

Name:	Terms & Conditions – Domestic Students Only
Approved by:	General Manager –Group Quality, Accreditation & Compliance Manager
Date Approved:	04.03.2021
Approved by:	General Manager – Greenwich English College
Date Approved:	04.03.2021
Implementation Owner	General Manager
Maintenance Owner	Group Quality, Accreditation & Compliance
Review Date	04.03.2022

TERMS AND CONDITIONS

1. Greenwich English College Pty Ltd (Greenwich) is not bound to accept any application. If Greenwich rejects the application, then fees paid will be refunded in accordance with the Terms and Conditions of Enrolment.
2. All fees are payable to Greenwich in Australian dollars only. A credit card transaction fee (2%) applies to all payments made by credit card. If you are overdue with your fee payment, extra charges may apply.
3. Greenwich College will be closed during all public holidays and Teacher's day each year. Compensation will not be made for weeks comprising these dates. The school will also be closed for one week during Christmas break.
4. Course and/or course fees paid cannot be transferred to another student.
5. Course and/or course fees paid in advance may be transferred to another course of enrolment at Greenwich, pending a review of circumstances and approval by the General Manager.
6. Greenwich reserves the right to change its schedule of fees, Terms and Conditions of Enrolment, course schedule, at any time with notice.
7. All fees paid are subject to the Cancellation and Refund Policy. It is the responsibility of the student to notify Greenwich as early as possible of any circumstances that may affect their enrolment. Cancellation and/or change fees may apply in accordance with the Terms and Conditions of Enrolment.
8. All course cancellation requests must be made in writing and be accompanied by supporting documentation. Requests are to be forwarded to Greenwich's Admissions and Enrolment Department.
9. Compassionate and compelling reasons for cancellations and/or course suspension requests are defined as referring to the death of close family (the term close family refers to spouse / partner, children, parents, grandparents and siblings), serious and/or chronic psychosomatic or terminal disease, life threatening health

condition and long term medical treatment. Other reasons may be considered for their merit on a case by case manner. All the above need to be supported by relevant documentation.

10. The terms Application fee and Enrolment fee both refer to the amount paid to Greenwich for processing applications for enrolment.
11. Where a refund is due, Greenwich will provide the student with a Refund Statement. The Refund Statement will list the amount and reasons for the refund, clearly explaining how the amount has been calculated with specific reference to the Terms and Conditions of Enrolment.
12. All refunds will be paid to the account from which the original payment was received in so far as this is practicable unless advised otherwise by the student and/or their assigned and/or legal representative.
13. Refunds will be processed within 28 days once received by Greenwich. Refunds will be paid in Australian dollars only. If the refund payment is declined all costs incurred will be charged to the receiving party and will be deducted from the original refund amount.
14. Greenwich College is subject to the Privacy Act (1998) and abides by the EU GDPR 2018 and all other similar/equivalent legislation regulating how your personal information is collected, handled, and used. The information provided by you (including but not limited to your contact details) in all forms of correspondence between you and Greenwich may be shared between Greenwich and the Australian Government and its designated authorities. The information may also be used for general communication with you and for promoting compliance between you and Greenwich.
15. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
16. By submitting an application for enrolment with Greenwich, you consent to Greenwich checking your evidence for verification purposes.
17. All [Greenwich policies and procedures](#) are available on the website. Some key policies and procedures are as follows:
18. Student Complaints and Appeals Policy- aims to manage dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community;
19. Cancellations and Refunds Policy- aims to outline the process regarding cancellations and the issuing of refunds;
20. Recognition of Prior Learning Policy- aims to detail Greenwich's policy toward granting recognition of prior learning;
21. Deferring, Suspending or Cancelling a Student's Enrolment Policy- aims to outline the guidelines for staff and students of Greenwich with respect to deferring, suspending or cancelling a student's enrolment;
22. Enrolments and Admissions Policy- aims to provide clear and accurate information and appropriate processes for admission to all courses offered by Greenwich;

23. In submitting an application form the applicant is provided access to Greenwich's Privacy and Data Collection policy. It is a requirement of enrolment that you consent to this policy. Please take the time to familiarize yourself with in before confirming that you agree to its terms.
24. All details of the internal and external complaints and appeals processes, of any non-tuition fees are available in the [Student Handbook](#) available on the college's website. Please note that additional fees are subject to change.
25. For all students under 18 years at the time of enrolment, by signing all the enrolment documents, the parent or legal guardian gives permission for the student to participate in all educational and age appropriate cultural activities organised by the College.

2 Cancellation & Suspension of Enrolment and Refund Procedure

Available on the Greenwich website

1. All decisions relating to changes to the status of student's enrolment and refund of fees will be made with consideration of the Cancellation and Refund Policy (available on Greenwich's website) agreed by students at the time of accepting the Letter of Offer.
2. Students who wish to Cancel or Suspend their enrolment are required to complete the Enrolment Cancellation/Suspension Request Form and submit it together with supporting documentation to Student Services. The form is designed to guide them through the requirements they need to satisfy in order for their request to be approved.

All enrolment cancellations and refunds require approval of the General Manager and/or the Operations Manager. The complete cancellation coversheet needs to be completed by an Enrollment Officer and presented to the General Manager and /or the Operations Manager, together with the supporting evidence. Once the cancellation is approved by the General Manager and/or the Operations Manager, the cancellation is processed in the student management system. All documents will be scanned and uploaded in the student file for future reference by the Admissions and Enrollment Officer. The outcome of the cancellation application is provided to the student via e-mail.

