

2017 Application for Admission

VOCATIONAL PROGRAMS BRISBANE, SYDNEY, MELBOURNE

STUDENT INFORMATION

Last name	Address: Street		City
First name	State/Province	Country	Postal Code
Middle name(s)	Telephone number		
<input type="checkbox"/> Male <input type="checkbox"/> Female	Mobile number		
Birthdate (MM/DD/YY)	Email		
Nationality	Emergency contact name		
First language	Emergency contact telephone		
Passport number	Expiry date	Do you have any physical or mental medical conditions we should be aware of? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify	
Unique Student Identifier (USI)			
Visa status in Australia <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Working Holiday (Canada and Australia only) <input type="checkbox"/> Other (please specify)			
Are you also applying for a program at ILSC Language Schools? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, please attach the ILSC Language Schools application form.</i>			
Do you request OSHC (Overseas Student Health Cover) <input type="checkbox"/> Yes <input type="checkbox"/> No			

ILSC BUSINESS COLLEGE

BSB20215 Certificate II in Customer Engagement CRICOS Code: 086801M <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL* Indicate schedule preference <input type="checkbox"/> Nighttime (Weeknights) <input type="checkbox"/> Weekend	BSB30115 Certificate III in Business CRICOS Code: 086819A <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL Indicate schedule preference <input type="checkbox"/> Nighttime (Weeknights) <input type="checkbox"/> Weekend
BSB41115 Certificate IV in International Trade CRICOS Code: 087073G <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL*	BSB50815 Diploma of International Business CRICOS Code: 087346K <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL
Australia VET Package Programs <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL* Refer to page 3 for package options, then select all programs in the above list to make up your package	
Business Internship <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL	

Start date (MM/DD/YY)	Weeks of study
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*Melbourne Certificate III, Diploma of International Business, and Package programs that start with these programs are available starting on or after Apr 10, 2017.

STUDENT CONTRACT *Student agreement and health declaration*

I declare that the information I have given on my application to study at CRICOS Code 02137M ILSC (Brisbane) PTY LTD (trading as ILSC Business College—Brisbane, ILSC Business College—Sydney and ILSC Business College—Melbourne), hereafter referred to as ILSC, is correct and accurate. I declare that I am in possession of sufficient funds to finance my full term of study at ILSC. I have read and understood all of ILSC's policies, including the dispute resolution policy, and the cancellation and refund policies, and agree to abide by any decisions of the school's management regarding the enforcement thereof. I agree that ILSC 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 ILSC or during activity programs, I may be photographed, videotaped or audio taped and I hereby grant ILSC unrestricted and non-expiring permission and all rights to use or license such media for any advertising or promotional purposes that ILSC may deem appropriate, without any compensation whatsoever.

I declare that I will disclose to ILSC any contagious medical condition that I might contract prior to or during my stay at ILSC 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 ILSC may collect personal information including medical information as a result of this application and/or my time at ILSC 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 ILSC's obligations under the ESOS Act and the National Code 2007; 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 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. 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.

I agree to save and hold harmless, ILSC, 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 ILSC. 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 ILSC 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 ILSC, the application form will become a contract of enrollment.
- I understand that I could be expelled under the English Only Policy.
- I have visited the site www.studyinaustralia.gov.au/en 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)

Student signature

Parent signature (if student is underage*)

Date (MM/DD/YY)

ILSC authorized signature

Date (MM/DD/YY)

