

Programs and Price List for 2008 and 2009

FEES

TUITION:

General English	\$300/week
IELTS/Further Study Preparation	\$300/week
Business English	\$300/week
Barista and Café English	\$300/week
Cambridge FCE	\$340/week
Skills for TESOL/TKT	\$340/week

OTHER FEES:

Enrolment fee	\$200
Homestay Placement*	\$180
Backpacker Placement*	\$55
Airport pick-up service*	2008 \$110 or 198 for Avalon 2009 \$130 or 215 for Avalon
Overseas Student Health	2008 \$29/single, \$58/family
Cover monthly rate*	2009 \$29.50/single, \$59/family
Text book	\$50 - \$120 per level
TAFE Barista & Workplace Hygiene	
Certificate Training with Work Placement	\$250

*Note: Tuition fees do not include exam fees for FCE and TESOL/TKT courses. * Price is subject to change in 2009*

Intake Dates and Entry Requirements

Courses	Intake Dates 2008	Intake Dates 2009	Entry Requirements
General English CRICOS Code: 064509G	Every Monday	Every Monday	<ul style="list-style-type: none"> Available from Elementary to Advanced level Minimum enrolment - 2 weeks Level completion - 10 weeks Maximum no. of students - 15
IELTS/Further Study Preparation CRICOS Code: 064510D	Every Monday	Every Monday	<ul style="list-style-type: none"> Available from Intermediate to Advanced Minimum enrolment - 5 weeks Level completion - 10 weeks Maximum no. of students - 15 Entry requirement - Intermediate
Business English CRICOS Code: 064511C	Every Monday	Every Monday	<ul style="list-style-type: none"> Available from Intermediate to Advanced Minimum enrolment - 5 weeks Level completion - 10 weeks Maximum no. of students - 15 Entry requirement - Intermediate
Barista/Café English CRICOS Code: 064559J Closed class – 5 week course	4/08/08-5/09/08 8/09/08-10/10/08 13/10/08-14/11/08 17/11/08-19/12/08	5/01/09-6/02/09 9/02/09-13/03/09 16/03/09-17/04/09 20/04/09-22/05/09 25/05/09-26/06/09 29/06/09-31/07/09 3/08/09-4/09/09 7/09/09-9/10/09 12/10/09-13/11/09 16/11/09-18/12/09	<ul style="list-style-type: none"> Available for Intermediate and Upper Intermediate Minimum enrolment - 5 weeks Level completion - 5 weeks Maximum no. of students - 15 Entry requirement - Intermediate or Higher
Cambridge First Certificate in English Exam Preparation CRICOS Code: 064512B Closed class – 10/12 week course	15/09/08 – 5/12/08	5/1/09-13/3/09 (10) Exam date - 14/3/09 23/3/09-12/6/09 (12) Exam date -16/6/09 14/9/09-4/12/09 (12) Exam date - 8/12/09	<ul style="list-style-type: none"> Minimum enrolment - 12 weeks Maximum no. of students - 12 Entry requirement: <ul style="list-style-type: none"> - Minimum IELTS 5.0 or - Upper-Intermediate level or equivalent plus - Impact FCE Entry Test
English Skills for TESOL/TKT CRICOS Code: 064514M Closed class – 10 week course	4/08/08-10/10/08 13/10/08-19/12/08	5/01/09-13/03/09 16/03/09-22/05/09 25/05/09-31/07/09 3/08/09-9/10/09 12/10/09-18/12/09	<ul style="list-style-type: none"> Minimum enrolment: 10 weeks Maximum no. of students - 12 Entry requirement: <ul style="list-style-type: none"> - Minimum IELTS 5.5 or higher or - Completion of Upper-Intermediate or Advanced level plus - Impact skills for TESOL Entry Test

• All courses run depending on sufficient numbers of students • Entry level tests required for placement into all courses
 • The minimum age requirement for all students of Impact English College is 18 years of age.

Enrolment Form

Impact English College
 Level 5 620 Bourke Street Melbourne
 Victoria Australia 3000
 Tel (61 3) 9670 2840
 Fax (61 3) 9670 2896
 Email: info@impactenglish.com.au
 www.impactenglish.com.au

Agent Stamp

PERSONAL INFORMATION

Please make sure that you complete all sections of this form

Mr Mrs Ms Miss Date of birth*: Nationality:
 Family name: First name:
 Mailing address:
 City:
 Province/State: Country: Post code:
 Email: Telephone: Fax:
 Passport number: Expiry date:
 Visa Type: Visitor Working Holiday Student Other:

