

STUDENT HANDBOOK

2015

This guide has been prepared with relevant information for students enrolling at our school and students interested in studying at our school. It contains important information about Burleigh Heads Language College and living on the Gold Coast, Australia.

Updated 31 August 2015



BURLEIGH HEADS LANGUAGE COLLEGE			
Primary Business Activity	Private ELICOS College		
School Address	Level 2 McDonald House 37 Connor Street, Burleigh Heads, 4220 Gold Coast - Queensland – Australia		
Contact numbers	+61 7 55 687 555	Fax	+61 7 55 687 666
Email address	General inquiries: sales-manager@bhlc.com.au		
	Enrolments: sales-manager@bhlc.com.au		
Website	www.bhlc.com.au		

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BHLC Price List – 2015

Item	Details	Refundable? Y/N
Enrolment Fee	\$250 for all courses and programs	No
<u>Intensive General English*</u> CRICOS code 046700C 20 hours face to face + 5 hours optional self-access / self-study (Suitable for all visa types – if you wish to study more than 12 weeks you may need a Working Holiday or Student Visa) <i>*This course is suitable for levels from Elementary to Intermediate. Not suitable for Upper-Intermediate. Minimum of 5 students required for each class level. BHLC does not offer absolute beginner level courses.</i>	<ul style="list-style-type: none"> 1 – 6 weeks \$350 per week 7 – 12 weeks \$330 per week 13 + weeks \$300 per week (Payment required 1 month before course start)	Yes (Please refer to refund & cancellation policy for full details)
English Exam Preparation Courses (FCE) <u>Cambridge First Certificate Preparation Course*</u> CRICOS code 056201F 25 hours per week (20 hours class plus 5 hours exam practice and tuition per week) Price includes FCE examination fee. <i>* Available for all visa types</i>	Price (10 or 12 week course) <ul style="list-style-type: none"> \$4,200 2015 FCE Course Start Dates (paper-based) <ul style="list-style-type: none"> 15 June (10 weeks) 7 September (12 weeks) (FCE preparation courses complete the week of the exam)	Yes (Please refer to refund & cancellation policy for full details)
<u>Business English*</u> CRICOS code 05620G 20 hours face to face + 5 hours optional self-access / self-study <i>* Available for all visa types</i>	Price (12 week course) <ul style="list-style-type: none"> \$4,200 	Yes (Please refer to refund & cancellation policy for full details)
Private English Tuition (General English / IELTS / FCE / CAE / Business)	\$75 per hour Minimum of 3 hours must be pre-booked.	No

Accommodation Search & Placement Fee	\$300 once only. Fee applies to Homestay and Share Accommodation. Non-refundable.
Homestay Accommodation	From \$235 to \$290 per week
Under-aged Homestay Accommodation (less than 18 years of age)	\$290 per week
Additional nights in homestay	\$50 per night
Share Accommodation	From \$150 to \$250 per week
Additional Nights in Share accommodation	\$45 per night

Airport Transfers

Brisbane Airport	\$110 one way / \$170 return
Gold Coast Airport	\$70 one way / \$140 return

Deluxe personal airport greeting / transfer is available. Please contact us for prices

Overseas Health Cover – Student Visa students must have OSHC for the period of their visa

3 months	\$133.65	4 months	\$178.20
5 months	\$222.75	6 months	\$267.30
7 months	\$311.85	8 months	\$356.40
9 months	\$400.95	10 months	\$445.50
11 months	\$490.05	12 months	\$534.60

Bank Details

Bank:	Westpac
Branch:	3168 Surfers Paradise Blvd, Surfers Paradise
Account Name:	Burleigh Heads Language Centre
BSB:	034 216
Account number:	615528
Swift Code:	WPACAU2S

Notes to Price List

Enrolment Fee

This is a once only payment to process student enrolments. If a student extends or decides to study further courses at BHL (within 12 months from the commencement of their first course) they will not be charged another enrolment fee. However, if the student extends on a promotional lower than their original price a new enrolment fee will be required.

Enrolment and Payment

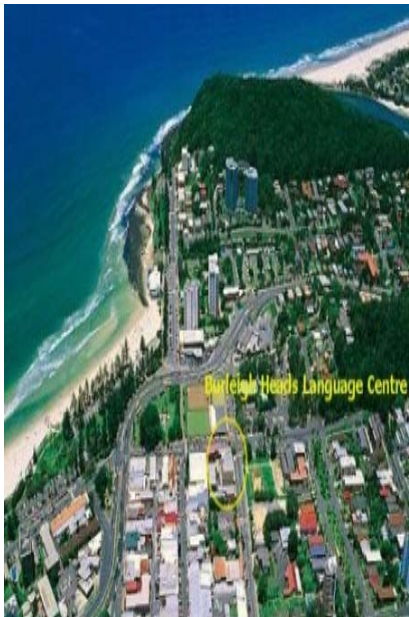
To enrol, after reading the terms and conditions, please complete and sign the BHL Enrolment Form. Unsigned enrolment forms cannot be accepted.

