

PAYMENT DETAILS *Please fax GEOS QCE GC the remittance advice receipt and ask your bank to notify GEOS QCE GC of the payment.

Bank Draft / Cash / International Money Order / Bankcard / MasterCard / VISA

Please make bank cheques/drafts payable to:

GEOS Queensland College of English Gold Coast
PO Box 567, Surfers Paradise
Gold Coast, Queensland 4217, Australia

Bank transfer, including the bank charges to:

Bank Name: National Australia Bank
Bank Address: 223 Queen St. Brisbane, Queensland 4000, Australia
Please quote the GEOS QCE GC student number issued as a reference

Bank Account Details:

SWIFT CODE: NATAAU3303M

FOR STUDENT VISAS

Account Name: GEOS GOLD COAST PTY LTD
Account Number: 084-009 452 091 660

FOR OTHER VISAS

Account Name: GEOS GOLD COAST PTY LTD
Account Number: 084-009 451 288 779

Please note that all fees are in Australian dollars and include a Goods and Services Tax (GST).

GEOS QCE GC CANCELLATION AND REFUND POLICY

1. All cancellation and/or refund applications should be sent in writing to the college, attention to the Manager, via email (gold@geosqcegc.qld.edu.au), fax (+61 7 5538 9188), or post (PO BOX 567, Surfers Paradise, QLD 4217), and should clearly outline the reason for cancellation.
2. All refunds payable under the Cancellation and Refund Policy will be paid in Australian dollars (unless impractical, in which case, the Australian dollar equivalence will be paid at date of refund).
3. All refunds applicable will be paid to you or your representative Associate Partner unless written permission is directed by you to pay another party.
4. Enrolment fees and Accommodation Placement fees are non refundable.
5. If your visa application is rejected, tuition fees will be refunded to you in full within 4 weeks from the date of receipt of notice. Written proof of your visa rejection is required.
6. If your visa is cancelled after your arrival in Australia due to non-compliance with visa conditions, and you are forced to cancel all or part of your course due to the non-compliance, no refund is available for un-used study weeks.
7. If written cancellation notice is received 28 days prior to the commencement of the course, tuition fees will be refunded to you in full, within 4 weeks from the date of receipt of notice.
8. If written cancellation notice is received less than 28 days prior to the commencement of the course, 75% of tuition fees will be refunded to you within 4 weeks from the date of receipt of notice.
9. If you make changes to your course after you have started, you are required to provide a minimum of 4 weeks notice to GEOS QCE GC (i.e. transfers, deferrals, or early course completions). The 'Cancellation, Refund and Transfer Policies' will also apply where relevant. A maximum of 30% of the tuition fees is available for refund to you, within 4 weeks from the date of receipt of notice.
10. If you request a short break from your course, you are required to give 2 weeks notice.
11. Once 50% of your course is completed, no refund is available. Full details of the 'Cancellation, Refund and Transfer Policies' is available upon request.
12. If you arrive several days after your commencement date, these "absent" days will not be reinstated, and no refund will be given.
13. There are no refunds for public holidays or time "absent" during the period of your enrolled course.
14. If the course you have enrolled does not commence, your refund entitlements are covered by the provisions of the ESOS Act 2000, and the ESOS Regulations 2001.
15. This agreement does not remove the right to take further action under Australia's consumer protection laws. GEOS QCE GC's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

GEOS QCE GC ACCOMMODATION AND AIRPORT TRANSFER POLICY

1. Accommodation Placement fees are not refundable.
2. If your visa application is rejected, your airport greeting and accommodation payment will be refunded in full (proof needs to be provided within 24 hours of your scheduled arrival).
3. If your airline flight plans have changed, please notify GEOS QCE GC as soon as possible. If you give us less than 24 hours' notice you will incur another airport greeting fee.
4. If you wish to cancel part of your Homestay Program booking after your arrival, you must inform GEOS QCE GC and your Homestay Program family immediately. You must give at least 2 weeks notice to the Student Services Officer and your Homestay Program family before changing the booking or leaving the Homestay Program. If you leave without giving 2 weeks notice, a charge equal to 2 weeks accommodation will be deducted from any possible refund accordingly.
5. Airport Transfer Policy: All students requesting Homestay Program participation will be required to take a GEOS QCE GC transfer from the airport to the Homestay Program family home.
6. Student flight details must be received by GEOS QCE GC to begin the Homestay Program placement process. Once the flight details are received, Homestay Program placement process may take up to 10 working days.

RULES AND REGULATIONS

1. Students enrolled are expected to abide by all the rules and regulations set by the relevant Australian Regulatory Authorities and GEOS QCE GC.
2. All students must comply with their relevant visa conditions at all times. GEOS QCE GC is legally obliged to report any breaches of visa conditions to Department of Immigration and Multicultural Affairs (DIMA).
3. All students must agree to sit a 'level check test' upon their arrival at the college. Class/level allocation will be based upon the results of this test, and is not negotiable.
4. As per student visa requirements, all student visa holders must maintain full-time attendance, and show suitable academic progress.
5. GEOS QCE GC will not accept any student visa applicant under the age of 18.
6. Personal information provided to GEOS QCE GC may be made available to Commonwealth, State agencies and Health Insurers when applicable under the National Code of Practice.
7. As per Australian Laws, any school-aged dependants accompanying a student visa holder to Australia must enrol to study at either a government or non-government school, and will be required to pay the full fees due for the course at the nominated school.

GEOS QCE GC GRIEVANCE POLICY

Should you be unhappy with any aspect of your study at GEOS QCE GC, please first talk to either your class teacher or a member of the Student Services Team. They will then inform the Director of Studies, who with the full-time Education staff, will contact you for discussion. This is to occur within 48 hours of the initial lodgment. Following this, the Director of Studies will inform you of their decision. This is to occur within 48 hours of the discussion.

If this decision is not to your satisfaction, you may appeal to the Manager. You will need to do this in writing. After receiving your formal complaint, the Manager and Senior Staff will contact you for discussion. This is to occur within 48 hours of your formal lodgment. Following this, the Manager will inform you of the decision. This is to occur within 48 hours of the second discussion. If it is not possible to resolve the dispute internally, via the process described above, GEOS QCE GC will make arrangements for independent mediation to resolve the dispute.

Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Flr, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284.

Students outside of Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee to use this service, but this may change.

Please note the following:

- You may nominate a support person to accompany you at any stage of the dispute resolution process;
- Nothing in GEOS QCE GC's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies;
- If a student is concerned about the actions of GEOS QCE GC, they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the college's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of GEOS QCE GC should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing.

PO Box 567, Surfers Paradise, Gold Coast, Queensland 4217, Australia
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Email gold@geosqcegc.qld.edu.au www.geosqcegc.qld.edu.au
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