

FORM MUST BE COMPLETED IN FULL — INCOMPLETE FORMS WILL NOT BE PROCESSED

PERSONAL DETAILS

Have you studied at Greenwich College before? Yes No

Surname/Family Name: _____

Given Name(s): _____

Gender: Male Female Date of Birth: ____/____/____

Passport Number: _____

Nationality: _____ First Language: _____

Email: _____

Mobile: _____

Current Address: _____

Suburb/Town/City: _____ State: _____

Postcode/Zipcode: _____ Country: _____

Are you applying for a student visa?

Yes → City which visa application will be lodged: _____

No → What type of visa are you studying on?

Working Holiday Tourist Other: _____

EMERGENCY DETAILS

Name: _____ Relationship: _____

Telephone: _____ Mobile: _____

ENGLISH LANGUAGE PROFICIENCY

Depending on the course of study, an English placement test may be required before we can offer a placement for that course. **Studying General English will not require an English placement test.**

Has an English language proficiency test been completed?

Yes - Completed with Greenwich → Test date: ____/____/____

Yes - Completed with other provider (please attach certificate with this application)

Yes - Completed IELTS/PTE/TOEFL IBT. (please attach certificate with this application)

No - Test booked

No - Test not booked

No - Not applicable as studying General English

AGENT DETAILS

Are you applying through an Education Agent? Yes No

Agent's Name: _____

Email: _____

Name of contact counsellor: _____

I nominate this Education Agent to be my agent for the entire duration of my enrolment

Yes No

ACCOMMODATION AND AIRPORT TRANSFER

Do you want Greenwich College to arrange your Airport Transfer and Homestay Accommodation?

No Yes → Complete the Accommodation and Airport Transfer form

Please note that all students aged under 18 years at time of commencement must stay at a Homestay residence until they turn 18.

OVERSEAS STUDENT HEALTH COVER (OSHC)

The Australian Government requires all overseas students studying on a student visa to have Overseas Student Health Cover (OSHC) for the total duration of your stay in Australia.

Do you want Greenwich College to arrange your OSHC? Yes No

(Please complete the following questions)

OSHC Duration: ____ Months **OSHC Cover Type:** Single Couple Family

(Couple & Family Cover: Please attach passport copies of all partners and family members)

SPECIAL NEEDS

Do you have any special learning or physical needs? (e.g. hearing or sight impaired)

No Yes (please describe): _____

What extra support do you require? _____

GTE ASSESSMENT FORM — TO BE COMPLETED BY AGENT

SECTION 1: STUDENT PROFILE

Has the student ever had a visa rejection before?

No — never _____

Yes → Please provide full details: _____

Current employed?

No → Why? _____

Yes → Complete section 2 and provide full details

Relationship status?

Single Children? No

Married/De facto Yes → How many? _____

Highest education qualification:

High School → Did not complete or Completed → Year: _____

University → Did not complete or Completed → Year: _____

Who will be funding the cost?

Own savings Parents Partner Other: _____

What is the total access to funds? \$ _____

Evidence of financial capacity?

Bank Deposit Salary or other income source Property ownership

Other: _____

SECTION 2: CURRENT & PREVIOUS EMPLOYMENT HISTORY

1) Job title: _____ Salary: \$ _____

Start date: ____/____/____ End date: ____/____/____ Current

2) Job title: _____ Salary: \$ _____

Start date: ____/____/____ End date: ____/____/____ Current

SECTION 3: CAREER PLAN & TIES TO HOME COUNTRY

Career goals: _____

Ties to home country: Have a job offer Family ties Owns properties

Studying at university

SECTION 4: IMMIGRATION HISTORY & TIES TO AUSTRALIA

Australian Visa history:

First time visa application to Australia

Visa application rejected previously → **If yes, please provide details below:**

Visa type rejected? _____

Rejection date? ____/____/____

Held visa to Australia previously → **If yes, please provide details below:**

Visa type? _____

Visa valid from: ____/____/____

Visa expire date: ____/____/____

Any family ties to Australia?

