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. The Letter of Offer clearly outlines the student's enrolment details. This includes the course name, total course duration, the number of weeks in each VET study block, and the required weekly study hours for ELICOS programs.

   a. ELICOS Programs

   For ELICOS enrolments, the Letter of Offer specifies the course name, start and end dates, total course duration, and weekly study hours. Weekly study periods are delivered on a continuous basis in accordance with the provider's approved ELICOS timetable and in compliance with ESOS and National Code requirements.

   b. VET Programs

   For VET enrolments, each term constitutes a study block of eight (8) weeks, comprising six (6) weeks of scheduled training and assessment followed by a two (2) week break.

   The structure and duration of each study block, including term dates, are clearly stated in the Letter of Offer and the associated enrolment agreement, ensuring compliance with ASQA requirements and the National Code.
5. 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.
6. 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.
7. 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 term.
8. Upon payment of fees, Greenwich College will issue the necessary documents for you to study at Greenwich College.
9. All applicants who want to travel, work, and/or study in Australia must obtain a valid visa.
10. In addition to study related expenses, the Australian Government suggests that students have access to at least AU$29,710 per annum for living-related expenses in Australia.
11. 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
12. For all students aged under 18 years all documents must be signed by a parent or legal guardian.

TERMS AND CONDITIONS OF ENROLMENT

All students enrolling at Greenwich College Pty Ltd in ELICOS courses will be offered a maximum enrolment 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 www.internationaleducation.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 Enrolment.
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 Enrolment (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 / days comprising these dates. The school will also be closed for one week during Christmas break. This policy applies to both full-time and part-time students.
6. Course and/or course fees paid cannot be transferred to another student.
7. Course change, timetable change or holiday request must be made by submitting an Enrolment change form no later than 7 days prior to change start date.
8. No timetable or course changes are allowed out of fixed courses such as closed Cambridge courses, English for Business, Pronunciation, English + Creative Technology, English for Vocational Studies (EVS), or English for Academic Purposes (EAP).
9. Students are eligible to access Student Support Services throughout their enrolment. All available Student Support Services can be found at https://www.greenwichcollege.edu.au/.
10. Greenwich College reserves the right to change its schedule of fees, Terms and Conditions of Enrolment, course schedule, and/or class locations at any time without notice. Impacted students will be advised of this through the College's communication processes.
11. 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 enrolment as early as possible. Cancellation and/or change fees may apply in accordance with the Terms and Conditions of Enrolment.
12. 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 Enrolment Department at Greenwich College.
13. 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 a serious accident or crime can be considered as compassionate and compelling reasons. All the above need to be supported by relevant verifiable documentation.
14. The terms *Application fee* and *Enrolment fee* both refer to the amount paid to the College for processing applications for enrolment.
15. 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 Enrolment.

16. 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.
17. 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.
18. Any school-aged dependents accompanying overseas students to Australia will be obliged to attend either a government or nongovernment 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.
19. 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.
20. 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.
21. By submitting an application for enrolment with Greenwich College, you consent to Greenwich College checking your immigration record through VEVO on DHA site.
22. 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.
23. All details of the internal and external complaints and appeals processes, of any non-tuition fees are available on the college's website. A summary of common fees is as follows: Assessment Resubmission Fee ($140/unit, $270/unit if no submission); RPL fee ($250 Non-refundable administration fee + 30% of the cost of each unit assessed); Late fee payment ($100); Fee arrangement ($100/instalment). For the repeat of any missed practical classes there will be a charge of $200. Please note that additional fees are subject to change.
24. 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 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 enrolment 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 enrolment 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 the 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 enrolment.
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.
7. The College arranges Single & Family OSHC through Ahm Health Insurance and Couple OSHC through Medibank Private. All fees are subject to change without notice. For full terms and conditions, please refer to www.medibank.com.au or www.ahmoshc.com.au

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 Global Explorer Junior Holiday Program Guide (if applicable), the conditions pertinent to your visa, and all relevant government legislation. All details of the student code of conduct are available in the Student Handbook on the college's website.
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. Campuses and classes are frequently filmed or photographed, and your appearance in the background may occur. You consent to Greenwich College using your image, photographs, videos, testimonials, and/or course work in social media, promotional, and other business-related materials without compensation. If you do not wish for your image or provided materials to be used, please notify Greenwich College in writing.
11. Failure to comply with any of the Terms and Conditions of Enrolment 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 Enrolment 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 & SUSPENSION OF ENROLMENT AND REFUND PROCEDURE

