

5-week Integrated English Language Program for University of Macau July 2024



Choose UQ College (UQC)

Study at a university ranked in the world's top 50



Global Connections

Meet, make friends, and learn English and Academic subjects with people from around the world.

More than 50,000 students, including over 15,000 international students, choose to study at UQ.



Excellent Teachers

Learn English from qualified and experienced English and Academic teachers.

UQ is home to Australia's most awarded teachers and has won more national Australian Learning and Teaching Council awards than any other university.



Active Lifestyle

Participate in dynamic sports and cultural activities and be part of the 200+ clubs & societies at UQ, whilst living in a city well-known for its warm weather and subtropical and relaxed lifestyle.



Highly Ranked

UQ is ranked in the top 50 as measured by the QS World University Rankings. Studying at UQ shows that you have achieved a globally competitive standard of excellence at one of the world's most respected universities.

It is one of only three Australian members of Universitas 21, an international network of leading research-intensive universities and a founding member of the prestigious Australian universities Group of Eight (Go8)



High-quality Programs

At UQC you will learn in small classes and enjoy lots of opportunities to work in groups, speak, listen, and share ideas.

Our courses use high quality materials from academic and real-world sources and classes are taught in classrooms equipped with the latest teaching and learning technology.

Whatever your English language or Academic learning goals, UQC offers you the opportunity to succeed.



World-class Facilities & Support

With excellent learning, sporting, and research spaces, you get the support you need to learn, have fun, and stay happy and healthy including:

- Internet and modern computing facilities
- Help with arriving and settling in Brisbane.
- Health and welfare support including on-campus medical centre and counselling services

Contents

Introduction	4
Program Outline	4
Program Dates.....	4
Number of Students.....	4
Minimum Age of Students.....	4
Integrated English Class Format	5
Timetable	5
Materials	5
Assessment	6
Accommodation & Airport Services	6
Homestay Accommodation.....	6
Purpose Built Student Accommodation (PBSA) & UQ Residential Colleges	7
Airport Transfers	7
Local Transport.....	8
Student Support Services, Computer & Campus Facilities	8
Non-Smoking Campus	8
Bring Your Own Device (BYOD)	8
Visas & Health Insurance	9
Program Management & Enquiries	9
Enrolment Process	9
Program Cost	10
Fee Payment Guidelines	11
Cancellation & Refund Policy	10
Summary	11

Appendices

Appendix A	Background Information
Appendix B	General English & English for Academic Purposes Information
Appendix C	Program Confirmation Form
Appendix D	Cancellation & Refund Policy

Introduction

The University of Queensland (UQ) and UQ College (UQC) is pleased to offer an Integrated English Language Program for July 2024. UQC has extensive experience in the design and delivery of English Language Programs for individuals and groups of overseas students from colleges and universities. Information on the history of UQ and UQC, and all services and facilities are included in **Appendix A**.

Program Outline

Our Integrated English language program is specifically designed for Non-English-Speaking Background (NESB) students who wish to develop their English language skills in an English-speaking environment, while at the same time acquiring first-hand knowledge and experience of Australian culture and lifestyles. Students will be integrated into UQC's Integrated English language classes based on their proficiency level and study with students of different nationalities.

Integrated English will focus on the development of communicative competence in all four (4) macro skills – speaking, listening, reading, and writing, with principal focus on the development of fluency and proficiency.

Program Dates

Intake: 15 July to 16 August 2024

Please note that UQC is closed for the following public holidays in 2024:

1 January, 26 January, 29 March, 1 April, 25 April, 6 May, 14 August, 7 October as well as end of December dates to be confirmed.

Number of Students

There is no minimum number of students required for the program to proceed, as students are integrated into UQC's regular English language classes.

Please note: The maximum number of students per class allowable under Australian Government accreditation is 18.

Minimum Age of Students

The minimum age for a student to be accepted into a UQC program is 18 years of age.

