

Terms and Conditions

Dispute Resolution and Grievance Procedure

If you are not happy about any part of your course at Langports English Language College, please tell us. We will do our best to meet your requests. The Principal is available to talk to you about any matter at any time. You are able to bring a friend to assist you at any time if you have a problem. If you are concerned about your accommodation, talk to our Student Services Manager. If you are concerned about the social activities program, talk to our Social Activities Coordinator. If you are concerned about your visa or fees, talk to the Principal. If you are unable to resolve a problem after talking to a teacher, a coordinator or a counsellor, please talk to the Principal.

If you are still not satisfied after you have spoken to the Principal, we can help you contact English Australia to arrange for mediation. This is a free service. You are able to bring a friend, and English Australia's mediators will help you and Langports reach a solution.

We are confident that we can resolve any difficulties. We want you to feel satisfied with your course at Langports. English Australia's contact details are; English Australia, Level 3, 162 Goulburn Street, Surry Hills NSW 2010 or PO Box 1437, Darlinghurst, NSW 1300, Australia. Phone: 02 9264 4700. The above process does not negate your right to take action under Australia's consumer protection laws in the case of financial disputes or to pursue other legal remedies.

If you are concerned about the conduct of the college, please write to the representative of the Director General of Education (who has the power under the Education (Overseas Students) Act to suspend or cancel the registration of a provider or a course); the Senior Education Officer, Queensland Department of Education, Floor 18, Education House, 30 Mary Street, Brisbane, Queensland, Australia.

Photography Release

Any photos or footage taken at Langports or by Langports' staff of Langports' students are the property of Langports and may be used in the reproduction of materials for promotional use, without consent.

Activities Indemnity

Langports, and its Representatives and Staff will not be held liable for any loss, damages, death, illness or injuries to people or property which occurs whilst students are on any activity or excursion organised by Langports. It is the student's sole responsibility to take out insurance against all such risks, and we recommend that students traveling abroad take out comprehensive travel, accident and medical insurance in their own countries.

Transfer between colleges

- Students wishing to transfer between colleges must study for a minimum of 2 weeks at each campus.
- Students studying in the IEP or Cambridge courses cannot transfer between locations during their course. They may take a UFO course at one location and transfer to the other for Cambridge or IEP and visa versa.
- Langports offers to pay the cost of one transfer between locations, during a course.

Langports Refund Policy

Cancellations

Clause 1: No refund can be made on the enrolment fee or accommodation placement fee or agent and third party fees. In the case of students holding a student visa, no refund on any fees will be made after they have entered Australia.

Study Cancellation:

- 4 weeks written notice - full refund, subject to clause 1.
- Less than 4 weeks before start of course - a cancellation charge equal to 4 weeks tuition will apply.
- No refund after studies have commenced.
- If visa application has been denied a full refund of fees will be made providing Langports receives written notification from the Australian Embassy.
- Students will be charged for any bank fees incurred.

Accommodation:

- 4 weeks written notice - full refund, subject to clause 1.
- Less than 4 weeks - a cancellation charge equal to 2 weeks rent will apply.
- After studies have commenced, 2 weeks notice must be given or a cancellation charge equal to 2 weeks rent will apply.

Airport Greeting:

No refund will be made if the student fails to notify Langports of their flight details or any change of details 48 hours before arrival.

Deferment Policy

Students must start their course on their allocated start date, except in exceptional special circumstances.

Students that wish to defer their start date and their course must give one week's written notice. If notice is less than one week Langports will charge one week's tuition fee.

Students that do not arrive on the designated start date and do not give notice of deferment will automatically lose one weeks tuition. If notice of deferment is not received within 48 hours of course commencement the course will be cancelled.

Please Note: There are no refunds for public holidays or time missed during the period of your booked course. There are no refunds given if you withdraw voluntarily or are dismissed from the program for unsatisfactory attendance or behaviour, or if you are in breach of Australian Government regulations or the Langports Code of Conduct.

Refunds will be paid within 4 weeks of student default. In the case where Langports cancels a course, all course monies will be refunded within 2 weeks of the cancellation.

