



Greystone
COLLEGE

AUSTRALIA APPLICATION FORM 2019

BRISBANE | SYDNEY | MELBOURNE

2019 APPLICATION FOR ADMISSION

CHOOSE YOUR LOCATION BRISBANE **B** SYDNEY **S** MELBOURNE **MB**



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

ILSC BUSINESS COLLEGE PROGRAM*

STUDENT INFORMATION

Male Female

First name _____

Middle name(s) _____

Last name _____

Birthdate (MM/DD/YY) _____

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 wish to purchase medical insurance through Greystone College Yes No

Do you request OSHC (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.

<input type="checkbox"/> BSB20215 Certificate II in Customer Engagement CRICOS 086801M B S MB	<input type="checkbox"/> Weekdays <input type="checkbox"/> Weekend
<input type="checkbox"/> BSB20115 Certificate II in Business CRICOS 096036E B S MB	<input type="checkbox"/> Weekdays
<input type="checkbox"/> BSB30115 Certificate III in Business CRICOS 086819A B S MB	<input type="checkbox"/> Weekdays <input type="checkbox"/> Weekend S only
<input type="checkbox"/> BSB40215 Certificate IV Business CRICOS 096038C B S MB	<input type="checkbox"/> Weekdays <input type="checkbox"/> Weekend S only
<input type="checkbox"/> BSB41115 Certificate IV in International Trade CRICOS 087073G B S MB	<input type="checkbox"/> Weekdays <input type="checkbox"/> Weekend B S only
<input type="checkbox"/> BSB42415 Certificate IV in Marketing and Communication CRICOS 097829G B S MB	<input type="checkbox"/> Weekdays
<input type="checkbox"/> BSB50815 Diploma of International Business CRICOS 087346K B S MB	<input type="checkbox"/> Weekdays
<input type="checkbox"/> BSB51915 Diploma of Leadership and Management CRICOS 096037D B S MB	<input type="checkbox"/> Weekdays
<input type="checkbox"/> BSB51415 Diploma of Project Management CRICOS 097831C B S MB	<input type="checkbox"/> Weekdays <input type="checkbox"/> Weekend MB only
<input type="checkbox"/> BSB52415 Diploma of Marketing and Communication CRICOS 097830D B S MB	<input type="checkbox"/> Weekdays
Package Programs: Select all programs above that make up your package	
Business Internship	Schedule depends on employer

ACCOMMODATION (If applicable)

ACCOMMODATION TYPE

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

Alternative Accommodations **B S MB** (Student residences, shared apartments, etc.) ILSC will contact you to confirm availability.

Alternative Accommodation name	Alternative Accommodation room type or location
ARRIVAL INFORMATION	
Check-in date (MM/DD/YY)	Airport transfer <input type="checkbox"/> Pick-up only <input type="checkbox"/> Pick-up and drop-off <input type="checkbox"/> None
Check-out date (MM/DD/YY)	For Brisbane only, indicate Airport location <input type="checkbox"/> Brisbane <input type="checkbox"/> Gold Coast
Airline and flight number	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 Please note that students will speak a first language other than your own
Do you smoke? <input type="checkbox"/> Yes <input type="checkbox"/> No (Most families do not allow smoking indoors)	Interests and other comments
Do you require a special diet? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, specify	

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 advise students to obtain adequate insurance coverage in their home country for all personal belongings they bring to Australia.

2019 APPLICATION FOR ADMISSION

STUDENT DECLARATION, 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 and 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 2001 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 the violation of 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 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)	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 and Melbourne. For students younger than the Age of Majority, the student contract must also be signed by a parent or legal guardian.

BANKING 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	MONEY ORDERS & CHEQUES
ILSC-BRISBANE Level 1, 232 Adelaide St. Brisbane, QLD 4000 Australia CRICOS 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 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 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. 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.

VET POLICIES

GENERAL

ADMISSION REQUIREMENTS

- Successful completion of Year 10, or equivalent (such as High School/Secondary School) required for GREYSTONE COLLEGE Business College program.
- Minimum English language requirements:
 - For Certificate II in Business and Certificate II in Customer Engagement: IELTS 4.0 (no band below 4); TOEIC 500 (reading score 200); ILSC level B4
 - For Certificate III in Business: IELTS 4.5 (no band below 4); TOEIC 525 (reading score 250); ILSC level I1
 - For Certificate IV in Business: IELTS 5.0 (no band below 5.0); TOEIC score 600 (reading score 300); ILSC level I2
 - For Certificate IV in International Trade and Certificate IV in Marketing and Communication: IELTS 5.5 (no band below 5.0); TOEIC score 650 (reading score 350); ILSC level I3
 - For all Diploma qualifications: IELTS 5.5 (no band below 5.0); TOEIC score 650 (reading score 350); ILSC level I3
- Minimum age for enrolment is 18 years

Start Dates: Please refer to the start date of specific program on the application form

Your Orientation Day: On your first day at GREYSTONE COLLEGE, GREYSTONE COLLEGE 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.

Policy on Dignity and Respect: 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. Teachers are in daily contact with students, and are often the first to recognize if a student is experiencing personal challenges.

GREYSTONE COLLEGE 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 GREYSTONE COLLEGE and will not be tolerated. Human rights legislation includes, but it 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 GREYSTONE COLLEGE 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.

