Part-time Languages and English Courses

Conditions of Enrolment

By signing the Application Form the student (or the parent/guardian on behalf of the student) agrees to adhere to these Conditions of Enrolment and in return UNSW Global Pty Limited (UNSWG) represented by its business group the UNSW Institute of Languages, agrees to deliver the relevant course to the student.

1. Entry Requirements

- Courses are open to anyone eighteen (18) years of age and over. A student will not be accepted into a course until all conditions of entry have been met.
- Placement into certain language courses are subject to assessment of the student’s language proficiency.

2. Payment of Course Fees

- The student agrees to pay to UNSWG the fee(s) applicable to their course.
- The student will not be permitted to commence his or her course until all fees and charges have been paid.

3. Refunds and Credit Notes

- Other than as set out in paragraphs 4 and 5 below, UNSWG will not refund or transfer course fee(s).
- A credit note for course transfers will only be granted in exceptional circumstances, such as a serious and extended illness.
- Any application to obtain a credit note must be made in writing and accompanied by a doctor’s certificate or other relevant evidence.
- The decision about whether or not to grant a credit note is solely within the discretion of UNSWG.

4. Withdrawal from Courses

- A student may withdraw from a course at any time by notice to UNSWG in writing.
- If a request to withdraw is received more than fourteen (14) days prior to course commencement, the student will be entitled to a full refund of their course fees, subject to deduction of a $50 administration fee.
- If a request to withdraw is received within fourteen (14) days prior to course commencement, the student will be entitled to a 50% refund of their course fees less a $50 administration fee.
- If a request to withdraw is received after course commencement, the student will not be entitled to any refund of course fees.

5. Cancellation of Courses

- UNSWG reserves the right to cancel a scheduled course if there are insufficient enrolments.
- If UNSWG cancels a course due to insufficient enrolments:
  a. we will refund all course fees in full within three (3) weeks of cancellation of the course; or
  b. the student may choose to transfer to an alternate course in the same term if there is a place available; or
  c. the student may choose to transfer to an alternate course in a subsequent term.

6. Student Misconduct

- All UNSW Global students are subject to the UNSW Global Student Misconduct Policy.
- Where a determination of student misconduct is made in accordance with the Student Misconduct Policy, UNSW Global:
  a. may suspend or cancel a student’s enrolment; and
  b. will not refund or transfer a student’s course fee(s).

7. Privacy Policy

- UNSWG will collect, store and use personal information in order to conduct its language courses. This will include the communication of course information to the student via email.
- By submitting an Application Form, each student is deemed to have expressly consented to the collection, storage, disclosure and use of their personal information for the purposes identified in these Conditions of Enrolment in accordance with the Privacy Act 1988, and all other applicable privacy legislation.
- UNSWG confirms all personal information of the student will only be used in accordance with UNSWG Privacy Policy which may be found here: http://www.unswglobal.unsw.edu.au/privacy.html
- Students should direct any request to access, update or correct personal information to:
  Privacy Officer
  UNSW Global Pty Limited
  PO Box 6666
  UNSW Sydney NSW 1466
  Email: compliance@unswglobal.unsw.edu.au

8. Variations to these Conditions of Enrolment

- UNSWG reserves the right to vary these Conditions of Enrolment at any time.
- This information is correct as at October 2015.

Version 2 Effective 16 October 2015