



Courses Fees & Details

Course Information	Details	Fees
General English/GE (Cairns & Brisbane) CRICOS: Brisbane 094943G Cairns: 076512C Minimum age: 16 years old	20 contact hours per week Start dates: Every Monday	\$ 380 per week
Cambridge Preparation (Cairns Only) CRICOS: FCE 079085D CAE: 079589B Minimum age: 18 years old	25 contact hours per week Start dates (12 weeks): 16/03; 07/09 Start dates (10 weeks): 30/03; 21/09	10 weeks: \$ 3,800 12 weeks: \$ 4,560
High School Preparation (Cairns Only) Minimum age: 14 years old CRICOS: 069718C	20 contact hours per week Start dates: Every Monday	\$ 450 per week
IELTS Preparation (Brisbane Only) Minimum age: 18 years old	15 or 20 contact hours per week Start dates: Every Monday	\$ 380 per week
IELTS Preparation FLEXI (Brisbane Only) Minimum age: 18 years old	35 contact hours per week Start dates: Every Monday	\$ 450 per week

Non-tuition fees & Information

Enrolment fee	\$ 250	Enrolment fee (High School Prep)	\$ 500
GE Supervision Fee (U18)	\$ 30 per week	Uniform (High School Prep)	\$ 100
Material fee	\$10 per week	OSHC	TBA
Cambridge Exam	\$ 330*		

Other Programs / Specialty Programs

Course Information	Details	Fees
PADI Open Water License Minimum age: 16 years old Students are required to complete a Medical Declaration	5-day course (2 days in class and 3-day/2-night liveaboard); Must enrol minimum 1 week of General English.	\$ 1,040 Price valid until March 2020
Holiday Junior Program Age group: Year 5 ~ Year 12 (10 Y.O~18 Y.O) Program Duration: from 1 week Seasonal program, inquire for start dates and	Purpose: ideal for first-time teens travellers and families combining English learning with the opportunity to stay with a local family. Includes enrolment fee, tuition fees, activities, homestay double placement, airport and daily transfers, 3 meals per day	From \$ 1,450 per week <u>Extras:</u> Single Placement: \$ 250 per week Unaccompanied Minor Service (required through airline): \$ 200
Local School Program Age group: 12~17 years old Program Duration: 2 weeks Seasonal program, inquire for start dates	Includes enrolment fee, tuition fees, activities, homestay double placement, airport and daily transfers, 3 meals per day	From \$ 3,600



Accommodation Fees & Details

Accommodation Information	Details	Fees
Placement Fee	Applicable on student's first accommodation request	\$ 250
Replacement Fee	Applicable on each accommodation option or location changes	\$ 100
On-campus dormitory (Cairns) Minimum age: 18 years old	Nationality mixed and shared rooms; All meals provided in buffet style; Linen & dine kit rental FREE Evening Classes	\$ 280 per week \$ 40 per night
Student Accommodation (Brisbane) Minimum age: 18 years old	Walking distance to Brisbane CBD; All kitchen appliance included; No meals.	\$ 385 per week \$ 55 per night
Homestay Program (Cairns) For students over 18 years old	3 meals per day provided (Mon-Fri buffet-lunch from SPC on-campus Cafeteria)	\$ 315 per week \$ 45 per night
Homestay Program Half Board (Brisbane) For students over 18 years old	Half board (16 meals per week); Single Placement	\$ 210 per week \$ 30 per night
Homestay Program No Meals (Brisbane) For students over 18 years old	No meals included, students can use kitchen facilities; Single Placement	\$ 175 per week \$ 25 per night
Under 18 Homestay Program For students under 18 years old	3 meals per day provided; Daily transfer provided by host-family for students attending SPC Cairns.	\$ 385 per week \$ 55 per night

Airport Transfer

SPC Cairns One-Way	\$ 80	SPC Brisbane One-Way	\$ 110
SPC Cairns Return	\$ 160	SPC Brisbane Return	\$ 220
Surcharge for each transfer request between 10pm and 6am			\$ 30

Enrolment and Payment Procedures

1. Please read the SPC Group pre-enrolment information pack available on www.spcgroup.me, including course information details and conditions of enrolment. 2. Complete the enrolment form and return no welcome@spcgroup.me. 3. SPC Group will issue a Letter of Offer (LoO) including your course details, fees, methods of payment, refund policy and conditions of enrolment. 4. Payment for all fees and charges must be cleared into SPC Group bank account at least 4 weeks before the student's start date. Otherwise, enrolment may be cancelled. If you are applying through a special promotion, please follow additional conditions as it stated on the promotion flyer.

