



GREYSTONE COLLEGE AUSTRALIA APPLICATION FORM 2021

ADELAIDE | BRISBANE | MELBOURNE | SYDNEY

2021 APPLICATION FOR ADMISSION

CHOOSE YOUR LOCATION ☐ ADELAIDE **A** ☐ BRISBANE **B** ☐ MELBOURNE **MB** ☐ SYDNEY **S**

Student Number Start Date (MM/DD/YY) End Date (MM/DD/YY)

STUDENT INFORMATION

☐ Male ☐ Female

First name

Middle name(s)

Last name

Birthdate (MM/DD/YY)

Country of Birth

First language

Nationality

Unique Student Identifier (USI)

Passport number

Expiry date

Address: Street

City

State/Province

Country

Postal Code

Primary phone number

Email

Emergency contact name

Emergency contact telephone

Visa status in Australia ☐ Citizen

☐ Student ☐ Visitor ☐ Working Holiday ☐ Other (please specify)

Do you have any physical or mental medical conditions we should be aware of?

☐ Yes ☐ No If yes, please specify

Do you need Greystone College to organize (Overseas Student Health Cover) ☐ Yes ☐ No

Start date End date

Are you also applying for a program at ILSC Language Schools? ☐ Yes ☐ No

If Yes, attach ILSC Language Schools application form.

ADELAIDE **A** BRISBANE **B** MELBOURNE **MB** SYDNEY **S**

FULL QUALIFICATIONS	LENGTH	WEEKDAYS	WEEKEND
<input type="checkbox"/> BSB20120 Certificate II in Workplace Skills CRICOS Course Code 105113G	52-54 weeks	<input type="checkbox"/> B MB S	<input type="checkbox"/> B MB S
<input type="checkbox"/> BSB30120 Certificate III in Business CRICOS Course Code 104774M	60-66 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> BSB40120 Certificate IV in Business CRICOS Course Code 104778G	60-66 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> BSB40820 Certificate IV in Marketing and Communication CRICOS Course Code 104777H	60-66 weeks	<input type="checkbox"/> B MB S	
<input type="checkbox"/> BSB50620 Diploma of Marketing and Communication CRICOS Course Code 104775K †	60-66 weeks	<input type="checkbox"/> B MB S	
<input type="checkbox"/> BSB50820 Diploma of Project Management CRICOS Course Code 104109M	60-66 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> MB
<input type="checkbox"/> BSB50120 Diploma of Business CRICOS Course Code 104773A	60-66 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> BSB50120 Diploma of Business (Organisational Development) CRICOS Course Code 104773A	60-66 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> BSB50420 Diploma of Leadership and Management CRICOS Course Code 104145G	60-66 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> BSB60420 Advanced Diploma of Leadership and Management CRICOS Course Code 104776J †	52-54 weeks	<input type="checkbox"/> A B	<input type="checkbox"/> MB S
<input type="checkbox"/> DOUBLE DIPLOMA BSB40120 Certificate IV in Business CRICOS Course Code 104778G BSB50420 Diploma of Leadership and Management CRICOS Course Code 104145G BSB50120 Diploma of Business CRICOS Course Code 104773A	120-132 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S

2021 APPLICATION FOR ADMISSION

ADELAIDE **A** BRISBANE **B** MELBOURNE **MB** SYDNEY **S**

SHORT-TERM SPECIALIZATIONS	LENGTH	WEEKDAYS	WEEKEND
<input type="checkbox"/> Specialization in Workplace Fundamentals: Compiled from BSB20120 Certificate II in Workplace Skills CRICOS Course Code 105113G	28-34 weeks	<input type="checkbox"/> B MB S	<input type="checkbox"/> B MB S
<input type="checkbox"/> Specialization in Business Basics: Compiled from BSB30120 Certificate III in Business CRICOS Course Code 104774M	28-34 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> Specialization in Business Essentials: Compiled from BSB40120 Certificate IV in Business CRICOS Course Code: 104778G	28-34 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> A B MB S
<input type="checkbox"/> Specialization in Communications for Managers and Supervisors: Compiled from BSB40820 Certificate IV in Marketing and Communication CRICOS Course Code 104777H	28-34 weeks	<input type="checkbox"/> B MB S	
<input type="checkbox"/> BSB40820 Certificate IV in Marketing and Communication Skill Set: Pre-requisite units for diploma CRICOS Course Code 104777H	28-34 weeks	<input type="checkbox"/> B MB S	
<input type="checkbox"/> Specialization in Human Resources for Project Managers: Compiled from BSB50820 Diploma of Project Management CRICOS Course Code 104109M	28-34 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> MB
<input type="checkbox"/> Specialization in Project Management Mastery: Compiled from BSB50820 Diploma of Project Management CRICOS Course Code 104109M	28-34 weeks	<input type="checkbox"/> A B MB S	<input type="checkbox"/> MB

Due to COVID, many programs are currently being delivered online. Students are expected to have a computer or tablet that enables them to connect to the Internet in order to participate in class, review material and submit assessments.

