upon satisfactory academic progress and payment of the required tuition fees before the commencement of subsequent study periods.
- If you are required to repeat any subjects or miss any practical assessments, then you are encouraged to discuss this with your trainer and assessor. No fee will be payable for this service.
- If a student achieves an unsatisfactory result for any assessment item, they will have a further two (2) opportunities to attempt the assessment. It is up to the trainer's discretion if the trainer will permit an additional attempt of an assessment. Such attempts attract an administration fee of \$100 per assessment.

## **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. If you do not provide this information, we will be unable to process your enrolment.

### *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 the NCVER and other bodies handle your personal information

The 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.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), 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. The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

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

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

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

DESE 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 the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

## Terms and Conditions

This document sets out the agreement between you, the student and Nexgen Institute Australia. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian

Consumer Law applies.

Sign one copy for your records and return the other signed copy along with your deposit to the person specified in the cover letter. By signing this acceptance, you agree to the following:

That you have read, understood, and agree to the terms and conditions of enrolment as outlined in the initial pages of this document.

**The Fees and Refunds Policy**

You have been provided with a copy of the complaints and appeals. The details of your enrolment as set out above are correct.

- That you have read, understood, and agree to the policies and procedures in the Student Handbook provided. You understand your rights as a consumer outlined in this Student Agreement.
- You understand that it is your obligation whilst enrolled with us to notify Nexgen Institute Australia of changes to your contact details within 7 days of the change. Updated contact details that you must advise us of include your current residential address, mobile number, email, and who to contact in the event of an emergency.
- No guarantee can be given by Nexgen Institute Australia that you will complete and achieve the qualification you are enrolling in. Qualifications will only be issued where all assessment requirements are met satisfactorily to the required standard.
- That you have been provided with a copy of the Course Information and understand the location, duration, content, delivery methods, employment, and further study outcomes of the course.
- If for any reason Nexgen Institute Australia, or a third party delivering training and assessment on its behalf, is unable to provide the services as outlined in this agreement or any part of the training product that you are enrolled in, including where services will be impacted by changes to ownership or agreements with third parties, Nexgen Institute Australia will develop a strategy that minimizes the impact to students and outline this in writing to affected students as soon as practicable.
- You understand that Nexgen Institute Australia is required to collect your personal information which may be shared with the Australian Government, NCVER, and the Tuition Protection Service as relevant for the purposes of
  - promoting compliance with the ESOS Act and the National Code; assisting with the regulation of providers.
  - promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; or facilitating the monitoring and control of immigration.

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- You have the financial capacity to meet all tuition fees and agree to pay fees as they become due. You have included certified documents to meet the conditions of your offer (if applicable);
- You have included your enrolment deposit.
- You acknowledge that you are responsible for keeping a copy of this agreement and receipts of any payments of tuition fees or non-tuition fees.
- You acknowledge that you are responsible for keeping a copy of this agreement and receipts of any payments of tuition fees or non-tuition fees. The institute will also keep a record of this Student Agreement and payment receipts for all tuition and non-tuition fee for all tuition and non-tuition fee for at least 2 years after you have completed or withdrawn from your course.

I, Pooja Kandpal, acknowledge and understand and accept the offer as outlined in this written agreement.

I declare that my signature is true and correct and matches the signature on my passport.

Applicant Full Name: Pooja Kandpal

Signature:

Date:

Nexgen Institute Australia to complete

I declare that my signature is true and correct and matches the signature on my passport

Representative Full Name: Drashti Sen

Designation: Admission Officer (Extended Branch)

Date: 11/11/2024

Yours sincerely,

**Drashti Sen**

Senior Admission Officer

Phone: 1300 561 247

Email: [drashti@nexgen.edu.au](mailto:drashti@nexgen.edu.au)

**Nexgen Institute Australia**