

Enrolment Form

Privacy Notice

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.

It is the responsibility of all students to provide GCLC with their personal information. If an individual does not provide their personal information, or provides incorrect information, GCLC will not be able to enrol them as a student.

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.

DESE 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 DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.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.

Contact information

At any time, you may contact Gold Coast Learning Centre to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 1 of 14

Please print in English and complete all sections.

Student Details- All students please complete

Given Names: _____ Preferred Name: _____
Family Name: _____ Other Names: _____
Date of Birth: DD / MM / YYYY Age: _____ Sex: Male Female
Nationality: _____ Country of Birth: _____
Language/s Spoken: _____ Passport Number: _____
Visa Type: Student Visitor (Tourist) Working Holiday Other: _____

USI Number*:

***A USI NUMBER IS REQUIRED FOR STUDENTS STUDYING VOCATIONAL COURSES, CREATE ONE AT: WWW.USI.GOV.AU ***

Address (Home Country): _____

Phone: _____ Mobile: _____ Fax: _____ Email: _____

Address in Australia (if known): _____

Do you have a laptop? Yes No

***A LAPTOP IS REQUIRED FOR STUDENTS STUDYING VOCATIONAL COURSES ***

English Language Level – All students please complete

English Level

Native Speaker Advanced Upper-Intermediate Intermediate
Pre Intermediate Elementary/Beginner

Result of previous tests*: _____ Name of Test (e.g. TOEIC, IELTS): _____ Score: _____ Date: DD / MM / 20YY

**Please attached either previous test results or a scanned copy of any qualifications you have completed in English.

Study History – All students please complete

Have you applied for a student visa in Australia before? YES NO

Have you ever received a visa refusal? YES NO

Where will you be applying for your visa? E.g. Onshore or offshore. Please list the country: _____

Please list your previous enrolled courses in Australia: _____

Have you enrolled in a course in Australia that you have not completed? If so, provide details:

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 2 of 14

Are you of Aboriginal or Torres Strait Islander origin?

(For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)

No	<input type="checkbox"/>
Yes, Aboriginal	<input type="checkbox"/>
Yes, Torres Strait Islander	<input type="checkbox"/>

Schooling

What is your highest COMPLETED school level? (Tick ONE box only)

Year 12 or equivalent	<input type="checkbox"/>
Year 11 or equivalent	<input type="checkbox"/>
Year 10 or equivalent	<input type="checkbox"/>
Year 9 or equivalent	<input type="checkbox"/>
Year 8 or below	<input type="checkbox"/>
Never attended school	<input type="checkbox"/>

Never attended school (Skip to next question)

In which YEAR did you complete that school level?

Are you still attending secondary school?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Disability

Do you consider yourself to have a disability, impairment or long-term condition?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

NO – Skip to next question.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:
(You may indicate more than one area)

Hearing/deaf	<input type="checkbox"/>
Physical	<input type="checkbox"/>
Intellectual	<input type="checkbox"/>
Learning	<input type="checkbox"/>
Mental illness	<input type="checkbox"/>
Acquired brain impairment	<input type="checkbox"/>
Vision	<input type="checkbox"/>
Medical condition	<input type="checkbox"/>
Other	<input type="checkbox"/>

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 3 of 14

Previous Qualifications achieved

Have you SUCCESSFULLY completed any of the following qualification?

Yes If YES, then tick ANY applicable boxes below.

No If NO, then skip to next question.

Bachelor degree or higher degree

Advanced diploma or associate degree

Diploma (or associate degree)

Certificate IV (or advanced associate degree)

Certificate III (or trade certificate)

Certificate II

Certificate I

Certificate other than above

Study Reason

Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (Tick ONE box only)

To get a job

To develop my existing business

To try for a different career

To get a better job or promotion

It was a requirement of my job

I wanted extra skills for my job

To get into another course of study

For personal interest or self-development

Other reasons

Employment

Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

Full-time employee

Part-time employee

Self-employed – not employing other

Employer

Employed – unpaid worker in a family business

Unemployed – seeking full-time work

Unemployed – seeking part-time work

Not employed – not seeking employment

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 4 of 14

ELICOS Course Details (Starting any Monday)

Course Name	Start Date	End Date	CRICOS Code	TICK
General English Day (4 days/week)	DD / MM / 20YY	DD / MM / 20YY	073772G	
General English Evening (4 evenings/week)	DD / MM / 20YY	DD / MM / 20YY	073772G	
General English Fast Track (2.5 days/week)	DD / MM / 20YY	DD / MM / 20YY	073772G	
IELTS Exam Preparation (4 days/week)	DD / MM / 20YY	DD / MM / 20YY	073775D	

VET Course Details

Please note: All Vocational courses have an English level requirement, it is also a requirement that VET students bring a laptop to class.