* These qualifications have pre-requisite units or programs that must be completed prior to commencement. Please see specific program flyers for details.

2021 APPLICATION FOR ADMISSION

ADELAIDE **A** BRISBANE **B** MELBOURNE **MB** SYDNEY **S**

ACCOMMODATION (If applicable)

ACCOMMODATION TYPE

☐ *Homestay—Half board (2 meals per day) **A B MB S**

☐ *Residence **A B MB S** ILSC will contact you to confirm availability.

Residence name

Residence room type or location

* Please check accommodation availability at <https://availability.ilsc.com>

ARRIVAL INFORMATION

Check-in date (MM/DD/YY)

Check-out date (MM/DD/YY)

Airline and flight number

Airport transfer ☐ Pick-up only ☐ Pick-up and drop-off ☐ None

For Brisbane only, indicate Airport location ☐ Brisbane ☐ Gold Coast

For Melbourne, pick-up / drop-off is only available at Melbourne's Tullamarine Airport (MEL)

ACCOMMODATION PREFERENCES

Do you have any medical conditions we should be aware of? ☐ Yes ☐ No
If yes, please specify

Do you take daily medication? ☐ Yes ☐ No
If yes, please specify

Do you have any allergies? ☐ Yes ☐ No
If yes, please specify

Do you have medical insurance? ☐ Yes ☐ No
If yes, specify company

Do you smoke? ☐ Yes ☐ No (Most families do not allow smoking indoors)

Do you require a special diet? ☐ Yes ☐ No
If yes, specify

Are you comfortable with children in the home between the ages of
☐ 12 years and under ☐ 13 years and over ☐ No children

Are you comfortable with pets in the home? ☐ Yes ☐ No
If no, please specify

What languages do you speak?

Are you comfortable with other students in the home? ☐ Yes ☐ No
Please note that students will speak a first language other than your own

Interests and other comments

STUDENT DECLARATION, STUDENT AGREEMENT AND HEALTH DECLARATION

I declare that the information I have given on my application to study at CRICOS Course Code 02137M ILSC (Brisbane) PTY LTD (trading as Greystone College), hereafter referred to as Greystone College, is correct and accurate. I declare that I am in possession of sufficient funds to finance my full term of study at Greystone College. I have read and understood all of GREYSTONE COLLEGE's policies, including the dispute resolution policy, and the cancellation and refund policies, as they apply to my chosen study location and agree to abide by any decisions of the school's management regarding the enforcement thereof. I agree that GREYSTONE COLLEGE may provide my educational records or information to my parents (if a minor) sponsoring agency or any other educational institution to which I apply. I acknowledge and accept that during the course of my study at GREYSTONE COLLEGE or during activity programs, I may be photographed, videotaped or audio taped and I hereby grant GREYSTONE COLLEGE unrestricted and non-expiring permission and all rights to use or license such media for any advertising or promotional purposes that GREYSTONE COLLEGE may deem appropriate, without any compensation whatsoever.

I declare that I will disclose to GREYSTONE COLLEGE any contagious medical condition that I might contract prior to or during my stay at GREYSTONE COLLEGE and I agree to disclose any pre-existing medical or health condition that may require ongoing or intermittent medical attention or that may affect my ability to fully participate in either classroom or activity programs. I hereby authorize any doctor, EHS or medical facility to provide treatment to me if I am injured or ill whether or not I am able to provide consent. I agree and acknowledge that GREYSTONE COLLEGE may collect personal information including medical information as a result of this application and/or my time at GREYSTONE COLLEGE and acknowledge that this information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly and for no other purposes.

I understand that Information is collected on this form and during my enrollment in order to meet GREYSTONE COLLEGE's obligations under the ESOS Act and the National Code 2018; to ensure my compliance with the conditions of my visa and my obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019, the RTO standards 2015 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. I understand that information collected about me on this form and during my enrollment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances information collected on this form or during my enrollment can be disclosed without my consent where authorised or required by law.

FOR NATIVE ENGLISH SPEAKERS:

- I acknowledge that GREYSTONE COLLEGE Vocational courses are designed to support non-native English speakers and therefore include English-support classes as part of its curriculum.
- As a Native Speaker, I accept that I will only be considered for Certificate IV and higher qualifications and these qualification will include up to 15% scaffolded language support classes. By signing this application form I acknowledge the language support component and I am happy to enroll understanding this is the case.

I agree to save and hold harmless, GREYSTONE COLLEGE, its agents, employees, homestay families and assigns for any loss, damage or injury which may occur to me or my property and hereby permanently waive all claims for loss, damage or injury resulting or arising from my term of attendance at GREYSTONE COLLEGE. I agree as well that if I violate any of the above conditions or if any of the information provided in this application is discovered to be false or misleading, I may be dismissed from GREYSTONE COLLEGE without notice or recourse.