Send your completed enrolment form to your agent or directly to BHL. When we receive your completed enrolment form, we will send you a Letter of Offer and Enrolment Acceptance with your invoice for payment. Please send us the required fees and signed Letter of Acceptance.

If you require a Student Visa, we can then send the required COE (Confirmation of Enrolment) which you will need to show the Australian Embassy when you apply for your visa.

BHL Bank Details

The most convenient method of payment is by EFT (electronic funds transfer). **Please note:** Banks usually charge a fee for transactions from outside Australia (\$20 - \$30 average). Please check with your bank before transferring money. You may need to add this amount onto your payment to BHL. Otherwise, the bank will deduct this amount from your course payment and you will need to pay the school the missing money.

	<p>School location - The City of Gold Coast - Queensland - Australia</p> <p>Our school is situated in the heart of the main shopping and business district of Burleigh Heads, on the beautiful Gold Coast, Queensland.</p> <p>Just metres from our school is one of the world's most famous surfing beaches, Burleigh Heads. Our school is just 20 minutes drive from the Gold Coast Airport, 60 minutes drive south of Brisbane International Airport, or a 1 hour flight from Sydney to Gold Coast.</p> <p>The majority of our Homestays are in walking distance to the school, shops and beach.</p> <p>Adjacent to our school is the Business and Shopping area of Burleigh Heads. Just a 10 minute walk from our school is a major Shopping Mall called Stocklands. Here students can find many shops as well as a variety of discount shops and cheap supermarkets.</p>
<p>Administrative staff</p>	
<p>Our friendly administrative staff are all very professional and experienced in student care. Many of our staff speak a number of languages and have also lived and worked in other countries.</p>	
<p>Teaching staff</p>	
<p>All of our teachers are qualified and experienced English language teachers as per ELICOS guidelines. Most of our teachers have also worked and lived in other countries and can speak a second language.</p>	
<p>Counsellors</p>	
<p>We have student counsellors full-time at our school. We also have student assistants here to help you.</p>	
<p>Student Body</p>	
<p>Our students come predominately from South America, Europe and Asia.</p>	
<p>Student Facilities</p>	
<ul style="list-style-type: none"> • Student library with reading material and workbooks catering to various levels of English competency • Student kitchen with microwaves, fridges and tea/coffee making facilities • Student noticeboard with available jobs, car sales and other important information • Student help desk • Many cafes and restaurants at the school's doorstep where students can catch up before and after classes 	
<p>Computers and Internet access</p>	
<p>BHLC does not offer public computers for use by students, so it is a requirement for each student to bring their own laptop or smart-device, if they wish to have IT access while at school. For students that don't bring their own device, BHLC can assist in arranging a rental or purchase of a device, at an additional cost to the student. (Costs will vary depending on the device chosen, but basic laptops can be purchased from around \$250+)</p>	

STUDENT SERVICES

- Homestay Programme (includes 2 meals per day Monday to Sunday - the majority of our Homestays are in walking distance to school, shops and beach)
- Airport transfer services
- English resume writing help for job search
- Assistance with application for a Tax File Number (TFN) and work permission application forms
- Travel advice service (bookings and travel arrangements)
- 24 hour student help line
- Help in setting up a bank account at our preferred local partner – the Commonwealth Bank, Burleigh Heads branch
- Other accommodation assistance
- Booking assistance and discounts to all Major Theme Parks on the Gold Coast

COURSE LIST

- Intensive General English (ELICOS) - Cricos course code 046700C
- Business English – Cricos course code 056200G
- Cambridge First Certificate Preparation Course – Cricos course code 056201F

Please refer to the BHLC enrolment form for further details on the various courses we offer.

GENERAL ENGLISH LEVELS

Elementary – Pre-intermediate – Intermediate - Upper Intermediate

Please note that we do not offer absolute beginner level English classes

CLASS SIZES

Intensive General English classes 5 to 14 students average per class (Maximum 18 students during peak seasons)

Cambridge Exam classes 12 students maximum (Minimum requirement – intermediate English)

Business English classes 14 students maximum (Minimum requirement – intermediate English)

STUDENT ACTIVITIES AND SOCIAL CALENDAR

Student activities are organised for Friday afternoons and weekends. These activities include: Surfing, beach barbeques and volleyball, horse riding, skydiving, weekends away and much more! However, please note that some activities might have an additional cost and this is the responsibility of the student to pay.