Class Times

The table below is an *example only*:

- Twenty (20) contact hours
- Students will be placed in one of the following sessions based on the correct English language level:

Timetable

Morning session (8:15 am – 12.45 pm)

Class 08:15 am – 10:15 am

Break 10:15 am – 10:45 am

Class 10:45 am - 12:45 pm

* Please refer to **Attached Example Timetable**. This timetable is subject to change based on availabilities and weather conditions.

Integrated English Class Format

Students will be integrated into UQC's regular Integrated English language morning classes with students of different nationalities. If a student has an accepted language proficiency test score (e.g., IELTS, TOEFL or PTE-Academic), the student will be placed in a program level based on their score. If a student does not have an accepted test result, the student **must** complete a UQ College placement test before the start of the program. Each student will be allocated to correct program level and class according to test results.

Please note: If students have a similar level of English proficiency, there may be multiple numbers of students from the group in the same class.

Students will complete 20 hours of face-to-face learning in English language instruction per week, focusing principally on the development of communicative competencies in all 4 macro skills (speaking, listening, reading, and writing). In addition, students are expected to complete an additional 10 hours of study out of class time by completing homework tasks and online language activities related to the Program.

There are six (6) levels of classes from Elementary to Advanced. Students in classes up to Level 3 will focus more on General English skills and topics, while those who have a pre-advanced/Advanced English proficiency level, will have a greater focus on academic English.

Please note: Classes and levels operate according to demand and not all program levels may run in each five-week session.

UQ College English Language Levels:

Prep Level: General English - Elementary

Level 1: General English - Pre-Intermediate

Level 2: General English - Intermediate

Level 3: General English - Upper Intermediate

Level 4: Academic English - Pre-Advanced

Level 5: Academic English – Advanced

Materials

Textbooks are used on all UQC English Programs and are supplemented with UQC's own in-house materials. UQC will provide students with either a digital or hard copy textbook at the beginning of each level

of the Program. UQ's blended learning teaching model includes online workbooks which provide interactive exercises, games, tasks, and further practice of the language and skills.

Assessment

Assessment will be held during the last week of the Program, which will indicate a student's performance in each of the 4 macro skills (speaking, listening, reading, and writing). Transcripts of attendance and exit test results will be forwarded approximately 5 weeks after completion of the Program.

Please note: UQC has a Bring Your Own Device (BYOD) policy as noted below on page 6.

Accommodation & Airport Services

Homestay Accommodation

Homestay accommodation is provided by external third-party suppliers listed below. These providers also offer airport pick up and drop off services.

Australian Homestay Network (AHN)

<https://www.homestaynetwork.org/>

AHN is Australia's largest and most experienced homestay company. Since 2008 they have placed more than 63,000 international students from 183 countries in safe and welcoming homestays. Each AHN homestay offers a unique Aussie experience with a range of meal packages, a comfortable furnished private bedroom including internet and all utilities, 24/7 support, comprehensive insurance coverage, and optional airport pick up.

Contact email: Leanne Wilson leanne@homestaynetwork.org

Blue Arrow Homestay Services

<https://www.bluearrow.com.au/>

Blue Arrow is a unique and customer service focused company that treats every student and client with the individual attention which they deserve. The Blue Arrow Homestay provider is a service for international students, visitors and tourists wishing to live in the comfort of a family home with wholesome home cooked meals, rather than hostel, hotel, or apartment style accommodation. They are also able to assist all visitors requiring temporary accommodation in the city.

Please note:

- To secure bookings, UQC **strongly recommends** that homestay services are arranged **directly** with one of these providers. Daily oversight and management of homestay placement and student issues is the responsibility of the client and the homestay provider and not UQC.
- Homestay accommodation should be confirmed with provider at the **earliest** opportunity and a minimum of 8 weeks before the program starts.

