

## ENROLMENT PROCEDURE

1. Send a completed application form to Greenwich College or enrol online at [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au)
2. Greenwich College reserves the right to request evidence supporting your application including financial documents.
3. Greenwich College will send you a Letter of Offer. Please take a moment to read through the Letter of Offer document (which includes the Letter of Offer, Student Invoice, and Course Acceptance Agreement). Once you have confirmed that all details are correct and agree to the Greenwich College Terms and Conditions of Enrolment, please sign and return the Course Acceptance Agreement along with payment.
4. Arrange payment of fees due immediately or at least 14 days prior to the commencement date of the course. Greenwich College recommends early payment as places in some courses are limited and subject to availability at the time of payment. Please note that your place in the course will not be confirmed until receipt of the required payment and confirmation by Greenwich College.
5. If you are enrolled in a Greenwich English College course, for the dates of all payments refer to the due dates for fees on the Student Invoice. All payments for courses of 24 weeks or less must be received before or on the due date, which will be two weeks prior to the course commencement date. All payments for courses of 25 weeks or more are aligned to the TPS legislation and must be received on, and not before the due dates listed on the Student Invoice.
6. If you are enrolled in a Greenwich Vocational course, for the dates of all payments refer to the due dates for fees on the Student Invoice. All fees are incurred on a term by term basis and need to be paid prior to the commencement date of each particular term.
7. Upon payment of fees, Greenwich College will issue the necessary documents for you to study at Greenwich College.
8. All applicants who want to travel, work, and/or study in Australia must obtain a valid visa.
9. In addition to study related expenses, the Australian Government suggests that students have access to at least AU\$21,000.41 per annum for living-related expenses in Australia.
10. For information on visa requirements to come to Australia, contact the Australian Embassy, Consulate or High Commission in your country, or the Department of Home Affairs (DHA) website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)
11. For all students aged under 18 years all documents must be signed by a parent or legal guardian.

## TERMS & CONDITIONS OF ENROLMENT

**All students enrolling at Greenwich English College Pty Ltd (hence referred to as Greenwich College) in ELICOS courses will be offered maximum enrollment length of 52 weeks tuition. Students will be able to extend their studies closer to the end date of their last course.**

1. Greenwich College is bound by the legislation of the Australian Government in their responsibilities to overseas students. Details of this legal framework, the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012, National Code 2018 and other associated legislations can be found at [aei.gov.au](http://aei.gov.au)
2. Greenwich College is not bound to accept any application. If Greenwich College rejects the application, then fees paid will be refunded in accordance with the Terms and Conditions of Enrollment.
3. All fees are payable to Greenwich College in Australian dollars only. A credit card transaction fee (2%) applies to all payments made by credit card. If you are overdue with your fee payment, extra charges may apply.
4. Greenwich College Terms and Conditions of Enrollment (and Cancellation and Refund Policy) may differ from that of a Representative of Greenwich College Services Agreement. You are advised to confirm with the Representative the Terms and Conditions relating to fees paid for their services.
5. Greenwich College will be closed during all public holidays and Teacher's day each year. Compensation will not be made for weeks comprising these dates. The school will also be closed for one week during Christmas break.
6. Course and/or course fees paid cannot be transferred to another student.
7. Greenwich College reserves the right to change its schedule of fees, Terms and Conditions of Enrollment, course schedule, and/or class locations at any time without notice.
8. All fees paid are subject to the Cancellation and Refund Policy. It is the responsibility of the student to notify Greenwich College of any circumstances that may affect their enrollment as early as possible. Cancellation and/or change fees may apply in accordance with the Terms and Conditions of Enrollment.
9. All course cancellation requests must be made in writing and be accompanied by supporting documentation. Requests are to be forwarded to the Admissions and Enrolment Department at Greenwich College.

