

GENERAL ENGLISH COURSES

| | |
|------------------------------|-------------------------|
| 01 - 11 weeks A\$395/wk | 12 - 23 weeks A\$390/wk |
| 24 - 35 weeks A\$385/wk | 36 - 48 weeks A\$380/wk |
| One-to-One Tuition A\$130/hr | |

NEW GENERATION ENGLISH / IELTS PREPARATION (EVENING)

| | |
|---|-------------------------|
| 01 - 11 weeks A\$225/wk | 12 - 23 weeks A\$220/wk |
| 24 - 35 weeks A\$215/wk | 36 - 48 weeks A\$210/wk |
| Per Evening A\$85 (face to face only) ^ Includes 5 hrs online | |

CAMBRIDGE EXAMINATION COURSES

Note: Program fee includes examination fee and materials.

FIRST CERTIFICATE (FCE)

| | |
|--|---------|
| 6 week course 'Fast Track Cambridge' Exam Date: Aug 20 | A\$2870 |
| A\$2370 (tuition) + A\$500 (program fee) | |
| 10 week course Exam Date: Mar 13 | |
| A\$3950 (tuition) + A\$500 (program fee) | A\$4450 |
| 12 week course Exam Date: Jun 9, Dec 1 | |
| A\$4680 (tuition) + A\$500 (program fee) | A\$5180 |

CERTIFICATE OF ADVANCED ENGLISH (CAE)

| | |
|--|---------|
| 6 week course 'Fast Track Cambridge' Exam Date: Aug 21 | A\$2870 |
| A\$2370 (tuition) + A\$500 (program fee) | |
| 10 week course Exam Date: Mar 14 | |
| A\$3950 (tuition) + A\$500 (program fee) | A\$4450 |
| 12 week course Exam Date: Jun 10, Dec 2 | |
| A\$4680 (tuition) + A\$500 (program fee) | A\$5180 |

OPEN CAMBRIDGE COURSE

FIRST CERTIFICATE (FCE)

A\$395 per week (tuition)
+ A\$80/4 week (Text book & Computer Access Fee)*
Computer Based Testing Dates: TBA

CERTIFICATE OF ADVANCED ENGLISH (CAE)

A\$395 per week (tuition)
+ A\$80/4 week (Text book & Computer Access Fee)*
Computer Based Testing Dates: TBA
*Does not include exam fee

ACADEMIC ENGLISH PROGRAMS

ENGLISH FOR ACADEMIC PURPOSES (EAP)

01 - 11 weeks A\$395/wk, 12 - 23 weeks A\$390/wk
24 - 35 weeks A\$385/wk, 36 - 48 weeks A\$380/wk
+ Academic Service Fee A\$425
"Students admitted to University are not required to re-sit IELTS after having completed the Phoenix Academic English Course"

HIGH SCHOOL PREPARATION

01 - 11 weeks A\$395/wk, 12 - 23 weeks A\$390/wk
24 - 35 weeks A\$385/wk, 36 - 48 weeks A\$380/wk
+ Academic Service Fee A\$425
Phoenix Academy offers a comprehensive placement service at both Non-Government and Government High Schools

HIGH SCHOOL HOLIDAY PROGRAM

ENGLISH PLUS HOMESTAY

Short term English Tuition for students under 18 yrs of age.

| | | | |
|----------|-----------|-----------|-----------|
| 1 week / | 2 weeks / | 3 weeks / | 4 weeks / |
| A\$1240 | A\$1900 | A\$2560 | A\$3220 |

Fees inclusive of tuition, return airport transfer and homestay.

ENGLISH PLUS HOMESTAY & RECREATION

Short term English Tuition and recreation/tourist activities for students under 18 yrs of age.

| | | | |
|----------|-----------|-----------|-----------|
| 1 week / | 2 weeks / | 3 weeks / | 4 weeks / |
| A\$1405 | A\$2215 | A\$3030 | A\$3850 |

Fees inclusive of enrolment fee, tuition, return airport transfer, homestay and either 2 half day activities (~3hrs/activity) or 1 full day weekend activity.

GROUP STUDY TOURS

1 to 4 week programs available Quote on request

ENGLISH Plus

Short term English Tuition plus recreation (ie. Surfing, diving, sightseeing) for students over 18 yrs of age.
1 to 4 week programs available Quote on request

BUSINESS STUDY OPTIONS

| | |
|-------------------------------------|-----------|
| English for Business Purposes | A\$395/wk |
| Global Business Skills - 2 - 48 wks | A\$270/wk |

WORK AND STUDY PROGRAMS

GAP YEAR PROGRAM Quote on request

WORKING HOLIDAY MAKER PROGRAM

| | |
|------------------|--------|
| 1 - 17 weeks GEC | A\$280 |
| 1 - 17 weeks NGE | A\$210 |
| 1 - 17 weeks GBS | A\$270 |

DEMI PAIR AND AU PAIR PROGRAM

Fees are determined by the length of study and the type of course studied. For study options and packages, please see brochure for more details.
Length of study + A\$800 (placement fee)

INTERNSHIP PROGRAM

| | |
|---|--------------------|
| Study Component | as per course fees |
| Internship Component: | |
| Internship Application Fee | A\$600 |
| 6 weeks A\$1400, 7-12 weeks A\$1650, | |
| 13-20 weeks A\$2050, 21-26 weeks A\$2400 | |
| 416 Visa & Application Fees (if required) | A\$865 |

JOB CLUB

| | |
|-------------------|--------|
| Job Club Fee | A\$50 |
| Job Club Gold Fee | A\$500 |