Purpose Built Student Accommodation (PBSA) & UQ Residential Colleges

UQ and Brisbane has modern and affordable accommodation options for international and domestic students. These accommodation options provide a sense of independence when students are away from home. Independent student living options are growing in popularity due to their sense of community, state-of-the-art facilities, proximity to shops, cafes, and public transport. The PBSA providers which UQC works closely with include:

UQ Residential Colleges

College Name	Website	Contact
Cromwell College	www.cromwell.uq.edu.au	stay@cromwell.uq.edu.au
Duchesne College	www.uq.edu.au/duchesne/	hello@duchesne.uq.edu.au
Emmanuel College	www.emmanuel.uq.edu.au	enquiries@emmanuel.uq.edu.au
Grace College	www.grace.uq.edu.au	graceadmin@grace.uq.edu.au
Gatton Campus	www.uq.edu.au/halls/	halls@uqg.uq.edu.au
International House	www.internationalhouse.uq.edu.au/	ihrecep@inhouse.uq.edu.au
Kev Carmody House	WWW.uqres.com/	enquires@uqres.com
King's College	www.kings.uq.edu.au/	kings.college@uq.edu.au
St John's College	www.stjohns.uq.edu.au/	enquiries@stjohns.uq.edu.au
St Leo's College	www.stleos.uq.edu.au/	enquiries@stleos.uq.edu.au
The Women's College	www.uq.edu.au/womens/	admin@womens.uq.edu.au
Union College	www.union.uq.edu.au	union.college@uq.edu.au

Purpose Built Student Accommodation (PBSA)

PBSA Name	Website	Contact
iGLU	www.iglu.com.au/brisbane/	+61 (7) 3085 3434
Student One	www.studentone.com/	accommodation@studentone.com
Scape	www.scape.com.au/	+61 (3)977 8088
UniLodge	www.unilodge.com.au/	info@unilodge.com.au

There are other PBSA providers across Brisbane.

Airport Transfers

UQC does not provide this service and we recommend that the client arrange airport services **directly** with one of these homestay providers.

Please note:

To secure bookings, UQC recommends that airport services are arrange **directly** with one of these providers and this arrangement should be confirmed with provider at the **earliest** opportunity, and a minimum of 8 weeks before the program starts.

Local Transport

Public transport and travel costs are not included and must be paid for by individual students. The average cost of transport to and from the University and UQC is approximately AUD\$45 per week. UQC recommends that students purchase a **Brisbane City Go Card** for travel on the public transport network. Go Card prices for travel are cheaper than buying individual trip tickets.

Student Support Services, Computer & Campus Facilities

UQC provides a range of student support services as part of the Program. Services of particular importance are the provision of free access to internet facilities, and the use of campus library facilities and services within the UQ Library network. UQC is located on a prime position with the main UQ St Lucia campus, which is one of the most beautiful and best-equipped campuses in Australia. Information on campus facilities and services are included in **Appendix A**.

Non-Smoking Campus

For the health, comfort, and wellbeing of all our students, staff and visitors, the University of Queensland is a non-smoking campus. There are only a few designated areas where smoking is permitted.

Bring Your Own Device (BYOD)

UQC operates a BYOD policy, and this is important to note as students will use their device (laptop) to take assessments. **Please note** that there is a minimum laptop specification that a laptop must have so that students can access assessment material.

Minimum computer specifications

Operating system	Windows (10) or later (Genuine Copy Only)	Macintosh OS OSX 10.13 or later (Genuine Copy Only)
Processor	At least i5 2.2GHz /AMD A6 1.8Ghz	At least 1.2GHz dual core m3
OS Language	English	
RAM	8 GB	
Hard drive	250 GB	
Display	25cm screen or larger	
Keyboard	Full-size physical keyboard (not on-screen)	
Battery life	8 hours under normal use	
Webcam	HD	
Browser	Chrome English version	
Headphones	Wired headphones (not Bluetooth/wireless headphones)	

Please note: The following devices may be used to access in class materials, but **cannot** be used to take Program assessments:

- Smartphones: iPhones (Apple), Android phones (Samsung etc.), or any other mobile OS device
- iPads
- Android tablets
- Chromebooks.

Visas & Health Insurance

The nearest Australian Embassy should be contacted to identify the relevant visa required for this Program and the processing time involved. Our experience suggests that visa applications should be lodged as early as possible to allow adequate processing time.