1. Compassionate and compelling reasons for cancellations and/or course suspension requests are defined as referring to the death of close family (the term close family refers to spouse / partner, children, parents, grandparents and siblings), serious and/or chronic psychosomatic or terminal disease, life threatening health condition and long term medical treatment. Additionally, major political upheaval or natural disaster in the home country requiring emergency travel and traumatic experience such as involvement in or witnessing of a serious accident or crime can be considered as compassionate and compelling reasons. All the above need to be supported by relevant documentation.
2. The terms Application fee and Enrollment fee both refer to the amount paid to the College for processing applications for enrollment.
3. Where a refund is due, Greenwich College will provide the student or the Representative of Greenwich College with a Refund Statement. The Refund Statement will list the amount and reasons for the refund, clearly explaining how the amount has been calculated with specific reference to the Terms and Conditions of Enrollment.
4. All refunds will be paid to the account from which the original payment was received in so far as this is practicable unless advised otherwise by the student and/or their assigned and/or legal representative.
5. Refunds will be processed within 28 days once received by Greenwich College. Refunds will be paid in Australian dollars only. If the refund payment is declined all costs incurred will be charged to the receiving party and will be deducted from the original refund amount.
6. Any school-aged dependents accompanying overseas students to Australia will be obliged to attend either a government or non-government school unless they are exempt from this. Enrollment must be maintained whilst in Australia and fees may apply. For further information, please check with DHA.
7. Greenwich College is subject to the Privacy Act (1998) and abides by the EU GDPR 2018 which regulates how your personal information is collected, handled, and used. The information provided by you (including but not limited to your contact details) in all forms of correspondence between you and Greenwich College may be shared between Greenwich College and the Australian Government and designated authorities. The information may also be used for general communication with you and for promoting compliance between you and Greenwich College. The ESOS Act further outlines circumstances in which this information may be shared.
8. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
9. By submitting an application for enrollment with Greenwich English College and/or Greenwich Management College, you consent to Greenwich English College and/or Greenwich Management College checking your immigration record through VEVO on DHA site.
10. All GC policies and procedures are available on the college's website. Some key policies and procedures are as follows:
11. Student Complaints and Appeals Policy- aims to manage dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community;
12. Cancellations and Refunds Policy- aims to outline the process regarding cancellations and the issuing of refunds;
13. Recognition of Prior Learning Policy- aims to detail Greenwich's policy toward granting recognition of prior learning;
14. Deferring, Suspending or Cancelling a Student's Enrolment Policy- aims to outline the guidelines for staff and students of Greenwich English College with respect to deferring, suspending or cancelling a student's enrolment;
15. Enrolments and Admissions Policy- aims to provide clear and accurate information and appropriate processes for admission to all courses offered by Greenwich English College;
16. Privacy and Confidentiality Policy aims to provide details on the Greenwich English College process of gathering student information for the primary purpose of providing them with the courses of study for which they enrol. By submitting an application form the applicant confirms that they have read, understood and agree to follow them.
17. All details of the internal and external complaints and appeals processes, of any non-tuition fees are available in the Student Handbook available on the college's website. A summary of common fees is as follows: Reassessment fee (\$120/unit); Credit transfer fee (\$120/unit); RPL fee (\$500/application +\$250/unit); Late fee payment (\$100); Fee arrangement (\$50). For Hospitality course credit transfer, 10% of the total course fees included in the package program will be charged. For the repeat of any missed practical classes there will be a charge of \$200. Please note that additional fees are subject to change.
18. For all students under 18 years by signing all the enrollment documents, the parent or legal guardian gives permission for the student to participate in all educational and cultural activities organised by the College.

## HEALTH INSURANCE COVER

1. Immigration requires that the student has adequate health insurance while in Australia, that is from the date they arrive in the country until the date they depart. When Greenwich College is asked to arrange health insurance policy for a student, the length of enrollment and the most likely date of arrival are taken into consideration.
2. For the start date, unless Greenwich College is provided with specific dates of arrival, the health cover is set as two weeks prior to course commencement date. For the end date, if the enrollment is up to 10 months, then, the health cover will finish 30 calendar

1. The start and end day of health cover should always be a Monday and in some cases it might be necessary to add one or two more weeks to cover the duration of stay if there are holidays included at the end of the course enrollment.
2. Greenwich College receives the cost for the total duration of the health cover from the health insurance provider portal.
3. It is the student's responsibility to collect their health cover policy certificate from the Student Services at Greenwich College upon arrival and activate the policy as described in their policy certificate.
4. Greenwich College, its teachers, management, or staff cannot be held responsible at any point if the student fails to collect their policy certificate and/or activate their policy as described in their policy certificate.