SCHOOL RULES

Students must:

- Make an effort to arrive on time to all classes
- Show respect and politeness to teachers, staff and other students at all times and follow all instructions and requests made by teachers and staff
- Ask permission to leave class for toilet breaks
- Turn off mobile phones in class
- Respect all school property and do not damage, remove or change any school property in any way
- Speak English at all times during class and while at the College
- Make an attempt to participate and complete assigned tasks, both in and out of class

SAMPLE CLASS TIMETABLE

General English, Business and Cambridge Exam Classes	8:30am – 10:30am
Break	10:30 – 10.45am
General English, Business and Cambridge Exam classes	10:45 – 12.45pm
At the end of the 4 hour block, students have met their student visa requirements and are free to leave the school	
Lunch	1.15 – 2pm
Students wishing to take the optional Self Access class please see below	
Self Access for General English and Business students Mon to Thurs	2pm – 3.00pm (Optional study time)
<p>All students study full-time 20 hours per week</p> <p>Students can choose to attend additional afternoon hours of supervised self-access study Monday to Thursday</p> <p>(PLEASE NOTE THESE HOURS ARE OPTIONAL AND ARE NOT REQUIRED TO SATISFY STUDENT VISA REQUIREMENTS)</p>	

STUDENT VISA CONDITIONS

The Australian Department of Immigration has strict conditions on student visas. If you fail to abide by these conditions, your visa may be cancelled and you will be required to leave Australia. For a detailed list of these conditions, please refer to: <https://www.border.gov.au/Trav/Stud/More/Visa-conditions>

WORK RESTRICTIONS

Student visa holders are not allowed to work until they have begun their course. They can work up to 40 hours a fortnight while their course is in session and can work without limit during scheduled course breaks and school holidays.

STUDENT MEDICAL HEALTH COVER (OSHC)

Individuals on student visas are required to have OSHC during their stay in Australia, including any holiday period granted after completion of the course. The school may arrange your OSHC for you during your enrolment, should you not satisfy this condition at any time.

COURSE

You must commence your course and finish your course according to your Confirmation of Enrolment (COE) dates.

ORIENTATION – FIRST DAY OF SCHOOL

Students are required to report to the school reception at 8.00am sharp on their first day of school for registration and orientation. Please note that orientation for new students is only conducted on a Monday.

If you do not attend the Monday Orientation you may have to commence your studies a week later and be marked absent from the course. If you arrive before your course please note that until your first day of study you cannot apply for a Tax File Number nor work.

ORIENTATION TIMETABLE

Monday morning 1 - 8.00am until 11am (approximate)

Administrative procedures and orientation with staff member. When possible and necessary the orientation will be conducted in the student's language. It is important that students understand everything on their first day. During this orientation time you will also take an entrance exam to ensure that you are placed in a class that is suitable for your level of English competency.

Our staff will give you an Orientation of the school premises.

You will commence your first class today and meet your teacher and classmates.

Our staff will also assist in opening student bank accounts with our local bank. To work in Australia you will need a bank account.

Tuesday morning 2 – 9am – 11am (approximate)

- Help with online applications for students requiring Tax File Numbers to work in Australia (only for Student Visa and Working Holiday Visa students)
- Our staff will send you by email our Standardised Curriculum Vitae. Once you have filled in all your information, you can ask staff to check your CV before printing it.

Now you are ready to search for a job!

WORKING IN AUSTRALIA

Only those students that are either on a student visa or working holiday visa are allowed to work while in Australia. Tourist visa holders are not permitted to work in Australia.

During orientation at our school we will help you apply for a Tax File Number, which you need to work in Australia.

For more information about working in Australia please visit the Department of Immigration and Border Protection at <https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students#>

REQUIRED SATISFACTORY COURSE PROGRESS

Whilst studying at this school you must demonstrate required satisfactory ongoing course progress.

Students must:

- Sit required tests and complete a minimum of 80% of all assigned homework
- Actively participate in all class activities including all writing, reading, speaking, listening and grammar tasks as assigned by the teacher
- Demonstrate satisfactory progress throughout your course

If you are not achieving satisfactory course progress the Director of Studies will meet with you, provide you with counselling and advise you of your obligations to maintain satisfactory course progress and possible consequences of non-compliance on a student visa. Those on student visas must maintain ongoing and satisfactory course progress to comply with their student visa requirements; otherwise they may be in breach of their visa conditions and ultimately risk losing their visa.