No Yes → Relationship to applicant: _____

ENGLISH STUDY PLAN

FULL-TIME PLAN

SELECT CAMPUS:	SYDNEY	MELBOURNE	BRISBANE	GOLD COAST	
SELECT TIMETABLE:	DAY	EVENING			
SELECT YOUR COURSE(S):	COURSE 1:	COURSE 2:	COURSE 3:	COURSE 4:	COURSE 5:
ENTER START DATE:					
HOW MANY WEEKS:					
General English					
Pronunciation in Context					
IELTS Preparation					
Cambridge English A2 Key (KET)					
Cambridge English B1 Preliminary (PET)					
Cambridge English B2 First (FCE)					
Cambridge On-Demand (FCE)					
Cambridge English C1 Advanced (CAE)					
Cambridge English C2 Proficiency (CPE)					
English+ Creative Technology					
English for Business					
English for Vocational Studies (EVS)					
English for Academic Purposes (EAP)					

Courses are subjected to availability.

INSTALMENT PLAN REQUEST

Number of Instalments: One Two Three Four

Requests will be processed in accordance with the Greenwich Installment plan policy.

PART-TIME PLAN (4 WEEKS MINIMUM • NON-COE COURSE)

SELECT CAMPUS:	SYDNEY	MELBOURNE	BRISBANE	GOLD COAST	
PART-TIME GENERAL ENGLISH: NON-STUDENT VISA HOLDERS ONLY	DAY • MONDAY & WEDNESDAY		EVENING • MONDAY & WEDNESDAY EVENING • TUESDAY & THURSDAY		
PART-TIME IELTS: NON-STUDENT VISA HOLDERS ONLY	DAY • MONDAY & WEDNESDAY DAY • TUESDAY & THURSDAY		EVENING • MONDAY & WEDNESDAY EVENING • TUESDAY & THURSDAY		
SELECT YOUR COURSE(S):	COURSE 1:	COURSE 2:	COURSE 3:	COURSE 4:	COURSE 5:
ENTER START DATE:					
HOW MANY WEEKS:					
General English					
IELTS					

Courses are subjected to availability.

MANAGEMENT STUDY PLAN

INTAKES:	23/01/23	20/03/23	15/05/23	10/07/23	04/09/23	30/10/23	22/01/24	18/03/24	13/05/24	08/07/24
MANAGEMENT COURSES	SYDNEY		MELBOURNE		BRISBANE		GOLD COAST		PERTH	
BSB20120 Certificate II in Workplace Skills	Full Day		Full Day		N/A		N/A		N/A	
BSB40120 Certificate IV in Business	Evening		Evening	Full Day	Evening		Evening	Full Day	Afternoon	
BSB50120 Diploma of Business (Digital Transformation)	Full Day		Full Day		Full Day		Full Day		Full Day	
BSB40520 Certificate IV in Leadership & Management	Evening	Full Day	Evening	Full Day	Evening		Evening		Afternoon	
BSB50420 Diploma of Leadership & Management	Evening	Full Day	Evening	Full Day	Evening	Full Day	Evening ¹	Full Day ¹	Afternoon	Full Day
BSB60420 Advanced Dip. of Leadership & Management	Evening	Full Day	Evening	Full Day	Full Day		Full Day ²		Full Day ²	
BSB40920 Certificate IV Project Management Practice	Evening	Full Day	Evening	Full Day	Evening		Evening		Afternoon	
BSB50820 Diploma of Project Management	Evening	Full Day	Evening	Full Day	Evening	Full Day	Evening	Full Day	Afternoon	
BSB60720 Advanced Diploma of Program Management	Evening	Full Day	Evening	Full Day	Full Day		N/A		Evening ⁴	
BSB40820 Certificate IV in Marketing & Communication	Full Day		Full Day		Full Day ¹		Full Day ²		Full Day ⁴	
BSB50620 Diploma of Marketing & Communication	Full Day		Full Day		Full Day ⁴		Full Day ²		N/A	
BSB80120 Graduate Diploma of Management (Learning)	Full Day		Full Day		Full Day ²		N/A		N/A	

1 From October 2023 **2** From January 2024 **3** From July 2024 **4** From October 2024

» Timetables are subject to availability

Day Timetables will consist of 2 morning sessions: either Mon & Thurs or Tue & Wed (9:00 am to 12:00 pm) + Skills classes.