## STUDENT CODE OF CONDUCT

1. You agree to be bound by and comply with the Greenwich College Terms and Conditions of Enrollment, the student code of conduct, the conditions pertinent to your visa, and all relevant government legislation.
2. You must hold a valid visa to study at Greenwich College and ensure that you comply with the requirements of that visa.
3. Greenwich College recommends all students to keep a copy of the written agreement and all receipts issued for all enrolments throughout the duration of their studies.
4. You must notify Greenwich College of your residential address, contact details and contact person in an emergency while in Australia and studying with Greenwich College and any changes to your residential address, contact details and/or contact person in case of an emergency within 7 days while enrolled at Greenwich College. It is your responsibility to ensure that the contact details provided to the college are up to date at all times.
5. Greenwich College recommends all students have appropriate insurance whilst in Australia to cover any incident, injury, loss or similar. Student visa holders must hold the appropriate health insurance as required by their visa.
6. Greenwich College will not be held responsible for any loss, accident, mishap or damage related to your personal belongings.
7. You agree to follow all lawful and reasonable instructions given by Greenwich College staff while on College premises and/or while participating in excursions, extracurricular activities and/or events organised by Greenwich College.
8. You agree to behave in a safe, responsible and appropriate manner at all times, and will not undertake any activity or action that may be deemed dangerous and/or beyond your ability to carry out safely, while on College premises and/or while participating in excursions, extracurricular activities and/or events organised by Greenwich College.
9. You agree to take sole responsibility for your own safety and actions while on College premises and/or while participating in excursions, extracurricular activities and/or events organised by Greenwich College. You understand that neither Greenwich College, its teachers, management, nor staff are responsible for your actions or safety. You will not hold Greenwich College, its teachers, management, or staff responsible for any mishap, loss, accident, or injury.
10. Photographs, videos, testimonials and/or course work provided by you and/or taken by or on behalf of Greenwich College may be used by or on behalf of Greenwich College for marketing and promotional purposes. You need to advise Greenwich College in writing if you do not wish these to be used.
11. Failure to comply with any of the Terms and Conditions of Enrollment may result in you being dismissed and/or suspended from your course and/or Greenwich College.
12. Where the student has breached a condition of their visa, fails to pay an amount payable to Greenwich College for the course, and/or fails to comply with the Student Code of Conduct or Terms and Conditions of Enrollment resulting in dismissal and/or suspension from a course at Greenwich College, no refund of fees will be made. You may also be required to pay for any damages

## CANCELLATION & SUSPENSION OF ENROLMENT AND REFUND PROCEDURE (Procedure No 3, available on the company website)

1. All decisions relating to changes to the status of student's enrollment and refund of fees need to be made with consideration of the Cancellation and Refund Policy (Policy No 3, available on the company website) agreed by students at the time of accepting the Letter of Offer.
2. Students who wish to Cancel or Suspend their enrollment are required to complete the Enrollment Cancellation/Suspension Request Form and submit it together with supporting documentation to Student Services. The form is designed to guide them through the requirements they need to satisfy in order for their request to be approved.
3. Greenwich English College Pty Ltd can only defer or temporarily suspend the enrolment of a student for 1 term / up to 8 weeks on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes, a death in the family). In the case of ongoing medical conditions of a serious nature such as kidney or heart disease, cancers, or acute mental illness, a report must be provided by the treating specialist outlining the severity of the illness and likely impact upon the student's capacity to study. Extended suspension (4 months to a maximum of 6 months) may be granted only if sufficient medical evidence is provided.

4. All enrolment cancellations and refunds require approval of the General Manager and/or the Operations manager. The complete cancellation cover sheet needs to be completed by an Enrolment Officer and presented to the General Manager and /or the Operations Manager together with the supporting evidence. Once the cancellation is approved by the General Manager and/or the Operations Manager, the cancellation is processed on the student management system and PRISMS. All documents are to be scanned and uploaded in the student file for future reference by the Admissions and Enrolment Officer. The outcome of the cancellation application is sent to student via e-mail.
5. If the student's enrollment is going to be suspended and/or cancelled without the student's request and/or because of the student being reported for poor attendance, poor academic performance, non-payment or any other reason, the student and/or their agent will be notified 3 times via email within a 15-day period prior to suspension and/or cancellation of enrollment and notification to the relevant government department. It is the student's and/or agent's responsibility to respond to these notifications and to provide Greenwich College with the correct residential and/or contact details. Should there be no response to the notifications by either the student or the agent, these will be considered as received and accepted on the date that they have been sent. In this case no refund whatsoever will be given.
6. Below is the complete Cancellation and Refund policy. This is regularly updated so as to ensure compliance with the Education

