

## PERSONAL DETAILS (LEGAL NAME AS PER PHOTO ID, WHICH WILL NEED TO BE SIGHTED TO VERIFY LEGAL NAME)

MCC STUDENT ID	
FAMILY NAME	
GIVEN NAMES	
DATE OF BIRTH	GENDER <input type="radio"/> MALE <input type="radio"/> FEMALE <input type="radio"/> OTHER
POSTAL ADDRESS	
SUBURB	POST CODE
HOME PHONE	WORK PHONE
E-MAIL	MOBILE

## COURSE OF INTEREST

COURSE CODE AND NAME	
COURSE VENUE	START DATE

## EMERGENCY CONTACT DETAILS

FULL NAME	
RELATIONSHIP	CONTACT NUMBER
	MOBILE

## AVETMISS DATA COLLECTION

LANGUAGE & CULTURAL DIVERSITY		
<b>1 IN WHICH COUNTRY WERE YOU BORN?</b> <input type="radio"/> Australia <input type="radio"/> Other (please specify) _____	<b>3 HOW WELL DO YOU SPEAK ENGLISH?</b> <input type="radio"/> Very well <input type="radio"/> Well <input type="radio"/> Not well <input type="radio"/> Not at all	<b>5 WHAT IS YOUR RESIDENCY STATUS?</b> <input type="radio"/> Australian <input type="radio"/> Permanent resident <input type="radio"/> New Zealand citizen <input type="radio"/> Humanitarian refugee <input type="radio"/> Other (please specify visa type) _____
<b>2 DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?</b> <input type="radio"/> No, English only <input type="radio"/> Yes (please specify) _____	<b>4 ARE YOU OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?</b> <input type="radio"/> No <input type="radio"/> Yes, Aboriginal <input type="radio"/> Yes, Torres Strait Islander	

<b>6 DO YOU CONSIDER YOURSELF TO HAVE A DISABILITY, IMPAIRMENT OR LONG-TERM CONDITION?</b> <input type="radio"/> Yes <input type="radio"/> No – Go to question 7 IF YES, THEN PLEASE INDICATE THE AREAS OF DISABILITY, IMPAIRMENT OR LONG-TERM CONDITION (YOU MAY TICK MORE THAN ONE) <input type="radio"/> Hearing/deaf <input type="radio"/> Acquired brain impairment <input type="radio"/> Physical <input type="radio"/> Vision <input type="radio"/> Intellectual <input type="radio"/> Medical condition <input type="radio"/> Learning <input type="radio"/> Other <input type="radio"/> Mental illness	<b>7 ARE YOU STILL ATTENDING SECONDARY SCHOOL?</b> <input type="radio"/> Yes <input type="radio"/> No <b>8 WHAT IS YOUR HIGHEST COMPLETED SCHOOL LEVEL? (PLEASE TICK ONE ONLY)</b> <input type="radio"/> Year 12 or equivalent <input type="radio"/> Year 9 or equivalent <input type="radio"/> Year 11 or equivalent <input type="radio"/> Year 8 or below <input type="radio"/> Year 10 or equivalent <input type="radio"/> Never attended secondary school <b>9 IN WHICH YEAR DID YOU COMPLETE YOUR HIGHEST SCHOOL LEVEL?</b> _____
--	---

PREVIOUS QUALIFICATIONS ACHIEVED		
<b>10 HAVE YOU SUCCESSFULLY COMPLETED ANY OF THE FOLLOWING QUALIFICATIONS?</b> <input type="radio"/> Yes <input type="radio"/> No – Go to question 11	IF YES, PLEASE TICK ALL THAT APPLY <input type="radio"/> Bachelor Degree or Higher Degree <input type="radio"/> Advanced Diploma or Associate Degree <input type="radio"/> Diploma (or Associate Diploma) <input type="radio"/> Certificate IV (or Adv. Cert./ Technician)	<input type="radio"/> Certificate III (or Trade Certificate) <input type="radio"/> Certificate II <input type="radio"/> Certificate I <input type="radio"/> Certificates other than the above