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

ACCOMMODATION (if applicable)		BNE–Brisbane SYD–Sydney
ACCOMMODATION TYPE		
Homestay—Half board (2 meals per day) <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL	Alternative Accommodations (Student residences, shared apartments, hostels, hotels, etc.) <i>ILSC will contact you to confirm availability.</i> <input type="checkbox"/> BNE <input type="checkbox"/> SYD <input type="checkbox"/> MEL* Accommodation name: _____ Room type or location: _____	
ARRIVAL INFORMATION		
Check-in date (MM/DD/YY)	Airline and flight number	
Check-out date (MM/DD/YY)	Airport transfer <input type="checkbox"/> Pick-up only <input type="checkbox"/> Pick-up and drop-off <input type="checkbox"/> None For Brisbane only, indicate Airport location: <input type="checkbox"/> Brisbane <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify	Are you comfortable with children in the home between the ages of <input type="checkbox"/> 12 years and under <input type="checkbox"/> 13 years and over <input type="checkbox"/> No children	
Do you take daily medication? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify	Are you comfortable with pets in the home? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please specify	
Do you have any allergies? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify	What languages do you speak?	
Do you have medical insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify company	Are you comfortable with other students in the home? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Please note that students will speak a first language other than your own</i>	
Do you smoke? <input type="checkbox"/> Yes (Most families do not allow smoking indoors) <input type="checkbox"/> No	Interests and other comments	
Do you require a special diet? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify		

**Airport pick-up is mandatory for students who choose ILSC–Melbourne's CozyStay Shared Accommodation option.*

Requests are not guaranteed, but the homestay staff at ILSC Australia will do their best to accommodate student requests. It is recommended that students who request airport reception arrive and depart on the weekend. Alternative Accommodation and Roomstay placements are based on availability and not guaranteed. Homestay students are advised that neither ILSC Australia nor the homestay family 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 nonetheless advise students to ensure that they obtain adequate insurance coverage in their home countries for all personal belongings that they bring to Australia.

Banking Information

PAYMENT INFORMATION

Payment can be made by credit card, cheque, money order, or bank transfer.

Please send your application form(s) to the school you will attend, by email or mail. Submit payment according to one of the methods below.

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

2017 Australia VET Price List

All prices are in Australian dollars. Fees valid for registrations received between Nov 1, 2016 and October 31, 2017, for start dates after Jan 1, 2017. Confirmation of enrolment requires payment of all fees. Availability of program is subject to student enrolment.

REGISTRATION FEES

Application fee	\$230	Materials fee (internet, handouts, project materials)	\$280
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**Refundable—must be paid on your first day of school.*

ILSC BUSINESS COLLEGE PROGRAMS *RTO number: 31564*

PROGRAM	LENGTH OF PROGRAM	TUITION	START DATES
BSB20215 Certificate II in Customer Engagement • BNE • SYD • MEL	30 weeks Nighttime or Weekend	\$5,800	Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
BSB30115 Certificate III in Business • BNE • SYD • MEL	30 weeks Nighttime or Weekend	\$5,800	BNE & SYD Start Dates: Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18 MEL Start Dates: Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
BSB41115 Certificate IV in International Trade • BNE • SYD • MEL	24 weeks Nighttime	\$5,800	Jan 16, Feb 6, Feb 27, Mar 20, Apr 10, May 2, May 22, Jun 13, Jul 3, Jul 24, Aug 14, Sep 4, Sep 25, Oct 16, Nov 6, Nov 27, Dec 18
BSB50815 Diploma of International Business • BNE • SYD • MEL	24 weeks Nighttime	\$6,000	BNE & SYD Start Dates: Jan 16, Feb 6, Feb 27, Mar 20, Apr 10, May 2, May 22, Jun 13, Jul 3, Jul 24, Aug 14, Sep 4, Sep 25, Oct 16, Nov 6, Nov 27, Dec 18 MEL Start Dates: Apr 10, May 2, May 22, Jun 13, Jul 3, Jul 24, Aug 14, Sep 4, Sep 25, Oct 16, Nov 6, Nov 27, Dec 18
PACKAGE PROGRAMS	LENGTH OF PROGRAM	TUITION	START DATES
BSB20215 Certificate II in Customer Engagement + BSB30115 Certificate III in Business • BNE • SYD • MEL	48 weeks study length**	\$11,600	Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
BSB30115 Certificate III in Business + BSB41115 Certificate IV in International Trade • BNE • SYD • MEL	48 weeks study length**	\$11,600	BNE & SYD Start Dates: Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18 MEL Start Dates: Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
BSB41115 Certificate IV in International Trade + BSB50815 Diploma of International Business • BNE • SYD • MEL	48 weeks study length**	\$11,800	Jan 18, Feb 8, Feb 29, Mar 21, Apr 11, May 2, May 23, Jun 14, Jul 4, Jul 25, Aug 15, Sep 5, Sep 26, Oct 17, Nov 7, Nov 28, Dec 19
BSB20215 Certificate II in Customer Engagement + BSB30115 Certificate III in Business + BSB41115 Certificate IV in International Trade • BNE • SYD • MEL	72 weeks study length**	\$17,400	Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
BSB30115 Certificate III in Business + BSB41115 Certificate IV in International Trade + BSB50815 Diploma of International Business • BNE • SYD • MEL	72 weeks study length**	\$17,600	BNE & SYD Start Dates: Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18 MEL Start Dates: Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
BSB20215 Certificate II in Customer Engagement + BSB30115 Certificate III in Business + BSB41115 Certificate IV in International Trade + BSB50815 Diploma of International Business • BNE • SYD • MEL	96 weeks study length**	\$23,400	Jan 16, Feb 6, Feb 27, Apr 10, May 2, May 22, Jun 13, Jul 24, Aug 14, Sep 4, Sep 25, Nov 6, Nov 27, Dec 18
INTERNSHIPS	LENGTH	TUITION	START DATES
Business Internships • BNE • SYD • MEL	8–12 weeks	\$825	Arranged outside of class time, concurrent with Business Certificates & Diplomas