DISPUTE RESOLUTION PROCEDURE

If you are unhappy about a decision or action taken by our school or teacher you can do the following:

- Make an appointment to speak with a staff member you feel comfortable talking to and explain your concerns and how you would like it resolved
If you are unhappy with the outcome you can:
- Make an appointment to speak with the Director of Studies
If you are unhappy with the outcome you can:
- Make an appointment to speak with the College Director
If you are unhappy with the outcome you can:
- Go to reception and ask for a Student Appeal Form and lodge your complaint.
Once we have received your Student Appeal the process will commence within 10 working days of your lodgement and all measures will be taken to finalise the process as soon as possible. Further details of BHLC's Complaints and Appeals Policy & Procedures are freely available to students and can be obtained from the school reception.
- You can also ask the school for assistance to access independent mediation.

Independent mediation is available through the Overseas Students Ombudsman (<http://www.oso.gov.au/>)

The Overseas Students Ombudsman investigates complaints about problems that intending, current or former overseas students have with **private** schools, colleges and universities (education providers) in Australia. Services provided by the Ombudsman are free of charge.

Please note: You have the right to be represented or be accompanied by a nominee or assistant at any stage during the complaints and appeals process if you choose.

The dispute resolution process does not prevent the student's right to pursue other legal remedies.

ESOS FRAMEWORK

For information relating to state and territory legislation that regulates the approval of education and training providers consistent with relevant national protocols please visit

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

ARRIVING IN AUSTRALIA

Australia has very strict quarantine laws. For more information visit: www.aqis.gov.au

LOCATION OF BURLEIGH HEADS LANGUAGE COLLEGE

Our school is just 20 minutes drive from the Gold Coast Airport, 60 minutes drive south of Brisbane International airport, or a 1 hour flight from Sydney to the Gold Coast.



Compared to other Australian cities, the Gold Coast is a cheaper place to live and study
All prices quoted below are an average estimate and are quoted in Australian dollars
Average cost of Living for International Students

A kilo of rice	\$2.80
Ice cream	\$2 to \$4
One litre of milk	\$1.60
One adult ticket to the cinema	\$8 - \$16
Postage stamps - local	\$0.70
Local bus fare	\$4 +
McDonalds Big Mac	\$5.25
Toilet paper – 6 rolls	\$6.00
Lunch at a restaurant	\$15 - \$30
Lunch at the mall	\$5 -\$10
Local phone call from public phone	\$0.55
Newspaper	\$1.50 +
Second hand car	\$2,000 +
A 2 bedroom furnished apartment	\$350/week +
A bottle of shampoo	\$5
Visit to a Doctor	\$65
A tube of toothpaste	\$3

The average cost of living for a student on the Gold Coast is \$15,000 per year – this does not include study fees.

LIVING ON THE GOLD COAST

The Gold Coast is famous for its beautiful beaches, sub-tropical rainforests, waterfalls, fresh water rivers, mountains and famous theme parks. There are over 500,000 people living on the Gold Coast who enjoy the sunshine, great shopping, international cuisine, fun night-life and world-renowned surfing beaches. Burleigh Heads is also a quick 20 minute bus ride from Surfers Paradise. Our local bus service is reliable and affordable. Buses along the Gold Coast run frequently.

Electricity	Australian Electricity supply is 230 – 250 watts. Our standard plugs have 3 pins.
Religion	Australia is multicultural and most churches and religious institutes can be found here. Please ask at our reception if you need assistance in locating your institute.
Doctors / Health	There are approximately 7 major hospitals on the Gold Coast. There are also many doctors who speak other languages. Our reception staff can help you to find a suitable doctor or dentist.
Shopping	There are many Shopping malls on the Gold Coast and their opening hours vary greatly. Many shops and businesses open at 9am and close late. Thursday night is late night shopping in most shopping centres.
Politeness and Manners	It is important to say ‘thankyou’ and ‘please’ in Australia.
Interpreter Services	This service is 24 hours a day. Call 13 14 50 (local call cost) anywhere in Australia
Transportation Information	For information about buses and trains phone 13 12 30 or visit http://www.translink.com.au

IMPORTANT INFORMATION FOR STUDENT VISA STUDENTS

If you are studying on a Student Visa then you must (by government regulation) attend a minimum of 80% of your course and adhere to your visa conditions. If you are planning to bring a school age dependant with you on your student visa, the dependant is required by law to attend primary / high school. School fees may be applicable for your dependant. For more information contact the Queensland Department of Education at www.education.qld.gov.au

We hope that you this information has been helpful. We look forward to welcoming you to

BURLEIGH HEADS LANGUAGE COLLEGE!

