Accommodation Process

SHAFSTON
RTO Code: 45694 CRICOS Code: 03917H

1. REQUEST
Agent/student makes request on the application.

2. RECORD
Admission team makes the proper record for the request and notify Accommodation and Campus department.

3. QUOTE
Admission team check our capacity and details. Then Admission team make a quote and response to the agent/student.

4. BOOK
Accommodation and campus department books/arranges the service from third party or our own homestay network.

5. DEPOSIT/PAYMENT
Agent/student pay the deposit (at least the Accommodation Placement Fee plus 1 week's rent) or pay in full(APU) for secure the service and Admission team confirms the payment from finance team and then notify accommodation and campus team.

6. MONITOR
whenever agent/student has revise request, send the revise request to accommodation and campus department and get confirmation then respond to such requests.

7. CONFIRMATION
Admission Team will send the invoice to finance team to confirm deposit. Once deposit confirmed, the Accommodation Department will send a confirmation to student/agent.

8. NOTICE
14 days in advance, accommodation and campus department contact the student and notify the service details.

9. PLACE
On the arrival day, accommodation and campus department assure the service is placed.

Note: A break up fee needs to be applied as below:
Deposit to secure "room type" : $xxx (Due date ASAP as your booking is not secured until it is paid)
Rest of accommodation fees: $xxx (Due date dd/mm/yyyy)

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