**Package programs may include breaks between programs, please contact ILSC Australia to confirm the total duration of enrollment for your chosen start date.*

2017 ILSC Australia Accommodations Price List

CRICOS: 02137M

ACCOMMODATION REGISTRATION FEES	
Accommodation Registration Fee (required for all accommodations options listed, and due in advance to confirm booking)	\$240 (non-refundable)
Re-placement Fee (required if students change their accommodation placement at any time)	\$150

HOMESTAY FEES* (if applicable)			
ROOM TYPE	BRISBANE	SYDNEY	MELBOURNE
Homestay (Half board—no lunch) 18 years and older**	\$259/week (\$37/night)	\$294/week (\$42/night)	\$287/week (\$41/night)
Homestay (Half board—no lunch) Under 18 years**	\$301/week (\$43/night)	\$329/week (\$47/night)	\$336/week (\$48/night)
Airport pick-up or drop-off	\$160 (\$210 for Gold Coast)	\$150	\$150

*Homestay students should expect to pay \$10/week for internet, to be charged by the homestay family.

ALTERNATIVE ACCOMMODATION FEES* Please confirm availability with ILSC upon registration. For full terms & conditions please refer to our website.	
SYDNEY ACCOMMODATIONS	
2STAY* (Taxes included where applicable) Minimum age requirement is 18 at time of arrival. 4 weeks minimum booking required.	
ROOM TYPE	PER WEEK, PER PERSON
Single	\$350
Twin (per person)	\$252
LINK2** (Taxes included where applicable) Minimum age requirement is 18 at time of arrival. 2 weeks minimum booking required.	
ROOM TYPE	PER WEEK, PER PERSON
Single	\$371
Twin (per person)	\$294
* Please note that a \$350 key deposit must be paid to 2Stay on arrival. Students must use free airport pick-up otherwise they cannot have keys and bed linen; students must contact the emergency number for flight delays or cancellations to rearrange pick-up and check in.	
** Please check the room availability of Link2 before sending the application. Once we receive your application, we will send you a second application/agreement with the full accommodation terms and conditions which you will need to sign and submit before we can confirm your booking. Availability can be confirmed after ILSC receives visa, flight details, accommodation application/agreement and payment.	