## **CANCELLATION AND REFUND POLICY – STUDENT DEFAULT (Policy No 3, available on the company website)**

1. The student will be deemed to have defaulted where a student cancels their course, does not start on the course commencement date, and/or fails to notify Greenwich College in writing of any circumstances that may affect the enrollment or their ability to comply with the Terms and Conditions of Enrollment.
2. Where the student defaults, Greenwich College will refund fees paid in accordance with the Cancellation and Refund Policy within 28 days of the effective notice date. Effective notice date is considered to be the date that the request is received by the Greenwich College Admissions Department.
3. All requests must be made in writing and must be accompanied by supporting documentation. Requests are to be forwarded to the Admissions and Enrolment Department at Greenwich College and are not deemed effective until confirmed by Greenwich College.
4. If you cancel your enrollment in courses delivered by Greenwich English College and/or Greenwich Management College more than 28 days prior to the course commencement date, Greenwich College will refund full tuition, material fees paid less \$250 cancellation fee.
5. If you cancel your enrolment in courses delivered by Greenwich English College and/or Greenwich Management College more than 28 days prior to the course commencement date of any courses including courses offered by Greenwich English College if they precede courses offered by Greenwich Management College, Greenwich College will refund tuition and material fees paid less \$250 cancellation fee.
6. If you cancel your enrollment between 28 days and 14 days prior to the course commencement date, Greenwich College will charge 25% of tuition fees or \$250 whichever is greater. Material fees are not refunded if pre-paid tuition is less than the cancellation fee. For Hospitality package programs if the 50% refund is less than \$1000, then a late cancellation fee of \$1000 will be charged.
7. If you cancel your enrollment between 14 days and 7 days prior to the course commencement date, Greenwich College will charge 50% of tuition fees or \$250 whichever is greater. Material fees are not refunded if pre-paid tuition is less than the cancellation fee.
8. If you cancel a course comprising of free weeks only, a cancellation fee of \$50 will apply.
9. If you cancel a course after commencement date all outstanding and / or due fees until the effective cancellation date must be paid in full. For Hospitality package programs if the 50% refund is less than \$1000, then a late cancellation fee of \$1000 will be charged.
10. If you cancel a course on and/or after the due payment date, the due fees and any outstanding fees until the date of the cancellation effective date must be paid in full. All outstanding and due fees including: Following 2 terms, plus 10% of each future (non-taken) course (For Hospitality package programs only).
11. If you wish to defer your course start date, you must notify Greenwich College more than 14 days' prior the course commencement date or charges will apply. Where you are granted a course deferment and later cancel, any refund amounts or cancellation fees will be calculated based on the original course commencement date. Student visa holders should note that any deferral will require a change of eCoE and may impact on their visa status. Fees might apply for changes of eCOE's.
12. If you wish to defer your course for more than 3 months, then a change in fees might apply.
13. If you cancel your enrollment less than 7 days prior, on or after your course commencement date, fail to notify of any circumstances that may affect the enrollment, and/or if you fail to commence the course on the agreed upon date, no refunds whatsoever will be given.

1. If you are enrolled in more than one Greenwich English College and/or Greenwich Management College course, the Cancellation and Refund Policy will apply based on the proposed or actual commencement date of your earliest course.
2. If you are on an instalment plan, any fees due until the cancellation effective date must be paid by the due date. If you are on an instalment plan for closed, fixed intake courses such as Cambridge or EAP, you are required to pay for the whole course regardless of whether you complete its fixed term or not. If your instalment plan falls under the Tuition Protection Service regulations, you must make any subsequent payments on the due date and not before. If you fail to make payment by this due date, Greenwich College may immediately cancel your enrollment and notify Department of Home Affairs (DHA) of your course cancellation.
3. Under the ESOS Act, Greenwich College must notify the TPS Director of the default within 5 business days of the default occurring.
4. In all cases under the Cancellation and Refund Policy, the application/enrollment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable. If no application/enrollment fee and/or installment fee has been applied as a result of a promotion, it will be deducted from the refund amount when cancellation is requested.
5. All other fees are subject to the Cancellation and Refund Policy. (Policy No 3, available on the company website)