** NOTE: Minimum age - 18*

PROGRAM INFORMATION

Please select your program

General English IELTS/Further Study Preparation Business English
 Cambridge First Certificate in English (FCE) Exam Preparation English Skills for TESOL/TKT Barista and Café English
 Course starting date:/...../..... Number of weeks:
 Current English level: Elementary Pre-Intermediate Intermediate Upper-Intermediate Advanced
 Have you ever taken a recognised English Proficiency Exam? Yes No
 TOEFL Score: IELTS Score: TOEIC Score: Other:

Do you want Impact English College to arrange an airport pick-up? Yes No

** If you want the airport pick-up service, please let us know your flight details 5 days before you arrive in Melbourne*

ACCOMMODATION

Do you want Impact English College to arrange accommodation? Yes No

Please select your preferred accommodation option

Homestay Backpacker
(please complete homestay application on page 4) 4-6 Beds daily 4-6 Beds weekly 16 Beds Daily

Declaration

1. I declare that the information contained in this application is true.
2. I confirm that I have received and read a copy of Impact English College's current brochure and fully understand the Terms and Conditions of Enrolment.
3. I understand that this agreement, and the availability of Impact English College's complaint and appeals processes, does not remove my right to take action under Australia's consumer protection laws.
4. I understand that there is an English Only rule at all times in the College, and agree to abide by this rule.

Signature of student

Date/...../.....

Name (please print):

Application for Homestay Placement

- A minimum stay of four weeks is required (Initial advance four-week payment must be made on arrival)
- A minimum of 14 day's written notice must be given to cancel your current homestay accommodation.
- The non-refundable placement fee of \$180.00 must be paid before you are placed.
- Our host families offer three meals per day for \$220.00 per person, per week for a single room.

Student Information

Student Name:..... Date of Birth:.....

Homestay Details

Date Homestay Required:..... How many weeks do you require:.....

Type of Homestay

We will try to place you in the most appropriate homestay, please give us some details of what you require.

Do you smoke? Yes No

Are children under 16 years in the household OK? Yes No

Are family pets OK? Yes No

Do you have any allergies to animals? Yes No

Do you have any allergies to food? Yes No

Are there any foods you do not like?

Do you need any regular medication? Yes No

If yes, please state medical condition and medication type

If you have any special Homestay requirements, please give details below:

Flight Details

Flight Number:..... Date:..... Time:..... Airport:

Student Signature:..... Date:...../...../20.....

Homestay Host Supplies:

- A single clean room equipped with a minimum of a bed, bed linen, towels, wardrobe, desk, desk light, chair and heating
- Three meals a day for seven days per week. Breakfast and lunch may be self service.
- Kitchen, bathroom and laundry facilities. Soap, laundry detergent and toilet tissue
- A tour of the accommodation and basic homestay guidelines
- Introduction to the local area and how to use public transport to and from Impact
- Relevant bus and/or train timetables
- Homestay rules eg. Latest time the student must be back home, notice given by the student to be absent from meals and any other conditions that relate to the smooth running of the household.

At the end of your stay:

- Be sure that you have paid your boarding fees and for your telephone calls and internet use.
- If you have a house key, return it to your host family.
- Complete "Student feedback on Homestay Accommodation" form and return it to the college reception.

Terms and Conditions of Enrolment

Payment of Fees

1. On application for admission to a course, a fee of \$200 is payable.
2. This application fee of \$200 is non-refundable.
3. Students are required to pay for their own textbooks. The initial textbook fee will be included in the payment.
4. Students who extend their courses will be required to pay a separate fee for tuition and additional textbooks.
5. Fees may be paid via bank cheque/draft made out to Impact English College, credit card or electronic transfer. Bank details for Impact English College are as follows:

Account Name: Impact English College Pty Ltd

Bank Name: ANZ

Account No: 4878 04093

Branch No: 013 017

Bank Address: 600 Bourke Street, Melbourne Victoria Australia 3000

Swift code: ANZBAU3M

Refund Policy:

Refunds are made by cheque or electronic funds transfer to a nominated bank account.

1. Definition: a 'course' means the period of study for which you have paid tuition fees.
2. All requests for refunds must be made in writing to the Director, Impact English College.
3. The administration and accommodation placement fees will not be refunded.
4. The tuition fee will not be refunded after you have started your course.
5. The institute will refund fees in full within two weeks as per sections 28-29 of the ESOS Act if:
 - a) Impact English College cannot deliver the course for which the student is enrolled.
 - b) A student's visa application is rejected or a student's visa renewal is refused. The request for a refund must include a letter of notification from the appropriate Australian Government Office.
6. The institute will refund 60% of the tuition fee plus 100% OSHC and airport pick-up service fees received if a student decides not to attend the course, providing written notice is given, no less than 28 days before the course commencement date as shown on eCoE or Letter of Offer.
7. Payment of refunds as outlined above will be made within 4 weeks of receipt of a written claim.
8. This agreement does not remove the right to take further action under Australian Consumer Protection Laws.