2020 Holidays

New Year's Day: Wed, 1 Jan	Easter Sunday: Sun, 12 Apr	Cairns Show (C): Fri, 17 Jul	Boxing Day: Mon, 28 Dec
Australia Day: Mon, 27 Jan	Easter Monday: Mon, 13 Apr	Ekka Day (B): Fri, 7 Aug	
Good Friday: Fri, 10 Apr	ANZAC Day: Sat, 25 Apr	Queen's Bday: Mon, 5 Oct	SPC End-of-Year Holiday
Holy Saturday: Sat, 11 Apr	Labour Day: Mon, 4 May	Christmas Day: Fri, 25 Dec	28 Dec 2020 ~ 01 Jan 2021



Terms & Conditions 2020

Conditions of Enrolment

The applicant:

- understands and accepts the terms of SPC Group's refund policy;
- understands that some courses require a pre-requisite level of English language for entry;
- understands that she/he will be tested on commencement of the course and placed in a class at the appropriate English language level;
- understands that she/he must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress;
- understands that she/he must attend at least 80% of the course, and failing to do so will result in him/her being reported to the Australian Government (student visa holders only);
- understands that she/he must maintain approved accommodation arrangements and health cover;
- understands that there cannot be a change of school during the course without a written letter of release from SPC Group;
- has read the SPC Group policies and agrees to abide them;
- is aware that school-aged dependants accompanying him/her will be required to pay full fees at a private or government school in Australia
- understands that information collected before and during enrolment is done to meet SPC Group's obligations under the ESOS Act and the National Code 2007 as well as ensuring student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 amended 2012, 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 2007. The information collected can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the International Student Tuition Protection Scheme (TPS) Fund Manager. In other circumstances information collected can be disclosed SPC Group may consider any suspension of a student's enrolment if SPC Group is satisfied that such circumstances exist and that are beyond the control of the student which include life without consent where authorised or required by law. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach of a student visa condition;
- agrees that SPC Group can share information about his/her course and progress with his/her parents and recruiting agent;
- acknowledges SPC Group's timetables and class locations are subject to change at any time without notice.

SPC Group Tuition Refund Policy & Guarantee

The enrolment fee is not refundable.

For General English, IELTS and Cambridge Preparation Programs

For cancellation notice given:

- at least 14 days prior to the commencement of the course, you will be refunded tuition fees and OSHC fees through your nominated agent.
- less than 14 days prior, on or after the commencement of the course, no tuition fees will be refunded.
- due to visa refusal, tuition fees, OSHC fees and accommodation fees will be refunded through your nominated agent as per sections 28-29 of the ESOS Act providing that proof of visa rejection has been provided to SPC Group.

For Specialty Programs

- Any changes must be made at least 6 weeks prior to the commencement by writing to SPC Administration/Staff.
- \$500 administration fee is not refundable.

For cancellation notice given:

- more than 14 days but less than 28 days prior to the program commencement date, you can be refunded 80% of total fee after \$ 500 admin fee is deducted.
- 2 weeks or less prior to the program commencement date, you will not receive any refund of the tuition fees.

No refund of tuition fees will be made where your enrolment is cancelled for any such reasons, including but, not limited to the following:

- Failure to maintain satisfactory course progress or attendance
- Failure to maintain approved accommodation arrangements and health cover
- Failure to adhere to the discipline code of SPC Group. This includes behaviour that affects the security of other students, for example, inviting outsiders into SPC Group without permission, or possessing or consuming alcohol on the premises.

In the unlikely event that SPC Group is unable to deliver your course in full, you may be offered a refund. Alternatively, you may be offered enrolment in an alternative course by SPC Group 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 SPC Group is unable to provide a refund or place you in an alternative course, the Australian Government provides an International Student Tuition Protection Service (TPS).

This will provide a refund of the tuition fees for courses that you have not received or a partial refund for courses that you have partly received. The refund amount is calculated by the TPS Director.