## **CANCELLATION AND REFUND POLICY (Policy No 3, available on the company website) – VISA REJECTION**

1. If your application for a visa to study in Australia is rejected due to fraudulent and/or forged documents, and/or fraudulent or incomplete information or any other reason considered as unlawful by DHA, as this is stated in the visa non-grant letter, there will be no refund whatsoever of any money paid to Greenwich College.
2. If your application for a visa to study in Australia is rejected before the commencement date of the course and Greenwich College receives notification in writing and a copy of the Australian Embassy rejection letter at least 48 hours prior to the commencement date, Greenwich College will refund in full all tuition fees paid.
3. If Greenwich College receives the notification and the rejection letter less than 48 hours prior to the commencement date, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
4. If your application for a visa to study in Australia is delayed and Greenwich College is notified in writing accompanied by supporting documentation at least 48 hours prior to the commencement date, Greenwich College will allow you to defer your course.
5. If Greenwich College receives notification of visa rejection after the course commencement and no classes have been attended, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
6. If Greenwich College receives notification of visa rejection less than 48 hours prior to the commencement date and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
7. If Greenwich College receives notification of visa rejection after the course commencement and no classes have been attended, and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
8. If you have deferred your commencement date and your visa application is rejected prior to the deferred course commencement date and Greenwich College receives notification in writing and a copy of the Australian Embassy rejection letter at least 48 hours prior to the deferred commencement date, Greenwich College will refund in full all tuition fees paid.
9. If you have deferred your commencement date and your visa application is rejected prior to the deferred course commencement date and Greenwich College receives notification in writing and a copy of the Australian Embassy rejection letter less than 48 hours prior to the deferred commencement date, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
10. If Greenwich College receives notification of visa rejection after the deferred course commencement and no classes have been attended, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
11. If Greenwich College receives notification of visa rejection less than 48 hours prior to the deferred commencement date and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
12. If Greenwich College receives notification of visa rejection after the deferred course commencement and no classes have been attended, and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
13. If you commence a course at Greenwich College and subsequently your visa application is rejected, a refund of the portion of tuition fees which you have paid but for which tuition has not yet been received will be paid.
14. In all cases under the Cancellation and Refund Policy, the application/enrollment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable. If no application/enrollment fee and/or installment fee has been applied as a result of a promotion, it will be deducted from the refund amount when cancellation is requested.
15. All other fees are subject to the Cancellation and Refund Policy.



## **CANCELLATION AND REFUND POLICY (Policy No 3, available on the company website) – COLLEGE DEFAULT**

1. Greenwich College reserves the right to cancel a course and/or enrollment prior to the commencement date of a course. This will be classed as 'College Default'.
2. Greenwich College will be deemed to have defaulted where a course does not start on the agreed date, or if a course is not delivered in full.
3. Where Greenwich College defaults, a refund of the portion of tuition fees paid but for which tuition has not yet been received, will be paid within 14 days of the date of default. Alternatively, you may be offered enrollment in an alternative comparable course offered by Greenwich College at no extra cost.
4. You must submit a formal request to indicate the preference of either a full refund of unexpended pre-paid tuition fees or to accept a place in another course.
5. Where Greenwich College is unable to provide a refund or offer you an alternative course, the Tuition Protection Service (TPS) operated by the Australian Government will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information, visit the TPS website [www.tps.gov.au](http://www.tps.gov.au)
6. In all cases under the Cancellation and Refund Policy the application fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable

## **CANCELLATION OF ENROLMENT AND TRANSFER TO ANOTHER PROVIDER POLICY (National Code 2018 and Policy No 8, available on the company website) AND PROCEDURE**

1. If you wish to cancel your enrollment and transfer to another provider, Greenwich College must receive a written request and accompanying supporting documents at least four (4) weeks prior to the effective cancellation date.
2. You must have completed at least six (6) months of your primary course. The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.
3. The transfer restriction applies to a student during all courses they undertake prior to the principal course.
4. Greenwich College may approve a written request for transfer to another provider prior to the completion of six (6) months of the primary course if it deems this to be in the student's best interest.
5. Circumstances which will be considered as the student's best interest could be, but not limited to, any conditions that negatively affect student's attendance and progress in any course, compelling and compassionate reasons, change of career, evidence that the student's reasonable expectations about their current course have not be met.
6. In order for a release to be granted, a valid letter of offer of enrollment from another provider must be submitted along with all other supporting documents. All tuition fees until the effective date of cancellation plus a \$250 administration fee must be paid before the release will be approved.
7. If a student is released based on poor academic performance but are to be reported for this reason, they will still be reported

## **ACCOMMODATION AND AIRPORT TRANSFER TERMS AND CONDITIONS (Also included in the relevant form available in the company website)**

1. All accommodation and airport transfer requests must be made on Accommodation and Airport Transfer Application Form.
2. Accommodation and airport transfer requests will only be processed by Greenwich College upon receipt of full payment and final confirmation of your arrival details. Greenwich College cannot guarantee that any accommodation and/or airport transfer requests will be met unless full payment and arrival details are received a minimum of 14 days prior to your arrival date.
3. Greenwich College will endeavor to place you in accommodation that best matches your request, however, accommodation is subject to availability and Greenwich College cannot guarantee that such requests can be met.
4. You are required to give a minimum of 14 days' notice to Greenwich College before moving out of and/or changing your arranged accommodation. Additional fees may apply.
5. If you wish to extend your accommodation arrangements (subject to availability) then accommodation fees for the duration of the extra stay must be paid in advance.

