



ENGLISH UNLIMITED CONDITIONS OF ENROLMENT

These Conditions of Enrolment AND your Letter of Offer make up the “written agreement” referred to in standard 3 of The National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018 (“**National Code**”) which governs your enrolment at English Unlimited (“**College**”). These Conditions of Enrolment may be amended from time to time and at any time without notice. You may access the latest version at www.apc.edu.au (“**Website**”).

1. COLLEGE’S RESPONSIBILITY

The College is responsible for the quality of the training and assessment and the issuance of the certification documentation you receive. Once you commence your study we agree to provide your training and assessment in the timeframe set for the Course.

2. DISCIPLINE AND BEHAVIOUR

The College’s Student Handbook and Student Code of Conduct set out our behavioural expectations of you while you are studying with us. They cover topics such as your personal conduct, treatment of others, academic conduct and care and respect for College resources and reputation whilst a student at the College. You must comply with these documents and you can find them on the Website.

3. COURSE PROGRESS

All students must maintain satisfactory Course progress. Student visa holders who do not make satisfactory course progress will be reported to the Department of Employment and Workplace Relations (“**DEWR**”) and/or the Department of Home Affairs (“**DHA**”). For more information refer to the ELICOS Course Progress Policy found on the Website.

4. COURSE HOURS

Each Course consists of 20 hours of compulsory lessons and 4-8 hours of optional lessons. The mandatory lessons for day classes occur on weekdays, with specific times varying by campus. These include a short break and, for longer sessions, a lunch break. Evening classes are also available on weekdays, featuring a 10 minute break. Optional lessons are typically scheduled on the last business day of the week, with sessions available both in the morning and afternoon. Depending on student interest in optional lessons, the College may adjust when they happen or offer additional lessons. Please be aware that the College is closed on public holidays, and course fees for these days are non-refundable.

5. COURSE ATTENDANCE

Student visa holders are required to attend a minimum of 20 scheduled course contact hours per week. All students must maintain satisfactory attendance. Satisfactory course attendance is attendance of 80% or more of scheduled course contact hours. Student Visa holders who do not maintain satisfactory course attendance will be reported to DEWR/DHA. This may affect your visa. For more information please refer to the ELICOS Attendance Policy and Procedure on the Website.



6. CHANGE OF ADDRESS

You must inform the College of your contact details while studying at the College in Australia. The details must include:

- a) your current residential address, mobile number (if any) and personal email address (if any);
- b) who to contact in emergency situations (and their contact details); and
- c) any changes to (a) or (b) above within seven (7) days of the change.

You must also tell DHA of any change of address.

7. COMPLAINTS AND APPEALS

You are encouraged to attempt informal resolution of any complaint or appeal you may have by directly engaging the staff member or student to whom the complaint or appeal relates. If it is not possible to resolve the complaint informally you should refer to the Student Complaints and Appeals Policy found on the Website. Students should contact a Student Care Officer in the first instance to attempt mediation/ informal resolution of the complaint. If a student has a complaint about his/her trainer or teacher, the student may choose to refer the matter directly to the Academic Manager or Campus Director/Coordinator. If the problem cannot be resolved informally put your concerns in writing using the College's complaints and appeals form. These forms are also available from Student Care or the College website. All internal complaints and appeals processes will be at no cost to the student and will commence within 10 days of lodging the complaint/appeal. If complaints or appeals are not resolved after accessing the College's internal appeal stage, students will have the right to lodge an external appeal through the Overseas Students Ombudsman. There is no fee to lodge an appeal to the Ombudsman. For more information you should refer to the Student Complaints and Appeals Policy found on the Website.

8. TRANSFERRING FROM OR TO ANOTHER PROVIDER

If you are transferring to the College from another provider before completing six (6) months of your principal Course of study, your enrolment is subject to the provision of a release from the other education provider. Students who wish to transfer from the College may do so by completing a Student Course Variation Form. Please refer to the College's Student Transfer Policy on the Website for more information.

9. DEFERRAL AND SUSPENSION OF STUDIES.

In compassionate and compelling circumstances students may request a deferral of the start date of your Course, or a suspension of your studies. You should contact Student Care as soon as possible to discuss your eligibility and to complete the necessary forms (and pay any applicable fees). Please refer to the College's Deferment, Suspension and Cancellation Policy on the Website for more information.