EMPLOYMENT		
<b>11 OF THE FOLLOWING CATEGORIES, WHICH BEST DESCRIBES YOUR CURRENT EMPLOYMENT STATUS?</b>	<input type="radio"/> Full-time employee <input type="radio"/> Part-time employee <input type="radio"/> Self-employed – not employing others <input type="radio"/> Self-employed – employing others	<input type="radio"/> Employed–unpaid worker in family business <input type="radio"/> Unemployed – seeking full-time work <input type="radio"/> Unemployed – seeking part-time work <input type="radio"/> Not employed – not seeking employment

STUDY REASON		
<b>12 OF THE FOLLOWING CATEGORIES, WHICH BEST DESCRIBES YOUR MAIN REASON FOR UNDERTAKING THIS COURSE/TRAINEESHIP/APPRENTICESHIP? (TICK ONE ONLY)</b> <input type="radio"/> To get a job <input type="radio"/> To develop my existing business <input type="radio"/> To start my own business <input type="radio"/> To try for a different career	<input type="radio"/> To get a better job or promotion <input type="radio"/> It was a requirement of my job <input type="radio"/> I wanted extra skills for my job <input type="radio"/> To get skills for community/voluntary work	<input type="radio"/> To get into another course of study <input type="radio"/> For personal interest or self-development <input type="radio"/> Other reasons

**DECLARATION** ☐ I have read, and understand the terms and conditions of my enrolment ☐ I declare the information provided is accurate

STUDENT/GUARDIAN'S SIGNATURE	DATE
------------------------------	------

Note: if under 18 years of age at the time of giving consent, then the consent of guardian is required

Enrolment Form VETF-0009-V06.6 July 2021

VETF-0106A-Enrolment-Pack-Retail-v03-July-2021

Page 1 of 2

Page 1 of 11

## TERMS & CONDITIONS OF ENROLMENT

### Enrolment, Course Fees, Payments and Refunds (SRT0 5.3, 7.3)

VET accredited courses are open to persons 15 years and over in accordance with the NSW Government Smart and Skilled subsidised training. Leisure and Self Improvement courses are open to persons 18 years and over. Prospective students aged between 15 and 18 may enrol if approved by management.

It is the student's responsibility to note the date, time and location of the course as advertised. Access to our student portal is available on the MCC website - [www.macquarie.nsw.edu.au](http://www.macquarie.nsw.edu.au)

Courses with low enrolments may be postponed or cancelled. Every effort will be made to contact students. Please ensure your contact details are correct.

Requests from students to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.

If you are unable to complete your course due to changed personal circumstances, MCC will make every effort to ensure you are placed into an alternative pre-scheduled course.

MCC reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a course or tutor at any time without notice.

Students who participate in courses involving physical activity, field trips, excursions or practical demonstrations do so at their own risk. Students will be required to sign appropriate release form(s) to participate in the relevant activities. The College reserves the right to refuse student participation in the activity if the student has not signed a release form.

Please refer to the MCC website - [www.macquarie.nsw.edu.au](http://www.macquarie.nsw.edu.au) for information on course fees including any required deposit, administration fees, materials fees and any other charges (if applicable). Please note that MCC will not accept payments of over \$1500 at any one time.

Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$50 will be charged.

Refunds may be made in the following circumstances. For full details of the MCC refund policy please refer to the MCC website - [www.macquarie.nsw.edu.au](http://www.macquarie.nsw.edu.au)

- Student has overpaid any administration charges
- Student enrolled in training that has been cancelled by MCC
- Student advises MCC at least 5 days prior to course commencement they are withdrawing from the course
- If the student withdraws from a course or program due to illness or extreme hardship as determined by MCC
- In line with a statutory cooling off period and the "withdrawal without penalty cut off date" (as defined by the Smart and Skilled operating guidelines) students enrolled in a NSW Government subsidised course may withdraw without penalty, providing written notification is received > 5 days prior to commencement of the course.

### Language, Literacy and Numeracy (LLN) (SRT0 1.7)

All students undertaking a Certificate III qualification or below are required to undertake an LLN Assessment. Trainers and staff within MCC can provide students with LLN support to assist the student throughout the learning process.