BURLEIGH HEADS LANGUAGE CENTRE – 2015 ENROLMENT FORM

Please complete this form using BLOCK LETTERS

NAME / PERSONAL DETAILS (Please write your name and nationality as it is in your passport)

First Name/s: Family Name/s:

Nationality: Date of Birth:/...../..... Passport Number:

day month year

Male Female Type of Visa: Tourist Working Holiday Student Other

ADDRESS IN YOUR HOME COUNTRY

.....

Phone Number: Email:

Address in Australia, if known:

ENGLISH COURSES	Please Tick	Number of Weeks
Intensive General English (046700C) This full-time course is designed for students who wish to improve their English skills, use English both accurately and fluently and gain communicative efficiency and confidence in all skill areas. Levels: Elementary to Upper-Intermediate. (20 hrs face to face teaching and 5 hours of self-access teacher supervised classes)		
Cambridge First Certificate Exam Preparation Course (056201F) This full-time 12-week course is designed for Intermediate plus students who wish to prepare and take the Cambridge First Certificate in English Exam. It is also suitable for students who wish to improve their English skills at a high and more formal level. (20 hrs face to face teaching and 5 hours of self-access teacher supervised classes)	Start dates: 15 Jun <input type="checkbox"/> 7 Sep <input type="checkbox"/>	10 wks <input type="checkbox"/> 12 wks <input type="checkbox"/>
Business English (056200G) This full-time course is designed for Intermediate plus students who wish to improve their English skills within a business context for career purposes, for further study in Business area and also students preparing for the Cambridge BEC Exams. (Business English Exams) (20 hrs face to face teaching and 5 hours of self-access teacher supervised classes)		

COURSE START DATE:/...../..... **COURSE FINISH DATE:**/...../..... **NUMBER OF WEEKS**

Day month year day month year

LEVEL OF ENGLISH: Elementary Pre-Intermediate Intermediate Upper Intermediate

If this enrolment includes a promotional deal, please advise of the promotion here:

.....

APPLICATION FOR AIRPORT PICK-UP SERVICE		BHLC ENROLMENT FORM	
Do you require airport pick-up?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If you require pick-up , which airport will you arrive at?	Gold Coast <input type="checkbox"/>	Brisbane <input type="checkbox"/>	
Which service do you require?	One Way <input type="checkbox"/>	Return <input type="checkbox"/>	
Please give arrival details if known;			
Arrival Date:	Arrival Time:	Airline Company:	Flight Number:
Departure Date:	Arrival Time:	Airline Company:	Flight Number:

APPLICATION FOR HOMESTAY ACCOMMODATION (Our most popular accommodation option)			
Do you require <u>home stay accommodation</u> ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Type of Homestay	Regular <input type="checkbox"/>	Luxury <input type="checkbox"/>	
If yes, please complete the following questions;			
Are you OK to live in a home stay with another student who is of another nationality?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you smoke?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you have any allergies / require a special diet or have any medical problems?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, please describe:			
What are your hobbies / interests?			
Number of weeks home stay:	Start date	Finish date	

APPLICATION FOR SHARE ACCOMMODATION (Subject to availability)			
Do you require <u>share accommodation</u> ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, please complete the following questions;			
Do you require internet connection?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Are you OK to live in a share-stay with another student?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you smoke?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Do you have any allergies / or have any medical problems?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, please describe:			
What are your hobbies / interests?			
Number of weeks share-stay:	Start date	Finish date	
If share accommodation is <u>not available</u> , would you like <u>home stay</u> accommodation? Yes <input type="checkbox"/> No <input type="checkbox"/>			

APPLICATION FOR BACK-PACKERS ACCOMMODATION		
Do you require back-packers accommodation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes, how many nights do you require? Arrival Date Departure Date:		

Please provide information on any physical or mental disabilities, or any other personal reasons that may affect your studies while at BHLC.
Is there anything else you would like to let BHLC know about?

SUMMARY OF FEES		Total AUS \$
Enrolment Fee	\$250	
Intensive General English	Special deal: Number of weeks: X \$.....	
Cambridge First Certificate Preparation Course	\$.....	
Business English	Number of weeks X \$.....	
Airport Transfer: Arrival Gold Coast – one way		
Airport Transfer: Arrival Gold Coast - return		
Airport Transfer: Arrival Brisbane – one way		
Airport Transfer: Arrival Brisbane – return		
Accommodation Placement Fee		
Home stay Accommodation	Number of weeks..... X \$..... Additional nights X \$.....	
Share Accommodation	Number of weeks..... X \$..... Additional nights X \$.....	
Backpackers Accommodation	Number of nights X \$.....	
Overseas Student Health Insurance (OSHC) (Compulsory for Student Visa Students)	Months: = \$	
Other		
TOTAL AMOUNT:		

Terms of Service, Refund & Cancellation Policy

Burleigh Heads Language College Student Agreement

The following is an agreement between Burleigh Heads Language College ('BHLC') and an intending student. Please make sure that you understand and sign this document before you complete your enrolment and pay any fees, and that you also keep a copy of the signed agreement for your records.