Evening timetables will consist of 2 evening sessions: either Mon & Thurs or Tue & Wed (5:00 pm to 8:00 pm) + Skills classes | **Full Day timetables** will consist of 1 full day session: either Friday all day or Saturday (8:30 am to 3:00 pm) + Skills classes.

A final timetable will be allocated to the student in their orientation pack prior to their commencement (at least 2 weeks before the Orientation Day).

Do you have a specific timetable request? _____

ENTRY REQUIREMENTS VET

- Students must be 18 years+ of age over at time of study
- Academic requirements Australian year 10 or equivalent
- English requirements: IELTS 5.0/5.5 or equivalent

For terms and conditions and how to apply:
www.greenwichcollege.edu.au/how_to_apply

IMPORTANT

All students applying for a VET course must supply their Unique Student Identifier Number (USI). More information about USI's, including how to apply for your USI online, go to www.usi.gov.au

Unique Student Identifier Number (USI): _____

RPL AND CREDIT TRANSFER ^{Yes} ^{No}
 Yes No

Do you want to apply for RPL?

Do you want to apply for Credit Transfer?

(If yes, please attach statement of attainment and certificate with this application)

HOSPITALITY STUDY PLAN

INTAKES:	06/03/23	01/05/23	26/06/23	21/08/23	16/10/23	08/01/24	04/03/24	29/04/24	24/06/24
COMMERCIAL COOKERY & HOSPITALITY COURSES				BRISBANE	GOLD COAST	PERTH		MELBOURNE	SYDNEY
SIT40521 Certificate IV in Kitchen Management								1	4
SIT50422 Diploma of Hospitality Management (Specialising in Culinary – Commercial Cookery Pathway)								2	5
SIT60322 Advanced Diploma of Hospitality Management (Specialising in Culinary – Commercial Cookery Pathway)								3	6

1 From 21 August 2023 2 From 05 May 2025 3 From 20 October 2025 4 From 16 October 2023 5 From 30 June 2025 6 From 12 January 2026

INSTALMENT PLAN REQUEST

Instalment options Every term Every second term

Requests will be processed in accordance with the Greenwich Installment plan policy.

*Timetables for Commercial Cookery and Hospitality courses

- » Classes are delivered 2 days per week (Theory and Practical) and 1 day of optional support Class/Master Class (Monday to Friday)
- » A final timetable will be allocated to the student in their orientation pack prior to their commencement

RPL AND CREDIT TRANSFER

Do you want to apply for RPL? Yes No
Do you want to apply for Credit Transfer? Yes No

(If yes, please attach statement of attainment and certificate with this application)

ENTRY REQUIREMENTS VET

- Students must be 18 years+ of age over at time of study
- Academic requirements Australian year 12 or equivalent for Cert IV or higher
- English requirements: IELTS 5.0 for Cert IV /5.5 or equivalent for all other courses

For terms and conditions and how to apply
www.greenwichcollege.edu.au/how_to_apply

IMPORTANT

All students applying for a VET course must supply their Unique Student Identifier Number (USI). More information about USI's, including how to apply for your USI online, go to www.usi.gov.au

Unique Student Identifier Number (USI): _____

AGENT DECLARATION

I am satisfied that the applicant is a genuine student and meets the GTE criteria of the student visa application.

Agent Signature:
[or electronic acknowledgment]:

Date: ____/____/____

STUDENT DECLARATION

I declare that all information provided in this application form is correct and that I have read and understood, and agree to be bound by the [Terms and Conditions](#) in the link to Greenwich College Website found below. I understand that acceptance into any course(s) at Greenwich College is subject to meeting the course entry requirements and submitting full payment of fees a minimum of 14 days prior to the commencement date of the course, and that the issuance of any offer of admission from Greenwich College constitutes a written agreement between me, the applicant, and Greenwich College in accordance with the Terms and Conditions contained within this document. I confirm that I am 18 years older or that I am the parent or legal guardian of the afore mentioned student.

Student Signature:
[or electronic acknowledgment]:

Date: ____/____/____

Parent/Guardian Signature:
[or electronic acknowledgment]:

Date: ____/____/____

*Parent/Guardian Consent is required for all students under the age of 18.