10. INDEMNITY

You (and the legal guardian for students under 18 years) agree not to hold the College (including its employees and/or agent) responsible or liable for any loss, damage, death or injury which you may suffer or which may be caused by you as a result of or in connection with your enrolment at the College, including:

- a) your attendance at any premises owned, operated or controlled by the College;
- b) your attendance at or participation in any activity (whether sporting, cultural, social, educational, recreational or otherwise) organised by or on behalf of or with the assistance of the College; and/or
- c) any accommodation, whether short-term or long-term arranged for you by the College, and/or in any way whatsoever by association with the College.

You and, where applicable, the legal guardian hereby indemnifies the College in full against all claims, demands and proceedings as a result of any loss, damages, death or injury which may be suffered by or caused by the student.

11. PRIVACY

In the course of carrying out its business the College will collect, store, use and disclose personal information. The purposes for which the College holds, uses and discloses information includes teaching and student services together with ancillary services, which may support students in their study at the College. Other purposes include conducting the College's business generally, to communicate information about the College's products and services or third party products or services that may be of interest to you and for the College's internal administrative, research, planning, marketing and product development. The College collects this information during your Course because of its obligations under the Education Services for Overseas Students (ESOS) Act ("**ESOS Act**") and the National Code to ensure student compliance with the conditions of their visas and their obligations under Australian Immigration laws generally. For more information on privacy, please refer to the Privacy Policy available at the Website.

12. NON TUITION FEES

All of the College's non-tuition fees are set out in the Schedule of Administrative (Non-Tuition) Fees which is located on the Website.

13. EQUIPMENT

The materials and equipment you are required to provide for your Course is set out in the Technology and Equipment Standard for Students which is located on the Website.

14. UNDER 18 STUDENTS WELFARE AND ACCOMMODATION REQUIREMENTS

If you are under the age of 18 you are required to maintain adequate welfare and accommodation requirements as a condition of your student visa. You must complete the "Under 18 Accommodation and Welfare Arrangements Form" at the time of your enrolment. This will be provided to you and can be found on the Website.

You are required to either live with your parents, relatives or legal guardians or in other accommodation arrangements approved by the College. If you do not live with your parents or a suitable relative as defined by the DHA, your accommodation arrangements must be approved by the College and a legal guardian will be appointed. You must notify the College of the details of your guardian and if the College determines, in your best interests, that the elected guardian is unsuitable or inappropriate, the College has the right



to assign a legal guardian for you during your studies with the College. The College will not approve shared accommodation or other independent arrangements where you are not subject to appropriate adult supervision.

Where the College has approved your welfare and accommodation arrangements you will require the College's approval to change any of the arrangements. For more information refer to the Accommodation and Welfare Policy for Under 18 year Old Students on the Website.

15. CHANGES TO COURSE AND COURSE FEES

The College may change the tuition fees at any time with not less than one (1) month's notice, but if you continue to study with the College and pay all fees on time, the College will not increase tuition fees for the Courses listed in your Letter of Offer. The College may also make changes to your Course and Course materials as reasonably required.

16. TUITION PROTECTION SCHEME ("TPS")

If the College (or a third party delivering training and assessment on its behalf) defaults (that means it ceases delivering a Course or closes entirely):

- a) the College will notify you and the TPS;
- b) provide options to you about either continuing your study or refunding unspent pre-paid fees received by the College; and
- c) report to the TPS the outcome of clause 19(b).

17. CERTIFICATION

On successful completion of all assessments and the full payment of all fees, the College will issue you appropriate certification.

18. THIRD PARTY PROVIDERS

The College does not have any current third party agreements. In the event, a third party is providing training and assessment under an agreement with the College, students are assured that the College:

- a) is responsible for the quality of the training and assessment provided;
- b) is responsible for the issuing of all qualifications; and
- c) will communicate any changes to these arrangements to the student.

19. MINIMUM ENGLISH PROFICIENCY PREREQUISITE

Your English proficiency will be assessed prior to commencing your English Course and you will be placed into an appropriate class for your level of English. If the College determines that you do not meet the English proficiency prerequisite for your Course then you may be placed in an appropriate Course. Please refer to the Minimum Entry Requirements Document on the [EU website](#) for information about the English requirements for your course.