Applications for refunds must be received by SPC Group in writing, addressed to the Director, SPC Group. If you enrolled through an education agent, the fees will be refunded to that agent. This agreement, and the availability of complaints and appeals processes, does not circumscribe your right to pursue other legal remedies nor does this agreement remove your right to pursue other legal remedies nor does this agreement

remove your right to take action under Australia's consumer protection laws. If you are concerned about the actions of SPC Group you may approach the State Authority for CRICOS Registration. In Queensland, this is the Department of Education. Concerns about the product of the college should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, Brisbane, QLD 4002. Complaints must be made in writing.

SPC Group Deferral, Suspension & Cancellation Policy

The decision to defer commencement of studies or suspend an enrolment can be made by the Director of Studies. Students wishing to defer the commencement of their studies or cancel their studies must fill out the Enrolment Amendment Form at reception. The application will be returned once signed and approved by SPC Group. Students are recommended to keep a copy of the document for future references.

SPC Group may consider any suspension of a student's enrolment if SPC Group is satisfied that such circumstances exist and that are beyond the control of the student which include life threatening illness or death. Proof of the above must be provided.

SPC Group has a discretion whether to suspend a student's enrolment in response to poor/illegal behaviour etc or for any other reason it considers necessary.

The event of deferral or suspension of an enrolment will be reported to DIAC and may affect the status of their student visa.

If SPC Group decides to suspend a student visa enrolment where it is not at student's request, the student will have 20 working days to appeal to the SPC Group. If the appeal is not upheld or the student withdraws from the appeal process then SPC Group will report the student to DIAC. The suspension of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating to the student's welfare.

The appeal must be submitted in writing and addressed to the Student Services Officer. It will then be brought to the management of SPC. The appeal may take up to 60 days and during this time, appellant will be updated in writing before the final decision arrives.

Student initiated deferral or cancellation of enrolment cannot be granted retrospectively or if it was taken by the student without authorisation.

If students have taken unauthorised leave, they will be recorded as absent and will have their enrolment cancelled if their attendance falls below the student visa requirements.

If a student is unhappy with any stage of the process to defer or cancel enrolment, suspension, they should follow the SPC Group Complaints Procedure, available on SPC Group Orientation Handbook, given to students on their first day at the college.

SPC Group Accommodation Changes, Cancellation & Refund Policy

This policy applies to any student who has booked accommodation through SPC or any of the services stated on our price list and is currently hosted or has accommodation starting (check-in date) in 2 weeks or less.

Two full week notice: if you have booked accommodation and you cancel this accommodation you must give more than two full week notice to receive any refund. A "full week" is calculated from the day of your arrival. For example, if you arrive on a Saturday, a full week is the following Saturday (8 days, 7 nights). Once the week has commenced, this is not counted in the "two full week notice".

Changing accommodation: moving from Dormitory to Homestay or vice-versa is considered a cancellation of the Dormitory and a new booking for Homestay, as well as changes of campus, such as moving from Cairns Dormitory to Brisbane Student Accommodation will be considered a cancellation of the Cairns Dormitory and new booking with Brisbane Student Accommodation.

Changes, Cancellation and Refund Policy is as follows:

- The accommodation placement fee is not refundable.
- Accommodation refunds can only be requested through Enrolment Amendment Form during regular office hours and in writing.
- If cancellation is requested before student's estimated arrival, refunds will be made through your nominated agent.

For cancellation notice given:

- 2 weeks or less, you will not receive any refund.
- More than 2 weeks, refund is 80% of the accommodation fee you have paid.
- Note that fees are dependent on exchange rates and can vary from day to day and any international bank transfer fees are paid by the student.
- Refund will take up to 30 calendar days.
- You may be asked to leave the school due to misbehavior and/or not complying with SPC rules (stated on the Student Handbook). In this case, your accommodation is automatically cancelled and there will be no refund of accommodation fees.
- If you have decided to change your accommodation booking, a replacement fee in addition to this Changes, Cancellation & Refund Policy will apply.

SPC reserves the rights to explain about terms and conditions stated above.

By signing this, it indicates that you have read and agreed above procedures and accept the conditions of enrolment and all policies.

Signature of Applicant (or parent): _____

Date: _____

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Agent Support Offices

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