As an applicant for enrolment in a BHLC course(s), I agree to abide by the following:

1. I understand that some courses at BHLC require a prerequisite level of English for entry and that on or before commencement, BHLC will test my English language ability and place me in an appropriate level according to my English ability.
2. I understand that I will be assessed by BHLC during the progress of my course and agree to accept the decision of BHLC in relation to this assessment and resulting decisions around placement in classes.
3. I understand that on arrival and during my course, BHLC has a duty by law to check that my visa details are correct and that BHLC may need to contact the Australian Department of Immigration & Border Protection (DIBP) regarding any issues surrounding my visa, as required.
4. I understand the BHLC Statement of Achievement will be issued with the statement, 'Overall attendance was unsatisfactory', if my total average attendance at the time of issuing is below the required minimum 80%.
5. I understand that if I hold an Australian Student Visa, BHLC has an obligation to report me to the DIBP if my attendance is less than 80% or my performance in the course is consistently unsatisfactory (as explained in the Student Handbook).
6. I understand medical absences will not be granted unless I am able to present a valid medical certificate for the days I was absent.
7. Requests for holidays must be made at least 2 weeks (14 days) before the proposed date, and the final decision will ultimately be made at BHLC's discretion.
8. Requests for holidays on the grounds of bereavement or compassionate circumstances must be made together with supporting evidence and as soon as it becomes known to you, otherwise your request may be rejected.
9. For those on a student visa, a Letter of Release will only be granted if a valid Letter of Offer has been made by another educational institution. Also it is your responsibility to contact DIBP to enquire about any changes to your student visa that may be required.
10. I understand that a full week of tuition is payable in weeks that contain a public holiday and that classes are not held on public holidays.

11. If I am on a student visa, I understand I must notify BHLC within seven (7) days of any change of address in Australia and BHLC will notify this change to DIBP.
12. I understand that BHLC, and its representatives and staff, will not be held liable for any loss, damages, death, illness or injuries to people or property which occur whilst students are on any activity or excursion organised by BHLC. It is my sole responsibility to take out insurance against such risks and BHLC recommends that before travelling abroad I take out comprehensive travel, accident and medical insurance in my own country.
13. I understand that any school-age children or other dependents that accompany me will be required to attend school and pay full fees at an Australian private or government school.
14. I understand that BHLC is required to share personal information about its students with the Australian Government and other designated authorities if required to do so by law.
15. I agree to pay any and all course fees due at least four (4) weeks prior to the course start date.
16. I understand that if my fees are overdue at any time during my course, I may be excluded from class and may be reported to DIBP.
17. In the event of a material change to the delivery of your course (such as changes to class timetables or levels), you will receive a minimum notification period of 20 days. If you do not agree with the proposed changes, you will be given the option to transfer out of the course as per BHLC's standard policies regarding requests for transfer or cancellation of studies.

Suspending or cancelling studies

BHLC reserves the right to suspend or cancel a student's enrolment or re-enrolment (in response to serious misbehavior or misconduct, such as when a student:

- acts dishonestly;
- harasses other students or staff;
- interferes with students or staff;
- prevents or disrupts learning;
- disobeys/fails to comply with contractual or legal requirements including the college's Policies and Procedures;
- misuses, damages or steals College property or the property of others;
- alters or defaces college documents or records;
- prejudices the good name of the college, or otherwise acts in an improper manner.

If a student's enrolment is suspended or cancelled, it is BHLC's responsibility to notify DIBP through PRISMS, as per Section 19 of the ESOS Act. Please note that this may adversely affect the student's visa status. In such cases, refund will not be given for unused tuition fees. Please note that in the case of suspension or cancellation of enrolment, your student visa may be adversely affected.