Any refund will be fully paid in the same currency in which the fees were paid, unless payment in that currency is impracticable.

Any refund will be paid directly to the person who has entered into this contract with Langports, unless the person directs Langports in writing, to pay the refund to someone else. If the refund is paid in your country a \$40 transfer fee will be charged.

Requests for a refund must be made to the Principal in writing. This agreement does not remove the right to take further action under Australia's consumer protection laws. Refunds, if Langports defaults cannot be covered by this agreement. Such situations are covered by the provisions of the ESOS Act 2000 and by ESOS Regulations 2001.

BRISBANE AND GOLD COAST

Course Dates and Fees 2010

CRICOS CODE 026 30J

Enrolment Fee – \$200 for all courses		\$	200.00
Course Materials – \$10 per week on all courses. <i>Includes internet, handouts and text books (students are entitled to one text book for every 10 weeks of study)</i>		\$	
UFO English (Intensive English Course) L30	1 - 6 weeks	\$340 per week	\$
<input type="text" value="CRICOS Course Code: 054052G"/>	7 - 12 weeks	\$335 per week	\$
	13 - 23 weeks	\$325 per week	\$
	24+ weeks	\$320 per week	\$
AYP	1/2 Year 24 weeks \$8,120	AYP 40 weeks \$13,400	\$ <small>inc. enrolment fee and text</small>
L20	1 - 12 weeks	\$285 per week	\$
UFO Intensive English Week 1 starting dates*			
2010		2011	
<input type="checkbox"/> 4 Jan	<input type="checkbox"/> 15 March	<input type="checkbox"/> 24 May	<input type="checkbox"/> 2 August
<input type="checkbox"/> 11 October	<input type="checkbox"/> 4 January 2011		
<small>*These dates are our preferred dates; however students can start any Monday if they choose. (Tuesday if Monday is a Public Holiday)</small>			
<small>*These dates are best suited for beginners and are the starting dates for Teaching Knowledge Test candidates</small>			
IELTS Extension Program (IEP) available at both campuses			
<input type="text" value="CRICOS Course Code: 056832G"/>	(Recommended for Upper-intermediate level) 25H per week	\$4020	
12 week courses	<input type="checkbox"/> 4 Jan	<input type="checkbox"/> 29 March [#]	<input type="checkbox"/> 28 June [#]
	<input type="checkbox"/> 27 September [#]		\$
Cambridge – FCE and CAE available at both campuses. CPE available at Brisbane campus only			
First Certificate of English (FCE) <small>CRICOS Course Code: 054051J</small>	F.C.E. (recommended for Upper-intermediate level) and C.A.E. (recommended for Advanced level) 10 week course – 4 January		\$3350
Certificate in Advanced English (CAE) <small>CRICOS Course Code: 054053G</small>	F.C.E. and C.A.E. 12 week course - 22 March & 13 September		\$4020
Certificate of Proficiency in English (CPE) <small>CRICOS Course Code: 054054F</small>	C.P.E. (recommended for Post Advanced level) Brisbane campus only		
	12 week course 22 March & 13 September.		\$4680
Examination Fee - F.C.E. - \$362, C.A.E. - \$368, C.P.E. - \$376 BEC - \$375			
Compulsory Study Retreat. Held on the first or second weekend of each course		\$180	\$
Cambridge Flexi available at both campuses Cambridge (Flexi Plus) FCE and CAE – Start any Monday			
No Study retreat	\$ Pricing is the same as for the UFO Intensive English Program		\$
2010 Examination Dates			
F.C.E. Written	13 March*	15 June*	7 Dec *
C.A.E. Written	6 March*	16 June*	8 Dec *
C.P.E. Written		17 June*	9 Dec *
<small>*Listening/speaking exams are held within the 2 weeks prior to the written exams.</small>			
<small>Note: All courses finish the week before the final exams. You may therefore wish to book extra nights' accommodation.</small>			
Private Tuition	One student per teacher - \$135 per hour (min 2 x 2 hour lessons per week)		\$
U18 surcharge	\$40 per week (charged even if the student does not use Langports homestay)		\$
Accommodation	Placement Fee - \$200 fee applies to all accommodation types		\$
Accommodation Type	Deluxe Homestay	\$260 per week	\$38 per extra night
	Family Homestay	\$225 per week	\$33 per extra night
	Self-cater Homestay	\$160 per week	\$23 per extra night
	Langports Student houses – see www.langports.com for details		
<small>**Students staying with families over the Christmas holidays will be asked to pay an extra \$30 per week</small>			
<small>**There is a holding fee of \$50 per week if students wish to hold their place in homestay while they travel.</small>			
<small>**Accommodation will be charged at a minimum of 1 week (7 days).</small>			
<small>**Students arriving after 10pm and before 6am may need to arrange temporary accommodation in a hostel. Langports can assist with this.</small>			
<small>**Students can enter homestay no earlier than the weekend before their course start date.</small>			
Airport Transfer	<input type="checkbox"/> Pick up only (one way) - \$110	<input type="checkbox"/> Pick up and return (two way) - \$210	\$
	<input type="checkbox"/> Exception: GC airport to BNE suburb = one way \$160		
Public Holidays and Christmas Holidays			
2010 1 January, 26 January, 2 April, 5 April, 26 April, 3 May, 14 June, 11 August (Brisbane only), 27 August (Gold Coast only)*			
27 December - 31 December Langports will be closed for Christmas Holidays. 2011 3 January*, 26 January *TBC			