(PROCEDURE NO. 3, AVAILABLE ON THE COMPANY WEBSITE)

1. 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.
2. Students who wish to Cancel or Suspend their enrolment are required to complete the Enrolment 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.
3. 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.
4. All enrolment cancellations and refunds require approval of the General Manager and/or the Operations/Student Services Manager. The complete cancellation form (available on the website) needs to be completed in full by the student and presented via email 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 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.
5. 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 enrolment 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 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)

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 enrolment or their ability to comply with the Terms and Conditions of Enrolment.
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 via email and are not deemed effective until confirmed by Greenwich College.
4. 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.
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 charge a $250 cancellation fee from pre-paid tuition. Material fees are not refunded if pre-paid tuition is less than the cancellation fee.
6. If you cancel your enrolment between 28 days and prior to the course commencement date, Greenwich College will charge a $500 cancellation fee from pre-paid tuition. Material fees are not refunded if pre-paid tuition is less than the cancellation fee.
7. <u>Students who did not commence their enrolment:</u> If you cancel your enrolment on or after your course commencement date, fail to notify of any circumstances that may affect the enrolment, and/or if you fail to commence the course on the agreed upon date, Greenwich College will charge $1000 cancellation fee from pre-paid tuition. Material fees are non-refunded if pre-paid tuition is less than the cancellation fee.
8. <u>Students who commenced their enrolment:</u> If you cancel your enrolment on or after your course commencement date, fail to notify of any circumstances that may affect the enrolment, no refunds will be given.
9. If you cancel a course consisting of free weeks only, a cancellation fee of $50 will apply.
10. If you cancel a course after the commencement date all outstanding and/or due fees until the effective cancellation date must be paid in full.
11. 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).

12. 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.
13. If you wish to defer your course for more than 3 months, then a change in fees might apply.
14. Students who did not commence their enrolment: Cancellation related fees will be applied in accordance with the table below:

Notification Period	Cancellation Fee	Non-refundable Enrolment Fee
More than 28 days prior to the course commencement date	$250	$240
Between 28 days and prior to the course commencement date	$500	$240
On or after course commencement date	$1000	$240

15. 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.
16. 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 the Department of Home Affairs (DHA) of your course cancellation.
17. Under the ESOS Act, Greenwich College must notify the TPS Director of any default within 5 business days of the default occurring.
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 charge a $250 cancellation fee from pre-paid tuition. Material fees are not refundable if pre-paid tuition is less than the cancellation fee.
3. 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.
4. If Greenwich College receives notification of visa rejection after the course commencement date and no classes have been attended. Greenwich College will charge a $500 cancellation fee from pre-paid tuition; Material fee is not refundable if pre-paid tuition is less than the cancellation fee.
5. 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 charge a $250 cancellation fee from pre-paid tuition. Material fees are not refundable if pre-paid tuition is less than the cancellation fee.
6. 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. Greenwich College will charge a $500 cancellation fee from pre-paid tuition, Material fees are not refundable if pre-paid tuition is less than the cancellation fee.
7. If you commence a course at Greenwich College and subsequently your visa application is rejected. Greenwich College will charge a $500 cancellation fee from pre-paid tuition; Material fees are non-refundable.
8. 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.
9. 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 28 days of the date of default. Alternatively, you may be offered enrolment 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/enrolment 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. 27, AVAILABLE ON THE COMPANY WEBSITE)

1. If you wish to cancel your enrolment 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 enrolment 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 is to be reported for this reason, they will still be reported even if they transfer.

ACCOMMODATION AND AIRPORT TRANSFER TERMS AND CONDITIONS

(ALSO 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. All fees are subject to change without notice. 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

(ALSO 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

(ALSO 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 28 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 28 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. All other fees are subject to the Accommodation Provider's Cancellation and Refund Policy.

WELFARE AND ACCOMMODATION FOR STUDENTS UNDER THE AGE OF 18 YEARS

Greenwich College is committed to ensuring the safety and wellbeing of all students under the age of 18 while studying in Australia. In accordance with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5), and Department of Home Affairs (DHA) requirements, appropriate accommodation, support, and welfare arrangements must be in place before a student visa can be granted.