Alterations:

We reserve the right to alter timetables, classes, course content, and locations where necessary.

Transfer Policy:

1. Under Student Visa Regulations (Condition 8206) it is not possible to transfer to another educational institution for the first 6 months of the course, without permission from Impact English College.
2. No transfers of tuition fees will be made to another English language centre unless Impact English College is unable to proceed with the study program applied for.
3. Students may transfer to Impact partner institutions when they have achieved appropriate level of English required by the partner institutions.

4. Students may transfer to another formal award institution if:
 - a) The transfer conditions are in accordance with government requirements, and ;
 - b) The student produces evidence of a non-conditional letter of offer
5. All applications to transfer to another registered provider must be made to the Managing Director at Impact in writing and be accompanied by a non-conditional letter of offer from the receiving institution.
6. All transfer requests will be assessed within 14 days of written notice in accordance with transfer policy.
7. Once a decision is made, the student will be notified of the decision in writing.
8. If the student is approved for transfer, an administration fee of 40% of the remaining tuition fees will be deducted as per the refund policy.
9. Transfer of fees will occur within 28 days of written notice.

Deferring, suspending or cancelling of a student's enrolment

As defined in the National Code (for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Standard 13) a provider can defer, temporarily suspend or cancel a student's course of studies only on the grounds of compassionate or compelling circumstances or misbehavior by the student. Deferring or suspending a course must be reported to DEST and may affect the students' student visa.

School Rules:

English Only - All students must only speak English in the college.. Students who break this rule will be dismissed from the college for the remainder of the day. If a student has a problem and needs assistance in their native language, they may request the services of an Impact staff member or translator.

Attendance and academic performance (Condition 8202):

You must remain enrolled in a registered course; maintain satisfactory attendance in your course and course progress for each study period as required by Impact English College. The National Code 2007 requires -that you attend at least 80% of the scheduled course contact hours.

We monitor your attendance and academic progress constantly. If you do not meet the visa attendance and course progress requirements we must notify the immigration authorities.

Working while studying (Condition 8105):

Once you have started your course, you can work a maximum of 20 hours per week outside of class times during the term and unlimited hours when your course is not in session.

OSHC (Condition 8501)

You must maintain adequate arrangements for health insurance during your stay in Australia. Impact English College pays the OSHC fees to Medibank on behalf of students who have a student visa after the commencement date. Medibank membership details will be available within two weeks.

Arrangement for dependant (Condition 8517)

You must maintain adequate schooling arrangements for your school-age dependants who join you in Australia on a student dependant visa for more than 3 months and meet

all tuition fees as required.

Change of Address (condition 8533)

You **must** notify Impact English College of your residential address in Australia within 7 days of arriving in Australia. You **must** notify the college of any change in your residential address within 7 days of the change.

Privacy

Impact English College respects your right to privacy and any personal information provided by you to the College will be held in confidence and is protected by the Privacy Act 1988, the Information Privacy Act 2000 and other legislation. The information you have provided will primarily only be used for the service you have requested of us. We are obliged to pass on information to Government agencies when legally requested. A full copy of the policy is available upon request.

Complaints/Appeals Process (Grievance procedure)

If you have a serious complaint about your course, your assessment or the College, we want to hear from you. It is Impact English College's policy to listen carefully to your complaint/grievance and try to resolve the problem quickly and fairly. This procedure applies to all currently enrolled students at Impact English College.

- If you have a complaint or grievance, you can discuss the issue with your main class teacher or make an appointment with the student counsellor about the complaint. They may be able to help you solve the problem immediately. Phone (03) 9670 2840 for an appointment.
- If you are still not satisfied, you might like to talk to the Director of Studies at the College. Phone (03) 9670 2840 for an appointment.
- If you are still not satisfied, put your case in writing to the Managing Director of the College. You will be invited to present your case to the Director. **You have the right to be represented by a nominee.** A decision in writing will be forwarded to your Melbourne address within 10 working days. This decision will be final.

These grievance procedures do not stop you from getting Legal assistance through the Australian Legal System.

You may contact:

National Liaison Committee for International Students in Australia (www.nlc.edu.au)

Victoria State Office

Suite 64, Trades Hall, 54 Victoria Street Carlton South Vic Australia 3053

Telephone: (03) 9650 8908 Email: convenor@nlc.edu.au

Ombudsman Victoria for complaints about administrative actions and decisions of the College (<http://www.ombudsman.vic.gov.au>)

Level 9, 459 Collins Street (North Tower) Melbourne Vic Australia 3000

Melbourne Victoria 3000

Telephone: (03) 9613 6222

Each party may be accompanied and assisted by a support person at any relevant meeting.