Visit homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders for permission to work arrangements and information for student visa holders in Australia.

The cost of the Program does not include health, accident, or travel insurance. It is a Program requirement that this be organised before departure to Australia. It is requested that information regarding the participants' health, accident and travel insurance is provided to UQC. Details required for each student include:

- Name, address, and contact details of the insurance company
- Details of an Australian branch or their Australian representative if they have one
- Policy number
- The monetary value of cover for medical expenses

Program Management & Enquiries

UQC has defined lines of communication, program responsibility and decision making in place to ensure the smooth running of all programs. UQC contacts for questions and enquires are listed in the table below:

Enquiry type	Contact	Email
Update or change to this Proposal	Cathy Yang	cathy.yang@uqcollege.uq.edu.au
Academic component of the Program	Christopher Nuttall	c.nuttall@uqcollege.uq.edu.au
Admissions and visas	UQC Admissions	admissions@uqcollege.uq.edu.au
Cancellation and withdrawals	UQC Admissions	admissions@uqcollege.uq.edu.au
Student welfare and support	Janet Nibbs	j.nibbs@uqcollege.uq.edu.au
Invoicing, refunds, and credits	UQC Administration	uqcadmin@uqcollege.uq.edu.au

Enrolment Process

Confirmation of the program booking is requested at least 4 weeks before Program commencement. A Program Confirmation Form is included as **Appendix C**. Please complete and return this form to confirm the program booking.

For the purposes of enrolment, the following documentation is required:

- A consolidated listing of students showing full name (with family name in bold), gender (Ms/Mr), email address (for PC not cell phone) and date of birth. Please see template
- Download and complete an application form for each student or have the students apply online
- A clear scanned copy of the photo page of each student's passport
- Electronic photo for each student (head and shoulders only) in JPG format for student ID Card (no hat or sunglasses should be worn, with face must be clearly visible and with a solid white background)

- Details of health and travel insurance

All students will be issued with an individual Letter of Offer (LoO) that lists the fees for the Program. Students must complete and return the Enrolment Agreement (EA) that is part of the LoO.

The consolidated student listing and scanned passport copies should be sent by email at least 8 weeks before program commencement. Details of health and travel insurance should be sent at least 2 weeks prior to commencement.

Program Cost

The per student cost is based on a 5-week integrated intensive Integrated English language program including coordination, management, evaluation, tuition, plus student services and materials fees:

Intake: 15 July - 16 August 2024

Fee type	Cost	Pax	Weeks	Total Item Cost
Enrolment Fee*	\$115 per student	20	-	\$2,300
Student Services & Material Fees	\$25 per week, per student	20	5	\$2,500
Tuition Fees*	\$432 per week, per student	20	5	\$43,200
			Total	\$48,000

Please note:

- For 1 student the cost would be **\$2,400** for 5 weeks.
- The above is based on 2024 prices.
- This is an example cost structure only based on 20 students for 5 weeks.

*Please note:

UQC normally requires payment of an Enrolment Fee (AUD\$230) for each student enrolment, the Enrolment Fee is non-refundable. UQC partners enjoy 50% discount on the enrolment fee and this discount has been applied.

The published weekly tuition fees are \$480/week, a 10% partner discount has been applied which brings the weekly tuition fees to \$432/week.

Additional costs that students will need to fund:

- Transport to and from the University, which is approximately AUD\$45 depending on accommodation distance to the University.
- Lunch, which is approximately AUD\$50 per week deepening on dietary preferences.
- Comprehensive health, accident, and travel insurance.

These costs are approximate and may vary according to individual circumstances and preferences.

Fee Payment Guidelines

Upon confirmation of the Program, UQC will send a *draft* invoice.

As there may be cancellations, withdrawals, and changes, UQC **does not require** full payment of the invoice before the commencement date.

Within 4 weeks of Program commencement date when student numbers finalised, UQC will issue a final invoice for payment.