### Credit Transfer and Recognition of Prior Learning (SRT0 1.8, 3.5)

Credit Transfer and Recognition of Prior Learning are available to all participants in accredited training. Please refer to the Student Handbook or contact the office for the procedure on how to apply.

### Complaints and Appeals (SRT0 6.1, 6.2)

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Management. MCC staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook and is available on the MCC website. Once the form has been completed it should be submitted to MCC for action.

Please refer to the Student Handbook for more details on the complaints and appeals process.

### Support Services (SRT0 1.7)

The student should notify MCC if they have a medical condition or disability or require assistance in their training.

MCC caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage. MCC will analyse who the target candidates are (whether an individual, a specific group or a broad target group) and will determine the key characteristics and needs of candidates.

MCC is committed to providing clients additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, MCC provides client vocational support to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance. If required the student can then schedule an appointment with MCC for further support or referral.

### Retention of Records (SRT0 3.4)

The college is required to collect and retain, and report data about our students.

All student records, such as personal details and records of participation and progress, are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of MCC.

**Macquarie Community College is a Registered Training Organisation (RTO 90033) and complies with Standards for RTOs (SRT0)**  
**Please refer to the MCC website [www.macquarie.nsw.edu.au](http://www.macquarie.nsw.edu.au) for related policies and frequently asked questions.**

ELIGIBILITY QUESTIONS		EVIDENCE (office use only)	
Are you 15 years of age or older?	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
Have you left school?	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
Do you live or work in NSW?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Photo ID and address checked)	<input type="radio"/>
Are you an Australian citizen, permanent resident, New Zealand citizen, humanitarian visa holder or a partner visa holder whose sponsor is a current or past humanitarian visa holder?	<input type="radio"/> Yes <input type="radio"/> No	Supporting Document Sighted	<input type="radio"/>
INFORMATION TO DETERMINE FEES		EVIDENCE (office use only)	
Are you an Aboriginal or Torres Strait Islander?	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
Do you have a post school qualification at a Certificate II level or higher?	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
Do you have a disability or long term impairment?	<input type="radio"/> Yes <input type="radio"/> No	Letter or Statement of support provided	<input type="radio"/>
Are you a refugee or Asylum Seeker?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Visa/VEVO type and number recorded)	<input type="radio"/>
Do you receive any of the following Commonwealth Government benefits?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Centrelink card or Statement)	<input type="radio"/>
<ul style="list-style-type: none"> <li>Age Pension</li> <li>Carer Payment</li> <li>Farm Household Allowance</li> <li>Newstart Allowance</li> <li>Special Benefit</li> <li>Vetatan's Children Education Scheme</li> <li>Widow B Pension</li> <li>Wife Pension</li> <li>Austudy</li> <li>Disability Support Pension</li> <li>Family Tax Benefit Part A (maximum rate)</li> <li>Parenting Payment (single)</li> <li>Sickness Allowance</li> <li>Veteran's Affairs Pensions</li> <li>Widow Allowance</li> <li>Youth Allowance</li> </ul>		Benefit Type and Expiry	
Are you a dependent child, spouse or partner of a Commonwealth Government recipient?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Centrelink card or Statement)	<input type="radio"/>
Are you currently registered with a job active? If yes, please provide your client ID	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
Do you live in social housing?	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
Do you live in out-of-home-care?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Document or letter from relevant agency)	<input type="radio"/>
Are you or have you experienced Domestic and Family Violence?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Letter from relevant agency)	<input type="radio"/>
Are you currently registered as home schooled?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Certificate of registration)	<input type="radio"/>
Are you experiencing significant hardship? (this may include financial, personal, educational, employment related or other forms of hardship)	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Letter from relevant agency)	<input type="radio"/>
Do you consider yourself to have very low language, literacy and numeracy skills?	<input type="radio"/> Yes <input type="radio"/> No	LLN Assessment	<input type="radio"/>
Do you consider yourself to have limited employability skills?	<input type="radio"/> Yes <input type="radio"/> No	Sighted (Letter from relevant agency)	<input type="radio"/>
UNIQUE STUDENT IDENTIFIER (USI) INFORMATION		EVIDENCE (office use only)	
Do you have a USI?	<input type="radio"/> Yes <input type="radio"/> No	Declaration	
If Yes, please provide your USI	<input type="text"/>		
If you do not have a USI or cannot remember it, would you give permission to MCC to obtain or retrieve a USI on your behalf?	<input type="radio"/> Yes <input type="radio"/> No	Medicare Card (copy)	
If Yes, please provide your town of birth	<input type="text"/>		