Course Dates and Fees continued

Overseas Student Health Cover – Medical Insurance	
<ul style="list-style-type: none"> O.S.H.C is required by Australia's Immigration Authorities (DIAC) for all student visa applications and must cover the period of the visa (this may be longer than the course) It is not available for other visa categories More information can be obtained online at www.ahm.com.au 	
Single cover will be charged at \$31.17 per month	\$
Family cover will be charged at \$62.34 per month	\$
TOTAL AMOUNT PAYABLE	\$

Fees Calculator

	Amount AUD\$
Enrolment Fee \$200 for all courses	\$ 200.00
Course Fee	\$.00
Course Materials Fee \$10 per week	\$.00
Under 18 fee (\$40 per week)	\$.00
Accommodation Placement Fee (Applies to all accommodation types) \$200	\$.00
Homestay Fee	\$.00
Airport Greeting Service \$110 one way or \$210 two way (GC → BNE \$160)	\$.00
Overseas Student Health Cover (Student Visas only)	\$.00
Study Retreat (Cambridge Courses Only) \$180	\$.00
Exam Fees	\$.00
TOTAL	\$.00

Cost of Living

It is recommended that you allow at least \$100-\$230 per week for accommodation and another \$100-\$150 or incidental living costs – food, transport and entertainment.

Payment

Payment can be made by Bank Draft or International Telegraphic Transfer made payable to:

Account Name: Langports

Brisbane Account Number: 577552635

Gold Coast Account Number: 866380833

National Australia Bank, BSB No. 084 255

(22 Stamford Road, Indooroopilly, Queensland 4068 Australia)

Swift Code: NATAAU3302S

In the case of a student studying at both campuses payment can be made into one account of your choice.

Credit cards can also be processed but incur a 3% surcharge on all transactions. Visa, MasterCard and Bankcard cards accepted.

All fees are in Australian Dollars. Langports reserves the right to change its fees at any time. All fees are inclusive of GST where applicable.

Please Note:

Students holding a student visa, wishing to transfer to Langports from another institution

Those holding a student visa and wishing to transfer to Langports from another institution will be required to produce evidence showing a satisfactory attendance record, a satisfactory academic record and that all fees are paid in full.

Students wishing to further their studies at another Australian institution

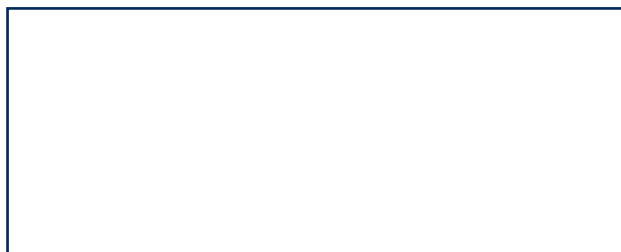
Letters of Release will be provided on request that will relate to your commitment to studies, your attendance and your payment of fees. Application to study at another Australian institution will only be considered if the provider is satisfied that you have satisfied previous course requirements, including paying all fees.