BRISBANE ACCOMMODATIONS			
UNILODGE* (Taxes included where applicable)			
Minimum age requirement is 18 at time of arrival. 2 weeks minimum booking required. Weekly bookings only.			
ROOM TYPE	PER WEEK, PER PERSON 2–11 WEEKS	PER WEEK, PER PERSON 12–23 WEEKS	PER WEEK, PER PERSON 24+ WEEKS
Private room (river front)	\$420	\$390	\$370
Private room (non-river front)	\$400	\$375	\$350
Twin share room (river front)	\$290	\$255	\$220
Twin share room (non-river front)	\$280	\$245	\$210
Triple share	\$210	\$190	\$180
STUDENT ONE* (Taxes included where applicable)			
Minimum age requirement is 18 at time of arrival. 4 weeks minimum booking required. Weekly bookings only.			
ROOM TYPE	PER WEEK, PER PERSON 4–26 WEEKS	PER WEEK, PER PERSON 27+ WEEKS	
Studio executive room (single or couple) (per room)	\$549	\$519	
Studio king room (single or couple) (per room)	\$519	\$489	
Studio single room	\$499	\$469	
Studio twin room	\$299	\$279	
Superior room in 5 bedroom apartment (single room)	\$369	\$349	
Standard room in 5 bedroom apartment (single room)	\$349	\$329	

MELBOURNE ACCOMMODATIONS*	
COZZYSTAY SHARED ACCOMMODATION**(Taxes included where applicable) Minimum age requirement is 18 at time of arrival. 4 weeks minimum booking required.	
ROOM TYPE	PER WEEK/PER PERSON
Single room with shared bathroom	\$350
Twin room with shared bathroom	\$220
OZIHOUSE STUDENT RESIDENCE*** (Taxes included where applicable) Minimum age requirement is 18 at time of arrival. 4 weeks minimum booking required.	
ROOM TYPE	PER WEEK/PER PERSON
Twin room with shared bathroom	\$195
Triple room with shared bathroom	\$170
Quad room with shared bathroom	\$160

*Once we receive your application for accommodation at CozyStay or Ozihouse, we will send you a second application/agreement with the full accommodation terms and conditions which you will need to sign and submit before we can confirm your booking. Availability can be confirmed after ILSC receives visa, flight details, accommodation application/agreement and payment.

** Please note that a \$350 key deposit must be paid to CozyStay Shared Accommodation on arrival. Students must book airport pick-up if booking at CozyStay shared accommodation (\$150 one way).

***Please note that a key deposit (equal to 2 weeks accommodation fee) must be paid to the Ozihouse Student Residence on arrival.

IMPORTANT MEDICAL INSURANCE INFORMATION
Upon arrival, all ILSC students must show proof of valid medical insurance for their entire term at ILSC. Student Visa students MUST:
<ul style="list-style-type: none">Request OSHC (Overseas Student Health Cover) or obtain your own insuranceMaintain valid OSHC for the entire length of the student visa (not the course end date)
For more information about the OSHC, check with the school or visit our website www.ilsc.com

Australia VET Policies

ILSC VET POLICIES & PROCEDURES

- ADMISSION REQUIREMENTS:
- Successful completion of Grade 10, or equivalent required for ILSC Business College program.
 - Minimum English language requirements:
 - For Certificate II: IELTS 4.0 (no band below 4); TOEIC 500 (reading score 200); ILSC level B4
 - For Certificate III: IELTS 4.5 (no band below 4); TOEIC 525 (reading score 250); ILSC level I1
 - For Certificate IV and diplomas: IELTS 5.5 (no band below 5.0); TOEIC score 650 (reading score 350); ILSC level I3
 - Minimum age for enrolment is 18 years
- ILSC APPLICATION CHECKLIST
- ☐ Complete and sign the application
 - ☐ Fax, mail or e-mail your application form
 - ☐ Pay registration fee and accommodation registration fee by one of the payment methods. After the application is accepted, we will send the Letter of Acceptance, which will give you more information about your next steps.

PAYMENT OF FEES: Fees must be paid in accordance with terms stated on the invoice. Enrolment fees and accommodation placement fees are non-refundable and must be paid at the time the application is sent. All fees are non-transferrable.

START DATES: Please refer to the start date of specific program on the application form

YOUR FIRST DAY: On your first day at ILSC, ILSC staff will welcome you and provide important information that will help your studies.

COURSE REQUIREMENTS: 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 class regularly and submit the required assignments on time.