20. CANCELLATION AND REFUND

IMPORTANT: This clause, the College's Cancellation, Withdrawal and Refund Policy and the right to make complaints and seek appeals of decisions and action under various



processes does not affect your rights to take action under the Australian Consumer Law if the Australian Consumer Law applies.

20.1. CIRCUMSTANCES FOR REFUNDS - STUDENT CANCELLATIONS

When you cancel your enrolment, refunds will only be made in the following circumstances:

a) When the student cancels **BEFORE** the Course Start Date

- i) If written notice of cancellation is received 14 days or more before the Course Start Date, the College will refund the Course Fees received less the Cancellation Fee and Application Fee.
- ii) The College will refund this money within 28 days.
- iii) No refund of fees will be given where notice is received less than 14 days before the Course Start Date.

b) When the student withdraws **AFTER** the Course Start Date (for any reason including Compassionate and Compelling Reasons)

No refund of Course Fees will be given after the Course Start Date.

20.2 CIRCUMSTANCES FOR REFUNDS - COLLEGE DEFAULT

- a) If the College fails to start or stops providing the Course to you, at the designated location and you have not withdrawn from the College, the College is in default under the ESOS Act.
- b) The College will notify you in writing if it goes into default.
- c) If the College defaults, it will, within 14 days, refund on a pro-rata basis the Tuition Fees for the weeks that tuition will not be provided, **unless**
 - i) You withdraw from a Course before it is cancelled; or
 - ii) it is Your Fault; or
 - iii) You accept, in writing, an offer in an alternative Course arranged by the College.
- d) Refunds in the case of the College's default are regulated by law. Please refer to the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth) for the precise method of calculating the refund.
- e) In the unlikely event the College does not meet its obligations to either offer you an alternative Course that You accept or pay You a refund of your unspent prepaid tuition fees, the Australian Government's Tuition Protection Service will contact you and assist you in finding an alternative Course or to get a refund if a suitable alternative is not found. Refer to the College's Tuition Protection Services (TPS) Policy on the Website for more information.

20.3 CIRCUMSTANCES FOR REFUNDS - STUDENT VISA REFUSAL

- a) If you do not start a Course on the Course Start Date or if You withdraw from a Course on or before the Course Start Date, due to **student visa refusal**, the College will, within 28 days, refund the Course Fees less 5% of the Course Fees (up to a maximum amount of \$500).



- b) If you start a Course on the Course Start Date and then your **student visa is refused**, the College will, within 28 days, refund on a pro-rata basis, only the Tuition Fees for the weeks from when you withdrew from the Course until the end of the period that the Tuition Fees apply to.
- c) Refunds in the case of student visa refusal are regulated under the Education Services for Overseas Students (Calculation of Refund) Specification 2014. Please refer to this legislation for the precise methods of calculating the refund.

20.4. REFUND PROVISIONS

- a) When you defer commencement in a Course and then cancel the Course, the original Course Start Date before your request for deferment(s), will be used as the Course Start Date to determine whether a refund is to be made.
- b) No refund will be made where the College cancels, suspends or terminates your enrolment because it is Your Fault. The College will notify you in writing if this happens.
- c) If you are over 18 years old, the refund will be paid directly to you or the Specified Person only.
- d) If you are under 18 years old, the refund may be paid to you but only with the consent of your parent or legal guardian.
- e) The College may:
 - i) request further information or evidence to confirm that you are the person entitled to receive the refund or give a direction to pay the refund;
 - ii) pay the refund by bank draft or company cheque (in case of refund within Australia) or by international bank draft; or
 - iii) pay the refund to a bank account by direct credit (in case of refund within Australia) or by telegraphic transfer (in case of refunds outside of Australia) but only if you provide evidence that the bank account exists.
- f) All refunds will be made in Australian currency only, unless the College's Bank is unable to do so in which case the refund will be made in the equivalent United States of America currency calculated using the Bank's exchange rate for the relevant date of transfer. The College is not responsible for currency exchange rate fluctuations, delays or loss of refund in transit (mail, courier, telegraphic transfer or otherwise) as a result of incorrect information provided by You.
- g) The College may change the Cancellation, Withdrawal and Refund Policy at any time and the policy to be used to determine whether you receive a refund will be the Cancellation, Withdrawal and Refund Policy applicable at the time you give notice of cancellation or withdraw enrolment in a Course. For the latest Cancellation, Withdrawal and Refund Policy please refer to the APC website.
- h) If you wish to appeal a decision of the College made under the Cancellation, Withdrawal and Refund Policy you should refer to the College's Complaints and Appeals Policy for the procedure to follow.