6. You are required to live in accordance with the guidelines set by the accommodation provider. Contact Greenwich College for a copy of the guidelines.
7. Accommodation and airport transfer fees are subject to the Cancellation and Refund Policy.
8. Students with flights arriving later than 23:30 will need to book a hotel and check in on the following morning in Homestay accommodation. Airport transfer remains available.
9. All students aged under 18 years at time of commencement must stay at a Homestay residence until they turn 18.

## **ACCOMMODATION CANCELLATION AND REFUND POLICY - STUDENT DEFAULT (Also included in the relevant form available in the company website)**

1. If you cancel your accommodation more than 14 days prior to the accommodation commencement date, Greenwich College will refund all accommodation fees paid.
2. If you cancel your accommodation between 14 days and 7 days prior to the accommodation commencement date, Greenwich College will refund 50% of accommodation fees paid.
3. If you cancel your accommodation booking less than 7 days prior, on or after the accommodation commencement date, Greenwich College will charge a cancellation fee equivalent to 4 weeks' accommodation or 100% of accommodation fees paid if less than 4 weeks.
4. If you cancel your airport transfer more than 7 days prior to the requested airport transfer date, Greenwich College will refund all airport transfer fees paid.
5. If you cancel your airport transfer 7 days or less prior to the requested airport transfer date or if you fail to arrive at the specified date and time, no refund of airport transfer fees paid will be given.
6. In all cases under the Cancellation and Refund Policy the credit card transaction fee and accommodation placement fee are non-refundable.

## **ACCOMMODATION CANCELLATION AND REFUND POLICY - COLLEGE DEFAULT (Also included in the relevant form available in the company website)**

1. Where Greenwich College defaults, a refund of the portion of accommodation fees paid but for which accommodation has not yet been received, will be paid within 14 days of the date of default.
2. Where Greenwich College defaults, a refund, of the unexpended airport transfer fees paid will be paid within 14 days of the date of default.
3. If you receive an airport transfer and subsequently Greenwich College defaults, no refund whatsoever will be given.
4. In all cases under the Cancellation and Refund Policy the credit card transaction fee and accommodation placement fee are non-refundable.
5. All other fees are subject to the Cancellation and Refund Policy .
6. If you cancel your airport transfer 7 days or less prior to the requested airport transfer date or if you fail to arrive at the specified date and time, no refund of airport transfer fees paid will be given.
7. In all cases under the Cancellation and Refund Policy the credit card transaction fee and accommodation placement fee are non-refundable.
8. All other fees are subject to the Cancellation and Refund Policy.

## **GREENWICH VOCATIONAL COLLEGE TERMS AND CONDITIONS - ENTRY REQUIREMENTS**

1. Students who are 18 years of age and over. All applicants must have completed:
2. Australian Year 10 or equivalent (year 12 for CertIV onwards Hospitality programs) at minimum or
3. Have relevant vocational experience
4. Applicants who have completed the majority of their qualifications in a language other than English must have:
5. IELTS 5.5 or equivalent (4.5 for Cert II and 5.0 Cert III programs) or
6. Direct entry on passing Greenwich English College Placement Test or
7. Direct entry from another college approved by Greenwich's vocational colleges

## RECOGNITION OF PRIOR LEARNING (RPL)

If applicants for a Greenwich Vocational course consider that they have already acquired the outcomes of this qualification or unit/s of competency, they may formally apply at Greenwich College to have these skills recognised. This is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the outcomes of an individual application for RPL.

## CREDIT TRANSFER

If applicants for a Vocational course consider that they have already acquired the outcomes of (a) unit/s of competency, they may formally apply at Greenwich College to have these recognised. This is an assessment process that involves the assessment of the units studied based on TGA ([training.gov.au](http://training.gov.au)) guidelines and directions regarding the relevant unit(s) of competency.

Greenwich College will inform in writing of the outcome of the credit transfer request. The learner needs to submit a written form with all the relevant evidence and required fees.

## PRIVACY NOTICE & STUDENT DECLARATION PRIVACY NOTICE (NCVER)

### WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy). If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### SURVEYS

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.