Course Name	Code	Start Date	End Date	CRICOS Code	TICK
Certificate III in Business	BSB30120	DD / MM / 20YY	DD / MM / 20YY	108069D	
Certificate IV in Business	BSB40120	DD / MM / 20YY	DD / MM / 20YY	108070M	
Diploma of Business (Operations)	BSB50120	DD / MM / 20YY	DD / MM / 20YY	108053A	
Advanced Diploma of Business	BSB60120	DD / MM / 20YY	DD / MM / 20YY	108059F	
Certificate IV in TESOL	10695NAT	DD / MM / 20YY	DD / MM / 20YY	097812F	
Diploma of TESOL	10688NAT	DD / MM / 20YY	DD / MM / 20YY	097813E	
Certificate IV in Marketing and Communication	BSB40820	DD / MM / 20YY	DD / MM / 20YY	108051C	
Diploma of Marketing and Communication	BSB50620	DD / MM / 20YY	DD / MM / 20YY	108057H	
Certificate IV in Leadership and Management	BSB40520	DD / MM / 20YY	DD / MM / 20YY	103972B	
Diploma of Leadership and Management	BSB50420	DD / MM / 20YY	DD / MM / 20YY	104243E	
Advanced Diploma of Leadership and Management	BSB60420	DD / MM / 20YY	DD / MM / 20YY	108055K	
Certificate III in Accounts Administration	FNS30322	DD / MM / 20YY	DD / MM / 20YY	110037E	
Certificate IV in Accounting and Bookkeeping	FNS40217	DD / MM / 20YY	DD / MM / 20YY	097810G	
Diploma of Accounting	FNS50217	DD / MM / 20YY	DD / MM / 20YY	097811G	
Advanced Diploma of Accounting	FNS60217	DD / MM / 20YY	DD / MM / 20YY	0100042	
Certificate III in Hairdressing	SHB30416	DD / MM / 20YY	DD / MM / 20YY	109052E	
Certificate III in Beauty Services	SHB30121	DD / MM / 20YY	DD / MM / 20YY	109231B	
Certificate IV in Massage Therapy	HLT42015	DD / MM / 20YY	DD / MM / 20YY	110373M	
Diploma of Remedial Massage	HLT52015	DD / MM / 20YY	DD / MM / 20YY	110374K	

All applicants to Vocational program must meet the minimum English entry requirements of:

- IELTS Overall Band Score of 5.5 or equivalent, with no single band below 5.

Students who wish to commence studies in a VET course may be asked to undertake an English language test to determine their English language proficiency is sufficient to study at VET level.

Students will be advised if they require more English prior to commencement of their VET course.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 5 of 14

Enrolment Fees	Fee
Administration fee (Non-Refundable)	\$250.00
Change of Class/Session fee	\$50.00
CoE Change fee	\$70.00 (\$35.00 per additional CoE)
Payment Plan fee	\$50.00 (Direct Debit) + \$10 / Instalment (Non-refundable)
Reissue of Certificate	\$50.00
ID Card replacement	\$20.00
Material fee per level (ELICOS Courses)*	\$100.00
LATE ASSESSMENT SUBMISSION POLICY AS OF 1 ST AUGUST 2018	\$20 / day After 3 submissions, reenrolment in unit \$250

***Material fee comprises of a book and/or other resources.**

Prepaid Tuition Fees for overseas students

The ESOS Act which protects the rights of overseas students has lifted restrictions on the collection of fees upfront as well as during study periods (Dec 2015). Students can now choose to pay more than 50 per cent of their tuition fees upfront before they start their course. In addition, there are no longer any restrictions on collection tuition fees after a student has started their course, allowing for greater flexibility between the college and the student. Students may choose to pay upfront by indicating their choice below, which may benefit those when considering exchange rates and a one-off payment, and ongoing instalments.