ENROLMENT PROCEDURE

1. Send a completed application form to Greenwich College or enrol online at 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, 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
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 College Pty Ltd 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.
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 (1-2%) 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 the 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. No timetable or course changes are allowed out of fixed courses such as closed Cambridge courses, English for Business, Pronunciation, English + Creative Technology, EAP or EVS.
8. 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. Impacted students will be advised of this through the College's communication processes.
9. 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.
10. All course cancellation requests must be made in writing and be accompanied by supporting documentation. Requests are to be forwarded via email to the Admissions and Enrollment Department at Greenwich College.
11. 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 verifiable documentation.
12. The terms Application fee and Enrollment fee both refer to the amount paid to the College for processing applications for enrolment.
13. 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.
14. 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.

15. 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. Where a refund is not paid the student will be provided with an explanation via email.
16. 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. Enrolment must be maintained whilst in Australia and fees may apply. For further information, please check with DHA.
17. 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.
18. 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.
19. By submitting an application for enrolment with Greenwich College, you consent to Greenwich College checking your immigration record through VEVO on DHA site.
20. All [GC policies and procedures](#) are available on the college's website. Some key policies and procedures are as follows:
 - a. Student Complaints and Appeals Policy – aims to manage dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community;
 - b. Cancellations and Refunds Policy – aims to outline the process regarding cancellations and the issuing of refunds;
 - c. Recognition of Prior Learning Policy – aims to detail Greenwich's policy toward granting recognition of prior learning;
 - d. 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;
 - e. Enrolments and Admissions Policy – aims to provide clear and accurate information and appropriate processes for admission to all courses offered by Greenwich English College;
 - f. 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 agreed to follow them.
21. 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.
22. For all students under 18 years, by signing all the enrolment documents, the parent or legal guardian gives permission for the student to participate in all

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 days after the course end date. If the enrolment is longer than 10 months then the health cover is for 60 calendar days after course end date. The health cover end date after the course end date is based on the number of weeks of holiday DHA allows based on your enrolment duration.
3. 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.
4. Greenwich College receives the cost for the total duration of the health cover from the health insurance provider portal.
5. 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.
6. 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. Greenwich College is not responsible for any dispute by the student in relation to their health insurance, and are directed to the health insurance provider to address such matters.

STUDENT CODE OF CONDUCT

1. You agree to be bound by and comply with the Greenwich College Terms and Conditions of Enrolment, 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.

- Greenwich College will not be held responsible for any loss, accident, mishap, or damage related to your personal belongings.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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 and/or disruptions caused, and/or reported to the relevant government authorities, which could result in the cancellation of your visa.

CANCELLATION AND SUSPENSION OF ENROLMENT AND REFUND PROCEDURE

(Procedure No. 3, available on the company website)

- All decisions relating to changes to the status of a student's enrolment 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.
- Students who wish to Cancel or Suspend their enrolment are required to complete the Enrollment Cancellation/Suspension Request Form and submit it together with supporting documentation to Student Services' email available on the Greenwich website. The form is designed to guide them through the requirements they need to satisfy in order for their request to be approved.
- Greenwich 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.
- 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 in full by the student and presented to the Students Services Manager and/or the Team Leader together with the supporting evidence. Once the cancellation is approved by the Students Services 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 students via email including any explanations.
- If the student's enrolment 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.
- Below is the complete Cancellation and Refund policy. This is regularly updated to ensure compliance with 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 as well as any specifications deriving from and/or supplementing the above. It is the student's responsibility to ensure that they are informed of the updates in the Cancellation and Refund policy (Policy No 3, available on the company website). If the student is unsatisfied with the decision, they can submit an internal appeal form which will be reviewed by the General Manager. They should include all the relevant information and any additional supportive evidence. The General Manager will ensure that rules, policies and procedures have been followed in a fair and proper manner. After a careful review, the student will be informed of the appeal outcome.