- I have read, understood and agree to be bound by the terms and conditions as stated in this student contract.
- I understand that my information may be shared as outlined in this application form.
- I have read the cancellation, grievances and refund policies specific to my chosen location of study and agree to abide by these terms.
- I agree that on acceptance of enrollment by GREYSTONE COLLEGE, the application form will become a contract of enrollment.
- I have visited the site <https://www.studyinaustralia.gov.au/> to check the cost of living.
- I have visited the website at www.ilsc.com and viewed the policies and procedures section and understand my rights and obligations.
- I consent to receiving electronic messages from ILSC Education Group and its affiliates containing news, updates, and promotions, and I understand that I can withdraw my consent at any time.

Student name (print)

Date (MM/DD/YY)

Student signature

Parent signature (if student is underage*)

Greystone College authorized signature

Date (MM/DD/YY)

*Age of Majority is 18 in Brisbane, Sydney, Melbourne and Adelaide. For students younger than the Age of Majority, the student contract must also be signed by a parent or legal guardian. The student must be 18 years or older at course commencement.

BANKING INFORMATION

Payment can be made by credit card, cheque, money order, or bank transfer. Please send your application form(s) to the ILSC Registrations team you will attend, by email or mail. Submit payment according to one of the methods below. Please note that if you are studying 25 weeks or more, you are not required to pay more than 50% of your tuition in advance.

LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES
ILSC-BRISBANE Level 1, 232 Adelaide St. Brisbane, QLD 4000 Australia CRICOS Course Code: 02137M	Student Visas <i>Transfer Australian funds to:</i> National Australia Bank Capital Office Branch, Ground Flr, 308-322 Queen Street, Brisbane QLD 4000 Australia SWIFT code: NATAAU3304B Account name: ILSC-Australia BSB: 084004 Account: 48-910-1113	Other Visas <i>Transfer Australian funds to:</i> National Australia Bank Capital Office Branch, Ground Flr, 308-322 Queen Street, Brisbane QLD 4000 Australia SWIFT code: NATAAU3304B Account name: ILSC-Australia BSB: 084004 Account: 47-919-1485
ILSC-SYDNEY Level 7, 540 George St. Sydney, NSW 2000 Australia CRICOS Course Code: 02137M		Funds must be drawn on an Australian bank, payable to ILSC-Australia, and mailed to ILSC-Brisbane
ILSC-MELBOURNE Level 7, 120 Spencer St. Melbourne, VIC 3000 Australia CRICOS Course Code: 02137M		CREDIT CARD PAYMENTS We accept Visa or Mastercard. For credit card payments, a credit card authorization form will be provided with your invoice.
ILSC-ADELAIDE Level 7, Grenfell St. Adelaide, SA 5000 Australia CRICOS Course Code: 02137M		An administrative surcharge of 2.65% will be applicable to all payments.

IMPORTANT Please indicate the applicant name and, if you have it, the learner number in the comments section of your bank transfer so that ILSC can connect the payment to your application.

GREYSTONE COLLEGE POLICIES

ADMISSION REQUIREMENTS

- Minimum age for enrolment is 18 years
- Successful completion of Year 10/12, or equivalent (such as High School/Secondary School) required for GREYSTONE COLLEGE programs
- Minimum English language requirements:
 - For Certificate II qualifications: IELTS 4.0 (no band below 4); ILSC level B4
 - For Certificate III qualifications: IELTS 4.5 (no band below 4); ILSC level I1
 - For Certificate IV in Business qualifications: IELTS 5.0 (no band below 5.0); ILSC level I2
 - For Other Certificate IV, Diploma and Advanced Diploma qualifications: IELTS 5.5 (no band below 5.0); ILSC level I3
- Pre-requisite conditions:
 - Diploma of Marketing and Communication
 - 1) Have completed the 6 core units from Cert IV MC, or
 - 2) Have two years equivalent full-time relevant work experience
 - Advanced Diploma of Leadership and Management
 - 1) Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or
 - 2) Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise

CHANGE OF ADDRESS

You must, while in Australia and studying with GREYSTONE COLLEGE, notify GREYSTONE COLLEGE of your contact details including:

- (a) your current residential address, mobile number (if any) and personal email address (if any);
- (b) who to contact in emergency situations (and their contact details); and
- (c) any changes to a) or b) above within seven (7) days of the change

You must also let the Department of Home Affairs know of any change of address.

COURSE COMMENCEMENT

Students are expected to start on the course commencement date of their Confirmation of Enrolment (CoE). Student visa holders who do not commence their course or make arrangements for an alternative start date within 2 weeks of their CoE start date will have their CoE processed as non-commenced.