Refund & Cancellation Policy

1. Requests for refunds must be made in writing to:
The Director, Burleigh Heads Language College
37 Connor Street, Burleigh Heads
QLD, 4220
2. The enrolment fee, processing/administration fee, Internet Library fee, materials fee, telegraphic transfer fee, Internet special payment surcharge and student visa government fee are **non-refundable**.
3. All refunds will be paid to the person who has entered into the contract with BHLC, unless the person gives a written direction to pay the refund to someone else. Refunds will be processed and paid within four (4) weeks of the receipt of the written request of a refund. Bank charges are deducted from refunds that are made by means of overseas electronic transfer or bank draft.
4. If the required visa is not granted, a full refund of tuition fees will be made provided that sufficient evidence of visa refusal is provided from the Australian Department of Immigration & Border Protection.
5. If written cancellation of the enrolment is received four (4) or more weeks prior to the initial course commencement – 100% of tuition fees will be refunded.
6. If written cancellation of the enrolment is received less than four (4) weeks prior to the initial course commencement – 50% of tuition fees will be refunded.
7. In the unlikely event of BHLC being unable to provide a course for an enrolled student, all fees will be refunded in full.
8. No refunds or transfer of fees to other parties will be granted once the student commences studies at BHLC (course dates starts from the start date on the students' s Confirmation of Enrolment). Any deviation from this rule will be at the sole discretion of BHLC.
9. Refunds will not be granted if the Department of Immigration and Border Protection excludes you from continuing your studies, you withdraw from studies after the program begins, or you are expelled from BHLC.
10. Any refunds made to students will be net of any agent commissions paid, if the student enrolled through an education agent or any intermediary party. Any pro-rata refund amount paid to the student will similarly have the pro-rata agent commission amount deducted from it. In such cases, BHLC will assist the student in securing the refund from the agent, but ultimately it is the agent's decision whether the refund is made to the student or not.
11. Should a student become seriously ill or be required to return home due to exceptional circumstances of a compassionate nature (such as death or severe illness of the immediate family) and can no longer continue their study, BHLC may refund the balance of unused tuition fees. Requests for such a refund must be made in writing to the Director.
12. Requests for refunds in exceptional circumstances are wholly at the discretion of the Director of BHLC. Appropriate evidence, such as an original medical certificate or death certificate in English, will be required to support your claim.
13. In the unlikely event that BHLC is unable to deliver your course in full you will be offered a refund

of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by BHLC at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If BHLC is unable to provide a refund or place you in an alternative course TPS (Tuition Protection Services – ESOS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Airport Transfers – Cancellation and Refund Requests

1. Except in the case of a visa being refused, the airport transfer fee is non-refundable for cancellations made 5 days or less before the scheduled transfer.
2. If you miss your organised airport transfer, no refund will be made. If you still require an airport transfer, you will be required to pay additionally for this (second) service.
3. If your flight plan has been changed, please give the school as much notice as possible so we can re-organise the pick-up. If 24 hours or less notice is given, you may be required to pay for two airport transfers (the missed one and the second one).

Accommodation and Homestay – Cancellation and Refund Requests

1. The accommodation search fee is non-refundable except where the visa application is refused by DIBP.
2. Home stay / Share accommodation cancellations received 7 days or less before the start date may incur a cancellation fee of 1 week's rent.
3. If after commencing your home stay or share accommodation you want to change or cancel, you must notify the school in person or writing as soon as possible (within the first 2 weeks). No refunds will be provided for the first two weeks. In such a case, BHLC will endeavour to move a student to a new home stay / share accommodation, provided one is available, within or after the two week period (depending on the wishes of the student). There is no additional fee for moving students.

Courses of 24 weeks or less / courses longer than 24 weeks / invoices / payments

For all Student Visa enrolments of 24 weeks or less or those of more than 24 weeks made up of separate courses (24 weeks or less each, with individual CRICOS course codes) an invoice and Letter of Offer and Enrolment Acceptance Form will be issued. This form needs to be signed and returned with full payment of the invoice. If the student is under 18, the form must be signed by a legal guardian. After this has been

received by BHLC we can process the enrolment and issue a COE (Confirmation of Enrolment) which is needed for the visa application process.

Students studying General English or Business English on Student Visas for 25 weeks – 48 weeks will be issued with 2 invoices (each invoice will include the tuition fees for each half of the study programme). Similarly, for courses of 49 weeks or longer, 3 invoices will be issued. Invoices will be issued at a maximum of 24 week intervals of the English course being undertaken by the student. The signed Letter of Offer and Enrolment Acceptance Form, along with full payment of the first invoice (24 weeks only) must be received by BHLC in order to process the enrolment and issue the COE (needed for the student visa application). Subsequent invoices will be due for payment 2 weeks before the subsequent study period. If a student does not pay their second (or remaining) invoice(s) on time, they will not be permitted to continue their study programme and may be reported to the Department of Immigration and Border Protection and the Tuition Protection Service Director, after the appeals process has been completed

Transfers to and from other institutions

Students are only permitted to transfer within the first 6 months of the course if their reason to do so is covered by Standard 7.1 of the National Standards. Please ask reception for a detailed copy of BHLC's document on "Transferring Students Between Providers". Any such requests must be made in writing to the Director of BHLC.

Students with student visas who wish to transfer from another college to BHLC will need to provide a Letter of Release showing a satisfactory attendance record (80% or higher), satisfactory academic progress and that all required fees have been paid in full. After that, BHLC can provide a Confirmation of Enrolment.