20.5. HOW TO WITHDRAW FROM A COURSE AND MAKE A REQUEST FOR A REFUND

- a) **Complete a SCV Form.** The SCV Form is available from the Student Care Office or the College Website. If you are under the age of 18 years your legal guardian will need to complete and sign the form.



- b) **Complete a Refund Request Form.** The Refund Request Form is available from the Student Care Office or the College Website.
- c) **Attach all relevant documents to the SCV Form.** You should attach documents supporting the reason for your withdrawal and confirming your identity as well as a Refund Request Form.
- d) **Hand in the completed forms to Student Care or email to: refunds@apc.edu.au.** Please make sure that your student number and current contact details (email address, mobile phone number) are on the form. Please sign and date the SCV Form before handing it in. Your form will NOT be processed if it is not signed and dated.

The College will process your completed SCV Form and assess whether you are entitled to a refund based on the Cancellation, Withdrawal and Refund Policy. The College may ask for further information or documentary evidence. Please note that incomplete SCV Forms may delay the processing of and payment of refunds.

20.6 DEFINITIONS AND ACRONYMS

“Application Fee” means the fee for processing your application to study at the College. The Application Fee is payable regardless of whether you are offered a place in a Course. This is a Non-Tuition Fee and is set out in the Schedule of Administrative (Non-Tuition) Fees.

“Cancellation Fee” is the fee payable when a student provides written notification of cancellation of their enrolment to the College 14 days or more before the Course Start Date. This is a Non-Tuition Fee and is set out in the Schedule of Administrative (Non-Tuition) Fees.

“Course(s)” means the course listed in the Letter of Offer, or, where you have enrolled in multiple courses, each course listed in the Letter of Offer.

“Course Fees” means the Tuition Fees and the Non-Tuition Fees.

“Course Start Date” means the start date for the Course as set out in your original Letter of Offer, or if you have enrolled in a Package of Courses, the start date of the first Course in the Package of Courses as set out in your original Letter of Offer.

“Letter Of Offer” is the letter offering you a place in a Course and which will set out the Course Fees that are payable by you in respect of the Course and the terms and conditions applicable to your study at the College.

“Non-Tuition Fees” means all fees received by the College that are not directly related to tuition for your Course. These fees are set out in the Schedule of Administrative (Non-Tuition) Fees.

“Package Of Courses” means multiple Courses provided by the College.

“Schedule of Administrative (Non-Tuition) Fees” means the document containing the comprehensive list of fees, which a student may be required to pay during the student’s enrolment at the College. This schedule may be updated at any time without notice and is found on the College Website.

“SCV Form” means a student course variation form prescribed by the College.

“Specified Person” means the person specified in the Specified Person Schedule.

“Specified Person Schedule” is attached to and forms part of the Letter of Offer, and which may be amended and/or updated by You.

“Tuition Fee” means the fees received by the College either directly or indirectly for tuition for your Course. This fee is expressly stated in the student’s Letter of Offer.

“You” or “Your” means the student or the student’s legal guardian (where the student is under 18 years of age).

“Your Fault” includes circumstances where:

- a. you do not start the Course on the Course Start Date;
- b. you withdraw from a Course either before or after the Course Start Date;
- c. you failed to pay an amount that you are liable to pay the College, directly or indirectly in order to undertake the Course;
- d. you breached a condition of your student visa, including where applicable, failure to maintain



satisfactory course progress and/or satisfactory attendance or failure to maintain approved welfare and accommodation arrangements;

- e. any behaviour that results in the suspension or cancellation of your enrolment (all College processes for suspension or cancellation of enrolment must be followed); or
- f. you fail to meet any prerequisites to any courses.

21. APPLICABLE LAWS

The agreement between yourself and the College will be governed by the relevant State and National laws of Australia. All complaints and appeals will be dealt with according to the College's complaints and appeals policy which can be found on the Website.

22. COLLEGE POLICIES

As a condition of enrolment, you agree to follow all College policies, which are subject to change from time to time. Current policies are available on the Website.