GREYSTONE COLLEGE TRAINING FACILITIES

GREYSTONE COLLEGE campuses are fully equipped with all the resources and facilities required to successfully undertake this program including computer labs, software, free WIFI, photocopiers, charging stations, and student lounge. It is highly recommended that you bring your own laptop (device) to enhance your campus experience.

STUDY SCHEDULE / DELIVERY MODE

In all of our programs, you will build a timetable which combines 6 hours per week of online study and 14 hours per week of in-class study. The online study component includes exercises, discussion forums, and resources to help with assignments and to provide foundational academic and learning skills. In-class study schedules combine the core lecture with foundation skills and PASS classes availability. GREYSTONE COLLEGE closes on public holidays and there is no refund of course fees in respect of those days.

ATTENDANCE POLICY FOR STUDENT VISA HOLDERS

For you to be able to complete the course successfully and attain the qualification at the end of your course, you're expected to attend face to face classes regularly and submit the required assignments online and within the due date. If academic progress is unsatisfactory, your enrollment could be cancelled and you may be reported to the Department of Home Affairs for failure to meet your visa requirements. All units studied in this qualification will be assessed in at least 3 different ways. Assessments will consist of a mix of quizzes, projects, case studies, presentations, and questions.

All students must maintain satisfactory course progress. To achieve satisfactory course progress, you need to achieve competency in 50% or more of the subjects/course requirements during a study period. Students must meet the required academic progress in order to advance in their studies. Otherwise, students will be placed on Academic Probation. Continuous breach of this condition may lead to expulsion and reporting to the Department of Education/Department of Home Affairs. For more information, please refer to Greystone College's Course Progress Policy available on the website.

Students obtaining a 'Competent' result for all units studied will be issued a nationally-recognised qualification. If a student does not complete all units within a full qualification, a Statement of Attainment will be issued for the units they have completed and in which they are deemed 'Competent'.

LANGUAGE LITERACY & NUMERACY (LLN)

GREYSTONE COLLEGE is committed to supporting all of its students in successfully completing their selected qualification/s. We conduct diagnostic testing of LLN to ensure we can support the student throughout their learning journey.

STUDENT WELFARE AND SUPPORT SERVICES

GREYSTONE COLLEGE understand the needs of international students and offers a range of services to support them.

SPECIAL TRAINING NEEDS

GREYSTONE COLLEGE recognizes the right of its students to learn in a supportive environment. GREYSTONE COLLEGE embraces diversity in its student population. GREYSTONE COLLEGE strives to provide training and assessment which enable active participation and successful outcomes for students from diverse backgrounds, abilities and requirements. To achieve this, GREYSTONE COLLEGE provides access to information on training, assessment, and support services. If you have special training needs, please tell us so we can provide you with personal assistance. Your special training needs will remain private.

DISMISSAL POLICY AND CODE OF CONDUCT

Australian Society recognizes differences and diversity. This requires that all people be treated with dignity and respect. As one of the School's explicit goals is to keep developing a humanist, people-caring community, it is school policy to support these principles, and to maintain an environment free from all types of personal discrimination and harassment, or bullying.

All students are assigned to Student Advisors based on their nationality. Students are encouraged to speak with their Student Advisor if they feel unsafe in any way while studying at the school. Trainers are in regular contact with students, and are often the first to recognize if a student is experiencing personal challenges.

ILSC Australia recognizes the right of its students to learn in an environment free from harassment, and will treat seriously allegations of harassment at Greystone College Australia. All students should be aware that harassment on any of the grounds covered by the human rights legislation is unacceptable conduct at ILSC Australia and will not be tolerated. Human rights legislation includes, but is not limited to, the Anti-Discrimination Act 1991, Industrial Relations Act 1999 and the Privacy Act 1988.

Any student who is found to have engaged in harassing behavior during the period of his/her contract with ILSC Australia will be subject to discipline up to and including suspension or expulsion. Tuition affected by any expulsion is covered by the tuition refund policy. There is no refund of tuition for any suspension

Students must meet the course requirements at all times. If these requirements are not met, students will receive counseling, then after appropriate warnings, students will be expelled. Likewise, if a student's behavior is inappropriate by the school's standards, the above procedures will be followed.

The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the attendance policy.
- Speak English in the school in accordance with the English Only Policy.
- Treat all students and staff with dignity and respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Follow the Cell Phone / Electronics Policy during class.

- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from cheating or plagiarising in completing class assignments.
- Ensure that outstanding tuition fees are paid.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Refrain from bringing any alcohol or any prohibited mood-altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
- Whenever a student has repeatedly demonstrated unprofessional behavior, against the Code of Conduct, that student will be placed on probation. The student may receive a verbal warning for the first offence; however, the incident must be documented and kept in the student file. On the second occurrence, the student receives a letter of probation, where the incident is stated and the conditions of the probation are outlined.
- The student will be dismissed from the school when it becomes apparent that there is neither the desire nor the ability of complying with the probation terms. It is necessary to supply the student with a letter and at the same time a statement of charges. In all cases the probation and dismissal must be well documented. This means that under normal circumstances the student must have advance knowledge that dismissal is a real possibility should the student fail to meet the probation terms.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period, and police will be summoned, as required:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.

