TESOL Courses

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 the TESOL course 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) is due prior to course commencement and must be paid according to the payment plan set out in the Letter of Offer.
   - A student will not be permitted to commence the course if there is any amount outstanding at the course commencement date.

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 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. A withdrawal form must be completed.
   - If a request to withdraw is received more than fourteen (14) days prior to course commencement, a 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 fourteen (14) days prior to course commencement, a 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, a student will not be entitled to any refund of 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 fourteen (14) days prior to course commencement; and
     b. the student’s Letter of Offer is still valid.

7. 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).

8. 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.

9. 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 an USI here: http://www.usi.gov.au/Pages/default.aspx

10. 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

11. 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 November 2015.