How do I Enrol?

To enrol with Langports English Language College follow these 4 easy steps:

1. Choose your course of study and decide when you want to start classes.
2. Refer to the website providing information for Education Services for Overseas Students on http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf
3. Complete the Enrolment Form. **Please don't forget to sign it!**
4. Send the Enrolment Form and all relevant fees to the Langports agent in your country or post it to:
*Langports English Language College
GPO Box 3213 Brisbane
Queensland 4001 Australia
email: info@langports.com
fax: +61 7 3229 9198*
5. When we receive your Enrolment Form and fees, we will post you a receipt and the appropriate acceptance document. If you are applying for a Student Visa you must show these at the Australian Embassy when you apply for your visa. Please check with the Australian Embassy if any special visa conditions apply to your country. **Minimum age for enrolment is 16 years old.**

**Thank you for choosing Langports.
CRICOS Provider Code 026 30J**



Enrolment Form Please print in English and complete all sections

Brisbane (BNE) Gold Coast (GC)



Personal Details

Cricos code 026 30J

Family Name:		Given Names:	
Date of Birth: Day <input type="text"/> <input type="text"/>	Month <input type="text"/> <input type="text"/>	Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female
Nationality:		First Language:	
Occupation:		Passport Number:	
Address in home country: (Required in case of emergency - please provide these important details)			
Telephone:		Email:	
Address in Australia: (If known)			
Telephone:		Email:	
Visa: <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Working Holiday <input type="checkbox"/> Other		OSHC Required? <input type="checkbox"/> Yes <input type="checkbox"/> No	

IMPORTANT Do you suffer any allergies or medical problems? (Please specify)



Course Details - Which course do you wish to study?

UFO English (Intensive English Course)	<input type="checkbox"/> L30	<input type="checkbox"/> L20
Cambridge	<input type="checkbox"/> FCE	<input type="checkbox"/> CAE <input type="checkbox"/> CPE <input type="checkbox"/> Flexi Plus
IELTS Extension Program	<input type="checkbox"/> IEP	
Course start date: Day <input type="text"/> <input type="text"/>	Month <input type="text"/> <input type="text"/>	Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Course length: Weeks <input type="text"/> <input type="text"/>		
Location 1 <input type="checkbox"/> BNE <input type="checkbox"/> GC <input type="text"/> <input type="text"/> weeks	Location 2 <input type="checkbox"/> BNE <input type="checkbox"/> GC <input type="text"/> <input type="text"/> weeks	



Accommodation

Would you like Langports to arrange accommodation for you? Yes No

Type of Accommodation: Homestay Deluxe Family Self-cater
 Student House

Date in:	Date out:	Number of weeks:	Additional Nights:
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Would you like to stay with a family with children? Yes No

Do you like pets? Yes No **Do you smoke?** Yes No

What are your hobbies/interests?

Do you have any special requests? (e.g. special food, etc.)



Airport Greeting Service

Do you wish to be transferred to and from the airport? Brisbane Airport Cooloongatta Airport (Gold Coast)

Arrival Yes No **Return** Yes No

Flight:	Date:	Time:	Flight:	Date:	Time:
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(If yes, please ensure that you provide flight details at least 14 days before you arrive or depart).



How did you learn of Langports English Language College?

Friend's Recommendation Magazine Agent Internet Other

Name of source (including friend's recommendation)



Summary of Fees and Student's Declaration

I have enclosed or have forwarded to Langports the following fees: \$.00

I have read and accept the terms and conditions overleaf and hereby apply to enrol in Langports English Language College.

Signature*: **Date:** Day Month Year

*Parent or Guardian if the student is under the age of 18.
This information may be provided to Commonwealth or State agencies and the Fund Manager of the Assurance Fund.