- 100% Tuition fees + Non-Tuition fees**
(Only option for courses of 12 weeks or less)
- 50% Tuition fees + Non-Tuitions fees**
- Other:*** _____

*Subject to approval by Management.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 6 of 14

Additional Information

Insurance Details

The Australian government requires all **Student Visa Holders** to have Overseas Student Health Cover (OSHC) for the entire length of your visa (study + one month minimum)

Please see <https://www.nib.com.au/overseas-students> for quotes. We encourage students to organise their own OSHC policy. Please contact info@goldcoaststudy.com for more information.

* We strongly advise all students to take out personal accident and travel insurance prior to their departure.

Late submission fees

Late submission fees are charged for overdue assessments (VET students only). Please refer to the policy and your timetable for due dates.

Administration Charges

Please note that any changes to documentation requested by the student or agent after the original documentation is issued (e.g. change of start date, change of CoE) will incur an additional charge as per the fee timetable.

Payment Plan charges

Please note that payment plans are done through ZeeFi, for all charges please see their website (<https://zeefi.io/>)

Public Holidays + GCLC Closures

January 26 th	Australia Day Public Holiday	May 1 st	Labour Day
April 7 th	Good Friday	September 1 st	Gold Coast Show Day
April 10 th	Easter Monday	October 2 nd	Monarch's Birthday
April 25 th	Anzac Day	GCLC Christmas Closure:	Last day: 22nd December 2023
			First day: 15th January 2024

*A Full weeks tuition is payable in weeks comprising public holidays, no refunds will be offered due to shortened weeks.

How did you find out about Gold Coast Learning Centre?

Internet Friends / Relatives Advertisement

Agent: _____

Other: _____

To be completed by the Agent

Agent's name: _____

Agent' signature: _____

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 7 of 14

Payment Details

Gold Coast Learning Centre accepts Bank Drafts, Cash, International Money Orders, Bankcard, MasterCard and VISA.

A 1% surcharge applies to all credit card payments.

Please make bank cheques, drafts and money orders payable to:

Gold Coast Learning Centre

P.O. Box 567, Surfers Paradise, QLD 4217, Australia

Bank Transfer, including relevant bank charges to:

Bank Name: **Suncorp Bank**
Bank Address: Corner of Turbot and Albert St,
Brisbane QLD 4000, Australia

Bank Account Details:

Account Name: **Gold Coast Learning Centre**
Account Number: 60-252438-4
BSB (Branch Number): 484-799
Swift Code: METWAU4B

Please quote the Gold Coast Learning Centre Student Number issued to you inside the reference and email the remittance advice.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 8 of 14

Gold Coast Learning Centre's Terms and Conditions:

Please read carefully. Please sign and date. Thank you

Policy Statement - Fees and Refunds as an ELICOS School and Registered Training Organisation (RTO), GOLD COAST LEARNING CENTRE will ensure that it publishes correct and up-to-date fees for all its courses and services at all times. Furthermore, GOLD COAST LEARNING CENTRE will ensure that, prior to enrolment; a student will have access to and be made aware of their full fees, deposit amount, payment dates and the refund policy.

Confirmation of Enrolment – International Students

For each qualified application received, GOLD COAST LEARNING CENTRE will issue a Letter of Offer which will include the full name and code of the course/s or qualification/s for which enrolment is sought, the start and end dates of the enrolment, an invoice for all fees, terms and conditions and an Acceptance of Offer form. Included in the invoice will be an outline of the deposit amount required to confirm a student's enrolment and the subsequent dates for all future payments (if any).

International students will be required to pay a deposit which is equivalent to the application fee plus material and tuition fees to be confirmed based on the duration of the enrolment. The invoice included with the Letter of Offer will provide a full break down of future fees payable (if any).

Fees are normally payable 4 weeks prior to each term/study period. Variations in the standard payment plan can be determined on a case-by-case basis by the Managing Director.

As a CRICOS registered provider, GOLD COAST LEARNING CENTRE is subject to the TPS Levy as outlined in the Education Services for Overseas Students (TPS Levies) Act 2012. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

Additional Fees Study Related Fees Tuition and materials fees, as outlined on the Letter of Offer, include all study related fees required to be paid by students in relation to their enrolment at GOLD COAST LEARNING CENTRE with the exception of ordering a replacement Certificate of Achievement (ELICOS), Statement of Attainment (VET) or Qualification (VET).

