

All prices are quoted in Australian dollars and are tax-inclusive.

All monetary and financial transactions between SkillZone and customers are to be effected in Australian dollars unless agreed otherwise.

All bank fees levied in the Applicant's country or as a result of a transfer they initiate will be payable by the Applicant.

Credit card payment attracts 2% surcharge.

1. Application

SkillZone staff requires a minimum of four weeks prior notice before the Applicant is placed in a host company.

The Applicant can request an express service submitted to an additional fee. The Applicant should ask for this express service at time of application.

2. Payment process

- **Payment 1** - An non-refundable initial deposit is required before SkillZone undertakes the placement. (If the Applicant is overseas when applying there is an also non-refundable application fee to be paid.) This first deposit allows SkillZone to start the Assessment Process: further study of your application, enquiry of your expectations by phone or face-to-face interview, listing of potential companies. This step will take place as soon as SkillZone received the deposit and will last one week. SkillZone cannot begin the Assessment Process until the deposit is received. Any changes of preferences by the Applicant (with regard to the internship field or position area) after submitting the application documents to SkillZone will constitute a new application and attracts a new deposit.
- **Payment 2** - Half of the total price will be due by the Applicant after the one week Assessment Process done by SkillZone. This second deposit allows SkillZone to start the Placement Process: first contacts with companies, follow up, final agreement between SkillZone and the host company.
- **Payment 3** - The balance of the program fee will be payable within 7 business days of the receipt and confirmation of the internship offer by the Applicant and before the first interview or start of the internship. Insurance fees (if SkillZone arranges the insurance) are also payable at this time.

Payment can be done by international bank transfer or by credit card. All bank fees levied in the Applicant's country or as a result of a transfer they initiate will be payable by the Applicant. Credit card payment attracts a 2% surcharge.

3. Start of the program

SkillZone shall start acting on behalf of the Applicant to find a suitable placement as soon as he has provided the following:

- Completed standard resume and cover letter
- Completed SkillZone resume and application form
- Signed contract
- Deposit
- Application fee (only for applicants applying while they are overseas)
- Copy of last certification/diploma (after A level)
- Copy of English Test result
- SkillZone Internship may decline to act on behalf of an Applicant after assessment of his language level.
- Any other documents possibly required by SkillZone (eg passport/ID, passport-sized picture/s).

4. Postponement of start date

If the Applicant postpones the start dates of the internship after the placement has been confirmed, a maximum 3 months delay is allowed at no extra cost if the host company agrees to the postponement. In the event the host company is unable to accommodate the postponement SkillZone will be unable to issue any refunds to the Applicant.

The Applicant can postpone his internship start date within 2 weeks of submitting the application at no extra cost, only if the internship has not been confirmed. Otherwise the above points apply.

5. Interview and internship offer

Refusal or failure by the Applicant to be interviewed by phone will not constitute reasonable grounds for a refund.

Refusal or failure by an Applicant to accept an internship for reasons not specified in their application will not constitute reasonable grounds for rejecting an internship offer. This will therefore constitute a cancellation by the Applicant.

The Applicant cannot choose the company. SkillZone does not guarantee the company size or the exact location of an internship within the requested city. The size, exact location within the requested city or international presence of the company are not valid reasons for a refund or refusing an internship offer. An internship is organized to provide the Applicant with adequate training and experience in his field of interest. SkillZone Internship will match the Applicant with an internship in his general requested field and area (as indicated on his application form and during any interviews with SkillZone staff).

When an internship in a host company is provided to the Applicant, the Applicant may not reject an offer or placement made by SkillZone or leave his placement after starting for any of the following reasons :

1. Size of the company
2. Number of employees at the company
3. Location of the company
4. Commuting distance to the company (commuting time of \pm 1 hours is generally accepted)
5. International profile of the company
6. Change of preference after application
7. Changes in internship hours. A normal working week in Australia is officially 40 hours. The Applicant undertaking a full-time internship may be required to work up to 40 hours per week (excluding lunch and other breaks).
8. Personal issues/relationships with other staff members or the internship supervisor.
9. Level of supervision provided. Training and supervision will vary from one company to another. There are no minimum hours that the supervisor is obliged to spend with the Applicant on a daily basis.
10. Level of responsibility and tasks allocated. This is ultimately determined by the company and is dependent on the qualification/experience of the Applicant.

If there are any valid reasons they need to be stated in writing, need to be justified and submitted within seven days. If SkillZone accepts the rejection, SkillZone may provide one more internship offer in another host company to the Applicant.

If the Applicant is not satisfied and chooses to reject the internship offer, SkillZone may cancel the application of the Applicant.

6. Internship remuneration

Unpaid internship is the rule in Australia. SkillZone cannot guarantee to obtain a paid internship. SkillZone will do their best to entice companies to give the Applicant a refund of daily expenses linked to work (transport, lunch...). SkillZone, however, cannot guarantee that the Applicant will receive any amount of money.