Payment can be made by credit card, or BPAY. Instructions will be outlined on the invoice of how the invoice can be paid. Some fee items outlined in this Proposal may attract 10% Good and Services Tax (GST), which is compulsory under Australian Federal Government law. The final invoice issued by UQC may incorporate an adjustment to the nearest dollars and cents for the total invoice amount due. The final total invoice amount may vary slightly from the amount quoted in this Proposal.

Cancellation & Refund Policy

UQC policies on cancellation and refunds are included as **Appendix D**.

Summary

We look forward to providing the Integrated English Language Program for your students.

With thanks,

Julian Wilson
Chief Executive Officer
UQ College
The University of Queensland

20 February 2024

Appendix A: Background Information

Brisbane, Queensland & Australia

Brisbane is the state capital of Queensland and is one of Australia's most popular study and travel destinations. It offers course participants an exciting, multicultural lifestyle with a diversity of food, celebrations and customs, sporting events, museums, art galleries, trendy weekend markets, clubs, bars, and live entertainment in a clean and safe environment. Many people choose to live and study in Brisbane because it offers:

- Sub-tropical environment
- Vibrant, city culture
- One of Australia's lowest costs of living

Brisbane is Australia's fastest growing city with a population of 2.1 million and offers convenient, simple to navigate, reliable public transport services including train, bus and ferry systems. Brisbane is also the gateway to the famous Gold Coast and Sunshine Coast, three of the world's largest sand islands and sub-tropical hinterland rainforests – all of which are under two hours travel away and most are accessible by public transport.

The University of Queensland

For more than a century, The University of Queensland (UQ) has created positive change for society by delivering knowledge leadership for a better world.

UQ ranks among the world's top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking (32), U.S. News Best Global Universities Rankings (36), the Performance Ranking of Scientific Papers for World Universities (38), QS World University Rankings (50), Academic Ranking of World Universities (51), and Times Higher Education World University Rankings (=54).

At UQ, we are changing the way higher education is imagined and experienced. Our students enjoy innovative and flexible learning options, diverse and dynamic partnership opportunities, and an integrated digital and campus learning environment.

More than 56,000 students – including most Queensland's highest academic achievers as well as top interstate and overseas students – study across UQ's 3 beautiful campuses in Southeast Queensland at St Lucia, Herston and Gatton. They include around 20,000 postgraduate and approximately 21,000 international students who contribute to a diverse, supportive, and inclusive campus community.

With a strong focus on teaching excellence, having won more national teaching awards than any other Australian university, UQ is committed to providing students with the best opportunities and practical experiences during their time with us, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

UQ's 307,000 graduates are an engaged network of global alumni spanning more than 170 countries and include more than 16,300 PhDs.

UQ's 6 faculties, 8 globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 1,500 scientists, social scientists, and engineers, who champion research excellence and continue UQ's tradition of research leadership. This is reflected in UQ being the number one recipient of Australian Research Council Fellowships and Awards nationally across all scheme years (452 awards worth \$339 million).

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than US\$44 billion.

UQ is one of only 3 Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; a member of the Association of Pacific Rim Universities (APRU); and one of only 3 Australian charter members of the prestigious edX consortium, the world's leading not-for-profit consortium of massive open online courses (MOOCs).

UQ employs more than 6,900 academic and professional staff (full-time equivalent) and has a \$2.385 billion annual operating budget.

UQ College

UQ College Limited was formed in 2010 and is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). In August 2021, UQC merged with the Institute of Continuing & TESOL Education (ICTE) to form a broader Integrated provider for the University of Queensland.

The purpose of UQC is to provide domestic and international students with access to further and higher education through the delivery of Integrated programs. In addition to several TESOL courses, UQC delivers the UQ Foundation Program; Tertiary Preparation Program (TPP) and several Vocational Education and Training (VET) programs.