ENGLISH ONLY POLICY: In order to encourage the use of English, we have an English Only Policy in the school that applies during daytime classes (until 4:30 pm). During evening classes, ILSC is a multi-lingual environment; however, we strongly encourage you to speak English whenever you are in the school or participate in class/school activities.

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

GENERAL & FEES POLICY

- All students must read this document carefully before signing the application form.
1. Entry requirements:
- Successful completion of Grade 10, or equivalent for ILSC Business College.
 - Minimum English Language Requirements: IELTS 5.5 (no band below 5); TOEIC 650 (reading score 350); ISLPR2+ (ILSC Intermediate 4).
 - Minimum age for the enrolment is 18 years.
2. Enrolment fees and accommodation placement fees are non-refundable and must be paid at the time the application is sent.
3. Your program is indicated by the start and end dates on your ILSC acceptance letter and the invoice.
4. All fees are non-transferrable.
5. All fees must be paid in accordance with the invoice issued and are due a minimum of six weeks prior to the start of the program.
6. Your information may be shared with the Australian government and designated authorities and, if relevant, the Tuition Protection Service.

COMPLAINTS & APPEALS POLICY

- OUR COMMITMENT
- The school will make sure that you can sit down and talk with an appropriate person within 2 days of your complaint.
 - We aim to have a solution presented to you within seven days.
 - You may nominate a support person to accompany you at any stage of the complaints and appeals process.
 - Nothing in the college's student complaints and appeals policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes.
 - Nothing in the college's student complaints and appeals policy negates the right of any overseas student to pursue other legal remedies.
 - If it is not possible to resolve the dispute internally, via the process above, you may choose to contact the Overseas Student Ombudsman. If you wish to lodge an external appeal or complain about this decision, 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 Overseas Student Ombudsman website www.oso.gov.au or phone 1-300-362-072 within Australia for more information.

DISPUTE RESOLUTION

ILSC encourages its students to talk freely about their lives and experiences in the school and in Australia. Comments about the school's program help everyone to learn and become better.

Students should share any difficulties or challenges they are facing. The teachers, student counselors and school administrators are available to listen to and guide students. If a student has a difficulty with the school itself, which cannot be corrected through discussion, then the student can present his/her concern in writing to the school director, who will, in discussion and in writing, address and resolve the dispute.

- This agreement does not remove the right to take action under Australia's consumer protection laws.
- ILSC's dispute resolution process does not circumscribe your rights to pursue other avenues and other legal remedies.
- We aim to have a solution presented to you within seven days.
- If it is not possible to resolve the dispute internally, via the process above, you may choose to contact the Overseas Student Ombudsman. If you wish to lodge an external appeal or complain about this decision, 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 Overseas Student Ombudsman website www.oso.gov.au or phone 1-300-362-072 within Australia for more information.

CANCELLATION & REFUND POLICY

- Cancellations and withdrawals are subject to the conditions of ILSC'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 ILSC, you must give ILSC 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 ILSC 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.
- ILSC will make sure that you can sit down and talk with an appropriate person within 2 days of your withdrawal request.
- Refunds are processed within 4 weeks of receiving the notice/request from the student.
- 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 ILSC, all fees will be refunded within 2 weeks.
- In the event of the school defaulting, the refund policy does not apply. Such situation is covered by the ESOS Act 2000 and the ESOS regulations 2001.

A. BEFORE YOUR PROGRAM STARTS		
YOUR REFUND	WHEN YOU MUST CANCEL	ILSC CANCELLATION FEE
75% (min.)	No authorization from Australian Immigration	25% of total fees (\$200 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		

ACCOMMODATION TERMS & 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.

- CANCELLATIONS
- The placement fee is non-refundable.
 - For cancellations received in writing more than 14 days prior to the arrival date, 100% of the homestay fees will be refunded (less the placement fee). 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 (less the homestay placement fee). 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, ILSC 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 ILSC accommodation staff. If no notice is given, ILSC 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 ILSC 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, & 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.

PROVIDER DEFAULT

In the unlikely event that ILSC Australia 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 ILSC Australia 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.