Concerns related to a student's conduct shall be referred to the Program Directors to process in accordance with this policy.

This does not remove the right to appeal under the appeals process. Students who are expelled for the above acts will be required to stay away from the school until the appeals process is determined. The refund policy will apply.

COMPLAINTS AND APPEALS PROCESS

If at any time during your study at Greystone College you are dissatisfied with any academic decision, procedures or any issues that relate to the successful completion of your program, you can access Greystone College complaints and appeals process via the online link, or speak with a Greystone College student advisor. Any student who feels that they have been disadvantaged in their studies by such a decision, procedure or issue, shall be entitled to have these reviewed by the Director of Training. The characteristics of the Greystone College appeal system include simplicity, speed and fairness, and incorporate a four-stage process involving the assessor initially, then the Director of Training, the Campus Director and finally an independent person or panel where necessary. Students shall have 21 days to lodge an appeal after an assessment decision is sent to the participant regarding any Unit of Competency or Qualification. Greystone College provides an opportunity for students to resolve disputes in a fair and reasonable manner.

If it is not possible to resolve the dispute internally, via the process above, you may wish to lodge an external appeal or complaint about this decision. To do this, you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the website www.ombudsman.gov.au or phone 1-300-362-072 within Australia for more information.

This Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under Australian Consumer Law if Australian Consumer Law applies.

FEES POLICY

Fees must be paid in accordance with terms stated on the invoice and instalment plan on page 3 of this document.

Registration fees and accommodation placement fees are non-refundable after commencement and must be paid at the time the application is sent. All fees are non-transferrable.

Fees are transferrable between Greystone College campuses, but may not be transferred to another person.

Your information may be shared with the Australian government and designated authorities and, if relevant, the Tuition Protection Service (TPS).

CANCELLATION & REFUND POLICY - STUDENT DEFAULT

The student will be deemed to have defaulted where a student cancels their course, does not start on the course commencement date, and/or fails to notify Greystone College in writing of any circumstances that may affect their enrollment or their ability to comply with the Terms of this Written Agreement.

Cancellations and withdrawals are subject to the conditions of the Greystone College's Refund Policy.

Starting the program on time is your responsibility. If you arrive late for the start of your course, no refund is given for the missed days.

If you choose to withdraw from Greystone College, you must give Greystone College written notice and it must be from your entire program; you cannot withdraw from selected parts of your program (i.e. the last month).

You must leave Greystone College on the date you have agreed to withdraw.

Percentage of program completed = (total number of days completed) ÷ (total number of days in program) X 100%. Weekends are not included in this calculation.

Any refund will be paid to the person or entity that originally paid the course fee (normally the agents), where possible, in the same currency in which the fees were paid.

Greystone College will make sure that you can sit down and talk with an appropriate person within 2 days of your withdrawal request.

Students may apply for a refund by completing a withdrawal/cancellation form and submitting it to Greystone College at the time of cancellation. Refunds are processed within 4 weeks of receiving the notice/request from the student.

Refunds will normally be given when students cancel, according to the table below but no refund will be given to students who are expelled for breaching the college's policies, unacceptable behavior or non-compliance with visa conditions.

All bank charges incurred for refunds to be paid by the beneficiary.

In the event of a program cancellation by Greystone College, all fees will be refunded within 2 weeks.

In the event of the school defaulting, the Refund Policy does not apply. Such a situation is covered by the ESOS Act 2000 and the ESOS Regulations 2019. (www.legislation.gov.au/Details/C2018C00210)

TUITION REFUND POLICY

BEFORE YOUR PROGRAM STARTS		
YOUR REFUND	WHEN YOU MUST CANCEL	ILSC CANCELLATION FEE
75% (min.)	No authorization from Australian Immigration	25% of total fees (\$230 max.)
75% (min.)	0-7 days after making the contract	25% of total fees (\$400 max.)
75%	30 days or more before the program starts	25% of total fees
60%	1-29 days before the program starts	40% of total fees
AFTER YOUR PROGRAM STARTS		
No refund will be given for notification of withdrawal which occurs after the start of the program		

ADDITIONAL FEES	
REGISTRATION FEE	\$230 (non-refundable)
MATERIALS FEES	\$280
MOODLE REOPENING FEE	\$50 per assignment
WIRE TRANSFER	\$18
REPROCESSING FEE FOR STUDENT VISAS	\$100
SECOND CAMPUS TRANSFER	\$200
SECOND CHANGE OF ENROLMENT	\$100
COE ADMINISTRATION & REISSUING FEE	\$30/COE
ACCOMMODATION PLACEMENT FEE	\$275 (non-refundable)
ACCOMMODATION CHANGE FEE	\$150
LATE PAYMENT OF TUITION FEES	\$10/DAY, MAXIMUM \$100

*Airport transfer fees and Accommodation fees vary depending on campus locations, booking duration and accommodation type. Fees may change without notice. Please see the current ILSC Pricelist for full details.