A student studying at BHLC who wishes to transfer to another institution must first obtain a Letter of Offer from that institution. Only then is BHLC able to provide a Letter of Release, with attendance, academic progress and payment of fee details. If the student is under 18 then written permission is required by their parent or legal guardian.

Other Conditions

1. Students must maintain satisfactory academic progress by participating in classroom activities, regularly doing homework and sitting prescribed exams.
2. Any photos or video footage taken at BHLC, or by BHLC staff of BHLC students remains the property of BHLC and may be used in promotional materials.
3. BHLC is committed to providing a safe environment, however, BHLC and its staff will not be held liable for any loss, damages, injury, illness or death to people or property which occurs at BHLC or on any activity or excursion organised by BHLC.

4. Students are responsible for their own property and wellbeing while at the school or on excursions and should take care to protect their belongings.
5. In regards to Points 3 and 4 above, it is the student's responsibility to take out insurance to protect against such risks and as such we recommend that students take out comprehensive travel, accident and medical insurance covering their entire travel while outside of their home country.
6. Course related fees are subject to change without notice. Unless a student has paid already (in part or in full) for a course and its related fees, the new price that is current at the time of payment request will be payable by the student. For example, if fees change mid-year and a student has only paid for 24 weeks out of their 52 week course (as per TPS regulations), then the remainder of the course will be billed at the updated prices.
7. BHLC requires a minimum of five students to run a class. BHLC reserves the right to not hold classes in this instance and a full refund will be made to a student for any confirmed enrolments.
8. Any special prices offered by BHLC will only apply to the time period of that special and cannot be applied to any enrolments made prior to the specials becoming available.
9. Information is collected on this form and during your enrolment to meet obligations under the ESOS Act and the National Code 2007 and to ensure students are complying with their visa conditions and obligations under immigration laws. The authority to collect this information is contained in the Education Services for Overseas Student Act 2000, the Education Services for Overseas Student Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of and Training to Overseas Students 2007. Information collected can be provided, in certain circumstances to the Australian Government and designated authorities and if relevant, the Tuition Protection Service Director. This information may be disclosed without your consent where authorised or required by law.
10. For more information about students' rights and responsibilities under the ESOS Act 2000 and National Code 2007 can be found online at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

This agreement and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australia's consumer protection laws. The dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. In the case of provider default, students are protected by the provision of the ESOS Act 2000 and ESOS Regulations 2001.

BHLC fosters a cooperative, positive environment; we try to help students where possible and counsel students when required. However, BHLC reserves the right to expel any student on the grounds of unacceptable behaviour, non-compliance with visa requirements and / or if their conduct reflects unfavourably upon the school. In such cases, no refunds will be given, although the student will have the right to lodge a complaint as per our standard complaints and appeals policy.

STUDENT DECLARATION AND WRITTEN AGREEMENT

I declare that I have read and understood the following documents issued by Burleigh Heads Language College in the Student Handbook (total 22 pages):

- Price list (2 pages)
- Student information book (7 pages)
- Enrolment form (3 pages)
- Terms of Service and Refund & Cancellation Policy (6 pages)
- Student declaration (2 pages)

I hereby agree to abide by all the rules and regulations, terms and conditions stated in this enrolment form and declare that all the information I have supplied is true and correct.

STUDENT DETAILS	If the student is under 18 years of age, this form must also be signed by a parent / legal guardian.
Full name:	Full name:
Signature:	Signature:
Date:	Date:

After we receive this signed form you will be issued with your invoice(s) as well as a letter of offer and enrolment acceptance form

TESTIMONIALS

From time to time, BHLC may collect responses given by the student and use them for the College's marketing purposes. Please indicate whether you are happy for BHLC to use your name, photo and written testimonial for any such reasons.

I agree to BHLC using my personal information and testimonial for their marketing purposes:

Yes

No

AGENTS – PLEASE NOTE

If this enrolment form is sent electronically and does not bear the student’s signature and date, then this enrolment form must be authorised by the following agent declaration. No enrolment will be confirmed by Burleigh Heads Language College without the signature and date of the student / or an Agent declaration.

AGENT DECLARATION

The above student has read and signed the 21 page Student of Burleigh Heads Language College. Anything in this Enrolment Form that was not understood by the student was explained by our counsellor/s. We, the Agent have the student’s signed copy in our records.

Name of authorised counsellor declaring the enrolment on behalf of the student:

Full name:

Signature:

Name of Agency:

Date:

Please write the Agent name and contact details below. If this form does not have the student signature and date.

AGENT NAME AND CONTACT DETAILS