## DECLARATION

I, the undersigned student/guardian declare that the information provided above is true and correct and I have provided evidence to be sighted or collected.

STUDENT/GUARDIAN SIGNATURE	DATE
----------------------------	------

Note: If under 18 years of age at the time of giving consent, then the consent of guardian is required.

FAMILY NAME	
GIVEN NAMES	

OFFICE USE ONLY	
MCC STUDENT ID	
RTO REPRESENTATIVE SIGNATURE	DATE

## Consent to use and Disclosure of Personal Information

I \_\_\_\_\_  
(First, Middle, Last Name)

of \_\_\_\_\_  
(Current Residential Address)

With date of birth

understand and agree that, under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, **Macquarie Community College** is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together **Personal Information**) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (**NCVER**).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by **Macquarie Community College** for statistical, regulatory and research purposes. **Macquarie Community College** may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid by my employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (**Department**);
- NCVER;
- Organisations (including the department) conducting student surveys; and
- Researchers.

Personal Information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. I may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone, email or post during or after I have ceased subsidised training with **Macquarie Community College** for the purposes of evaluating and assessing my subsidised training.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

*Note: If under 18 years of age at the time of giving consent, then the consent of their guardian is required.*

OFFICE USE ONLY

Consent to Disclose Form VETF-0101-V02.2 July 2021  
VETF-0106A-Enrolment-Pack-Retail-v03-July-2021

# PAYMENT PLAN

I HAVE READ AND ACCEPT THE TERMS AND CONDITIONS OF THE PAYMENT PLAN AGREEMENT																														
STUDENT OR PARENT/GUARDIAN SIGNATURE																														
STUDENT OR PARENT/GUARDIAN NAME (PLEASE PRINT)																														
DATE																														

**TERMS AND CONDITIONS**

- Student Payment Plan applications must be made prior to the start of study.
- An applicant must be a domestic student at least 18 years of age†.
- To be eligible for a Student Payment Plan you must be a student enrolling into an accredited course.
- Student Payment Plans are only available where fees payable exceed \$200. Student Payment Plans are not available to employers or other third parties paying for the applicant's fees.
- Any applicant who has an outstanding debt from a previous enrolment will not be granted a subsequent Student Payment Plan.
- If your application is approved you will be placed on a Student Payment Plan which will allow you to pay off your fees on a regular basis over the duration of your course. Macquarie Community College will calculate your repayment instalment amounts and due dates.
- A minimum deposit of \$40 or 10% (whichever is greater) of the total fees payable is required on enrolment to secure your position in a class.
- A minimum amount of \$40 per instalment applies.
- The total payments must be completed at least 30 days prior to the end of the scheduled student program of study for which the Student Payment Plan has been provided, this includes all Government and non-Government subsidised programs.
- Repayments or failed transactions not paid by the due dates will be deemed to be overdue and Macquarie Community College may pass on to you any dishonor fees or financial penalties as set by our financial institution, including collection and legal fees.
- It is your responsibility to contact Customer Service if any circumstance arise that may affect the agreement details and the payments being processed as per the plan.
- Default on the agreed Student Payment Plan will result in no certificate or transcript being released to the student. Macquarie Community College reserves the right to suspend the student from the current course enrolment if agreed payments are outstanding.

† Students under the age of 18 will require their parent/guardian to sign the payment plan.



