Conditions of Enrolment

By signing the Application Form 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
   - A student will not be accepted into a course until all conditions of entry have been met.
   - Placement into TESOL and LOTE courses is subject to satisfactory completion of:
     a. an assessment task; and
     b. attendance at an interview, where UNSWG staff may check a student’s satisfaction of the entry requirements, for example, assessment that a student’s language proficiency matches their IELTs (or equivalent) score.
   - If a student meets the entry requirements of their requested course UNSWG will issue a Letter of Offer, which will be valid for one year.

2. Payment of Course Fees
   - To secure a place on a course, a student must pay the deposit set out in their Letter of Offer.
   - The deposit paid is non-refundable.
   - The balance of the course fee(s) must be paid according to the payment plan set out in the Letter of Offer.
   - Failure to pay any fee(s) due:
     a. prior to course commencement, will result in the loss of the student’s place on the course; and
     b. after course commencement, may result in the suspension or cancellation of a student’s enrolment in a course.

3. Refunds and Credit Notes
   - Other than as set out in paragraphs 4, 5 and 6 below, UNSWG will not refund or transfer a student’s course fee(s).
   - A credit note 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 seven (7) days prior to course commencement, the student will be entitled to a full refund of their course fees, less the amount of the non-refundable deposit.
   - If a request to withdraw is received within seven (7) days of course commencement, the student will be entitled to a 50% refund of their course fees, less the amount of the non-refundable deposit.
   - If a request to withdraw is received after course commencement, the student will not be entitled to any refund of your course fees.

5. Cancellation of Courses
   - If UNSWG cancels a course we will refund all course fees in full within three (3) weeks of cancellation of the course.

6. Transfer of Course
   - A student may transfer any fees paid to UNSWG to a later course if:
     a. a request is made to UNSW in writing more than seven (7) days prior to course commencement; and
     b. the student’s Letter of Offer is still valid.

7. Practical Course Components
   - All practice teaching should be completed within the course dates.
   - All other course requirements, such as assignments, must be completed in accordance with the guidelines set out in the relevant course Assessment Policy.

8. ASQA accredited Courses
   - The Certificate IV in Teaching English to Speakers of Other Languages (TESOL) – 40649SA Course delivered by UNSWG is an ASQA accredited course.
   - All students undertaking an ASQA accredited course must supply their Unique Student Identifier (USI) at the time of enrolment.
   - Students may apply for a USI here: http://www.usi.gov.au/Pages/default.aspx
9. 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: privacy@unswglobal.unsw.edu.au
  Phone: (02) 8117 2001

10. 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 January 2015.