IN CASE OF PROVIDER DEFAULT

In the unlikely event that GREYSTONE COLLEGE is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If GREYSTONE COLLEGE cannot deliver the course a student has paid for, the Tuition Protection Service (TPS) will help the student find another course with minimal disruption to their studies. The TPS will use an online placement service to give the student all the information they need so they understand their options and can choose an alternative course that best suits them. Support in using the system will be available to students if they need it.

If a student is unable to find a suitable alternative course, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.

STUDENT RIGHTS & RESPONSIBILITIES

The terms and conditions of enrolment, as stated within this document, do not remove the right of the student to take action under Australia's consumer protection laws. Students may opt for third party representation at any stages of dispute resolution.

Students must be aware of academic and attendance requirements, code of behaviour and other policies on discipline, access and equity, workplace health and safety, privacy, welfare and guidance. Students can access, read and must comply with GREYSTONE COLLEGE's policies provided in the Student Handbook.

TRANSFERRING FROM ANOTHER PROVIDER

If you are transferring to Greystone College from another provider before completing six months of your principal course of study, your enrolment is subject to the provision of a letter of release from the other education provider. Please refer to Greystone College's Student Handbook..

RECOGNITION OF PRIOR LEARNING (RPL) / CREDIT TRANSFER POLICY

RPL is a way of getting any previous relevant experience – working, training, volunteering, including activities in the community – formally recognized towards a qualification. The RPL process is available to all students. The RPL process is available to all students. Applications for RPL must be submitted either before you enroll or during the first term of study. Applications for RPL will only be accepted if:

- a) You are enrolled in an approved course; and
- b) The appropriate fee has been paid; and
- c) The application is made in the first term of study.

If you change courses, your RPL will be reviewed to ensure that it is still appropriate.

Credit Transfer applies if the student holds a Statement of Attainment for a Unit of Competency and this unit can be credited towards the qualification they are enrolled in. You will need statements of academic achievement to support your request for credit transfer. Credit Transfer only applies to the course you are enrolled in. If you change courses, your Credit Transfer will be reviewed to ensure that it is still appropriate.

All RPL and Credit Transfer applications must meet ESOS Act requirements when applied to Student Visa holders.

OVERSEAS STUDENT HEALTH COVER (OSHC)

International students on a student visa must, as a condition of their stay, prior to coming to Australia either be covered or have paid for OSHC insurance. For information regarding costs and the type of cover, please visit the BUPA website (<https://www.bupa.com.au/health-insurance/oshc>)

ACCOMMODATION TERMS AND CONDITIONS

Homestay includes a private, fully-furnished bedroom, meals, access to telephone, television and laundry facilities. Placement fees should be sent at the same time as homestay application. Signing the student profile/application form acknowledges you have read and understood these terms and conditions.

Neither GREYSTONE COLLEGE Australia nor the Homestay family or Residence can be held responsible for the loss or theft of personal belongings. Although the chance of a loss due to theft is extremely small, we advise students to obtain adequate insurance coverage in their home countries for all personal belongings that they bring with them.

CANCELLATIONS

- The placement fee is non-refundable after commencement.
- For cancellations received in writing more than 14 days prior to the arrival date, 100% of the homestay fees will be refunded. If applicable, 100% of airport transfer fees will be refunded.
- For cancellations received in writing 14 days or fewer prior to the arrival date, one week of homestay fees will be retained for the homestay family, and remaining fees will be refunded. If applicable, 100% of airport transfer fees will be refunded.
- All fees are refunded if an applicant's visa application is denied. Written proof from the Australian embassy or consulate is required.

LEAVING HOMESTAY

- Students are required to give written notice two weeks in advance to move out. If no written notice is given, GREYSTONE COLLEGE accommodation staff will assume that the student will move out at the end of the first four weeks or the booked period.
- Students are required to move out of the homestay by 10 am on the end date of the original booked period if no extension is requested.

EXTENDING HOMESTAY

- During the first week of homestay, students are required to give written notice of their wish to extend homestay to GREYSTONE COLLEGE accommodation staff. If no notice is given, GREYSTONE COLLEGE accommodation staff will assume that the student will move out at the end of the original booked period.
- Extension of the original placement period is subject to the availability of the host family, if the host family is not available, the student will have to pay a relocation fee of \$150.
- Students are required to pay homestay fee directly to GREYSTONE COLLEGE for the extension period.