1. *Parent or Guardian Responsibility*
   If a student is under 18 years of age, the parent or legal guardian named in the student's application must either:
   a. Nominate a DHA-approved relative to be the student's carer. The nominated relative must reside with the student and be responsible for the student's welfare for the duration of their enrolment, with such arrangements subject to Greenwich College approval; or
   b. Request in writing that Greenwich College arrange care and welfare for the student.

2. *Greenwich College Arranged Welfare and Care*
   If Greenwich College is requested to arrange welfare and care, the student's application will only be accepted if all the following conditions are met:
   - The student has provided confirmed arrival details, including flight date and time.
   - The student has booked homestay accommodation approved and arranged by Greenwich College.
   - The student has booked the Greenwich College caregiver service.
   - The student has purchased or agreed to purchase overseas student health insurance (OSHC) through Greenwich College.
   - The student has booked airport transfers both to and from their approved accommodation.
   - The student's enrolment period does not include the Christmas closure period.

   Applications that do not meet these requirements, or are for visa categories other than a student visa, will be reviewed on a case-by-case basis by the Campus Director.

3. *Agreement Between Parent/Guardian and Greenwich College*
   When Greenwich College accepts responsibility for approving accommodation, support, and general welfare (through the issue of a Confirmation of Appropriate Accommodation and Welfare – CAAW), the following terms apply:
   - Greenwich College will provide ongoing monitoring of the student's welfare, accommodation, and safety.
   - Greenwich College will liaise directly with the student regarding any accommodation-related concerns and notify the parent or guardian of any welfare or safety issues.
   - Greenwich College will provide 24-hour emergency contact and support services.
   - Greenwich College will maintain regular communication with both the student and their parent/guardian and provide progress updates.
   - A local orientation and general welfare support will be provided upon arrival.
   - This agreement remains in effect for the period specified in the student's invoice under the "Welfare Fee" and continues until the student turns 18 or completes their studies—whichever comes first.

4. *Termination of Care Arrangements*
   Greenwich College reserves the right to terminate its welfare and accommodation responsibility if:
   - The parent/guardian transfers the student to another approved provider who assumes welfare responsibility.
   - The student permanently returns home or cancels their enrolment.
   - The student breaches visa conditions, homestay rules, or fails to maintain satisfactory attendance or academic progress.
   - The student changes address or accommodation without prior approval from Greenwich College.
   - Any fees paid for welfare services are non-refundable once arrangements have commenced.

5. *Parent/Guardian Obligations*
   The parent or guardian agrees to:
   - Provide sufficient financial support for the student's living, accommodation, and study expenses.
   - Ensure that the student maintains their approved accommodation and welfare arrangements.
   - Indemnify Greenwich College against any loss, damage, or expense incurred due to the student's actions.

6. *Risk Management and Insurance*
   Greenwich College maintains appropriate public liability and professional indemnity insurance to cover staff and service providers responsible for student welfare arrangements. All approved accommodation providers must meet the College's safety and welfare standards.

7. *ESOS Act – Rights and Responsibilities*
   Under the ESOS Act, students have the right to:
   - Receive accurate and current information about their course, fees, and enrolment conditions before enrolling.
   - Sign a written agreement outlining course details, fees payable, and refund policies.
   - If under 18, have approved arrangements for accommodation, support, and welfare in place prior to visa approval.
   - Students under 18 must maintain their approved accommodation and welfare arrangements for the duration of their studies.

8. *Excursions and Activities*
   As part of the Global Explorer Young Learners Program, students may participate in supervised excursions and activities designed to support social interaction, physical activity, and English language development.
   - Activities are supervised by qualified teachers and staff.
   - Students will walk or travel by public transport to excursion destinations.
   - Students must bring a water bottle, hat, and appropriate sun protection.

   By signing the enrolment agreement, parents/guardians provide consent for participation in these activities. If consent is not granted, the parent/guardian must notify Greenwich College in writing prior to the program commencement.

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 Advanced Diploma Program or Graduated Diploma Program) 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:
    - IELTS 5.5 or equivalent (4.5 for Cert II and 5.0 Cert III programs); or
    - Direct entry on passing Greenwich College Placement Test; or
    - Direct entry from another college approved by Greenwich 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 you 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 AND 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.

DEWR 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 DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at www.dewr.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.

DISCLOSURE

Greenwich College may pay fees to education agents and may receive referral fees from third-party service providers, in accordance with industry practice.