CANCELLATION AND REFUND POLICY

STUDENT DEFAULT (Policy No. 3, available on the company website)

- 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 enrolment or their ability to comply with the Terms and Conditions of Enrolment.
- 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 via email, and are not deemed effective until confirmed by Greenwich College.
4. If you cancel your enrolment in courses delivered by Greenwich 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 College more than 28 days prior to the course commencement date, Greenwich College will refund tuition and material fees paid less \$250 cancellation fee.
6. If you cancel your enrolment 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 enrolment 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.
14. If you are enrolled in more than one Greenwich College course, the Cancellation and Refund Policy will apply based on the proposed or actual commencement date of your earliest course.
15. 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 enrolment and notify Department of Home Affairs (DHA) of your course cancellation.
16. Under the ESOS Act, Greenwich College must notify the TPS Director of any default within 5 business days of the default occurring.
17. In all cases under the Cancellation and Refund Policy, the application/enrolment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable. If no application/enrolment 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.
18. All other fees are subject to the Cancellation and Refund Policy. (Policy No 3, available on the company website). If the student is unsatisfied with the decision, they can submit an internal appeal form which will be reviewed by the General Manager. They should include all the relevant information and any additional supportive evidence. The General Manager will ensure that rules, policies and procedures have been followed in a fair and proper manner. After a careful review, the student will be informed of the appeal outcome.

CANCELLATION AND REFUND POLICY

VISA REJECTION (Policy No. 3, available on the company website)

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 monies 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/enrolment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable. If no application/enrolment fee and/or instalment 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

COLLEGE DEFAULT (Policy No. 3, available on the company website)

1. Greenwich College reserves the right to cancel a course and/or enrolment 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
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
7. All other fees are subject to the Cancellation and Refund Policy.

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

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 been met. Such circumstances will be assessed in accordance with the cancellation policy.
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. These will be assessed in accordance with the cancellation policy. 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 even if they transfer.

ACCOMMODATION AND AIRPORT TRANSFER TERMS AND CONDITIONS

(Included in the relevant form available in the company website)

1. Greenwich College acts on behalf of a number of Accommodation Providers in the form of an agent. Any accommodation agreement is between the student and the Accommodation Provider, and it is their terms and conditions that apply. The Accommodation Provider is wholly responsible for all matters pertaining to the provision of accommodation services.
2. All accommodation and airport transfer requests must be made on the Accommodation and Airport Transfer Application Form.
3. Accommodation and airport transfer requests will only be processed by Greenwich College, acting as the agent, 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 flight details are received a minimum of 30 days prior to your arrival date. Where fees are collected by Greenwich College this is done so as an agent of the Accommodation Provider only.
4. Greenwich College, acting as the agent, will endeavour to place you in accommodation that best matches your request, however, accommodation is subject to availability based on location, gender, age, dietary needs and special requirements, and Greenwich College cannot guarantee that such requests can be met.
5. You are required to give a minimum of 14 days' notice to the Accommodation Provider before moving out of and/or changing your arranged accommodation. This can be done by notifying Greenwich College in writing, who will then act on your behalf. Additional fees may apply and are subject to Accommodation Provider's Terms and Conditions. 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 Accommodation Provider's guidelines.
7. Accommodation and airport transfer fees are subject to the Accommodation Provider's Cancellation and Refund Policy.
8. Students with flights arriving later than 22:00 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 or at an approved accommodation facility with appropriate U18s facilities.

ACCOMMODATION CANCELLATION AND REFUND POLICY

STUDENT DEFAULT (Included in the relevant form available in the company website)

1. If you cancel your accommodation more than 30 days prior to the accommodation commencement date, the Accommodation Provider will refund all accommodation fees paid.
2. If you cancel your accommodation between 14 days and 7 days prior to the accommodation commencement date, the Accommodation Provider 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, the Accommodation Provider 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, the Accommodation Provider 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 Accommodation Provider's Cancellation and Refund Policy the credit card transaction fee and accommodation placement fee are non-refundable.
7. All other fees are subject to the Accommodation Provider's Cancellation and Refund Policy.

ACCOMMODATION CANCELLATION AND REFUND POLICY

ACCOMMODATION PROVIDER DEFAULT (Included in the relevant form available in the company website)

1. Where the Accommodation Provider defaults, a refund of the portion of the 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 the Accommodation Provider 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 the Accommodation Provider defaults, no refund whatsoever will be given.
4. In all cases under the Accommodation Provider's Cancellation and Refund Policy the credit card transaction fee and accommodation placement fee are non-refundable.
5. All other fees are subject to the Accommodation Provider's 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 Accommodation Provider's Cancellation and Refund Policy the credit card transaction fee and accommodation placement fee are non-refundable.
8. All other fees are subject to the Accommodation Provider's 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) 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. 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.desegov.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.