Other Service Fees

Should a student request additional services from GOLD COAST LEARNING CENTRE, these will be listed on the Invoice provided with the Letter of Offer and will be due prior to commencement or enrolment confirmation as indicated in the invoice.

These services may include:

- Activity fees.
- Late payment or other administration fees.
- Timetables: please note timetables are subject to change without notice.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 9 of 14

Study Refunds

Clause 1

All refund applications require the submission of a **completed Refund Request Form** and a **completed Cancellation of Course Form**, along with **relevant supporting evidence** from any student requesting a refund. The completed form must be submitted to the Manager by email, post or in person. Any request for a refund received is then assessed by management for eligibility.

- All requests for cancellation and refund must be made in writing as outlined above in Clause 1.
- Cancellation of enrolment incurs a fee as displayed on Page 7.
- Any students who voluntarily cancel and withdraw, or are dismissed due to breach of conditions, with outstanding payments on their payment plans **will be required to pay the remainder of fees for the course they are currently studying plus the cancellation fee. Failure to comply with these terms may result in the refusal to provide a release letter or cancellation of current CoE(s) until these conditions are met.**
- Any student who enrolls in multiple courses, bundles or packages to achieve a discount, and then cancels their enrolment in the multiple courses, bundles or packages early, will forfeit any discount originally extended to them and will be charged at the full retail prices, regardless of any current promotions that may be on offer at the time. Any payments already received will be applied to any courses already studied first and at the full retail price. The student will also be required to pay the difference owing (gap) if any, between the fees collected and the full retail price of the fees for the courses they have already studied and are currently studying **plus the cancellation fee.**
- Bank fees and charges will be deducted from any refunds made to overseas bank accounts by electronic transfer or bank draft.
- Some fees are non-refundable. These include various application and cancellation fees, enrolment fees, material fees, payment plan fees, late fees, telegraphic transfer fees and may also include other non-tuition fees as updated from time-to-time. All refunds will be paid to the person who has entered into the contract with GOLD COAST LEARNING CENTRE, 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 notification.
- Refunds will be made either by bank transfer to an Australian bank account, by overseas telegraphic transfer or in the form of a cheque in Australian Dollars (AUD). Refund cheques will be posted to the nominated address, or made available for collection from the Student Services team on Campus.
- For International Students, refunds will not be granted if the Department of Home Affairs has excluded the student from continuing his or her studies.
- In all cases where a student is suspended, excluded or expelled due to non-compliance with the school rules or Code of Conduct no monies will be refunded unless GOLD COAST LEARNING CENTRE is required to do so by law.

Exceptional circumstances fee refunds:

A. The Manager may assess and deem that exceptional circumstances apply in some cases. **Exceptional circumstance fee refunds are wholly at the discretion of the Manager of GOLD COAST LEARNING CENTRE** and must be supported by any/all relevant documentary evidence and be in English. For example: An original medical certificate or death certificate.

B. Should a student become seriously ill or be required to return home due to exceptional circumstances of a compassionate nature, such as the death or severe illness of an immediate family, and can no longer continue their study within the foreseeable future, GOLD COAST LEARNING CENTRE may refund the balance of unused tuition fees. Requests for such a refund must be made in writing to the Manager.

C. The student has a legitimate complaint against GOLD COAST LEARNING CENTRE that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia or the State of Queensland.

In the unlikely event that GOLD COAST LEARNING CENTRE is unable to deliver a course in full, and at the discretion and preference of the student, GOLD COAST LEARNING CENTRE will either:

- A. Offer the student a full refund of all the course money paid to date, and paid in full within 4 weeks of the day on which the course ceases to be provided; or
- B. Offer the student enrolment in an alternative course provided by GOLD COAST LEARNING CENTRE at no extra cost. If the student chooses placement in another course, appropriate admissions documentation will need to be signed by the student to indicate acceptance of a new enrolment.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 10 of 14

C. For International Students who have paid fees in advance, if GOLD COAST LEARNING CENTRE is unable to provide a refund or place the student in an alternative course, the TPS (Tuition Protection Services – ESOS) will place the student in a suitable alternative course at no extra cost. If TPS cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

The refund amount payable by GOLD COAST LEARNING CENTRE is as follows:

A. If written cancellation of the enrolment is **received four (4) or more weeks prior to the commencement date** of the program of study – **50% of tuition fees, 0% of non-tuition chargeable fees will be refunded.** (Excluding withdrawal due to visa refusal)

B. If written cancellation of the enrolment is **received less than four (4) weeks prior to or on the commencement date** of the program of study – **30% of refundable fees, 0% of non-tuition chargeable fees will be refunded.** (Excluding withdrawal due to visa refusal)

C. If written cancellation of the enrolment is **received after the commencement date** of the program of study, **the student is dismissed or expelled, or is in breach of GCLC Code of Conduct** conditions or **Australian State or Federal Government Laws and Regulations – No refund of any fees.** (Excluding withdrawal due to visa refusal)

D. Withdrawal due to **Visa refusal prior to or on course commencement date** as per the CoE

A full refund of the course fees or deposit received will be made **minus the lesser** of the following amounts:

- 5% of the amount of **course fees or deposit monies received** by GCLC in respect of the student before the default day, or **\$500**
- In the case where the student **commenced the course**, a refund of the **unspent prepaid tuition fees only** will be made

E. Withdrawal due to **visa refusal after the agreed start date**

- **No refund of any fees**

Student Defers Course prior to the Date of Course Commencement:

Students must start their course on their allocated starting date except in exceptional circumstances. Students who wish to defer their course start date must give at least one week's written notice. If less than one week's notice is given, GCLC will charge the student one week's tuition fee. Students who do not arrive on the designated start date and have not given notice, will automatically be charged one week's tuition fee.

Students who do not commence on their designated start date, are cancelled and then wish to re-enrol will be charged a re-enrolment fee of \$250 and also will be charged course fees as per the current course fee schedule. Any previous discount will not be applied.

Students who submit an application to defer their start date and then withdraw from the course, there will be no refund.

Please note: In the case of an agreed course start date deferment, the refund policy relates directly to the new agreed start date.

Students' rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- Complete their studies in another course or with another education institution, or
- Receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 11 of 14

Student Leave (Holidays) - All students:

ELICOS STUDENTS

- Must complete 12 weeks study before applying for a holiday.
- Must give a minimum of two week’s clear notice, the maximum number of holiday weeks students may take is four (4).
- Must have a current attendance of above 80%.
- **Will have the holiday approved only if their reason is exceptional.**

Note: Exceptions to these rules may be made in the case of a documented emergency. In these cases, Students will have to apply to the MANAGER for consideration and approval of holidays under exceptional circumstances.

Please do not pay for travel arrangements until your holiday application has been approved by the MANAGER.

VET STUDENTS

Regardless of visa type, students can only take leave for periods not exceeding 4 weeks during course dates, and must complete and agree to all terms and conditions as per the Application for Leave Form.

All students must:

- Be completely up to date with all course assessments before taking leave
- Have applied 2 weeks in advance for the leave
- Have a VALID reason for taking a holiday
- Will have the leave approved **ONLY** if their visa gives them enough time to add on the leave time at the end of the course in order to **COMPLETE ALL UNITS.**
- If you wish to take leave for a period longer than 4 weeks, you must either submit a Leave Form plus Special Consideration Form, or complete a Course on Hold form. If your application meets the terms and conditions, you will be approved.

Breaks between courses cannot exceed 8 weeks and are subject to approval.

Note: Exceptions to these rules may be made in the case of a documented emergency. Students will need to talk to the MANAGER about this. Please do not pay for travel arrangements until your holiday application has been approved by the MANAGER.

APPLYING FOR CREDIT TRANSFER

You must apply for credit transfers before course commencement to have the unit(s)/qualification(s) verified.

LATE PAYMENT FEES

- All payments are required to be paid on time.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 12 of 14

Where full payment is not received by the due dates, one or all of the following may occur:

- A. The student will be blocked from entering their classes
- B. The student's debt will be referred to an Australian debt collection agency (any associated costs will be borne by the student)
- C. The student's official results and award will be withheld
- D. The student's enrolment; will be cancelled

Department of Home Affairs will be informed of the enrolment cancellation, which may result in the student's visa being cancelled and the student will not be permitted to re-enrol at Gold Coast Learning Centre.

STUDENT VISA HOLDERS

Student visa holders in ELICOS (English) courses must attend for **20 hours per week and maintain 80% attendance at all times**. Please see attendance requirements in the student handbook for further information on attendance requirements.