3. If the student's enrolment is going to be suspended and/or cancelled without the student's request and/or because of the student being reported for not meeting any applicable progression requirements, non-payment or otherwise, the student (and where applicable their agent) will be notified 3 times via email within a 14-day period prior to auctioning the suspension and/or cancellation of enrolment and notification to any relevant government department. It is the student's responsibility to respond to these notifications and to confirm the correct residential and/or contact details. Should there be no response to the notifications by either the student these will be considered as received and accepted on the date that they have been sent.
4. Greenwich College reserves the right to cancel a course and/or enrolment prior to

the commencement date of a course. This will be classed as 'College Default'.

5. Greenwich College will be deemed to have defaulted where a course does not start on the agreed date, or if a course is not delivered in full.
6. Where Greenwich College defaults, a refund of the portion of tuition fees paid but for which tuition has not yet been received, will be paid within 14 days of the date of default. Alternatively, you may be offered enrolment in an alternative comparable course offered by Greenwich College at no extra cost.
7. If you wish to cancel your enrolment and transfer to another provider, Greenwich College must receive a written request and accompanying supporting documents at least four (4) weeks prior to the effective cancellation date.

3 Entry Requirements – Diploma Courses

Greenwich Management College enrolls students who are 18 years of age and over. All applicants must have completed:

26. Australian Year 12 or equivalent, or
27. have a diploma of higher qualification taught in English, or
28. have relevant vocational experience at a level appropriate to the level of study sought.

Applicants who have completed the majority of their education in a language other than English must have:

29. IELTS 5.5 or equivalent, or
- direct entry on passing Greenwich English College Placement Test, or
30. direct entry from a college approved by Greenwich Management College.

4 Recognition of Prior Learning (RPL)

If applicants for a GMC course consider that they have already acquired the outcomes of this qualification or unit/s of competency, they may formally apply at Greenwich Management College to have these skills recognised. This is an assessment process that involves the assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the outcomes of an individual application for RPL.

5 Credit Transfer

If applicants for a Greenwich Management College course consider that they have already acquired the outcomes of (a) unit/s of competency, they may formally apply at Greenwich Management College to have these recognised. This is an assessment process that involves the assessment of the units studied based on TGA (training.gov.au) guidelines and directions regarding the relevant unit(s) of competency.

Greenwich Management College will inform in writing of the outcome of the credit transfer request. The learner needs to submit a written form with all the relevant evidence and required fees.

6 Privacy Notice & Student Declaration – NCVET Data Collection

Under the Data Provision Requirements 2012, Greenwich English College Pty Ltd (trading as Greenwich English College, Greenwich Management College, Greenwich College) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Greenwich English College Pty Ltd for statistical, administrative, regulatory and research purposes. Greenwich English College Pty Ltd may disclose your personal information for these purposes to:

1. Commonwealth and State or Territory government departments and authorised agencies; and
2. NCVER.
Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
3. populating authenticated VET transcripts;
4. facilitating statistics and research relating to education, including surveys and data linkage;
5. pre-populating RTO student enrolment forms;
6. understanding how the VET market operates, for policy, workforce planning and consumer information; and
7. administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

7 Consent

1. You agree to be bound by and comply with the Greenwich's Terms and Conditions of Enrolment, the student code of conduct, Privacy & Data Collection policy and all relevant government legislation.
2. Greenwich recommends all students to keep a copy of the written agreement and all receipts issued for all enrolments throughout the duration of their studies.
3. You must notify Greenwich of your residential address, contact details and contact person in an emergency while studying with Greenwich. It is your responsibility to ensure that all contact details provided to the college are up to date at all times. Any changes must be advised in writing within 7 days.
4. Greenwich will not be held responsible for any loss, accident, mishap or damage related to your personal belongings.
5. You agree to follow all lawful and reasonable instructions given by Greenwich staff while on College premises, participating in virtual classes and online activities, and/or while participating in excursions, extracurricular activities and/or events organised by Greenwich College.
6. You agree to behave in a safe, responsible and appropriate manner at all times, and

will not undertake any activity or action that may be deemed dangerous and/or beyond your ability to carry out safely, while on College premises, participating in virtual classes and online activities, and/or while participating in excursions, extracurricular activities and/or events organised by Greenwich College.

7. You agree to take sole responsibility for your own safety and actions while on College premises, participating in virtual classes and online activities, and/or while participating in excursions, extracurricular activities and/or events organised by Greenwich College. You understand that neither Greenwich, its teachers, management, nor staff are responsible for your actions or safety. You will not hold Greenwich, its teachers, management, or staff responsible for any mishap, loss, accident, or injury that is the result of your own non-compliant actions.
8. Photographs, videos, testimonials and/or course work provided by you and/or taken by or on behalf of Greenwich maybe used by or on behalf of Greenwich for marketing and promotional purposes. You need to advise Greenwich in writing if you do not wish these to be used. Greenwich owns the intellectual property rights to all assessments submissions completed whilst studying at Greenwich.
9. Failure to comply with any of the Terms and Conditions of Enrolment may result in your enrolment being cancelled or suspension from your course and/or the College.

8 Change History

Version	Approval date	Department	Approved by	Change
V1.0	03 March 2021	Group Quality, Accreditation & Compliance	General Manager	New document
		Greenwich English College	General Manager	