Additional information on the range of programs and support services offered through UQC is available on our website <https://uqcollege.uq.edu.au/>

For a 360-degree view of UQC please see this [link](#)

UQC Premises & Student Support Facilities

Classes will be held in modern classrooms on The University of Queensland St Lucia Campus. UQC is in the Sir Llew Edwards building - a purpose-built 46 seminar room premises on the UQ St Lucia Campus. All seminar rooms are enhanced with audio-visual equipment, including computers with internet access, data projectors, projection areas, document cameras, audio inputs and ceiling-mounted stereo speakers. Facilities also include a well-resourced Learning Centre and a 200-seat auditorium with wheelchair access and special seating designed for students who are sight-impaired.

In addition, participants will be issued with an UQC student card that will provide access to:

- Use of print and audio-visual materials inside campus libraries
- Borrowing of print and audio resource holdings from the UQC Learning Centre
- Use of university and campus facilities as outlined below

Computer Facilities

UQC provides students with a computer log on and internet access which can be used on any public student computer on campus. Students should note our Bringing Your Own Device (BYOD) policy, as assessments can be delivered online, and students access their email and Internet through the University's wireless network on campus at any time.

Campus Environment & Facilities

On campus there is a shopping arcade which includes hair salon, gift shop, pharmacy, and travel agency.

The University campus includes entertainment, eating venues and services as follows – live theatre, movie cinema, several cafeterias, coffee shops, restaurants, and a Post Office. Local banks such as ANZ, NAB and the Commonwealth Bank have ATM facilities is located on campus.

Students will have access to the University's extensive sporting facilities including an Aquatic Centre, Athletics Centre, Sport & Fitness Centre, and Tennis Centre. Students will need to pay a fee to use these facilities at a discounted cost.

Public Transport

UQC is well-serviced by Brisbane transport buses and the City Cat. Buses also connect from the University to local train stations. A modern fast City Cat catamaran ferry departs at regular intervals from the University campus.

Medical & Hospital Services

Students are required to have medical and hospital insurance for the period of the Program. This is the responsibility of the students and must be organised in the student's home country before departure. On campus, students will have access to a variety of health services such as:

- Medical Centre access to doctor and nursing staff Monday to Friday 8.30am-5.00pm
- Pharmacy
- Dental Surgery access Monday to Friday 8.30am-5.00pm

The Wesley Private Hospital is located four (4) kilometres from the University campus and is a large multi-service hospital with emergency and outpatient facilities. Suburban medical centres are in most areas around the University open Monday to Saturday and there are pharmacies located in several suburbs which are open seven (7) days a week.

Appendix B: Integrated English Information

Integrated English (PE)

At lower levels the Integrated English (PE) course is designed to improve students' ability to communicate in English for social and work situations. This focus provides students with a solid foundation to progress to the higher levels of Integrated English, which focus on the development of academic English skills. These courses are offered at the following levels:

Level Prep	Elementary	(CEFR A2.2)
Level 1	Pre-Intermediate	(CEFR B1.1)
Level 2	Intermediate	(CEFR B1.2)
Level 3	Higher Intermediate	(CEFR B2.1)
Level 4	Pre-Advanced	(CEFR B2.2)
Level 5	Advanced	(CEFR C1)

Entry Requirements

Students should have at least an elementary level of English to enrol in PE. Students without a recognised proficiency test score are tested prior to the start of the Program to determine the correct English language level. On average, students usually spend ten (10) to fifteen (15) weeks at each level. At the end of each 5-week session, students complete a test to determine if they should move up to the next level.

Integrated English Overall Program Outcomes

The PE language program enable students to:

- Use English with greater confidence
- Develop their ability to understand real-life conversations
- Understand a variety of spoken and written media such as television programs, websites, and academic texts
- Read with greater understanding
- Speak with increasing fluency, clarity & accuracy
- Develop and extend their existing grammar and vocabulary knowledge.

Integrated English Program Content

The PE program is topic based, interactive and dynamic. Modern course materials, including print and digital content, are used to engage and stimulate the student. Program content focuses on the development of communication skills with a balance of speaking, listening, reading, and writing tasks.

