

Enrolment Terms and Conditions

Enrolment Procedure

1. Scan and email applications to info@levelupenglish.com.au, or post it to us. Or go directly to www.levelupenglish.com.au and apply online.
2. Include your passport, visa details and any other supporting documents.
3. When we have received your application, we will send you an Offer Letter (including Student Invoice and Course Acceptance Agreement) if we can accept your enrolment.
4. To confirm your enrolment, you will need to sign and return the Offer Letter along with payment.
5. Upon confirming your payment, we'll send you an Confirmation of Enrolment Letter. This proves that you are a student at Level Up Academy. If you are entering Australia under a student visa, you will need your CoE before you can apply for your visa..
6. For all enrolments of 24 weeks or less, Level Up Academy must receive full payment of tuition fees at least two weeks prior to the course commencement date.
7. For enrolments of 25 or more weeks students can pay full fees if they wish to (for example to take advantage of favorable exchange rates or have the convenience of only paying once), but they are not required to pay more than 50 per cent upfront. You are only required to pay 50% of tuition fees at least two weeks prior to the course commencement date. The second instalment is due within 8 weeks of the commencement date.
8. When we send the Enrolment Confirmation Letter we will include more information about our extra activities, extra classes and life in Melbourne.
9. If you want to know more about the visa requirements, then please contact the Australian Embassy, Consulate or High Commission located in your country. Alternatively, you can contact the Department of Immigration and Border Protection (DIBP). Their website is www.border.gov.au.
10. In addition to your school fees, the Australian Government recommends that students have approximately AU\$18,610 per annum for their other living expenses.

Terms and Conditions of Enrolment

11. Students studying on a student visa, must attend 20 hours of face-to-face classes a week, and must be 18 years of age and over at time of study.
12. Students will:
 - a. Show respect to all other students, teachers and staff at Level Up Academy
 - b. Hold a valid visa to study at LUA and ensure that you comply with the requirements of that visa. You must notify LUA of your residential address and contact details and any change to your residential address and/or contact details within 7 days while enrolled at LUA.
 - c. Have appropriate insurance whilst in Australia to cover any incident, injury, loss or similar. Student visa holders must hold the appropriate health insurance as required by their visa.

- d. Take personal responsibility for any loss, accident, mishap or damage related to your personal belongings.
 - e. Follow all lawful and reasonable instructions given by LUA staff while on school premises and/or while participating in excursions, extracurricular activities and/or events organised by LUA
 - f. Take sole responsibility for your own safety and actions while on school premises and/or while participating in excursions, extracurricular activities and/or events organised by LUA. You understand that neither LUA, its teachers, management, nor staff are responsible for your actions or safety. You will not hold Level Up Academy, its teachers, management, or staff responsible for any mishap, loss, accident, or injury
 - g. Not give false or misleading information to LUA about their identity, history or visa
 - h. Inform the school of any changes in their visa status
 - i. Not participate in any criminal activity according to Australian law
 - j. Not do anything to harm LUA's facilities
 - k. Pay their tuition fees and other charges appropriately
 - l. Provide an email address that they check regularly to the school at the time of enrolment
 - m. Check their email regularly for information relating to their enrolment at the school
13. Photographs, videos, testimonials and/or course work provided by you and/or taken by or on behalf of LUA may be used by or on behalf of LUA for marketing and promotional purposes
14. Students can take a maximum of 4 weeks holiday in the middle of their course. To take a holiday student must give LUA a minimum of two weeks notice.
15. Failure to comply with any of the Student Code of Conduct may result in you being dismissed and/or suspended from your course
16. Where the student has breached a condition of their visa, fails to pay an amount payable to LUA for the course, and/or fails to comply with the Student Code of Conduct resulting in dismissal and/or suspension from a course at LUA, no refund of fees will be made. You may also be required to pay for any damages and/or disruptions caused, and/or reported to the relevant government authorities, which could result in the cancellation of your visa
17. Level Up Academy is closed for all public holidays, as listed on the website. No compensation for shortened weeks will be given.
18. There is a two week break over Christmas each year, students are not charged during this period.
19. Level Up Academy is subject to the Privacy Act which regulates how your personal information is collected, handled, and used. The information provided by you (including but not limited to your contact details) in all forms of correspondence between you and Level Up Academy may be shared between Level Up Academy and the Australian Government and designated authorities. The information may also be used for general communication with you and for promoting compliance between you

and Level Up Academy. The ESOS Act further outlines circumstances in which this information may be shared.

20. This agreement, and the availability of Level Up Academy complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.

Refund Policy

21. All application fees are non-refundable.
22. All refund requests must be made in writing and accompanied by supporting documentation.
23. Definition: 'enrolment' means the full period of study as submitted on the application form at either or both campuses. 'Commencement date' means the commencement of enrolment in the original letter of offer. When multiple offer letters are issued the earliest commencement date is used and all course components contained within those offers constitute the full enrolment.
24. Once the refund request is approved, the refund will be made within 20 working days from the date of approval by electronic funds transfer to a bank account nominated by the student or as reverse payment to the credit card from which the payment was processed. Bank transfer fees will be deducted.
25. As prescribed in section 47E of the ESOS Act, Level Up Academy will refund fees in full less AU\$500 or 5 percent of the pre-paid tuition fee (whichever is the lesser) if your student's visa application is rejected or a student's visa renewal is refused prior to starting a course. The request for a refund must include a letter of notification from the appropriate Australian Government Office.
26. Level Up Academy will refund 60% of the tuition fee if a student decides to cancel the enrolment providing written notice is given more than 20 working days before the commencement date.
27. 50% of the tuition fee will be refunded if Level Up receives the written notice less than 20 working days before the commencement date.
28. The tuition fee will not be refunded after the commencement date.
29. If Level Up Academy must cancel your course, then the tuition fees for the weeks you couldn't finish will be refunded in full.
30. If you transfer from a more expensive course to a cheaper course, then no refund is payable.
31. If you arrive to Australia late then there is no refund for any classes that you miss.
32. If your behavior is inappropriate by management according to our Student Code of Conduct (which is located in the policy section of our website) then Level Up Academy reserves the right to ask you to leave the school.
33. If you commit a criminal offence under Australian law then Level Up Academy will discontinue your enrolment and not refund any remaining weeks of tuition.
34. If the application for a student visa is unsuccessful, Level Up Academy will refund full prepaid Course fees, less the enrolment fee. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to Level Up Academy upon visa refusal. In this case, the refund will be made within 14 days.

35. In the event that an extension to the student visa is not granted and the course has commenced, Level Up Academy will refund the unused portion of the prepaid tuition fees less any enrolment fee.
36. If for any reason Level Up Academy is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed the full refund of unused prepaid Course fees.
37. If you wish to defer your course start date, you must notify Level Up Academy more than 14 days prior the course commencement date or charges will apply. Where you are granted a course deferment and later cancel, any refund amounts or cancellation fees will be calculated based on the original course commencement date. Student visa holders should note that any deferral will require a change of CoE and may impact on their visa status.
38. A full detail of Refunds can be obtained by requesting a copy of the Refunds Policy.
39. In all cases under the Cancellation and Refund Policy the enrolment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable.