



CLOSURE OF STERLING COLLEGE PTY LTD (NSW)

Information for current or intending students

Sterling College Pty Ltd (NSW) ceased operating at close of business Tuesday 28 July 2009. This means that the college will no longer teach overseas students.

The Australian Government has in place comprehensive arrangements to ensure that your interests are safeguarded. Key elements include the tuition assurance scheme and the Education Services for Overseas Students (ESOS) Assurance Fund.

- Sterling College Pty Ltd is a member of the tuition assurance scheme managed by the Australian Council for Private Education and Training (ACPET). Under the ESOS Act, ACPET is required to offer you a suitable alternative course. Under this arrangement you will not be required to pay extra money if you have already paid money in advance to Sterling College Pty Ltd.
- The Australian Government Department of Education, Employment and Workplace Relations will be overseeing this process.
- If ACPET is unable to place you in a suitable alternative course then the ESOS Assurance Fund may offer you a place in a suitable alternative course. If the Assurance Fund is unable to place you in a suitable alternative course you may be eligible for a refund.

You do not need to enrol yourself in another course at this time. Arrangements are being made to place you in another course as soon as possible.

You should keep all records concerning your enrolment at Sterling College Pty Ltd including receipts and academic records.

For further information please check the website www.aei.gov.au/ESOS for updates or call the ESOS Helpline on 1300 363 079.

Updated 7 September 2009



FREQUENTLY ASKED QUESTIONS

Students enrolled at Sterling College (Sydney)

Q. What happens next?

A. You will be contacted by ACPET shortly regarding suitable alternative course options.

Q. I was not able to go to the student meeting on 30 July. What should I do?

A. Keep all records regarding your enrolment at Sterling College Pty Ltd. Check the website for information updates www.aei.gov.au/ESOS or call the ESOS Helpline on 1300 363 079. For information about alternative courses contact ACPET at sterling@acpet.edu.au

Q. Will I be enrolled with another education provider?

A. The Department of Education, Employment and Workplace Relations (DEEWR) have asked the Tuition Assurance Scheme (TAS) of the Australian Council for Private Education and Training (ACPET) to offer each student a place in a suitable alternative course with another provider. You should not have to pay any extra money to this provider if you paid money in advance to Sterling College.

***NEWQ. I have not received an offer from ACPET yet. What should I do?**

A. Due to some unforeseen events, there was a delay in arranging placements for the students of Sterling College. However, some students will have already received their offers and more offers are being sent over the next week. Please ensure you are checking your email regularly for updated information and offers from ACPET. Also please ensure that if your contact details change you advise ACPET immediately.

***NEWQ. I am a student of Diploma in Community Welfare. When will I receive my offer?**

A. Former Sterling College students studying the Diploma of Community Welfare have now been referred to the ESOS Assurance Fund, who is working closely with the Department of Education Employment and Workplace Relations to ensure your smooth transition to a suitable alternative course with another provider. A letter of offer for your placement in a suitable alternative course will be issued to you shortly.

If you have any questions about this, please direct them to esos.sterling.claims@au.pwc.com

Q. What will happen with my visa?

A. The Department of Immigration and Citizenship (DIAC) appreciates that students are not responsible for the college closing and further visa information for students is available on the DIAC website at: www.immi.gov.au/students/education-providers-approval.htm

If you have questions about your visa, please contact DIAC as soon as possible. If students are in Australia they can contact DIAC on 131 881. If students are outside Australia, a list of immigration offices is available at: www.immi.gov.au/contacts/overseas/index.htm

Q. What if I have to stay longer in Australia to complete my qualification – will my student visa be extended?

A. Please check your student visa's expiry date. If you require further time to finish your new course in Australia you must apply for a further student visa before your visa expires.

You can either check your visa label for your visa expiry date or use the Department of Immigration and Citizenship's Visa Entitlement Verification Online (VEVO) service at www.immi.gov.au/e Visa/vevo.htm

Q. Can I enrol in a new college?

A. Yes. However, the ACPET TAS has been asked to offer each student a place in a suitable alternative course with another provider. Under the TAS arrangements you should not be required to pay any additional amount to undertake a portion of the new provider's course for which you have already paid money in advance to Sterling College Pty Ltd.

You must keep all official records of your academic progress and official receipts for all fees you have paid to Sterling College Pty Ltd. These might be useful later to establish your entitlements.

If you do approach another new school or college, remember that you will be entering into a new written agreement. Carefully read and understand what you are agreeing to if you enrol with a new college as the conditions of this written agreement will almost certainly be different to the one you signed with Sterling College Pty Ltd.

Q. I cancelled my course before 28 July 2009. Am I entitled to a full refund of my course fee?

A. Students who withdrew from their course while the course was being provided are cases of "student default". This means you are only entitled to the amount of refund stated in the written agreement you signed with the college. You will need to check the provisions of your written agreement. If you are entitled to a refund under the written agreement which the college has not paid to you, you may be referred to the ESOS Assurance Fund for assessment of your claim.

Q. I enrolled myself in another course with another school or college before the ACPET TAS offered me another course. Do I have to accept the offer made by the TAS?

A. No. If you have a Confirmation of Enrolment (CoE) with another school or college you do not have to accept the ACPET offer. However it is important that you keep your official records of your academic progress and official receipts for all fees you have paid to the college. These might be useful later on in establishing your refund entitlements, if any.

You must notify ACPET if you are declining their offer.

If you enrol in a new college, remember that you will be entering into a new written agreement. Please make sure that you are aware of the provisions in your new agreement.

IMPORTANT CONTACTS

- For information regarding your consumer protection entitlements, visit Australian Education International: www.aei.gov.au/ESOS or phone the ESOS Helpline on 1300 363 079
- For visa information, visit www.immi.gov.au/students/education-providers-approval.htm or phone 131 881 in Australia; or

For students located outside Australia, contact details are available on the Department of Immigration and Citizenship's website at www.immi.gov.au/contacts/overseas/index.htm

- For ACPET TAS questions, contact sterling@acpet.edu.au
- For Community Welfare students only, contact esos.sterling.claims@au.pwc.com