CONDITIONS

- No airport transfer refund applies if a student cannot locate the driver. The student must call our emergency number, not their host family, and follow our instructions. We will contact the driver and make sure that the student and driver link up. Students that make their own way to the host family home without calling the emergency number & following our instructions forfeit the transfer fee.
- Homestay fees must be paid 4 weeks in advance.
- Change of host family after the initial 4 week booking period will incur a relocation fee of \$150

GLOBAL PRIVACY POLICY

PRIVACY POLICY

This Privacy Policy (the "Policy") applies to the collection and use of personally identifiable information (the 'Personal Information') gathered through the use of the ILSC Education Group's websites (the "Websites"), related student app, the ILSC Learning Management System (the "LMS"), and the ILSC landing pages (collectively, the "Other Services") that are owned and/or operated by the ILSC Education Group, including ILSC Language Schools, Greystone College, and Greystone College (collectively, "ILSC").

ILSC is committed to protecting your privacy! In this Policy, 'we', 'our', or 'us', refers to ILSC and its subsidiaries and affiliates. The Policy (i) describes the Personal Information that we may collect through the Websites and the Other Services, (ii) explains the purpose of collecting and the use of such Personal Information, and (iii) explains how and when we may share it.

LIMITING COLLECTION

ILSC takes your privacy seriously. Any Personal Information that you provide to ILSC is limited to that which is needed for the purposes identified by us. Personal Information is collected by fair and lawful means only.

ACCOUNTABILITY

We are responsible for all Personal Information under our control, whether supplied to us directly by you or by a third party, or that we have provided to a third party for processing. We have established policies and procedures to comply with our Policy, and have designated a Privacy Officer who is responsible for ensuring we comply with privacy legislation. If you need to contact our Privacy Officer regarding your specific privacy questions or concerns, please see the contact information at the end of the Policy.

COLLECTION OF PERSONAL INFORMATION

a. Initial inquiries through the Website

Various types of Personal Information may be required from you in order to proceed with an inquiry or enrollment with ILSC or when opting in to an email subscription service. In most cases, this Personal Information includes your name, e-mail address and/or telephone number.

ILSC may send you information regarding our products and services through e-mail. You may choose to receive this information by filling out a contact form on one or more of our Websites and giving us your consent. There may be times where, following your request, you may be contacted by a representative of ILSC to further assist you with any questions or concerns you may have.

b. Customer Relationship Management (CRM)

Through our cloud-based CRM, Personal Information that may be stored includes your name, email address, telephone number and nationality. Our in house team uses Personal Information to respond to inquiries. Unless required by law, we do not share this Personal Information with third party agencies.

c. Facebook remarketing

Facebook may use cookies to display ads based on past visits to the Website. Any data collected will be used in agreement with our own Policy as well as Facebook's privacy policy. You can set preferences for how Facebook advertisers to you within your Facebook profile – instructions are available via Facebook.

e. Google Analytics

Through Google Analytics, ILSC can track the location of website traffic and the source of our visitors browsing (desktop, tablet, mobile etc.) as well as the total time spent on the Website. IP addresses, URLs visited, and related information is recorded for all site visitors for the purpose of site traffic analytics and captured as part of normal operation in our server logs. Cookies are used to track logins, sessions, and collect anonymous traffic data. This information is used to understand our audiences, including where they are from, what they are looking for and how we can best assist them. This information allows ILSC to stay in tune with our audiences and helps to improve our online user experience.

For more information on how Google uses data when you use our Website, the student app and the LMS, please refer to this link: <https://www.google.com/policies/privacy/partners/>

f. Student app and the LMS

Any Personal Information you provide to ILSC through our student app and the LMS will be used for the sole purpose of responding to your specific questions or concerns. Your Personal Information may be accessible to staff who administer the platforms and the infrastructure. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information collected through the use of our student app and the LMS lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

g. Internal database

In the case of student registration, Personal Information that is required includes name, e-mail address, passport information and date of birth. ILSC's internal database stores Personal Information from a completed application form as well as students' schedules, grades and attendance. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information from our internal database lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

h. ILSC Education Group Landing pages

ILSC occasionally has landing pages, which require basic Personal Information such as name, email address, telephone number, and nationality. Our in-house team will use this Personal Information to respond to inquiries appropriately. Unless required by law, we do not share this Personal Information with third party agencies.

i. Third party payments

When you make any purchases through our Website, you make that payment to us using our third-party payment tools. We do not collect any payment information from you; we merely process that data in passing it on to our third party payment providers, for them to process the payment. All credit card information (numbers, expiration dates, CVC number) are managed by our secure payment gateway via our third party payment tools which work to protect the security of your financial information. When submitting your payment information through our third-party payment tools, please note that they each have their own privacy policy and that we do not accept any responsibility or liability for their privacy policies.