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, GREYSTONE COLLEGE 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.

The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the attendance policy.
- Speak English in the college 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.

Academic Performance Policy: Students must meet the required academic progress in order to advance in their studies. Otherwise, students will be placed on Academic Probation.

Student Conduct and Behavior Policy: Students are expected to comply with GREYSTONE COLLEGE's code of conduct at all times. GREYSTONE COLLEGE provides an inclusive learning environment. All types of aggressive, discriminatory or otherwise disruptive behaviour will not be tolerated and will be dealt with accordingly.

Recognition of Prior Learning (RPL)/Credit Transfer Policy: Students may be granted RPL against units listed under the course they are enrolled in if they are able to provide sufficient evidence. Students who have completed unit(s) at another Registered Training Organisation can apply for Credit Transfer. Please refer to our website for details.

USI Application Form: The Australian government has created a new recording system for Vocational Education and Training (V.E.T.): the Unique Student Identifier (USI). The USI is a reference number that gives you access to all of your official study records in Australia.

The USI has been recorded with any nationally recognized Vocational Education and Training course taken from 1 January 2015.

You should create your USI from the website <https://www.usi.gov.au/> before the course commencement date and inform GREYSTONE COLLEGE.

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.

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.

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.

Progress Requirements: 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. 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.

Student's Rights: 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.

Overseas Student Health Cover (OSHC): International students on a student visa must, as a condition of their stay, prior to coming to Australia:

- Request OSHC (Overseas Student Health Cover) or obtain your own insurance
- Maintain valid OSHC for the entire length of the student visa (not the course end date)

For information regarding costs and the type of cover, please visit the BUPA website <https://www.bupa.com.au/health-insurance/oshc>.

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.

Student Rights & Responsibilities: 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.

Deferral, Suspension of Studies and Break Between Courses: In compassionate and compelling circumstances students may request a deferral (delay) of the start date of their course or a suspension (temporary stop) of the studies. Please refer to GREYSTONE COLLEGE's Deferment, Suspension and Cancellation Policy available in the Student Handbook.

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.

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.

Student Welfare and Support Services: GREYSTONE COLLEGE understand the needs of international students and offer a range of services to support them.

Course Completion: Students obtaining a 'Competent' result for all units studied will be issued a qualification - Diploma of Project Management. Should a student not complete the full qualification, a statement of attainment will be issued for the units which the student is deemed 'Competent'.

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 you bring your own laptop (device) to enhance your campus experience.

Assessments: 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.

FEES POLICY

All students must read this document carefully before signing the application form and must be returned to GREYSTONE COLLEGE a minimum of six weeks prior to the start of the program.

1. 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.
2. Your program is indicated by the start and end dates on your GREYSTONE COLLEGE acceptance letter and the invoice.
3. Fees are transferrable between GREYSTONE COLLEGE campuses, but may not be transferred to another person.
4. Your information may be shared with the Australian government and designated authorities and, if relevant, the Tuition Protection Service.

OTHER FEES FOR VET STUDENTS	AMOUNT
<p>Late fees Late payment of tuition fee (applied after final submission date has past)</p> <p>Late submission of assessment (applied after final submission date has past)</p>	<p>Max \$100 \$50 per assessment</p>
<p>Reassessment fees Re-submission of assessment (applies after final submission date has past)</p>	<p>\$50 per assessment</p>

COMPLAINTS & APPEALS POLICY

GREYSTONE COLLEGE 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.

OUR COMMITMENT

- The school will make sure that you can sit 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.

CANCELLATION & REFUND POLICY

- Cancellations and withdrawals are subject to the conditions of 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.
- 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 the school defaulting, the refund policy does not apply. Such situation is covered by the ESOS Act 2000 and the ESOS regulations 2001.

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		

PROVIDER DEFAULT

In the unlikely event that GREYSTONE COLLEGE 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 GREYSTONE COLLEGE 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.

ACCOMMODATION CANCELLATION AND REFUND POLICY

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.
- 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, 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, & 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 enrolment process, use of the ILSC Education Group's website (the "Website"), related student app, the ILSC Learning Management System (the "LMS"), the ILSC landing pages, and the ILSC interactive chat (collectively, the "Other Services") that are owned and/or operated by the ILSC Education Group ("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 Website 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 our Website 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. For a list of all Personal Information obtained by ILSC, please view our contact form page here. Our in-house team uses that Personal Information to respond to inquiries. Unless required by law, we do not share this Personal Information with third party agencies.

c. ILSC.com Chat

Through our automated chat found online at www.ilsc.com, www.ilsc.com.br and www.ilsc-espanol.com Personal Information that we may collect includes your name, email address and nationality. In addition, our in-house team may ask some follow-up questions involving additional Personal Information in order to determine course interests and assist students in the most efficient way. Unless required by law, we do not share this Personal Information with third party agencies.

d. 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 advertises to you within your Facebook profile – instructions are available via Facebook.

e. Google Analytics

Through Google Analytics, ILSC can track 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 a student registration, Personal Information that is required includes name, e-mail address, passport information and date of birth. Please view our application form for all required information here. 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 Website's security, we use spam protection tools from third party platforms such as Google reCAPTCHA. As a result, when you pass through our Website, 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 destruction of personal information in a method that prevents improper access.

ACCURACY

We try to ensure that the Personal information that we collect is 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.

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



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