# DIRECT DEBIT REQUEST (DDR) REQUEST AGREEMENT

Macquarie Community College  
 263 Marsden Rd Carlingford  
 1300 845 888

Request and Authority to debit the account named below to pay  
**Macquarie Community College APCA ID 498-619**

## REQUEST AND AUTHORITY TO DEBIT

Your Surname or company name

Your Given names or ABN/ARBN  "you" request and authorise **Macquarie Community College 498-619** to arrange, through its own financial institution, a debit to your nominated account any amount Macquarie Community College has deemed payable by you.

PERIODIC AMOUNT/TYPE OF PAYMENT \$

FREQUENCY  or ☐ AGREED INVOICE AMOUNT (Tick if applicable)

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

## INSERT THE NAME AND ADDRESS OF FINANCIAL INSTITUTION AT WHICH YOUR ACCOUNT IS HELD

FINANCIAL INSTITUTION NAME

ADDRESS

## INSERT DETAILS OF ACCOUNT TO BE DEBITED

NAME/S ON ACCOUNT

BSB NUMBER (MUST BE 6 DIGITS)  -

ACCOUNT NUMBER

## ACKNOWLEDGEMENT

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing debit arrangements between you and Macquarie Community College as set out in this Request and in your Direct Debit Request Service Agreement.

## INSERT YOUR SIGNATURE AND ADDRESS

SIGNATURE

DATE

NAME

POSITION

(if signing for a company, sign and print full name and capacity for signing eg. Director)

ADDRESS

## SECOND ACCOUNT SIGNATORY (IF REQUIRED)

SIGNATURE

DATE

NAME

POSITION

(if signing for a company, sign and print full name and capacity for signing eg. Director)

ADDRESS

Macquarie Community College  
263 Marsden Rd Carlingford  
1300 845 888

Request and Authority to debit the account named below to pay  
**Macquarie Community College APCA ID 498-619**

This is your Direct Debit Service Agreement with **Macquarie Community College 498-619 ABN:71 103 790 665**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

## DEFINITIONS

**account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

**agreement** means this Direct Debit Request Service Agreement between *you* and *us*.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by *you* to *us* is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between *us* and *you*.

**us or we** means **Macquarie Community College**, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

**you** means the customer who has signed or authorised by other means the *Direct Debit Request*.

**your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

## 1. DEBITING YOUR ACCOUNT

1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 *We* will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

or

*We* will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *DirectDebit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct your *financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited you should ask your *financial institution*.

## 2. AMENDMENTS BY US

2.1 We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen **(14) days** written notice.

## 3. AMENDMENTS BY YOU

3.1 You may change\*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least **(28) days** notification by writing to:

**Macquarie Community College**  
**PO BOX 2755 Carlingford NSW 2118**

or

by e-mailing us on [info@macquarie.nsw.edu.au](mailto:info@macquarie.nsw.edu.au) during business hours;

or

arranging it through your own financial institution, which is required to act promptly on your instructions.

**\*Note:** in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us **Macquarie Community College** of your new account details.

## 4. YOUR OBLIGATIONS

- 4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.
- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
- a) *you* may be charged a fee and/or interest by *your financial institution*;
  - b) *you* may also incur fees or charges imposed or incurred by *us*; and
  - c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

## 5. DISPUTES

- 5.1 If you believe there has been an error in debiting *your account*, *you* should notify us directly on 1300 845 888 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
- 5.2 If we conclude as a result of our investigations that *your* account has been incorrectly debited we will respond to *your* query by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify you in writing of the amount by which *your account* has been adjusted.
- 5.3 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

## 6. ACCOUNTS

*You* should check:

- a) with your *financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.
- b) *your* account details which *you* have provided to us are correct by checking them against a recent *account* statement; and
- c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

## 7. CONFIDENTIALITY

- 7.1 *We* will keep any information (including *your account* details) in *your Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 *We* will only disclose information that *we* have about *you*:
- a) to the extent specifically required by law; or
  - b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## 8. NOTICE

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, you should write to:
- Macquarie Community College**  
**PO BOX 2755**  
**Carlingford**  
**NSW 2118**
- 8.2 *We* may send notices either electronically to your email address or by ordinary post to the address *you* have given us.
- 8.3 Any notice will be deemed to have been received on the third *banking day* after emailing or posting.