IDENTIFYING PURPOSE

You agree that we may collect and use Personal Information from you and about you for the following purposes:

- To communicate with you, including responding to your questions or inquiries in relation to the products and services that we provide through the Website, the Other Services and through our social media channels.
- To understand your needs in order to market and remarket products and services to you.
- To analyze the suitability of our products and services for you.
- To determine your eligibility for our products and services, including to verify your Personal Information through communicating with any references provided by you.
- To develop, manage and offer products and services that meet your needs.
- To provide you with ongoing service.
- To manage and assess our risks, operations and relationship with you.
- To meet our legal and regulatory requirements.
- To facilitate the processing of payments.

SAFEGUARDS

To support our Websites security, we use spam protection tools from third-party platforms such as Google reCAPTCHA. As a result, when you pass through our Websites, your hardware and software information, such as device and application data and the results of integrity checks, may be sent to these platforms for analysis. You should check the relevant third party website for more information on how they control the dissemination of this data.

Our online payment solutions are available for multiple ILSC services. These are hosted through third-party accredited payment processors, which adhere to specific country and banking requirements. As such, they ensure all security measures are addressed for all customers, ILSC included.

LIMITING USE, DISCLOSURE, AND RETENTION

Unless you consent otherwise or it is required by law, Personal Information can only be used or disclosed by us for the purposes for which it was collected. We keep Personal information only as long as required to serve those purposes.

Personal Information that is no longer required to fulfil the identified purposes is destroyed, erased or made anonymous.

ILSC may internally share your Personal Information for the purposes identified in this policy with its employees, affiliates or other related and affiliated companies in Canada or outside of Canada. Only such companies with legitimate business reasons will have access to your Personal Information and must ensure that Personal Information in their possession is securely held.

There are some examples where ILSC will not seek your consent for disclosure to outside third parties. These examples are:

- Where there is a legal obligation to disclose Personal Information under a court or government order as for instance to detect or prevent illegal activity
- Where personal information is given to our agents and service providers for services such as data processing of electronic fund transfers or loan collection
- Where the disclosure is of regulated public information.

ILSC has developed and implemented detailed retention principles and will ensure the destruction of personal information in a method that prevents improper access.

ACCURACY

We try to ensure that the Personal information that we collect is as accurate, complete, and up-to-date as possible in order to properly satisfy the purposes for which it is to be used. If we are unable to verify your Personal Information or contact you, we may be limited in our ability to provide you with access to our Website and our Other Services.

OPENNESS

Upon request, ILSC will provide an explanation of its Policy with respect to the management of Personal Information. You can contact our Privacy Officer with any inquiries or complaints or if you require further information.

INDIVIDUAL ACCESS

If you would like to obtain a copy of the Personal Information held about you by us, or update, correct, or delete any Personal Information that you have provided to us through your use of the Website and/or the Other Services, or otherwise, or if you have any questions or suggestions for improving this Policy, please contact us. If you have questions about unsubscribing from email or other communications do so by using the email below in the Contact Us section. We may only deny access to your Personal Information when such denial is: (1) required or authorized by law; (2) when granting you access would have an unreasonable impact on other people's privacy, unless the requested information is severable from the Personal Information of other people; and (3) to protect our confidential commercial information. If we deny your request for access to, or refuse a request to correct information, we shall explain why.

CONSENT TO COLLECTION OF PERSONAL INFORMATION

Subject to certain legal and contractual restrictions and reasonable notice, you may refuse or withdraw consent to the collection, use or disclosure of Personal Information at any time by contacting our Privacy Officer. In addition, you may also opt out of certain communications we may send you regarding other products and services.

If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with some products, services or information which may be of value to you.

CHALLENGING COMPLIANCE

Any individual may address a written challenge concerning our compliance with this Policy to our Privacy Officer at the contact information found at the end of this Policy.

ILSC will investigate all written complaints. Should we find that a complaint has reasonable grounds, we will take all appropriate steps to correct the information and amend the policy or practice as required, and will notify the individual about the outcome.

CHANGING OUR POLICY

From time to time, we may update or make amendments to the Policy to comply with any changes in legislation or to take into consideration any other issues that may arise. Should we make any changes, we will post the revised Policy on the Website and/or provide you with a link or an email notification. We encourage you to check back often and keep yourself informed about our Policy. As we continue to serve you and where changes have been made to this Policy, our continued business relationship constitutes acceptance of those changes.

ILSC's authoritative and most up-to-date policies are included on the [website](#), and the Written Agreement. If any policy contained herein or on the website conflicts with the policies contained in the student's Written Agreement, the student's signed Written Agreement will govern.

CONTACT US

If at any time you have any questions regarding our Policy or our access and use of Personal Information, or if you wish to withdraw your name from any of our mailing lists, do not hesitate to contact us.

ILSC welcomes any questions, comments or inquiries. You may contact our Privacy Officer regarding your specific privacy questions or concerns at: Privacy.Officer@[ilsc.com] and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

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If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with some products, services or information which may be of value to you.



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COLLEGE

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