B-3. Accommodation Placement Fee & Airport Pick-Up Fee:
As per accommodation terms and conditions in the Accommodation Application Form.

Bad, Other Fees:
1. Upon cancellation of the enrolment prior to commencement, Overseas Student Health Cover (OSHC) fees (if OSHC is not yet organised), and material fees will be refunded in full.
2. For cancellation of OSHC after commencement, students must contact their OSHC provider directly to organise refund of OSHC.
3. With 10 working days’ notice prior to the commencement of the course, Exam and/or Barista training fees will be refunded in full. With less than 10 working days’ notice, no refund will be made as a cancellation fee.
4. When cancellation is made after commencement no refund of the material fee will apply.

Alterations:
Impact English College reserves the right to alter timetables, classes, course content, and locations where necessary.

D. Transfer Policy:
1. Under Student Visa Regulations (Condition 8206) it is not possible to transfer to another educational institution during 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 or other institution 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 the required level of English verified by the partner institutions. Please see B.2.7 for a refund policy.
4. Students may transfer to another registered provider if:
   a. The transfer conditions are in accordance with government regulations and Impact requirements outlined in the Student Handbook (2-14), and
   b. The student provides evidence of a valid letter of offer.
5. All applications to transfer to another registered provider must be made to the Board of Directors at Impact in writing and be accompanied by a valid letter of offer from the receiving institution.
6. All transfer requests will be assessed within 10 working days of submission in accordance with transfer policy.
7. Once a decision is made, the student will be notified of the decision in writing.

E. Referring, Suspending or Cancelling a Student’s Enrolment:
1. As defined in the National Code for (Registration Authorities and Providers of Education and Training to Overseas Students 2018- Standard 9) a provider can defer, temporarily suspend or cancel a student’s enrolment on the grounds of compulsory or compelling circumstances or misbehaviour by the student. Deferring or suspending a course must be reported to the relevant government department and may affect the student’s visa status.
2. Impact English College has the right to suspend a student’s enrolment or to expel students from the college if it is satisfied that:
   a. The student is involved in any kind of criminal activity.
   b. The student's behaviour is intimidating or puts him/herself or other students or staff at risk.
   c. The student breaks Impact English College’s student only policy following a written warning.
   d. The student has not met attendance or progress requirements.

When the student is expelled from the college after commencing their course, the student is not entitled to any kind of refund. All enrolments to such actions may be taken as per the Complaints/ Appeals Process below (Section M).
3. In the case of students failing to meet their financial obligations, Impact English College or the state government department may affect the student's visa status.
4. Impact English College has the right to suspend a student’s enrolment or to expel students from the college if it is satisfied that:
   a. The student is involved in any kind of criminal activity.
   b. The student’s behaviour is intimidating or puts him/herself or other students or staff at risk.
   c. The student breaks Impact English College’s student only policy following a written warning.
   d. The student has not met attendance or progress requirements.

When the student is expelled from the college after commencing their course, the student is not entitled to any kind of refund. All enrolments to such actions may be taken as per the Complaints/ Appeals Process below (Section M).

F. School Rules:
English Only:
Students must only speak English in the college. Students who break this rule before or during class may be dismissed from the class for the remainder of the day. Students who break this rule after class hours will not be allowed to attend class the following day. When students are directed to speak English, they must do so. Impact English College’s student only policy will be marked absent and it may affect their attendance record. No refunds or additional classes will be granted for days missed because of this rule. Breaking this rule repeatedly will result in a formal written warning of expulsion (See E-2c). 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.

G. Attendance and Academic Performance (Condition 8202):
Students must remain enrolled in a registered course, and maintain satisfactory attendance and course progress in that course unless such a request is made to the Impact English College. The National Code 2018 requires that students attend at least 80% of the scheduled course contact hours. Students with attendance below 80% may be suspended from their course at Impact and notified the immigration authorities and this may result in cancellation of their visa.

H. Working While Studying (Condition B105):
Once students have started their course, they can undertake paid work for a maximum of 40 hours per fortnight outside of class times during the term, and unlimited hours when their course is not in session.

I. Overseas Student Health Cover (OSHC) (Condition B501):
Students must maintain adequate arrangements for health insurance for themselves and their accompanying family members during their stay in Australia. Impact English College collects and pays the OSHC fees to the provider on behalf of students who have a student visa after the commencement date. Membership details will be available within two weeks of the commencement of the course.

J. Arrangements for Dependants (Condition B517):
Students must maintain adequate schooling arrangements for their school-age dependants who join them in Australia on a student dependant visa for more than 3 months and meet all tuition fees as required.

K. Change of Address (Condition B533):
Students must notify Impact English College of their residential address in Australia. Students must notify the college of any change in their residential address within 7 days of the change.

L. Privacy:
Impact English College respects students’ right to privacy and any personal information provided by students 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 students have provided will primarily only be used for the service they have requested of us. We are obliged to pass on information to Government agencies when legally required.

M. Complaints/ Appeals Process (Grievance Procedure)
If students have a serious complaint about their course, assessment, or the College, we want to hear from them. It is Impact English College's policy to listen carefully to their complaint/grievance and try to resolve problems quickly and fairly. This procedure applies to all currently enrolled students at Impact English College. Phone to make an appointment. Students can also make an appointment at reception.
If students have a serious complaint, they can discuss the issue with their main class teacher or make an appointment with a student services counsellor for the complaint. They may be able to help students resolve the problem immediately.
If they are still not satisfied, they may talk to the Academic Manager at the College or an Education Manager at another Education Manager related to the complaint. They may be able to help students resolve the problem immediately.
If they are still not satisfied, they should put the case in writing to the Impact English College Board of Directors. The case will be considered at the next Board of Directors meeting. A decision will be forwarded to students’ notified email address in writing within 10 working days of the meeting. Where students believe the decision is incorrect or unfair, they may lodge an external appeal and may contact:
Student visas ONLY
Overseas Students Ombudsman: www.oso.gov.au
Phone: 1300 362 072 (for more information (free service)
All other visas
The Solutionist Group: www.solutionist.com.au
Tel: (03) 9183 1849 Fees apply
Other organisation which can offer legal advice:
Victoria Legal Aid: www.vla.vic.gov.au
350 Queen Street, Melbourne Victoria 3000, Australia
Tel: (03) 9269 0120
Study Melbourne Student Centre:
24 Phone Line: 1800 807 149
Legal Aid Queensland: www.legalaid.qld.gov.au
44 Herschel Street, Brisbane Queensland 4000, Australia
Tel: 1300 651 188
Each party may be accompanied and assisted or represented by a support person at any relevant meeting.