Students will learn through class activities, individual, pair and small group work. Program modules include:

- Speaking Skills
- Listening Skills
- Reading Skills
- Writing Skills

- Grammar and Vocabulary Skills
- Electives* (4 hours a week)

Students can select from Academic English, Business English, IELTS, Tourism and Hospitality*

*Dependent on student numbers and course level

Online Learning & Extra-Curricular Activities

Students are given access to our rich online learning program, where there is a range of engaging, interactive online learning activities and exercises that match participants' course, class level, and learning needs. Students can use this platform to undertake extra English practice related to their classroom study and it is best if they bring their own device.

UQLife encompasses a range of events, experiences, and programs to keep students engaged, motivated, and connected. With events weekly, there is something for everyone.

UQC students have access to UQ's club and societies and UQC can assist students to undertake local volunteering activities and provide information on local and interstate tourist attractions events for students to book.

Appendix C: Program Confirmation Form

Program Dates: 15 July – 16 August 2024 (5 weeks)

Program Type: Integrated English Language Program

Program Cost: \$2,400 Per Student

Number of Students: Approximate 20 students (variable)

Contact Person:

//we confirm that the above-listed details program dates and content are correct.

//we confirm to have read, understood, and agreed to the **Fee Payment Guidelines** and **Refund and Cancellations Policy** as outlined in this Proposal.

.....
Please print name and job title

.....
Signature

.....
Date

Please email the signed form back to:

Cathy Yang, Regional Manager for UQ College

cathy.yang@uqcollege.uq.edu.au

Appendix D: Cancellation & Refund Policy

Cancellation Policy

- A course or program is the total number of weeks in which a student is enrolled
- Subject to the terms and conditions in the Enrolment Agreement (EA), a student may cancel an enrolment for a course or program
- All applications for cancellation must be made in **writing** prior to the date of cancellation
- Prior to cancelling an enrolment, students should seek advice regarding the financial implications; enrolment obligations and visa requirements agreed to in the signed Enrolment Agreement to ensure that the implications of cancelling are fully understood. Student Visa holders should also contact the Department of Home Affairs (DHA) to discuss any implications a course cancellation may have on their Student Visa
- UQC has the right to change its fees and conditions, cancel or defer a course or program and alter course or program timetable and class location
- Where there is a student default on payment of tuition or other related fees by the specified due date, UQC has the right to cancel a student's enrolment and must report the student default to the appropriate authority within five (5) business days. Where a student default on payment occurs, the student may be denied access to teaching and learning and other services until the required fee is paid in full. This may lead to the cancellation of the student's electronic Confirmation of Enrolment (eCoE).

Refund Policy

- A full refund of tuition fees will be made if a UQC course or program is fully booked, is cancelled, or an application for a visa is rejected. Proof of the visa rejection is required within two (2) weeks from the date of notice
- Any student who cancels an enrolment in a UQC course or program more than four (4) weeks prior to the commencement of that course will have the tuition fees refunded, less a cancellation charges equivalent to one (1) week of the current year's published tuition fee.
- Any student who cancels less than four (4) weeks prior to commencement of the course will receive a refund of tuition fees less a cancellation charge of up to five (5) weeks of the current published tuition fee.
- Any student who cancels an enrolment after the commencement of a course or program is not eligible for a refund of tuition fees
- The Enrolment Fee is not refundable
- Any refund that may be granted will be paid within four (4) weeks from the date of the refund decision
- OSHC fees are refunded at the discretion of 'Overseas Student Health Cover' provided by Allianz Care
- Any outstanding fees owed to UQC will be deducted from any approved refund
- All bank, foreign exchange and transaction fees will be incurred by the student or client.

Contact details:

UQ College

The University of Queensland
Sir Llewellyn Edwards Building (SLEB) Building 14
Corner of University Drive & Campbell Road
St Lucia, Brisbane, 4072
Queensland, Australia.

+61 7 3346 6770
info@uqcollege.uq.edu.au
uqcollege.uq.edu.au/

CRICOS Provider Number 04039H

RTO Provider Number 32454

ABN 28142912614