Student visa holders in VET (Vocational Education and Training) courses must comply by the course progress policy, which states that **50% of assessments must be completed**. Failure to complete assessments on time will result in 3 warning letters and ultimately, cancellation.

DISPUTE RESOLUTION AND GRIEVANCE PROCEDURE

- Gold Coast Learning Centre will meet the needs of all students and will actively seek feedback on the range of services provided via a range of methods. However, if we fail to satisfy a student in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the student and the management of GCLC.
- If a student is dissatisfied with a decision made by a GCLC staff member or teachers, then we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information. Students need to appeal decisions within 14 days.
- This agreement, and the availability of a complaints and appeals process, does not remove the right to take action under Australia's consumer protection laws.
- If GCLC defaults, refunds cannot be covered by this written agreement.

For international students, such situations are covered by the provision of the ESOS Act 2000 and by ESOS Regulations 2001.

ACTIVITIES INDEMNITY

GCLC and its Representative and Staff will not be held liable for any loss, damage, death, illness or injuries to people and property which occurs whilst the student is on any activities or excursions organised by GCLC. It is the student's sole responsibility to take out insurance against all such risks. We recommend overseas students take out comprehensive travel, accident and medical insurance in their own country.

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 13 of 14

CONDITIONS

- Students' personal information may be shared with the Australian Government, designated authorities and the ESOS Assurance Fund Manager. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach of the student's visa condition.
- GCLC will always respect your personal information and will only share your personal details with any third party only when there is a real need. In these cases, your personal contact, enrolment and course details may be shared with Australian Governments and designated authorities, the TPS (Tuition Protection Service), the ESOS assurance Fund Manager or any other relevant body.
- It is the responsibility of the student to provide GCLC with the correct phone number and email address upon enrolment. Email will be used as a means of communicating any breaches in policy. If an incorrect email address is supplied to GCLC, they are not responsible for a student failing to receive correspondence.
- Students are required to have a prerequisite level of English language proficiency for entry.
- Students must complete all class work, assignment, activities and assessments in order to maintain satisfactory progress.
- Students in ELICOS Courses must maintain a minimum of 80% attendance. Failure to do so may result in students studying on a student visa being reported to the Department of Home Affairs.
- Students in VET courses must be deemed Competent in at least 50% of the total number of units assessed each term. Failure to do so may result in students studying on a student visas being reported to the Department of Home Affairs.
- Domestic students in VET (excluding Cert IV TAE and TESOL) courses who are not bound by student visa time restrictions, may take up to 12 months to complete their courses. If any additional time is required, additional fees will occur.
- Domestic students in Certificate IV in Training and Assessment courses may take up to 4 weeks after course end date to complete outstanding work. Following this date, they are required to re-enrol in outstanding units, at a cost to be advised.
- Domestic students enrolled in TESOL courses must complete all work by their allocated end date. Following this date, they are required to re-enrol in outstanding units, at a cost to be advised.
- Students are required to abide by the GCLC Code of Conduct, available in the Student Information booklet and on the GCLC's website.
- GCLC has an internal complaints and appeals process and students can access this through the Student Services Department.
- Additional information about students' rights and responsibilities under the Australian Government;
ESOS Act 2000 available at: <https://www.legislation.gov.au/Details/C2016C00043>
National Code 2007 is available at: <http://www.comlaw.gov.au/Details/F2010C00313>
- Current students must notify GCLC of any change of contact details within 7 days.
- The Student understands they cannot change their college during the course without a written letter of release from GCLC.
- The Student understands that GCLC has the right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.

STUDENT DECLARATION

These terms and conditions must be signed by each student on enrolment.

Enrolment is not confirmed until this form is signed.

Signature: _____

Print Name: _____

Date: _____

AGENT DECLARATION

I _____ (name) declare that I have fully explained the terms and conditions to the student which I am enrolling to GCLC.

Signature: _____

Date: _____

Witnessed by (Manager/ Staff): _____

GUARDIAN DECLARATION

Signature: _____

Print Name: _____

Date: _____

Document Date:	1/03/2023	Document Version	37.0	Form Number: 4
Document Owner:	Chief Executive Officer	File Name/Location:	W:\FORMS\Working Copies\GCLC ENROLMENT FORM 2023 V37.0.docx	Page 14 of 14