7. Insurance

The Applicant must be covered by adequate health and travel insurance before the start of his internship.

Public liability insurance only protects the host company in the event of negligence by the company which may damage/injure the Applicant. The Applicant is required to have his own medical and travel insurance to cover him for injury or damage caused by himself to third parties or to himself whilst at the host company.

8. Cancellation & refund

No refund is given at any time after confirmation of the placement by SkillZone or after the start of the internship/language course except in the case of host company negligence. The Applicant may ask to be placed with another organization (at no extra charge) should the following occur:

- Sexual, racial, religious harassment or discrimination
- Inability of the company to continue operations or to offer the language program
- Inability of the company to offer the Applicant an internship through no fault of the Applicant
- The predominant language spoken at the office is not the language agreed with the applicant at the time of the booking

If the Applicant requests another placement due to any of the above-mentioned reasons SkillZone will provide the Applicant with an alternative. The Applicant must have a minimum English level of IELTS 5.0 or equivalent to participate on the Program. Any Applicant that misleads SkillZone in regards to his/her level of English may be removed from the Program with no refund being payable.

Any Applicant that misleads SkillZone Internship in regards to their level of experience or skill(s) relevant to the Internship may be removed from the Program. In this event no refund will be payable.

9. Code of conduct in the host company

No refund will be given or an alternative placement offered if the Applicant leaves the host company within the initial two weeks. The initial period of two weeks is for settling in and learning about company processes and work ethics (except for reasons outlined under Cancellation).

No alternative placement will be offered to the Applicant in the event of has being asked to leave by the company for the following reasons:

1. Negligence by the Applicant in terms of misconduct or disregarding company procedures and policies.
2. Inability to perform training provided by the company due to inaccurate information provided by the Applicant on their application documents (CV, covering letter and any other documents).
3. Leaving the company without informing SkillZone or its partners at least two weeks prior and/or without being given approval to do so by SkillZone or a partner organization.
4. Taking time off for holidays or personal reasons without prior agreement with the company.
5. Taking sick leave without providing host company with an adequate medical certificate if asked to do so.
6. Changing internship hours without prior permission from the supervisor at the company.
7. Not abiding by company rules.
8. If the Applicant's level of performance does not match their level of experience and/or qualifications as stated on their CV.
9. Demanding payments from the host company if the internship is unpaid.
10. Acting in any way that adversely affects the smooth running or operations of the company. For example: unauthorized internet downloads, using company resources in an unacceptable manner.

10. Internship extension or employment in the host company

The Applicant may choose to extend his internship with the host company (upon mutual agreement with the company). SkillZone and its partners must be notified at least two weeks in advance. Extensions will attract a difference in payment fees (if any). Failure to notify SkillZone and its partner in the event of extending the internship period will mean that the Applicant is not covered by SkillZone's public liability insurance policy and will constitute breach of this agreement.

Any sponsorship for future employment or engagement of any type between the Applicant and the host company shall only take place expressly with written approval and fees & charges payable to SkillZone. Fees & charges are payable to SkillZone to the equivalent of 5% of the annual income for such position engaged by the intern and the host employer by industry standards outlined by either Michael Pages' or Hays International Consulting's salary advice whichever the greater amount stated. Refusal of payment of such fees and charges will engage a non-circumvention between the intern and the host employer for a period of 24 months from the date of the intended completion time of the initial internship term, whether completed or not.

11. Other

SkillZone undertakes not to disclose any medical or other private information about the Applicant that may hinder the Applicant's application. No refund will be given if the Applicant chooses to leave the program earlier than the end date initially outlined in the application. The Applicant must conform to the dress code of the company.

The Applicant must keep all information and documents entrusted to him confidential.

Problems should be in the first instance discussed with the supervisor at the company. If the problem is not resolved a SkillZone representative will then discuss the problem with the coordinator.

The Applicant will receive a reference by the company upon completion of the assignment. A certificate of completion will be issued by SkillZone in the event of the company being unable to furnish the Applicant with a certificate.

SkillZone is in no way responsible for any damage caused by the Applicant during the internship and language program, whatever the nature of the damage. The Applicant accepts all responsibility personally and cannot be regarded as an employee of SkillZone.

12. Options

SkillZone can provide the Applicant with additional services. These additional services can be provided at additional fees.

Here is a list gathering the services that Internship can provide the Applicant:

- Express service placement
- Short-term accommodation in a backpacker
- Long-term accommodation in a share house in the city of the internship
- Airport pick up at the arrival and/or departure of the applicant (Sydney only)
- Bank account arranged prior to arrival (Sydney only)
- Australian SIM card (Sydney only)

In case the Applicant needs one of these services, s/he should ask SkillZone for prices and terms & conditions.

By signing this document or entering your name below, you confirm that the statements contained in this application are accurate to the best of your knowledge. You have read and understood and you accept these Terms of Agreement.

Name