TEACHER TRAINING PROGRAMS

| | |
|---|---------|
| Cambridge CELTA 4wks (f/t)/10wks (p/t) | A\$3100 |
| Cambridge CELTA (early bird) | A\$2945 |
| Cambridge CELTA Online | A\$2945 |
| Cambridge DELTA 8wks (f/t) Modules 1, 2 & 3 | A\$5295 |
| (Modules 1 & 2: A\$4385; Module 3 : A\$910) | |
| Teaching Knowledge Test (TKT) 4wks | A\$2355 |

UNIVERSITY PATHWAYS

DIPLOMA OF BUSINESS (incorporates Cert IV in Business)

Package this course with second year entry to Curtin, Edith Cowan or Murdoch University.

| | |
|-------------------------------|----------|
| Fast track - 6 mths (8 Units) | A\$18000 |
| Standard - 9 mths (8 Units) | A\$18000 |
| Extended - 12 mths (8 Units) | A\$18000 |
| Single Unit | A\$2250 |

Four flexible intakes: Jan, Apr, Jul, Sep

DIPLOMA OF BUSINESS - WORK READY

| | |
|------------------|--------------------|
| 3 mths / 6 mths | A\$2970 / A\$5940 |
| 9 mths / 12 mths | A\$8910 / A\$11880 |

Four flexible intakes: Jan, Apr, Jul, Sep

FOUNDATION STUDIES - CERT IV IN BUSINESS

Package this course with first year entry to Curtin, Edith Cowan, Murdoch and also Monash University.

| | |
|---------|----------|
| 6 mths | A\$9000 |
| 9 mths | A\$13500 |
| 12 mths | A\$18000 |

Four flexible intakes: Jan, Apr, Jul, Sep

ONLINE COURSES

| | |
|---|----------------|
| Online English - 6 levels (Beginner to Advance) | A\$35/month |
| Online English for Specific Purpose | A\$35/month |
| (Hospitality, Business, IT, Health and Nursing) | |
| Online IELTS Preparation | A\$110/3 month |
| Online TESOL | A\$55/month |

Service Fees

| | |
|---|-------------------|
| Enrolment Fee (non-refundable) | A\$225 or A\$235* |
| Enrolment Fee New Gen English (non-refundable) | A\$125 or A\$135* |

* Including Phoenix Club Membership - Phoenix Club Membership entitles student to a wide range of discounts on food, entertainment, travel and retail.

| | |
|--|-----------------|
| iPEPT (Internet Based Phoenix English Proficiency test) | A\$60 |
| Airport Greeting Service | A\$120 |
| Academic Service Fee | A\$425 |
| Books (estimated budget) | A\$130 - A\$160 |

| | |
|-------------------------------|-----------|
| Homestay Fee (ADULT) | |
| Adult/week | A\$260/wk |
| Placement Fee (once only fee) | A\$235 |

| | |
|--|-----------|
| Homestay Fee (UNDER 18 YEARS OLD) | |
| 13 to 17 Years Old / week | A\$285/wk |
| Placement Fee (once only fee) | A\$260 |

| | |
|--|-----------|
| 11 & 12 Years Old / week | A\$295/wk |
| Placement Fee (once only fee) | A\$280 |
| Daily Transport Fee / week (1 pax) | A\$125/wk |
| Daily Transport Fee / week (2 pax - same homestay) | A\$160/wk |

Please note that acceptance of 11 & 12 year old students will be subject to availability of places.

| | |
|---|--------|
| Local Carer Fee (UNDER 18 YEARS OLD) | A\$210 |
|---|--------|

| | | |
|--|------------------|-----------------|
| On-campus Student Residence (Perth) | <i>per night</i> | <i>per week</i> |
| Beatty Lodge | | |

| | | |
|---|--------|--------|
| Superior Single Room | A\$72 | A\$450 |
| Superior Twin Room (per person) | A\$58 | A\$366 |
| Superior Double Room (per room 2 persons) | A\$110 | A\$680 |
| Standard Single | A\$62 | A\$390 |
| Standard Twin Share (per person) | A\$52 | A\$334 |
| Double Room (per room 2 persons) | A\$85 | A\$536 |
| Standard Triple Share | A\$38 | A\$240 |
| Dormitory-4 beds (per person) | A\$38 | A\$240 |
| Dormitory-6 beds (per person) | A\$35 | A\$220 |

Public Holidays (School Closed)

| | | | |
|---------------|--------------|-----------------------|-----------------------|
| New Years Day | Jan 1 (2015) | Western Australia Day | Jun 1 |
| Australia Day | Jan 26 | Queens Birthday | Sep 28 |
| Labour Day | Mar 2 | Christmas Break | Dec 25 & 26 |
| Good Friday | Apr 3 | New Years Day | Jan 1 (2016) |
| Easter Monday | Apr 6 | Classes Closed | Dec 20 - Jan 4 (2016) |
| ANZAC Day | Apr 27 | | |

*There is no reimbursement for Australian Public Holidays

Overseas Student Health Cover (OSHC) Allianz*

OSHC is a compulsory requirement for all student visa holders. Rate is payable according to length of student visa, not course.

| | | | |
|-------------|-------------|-------------|--------------|
| 0 to 3 mths | 3 to 6 mths | 6 to 9 mths | 9 to 12 mths |
| A\$147 | A\$294 | A\$423 | A\$553 |

Non-Student Visa Holders*

Insurance for international students and visitors under the age of 49 and not on a Student Visa. (Provided by Allianz Educare).

Please note prices are approximate.

| | | | |
|-------------|-------------|-------------|--------------|
| 0 to 3 mths | 3 to 6 mths | 6 to 9 mths | 9 to 12 mths |
| A\$110 | A\$220 | A\$325 | A\$435 |

* Prices last updated January 2015 and are subject to change.



Link2Uni provides an admission counselling service for students wishing to study at a college or University in Australia.
For more information visit www.link2uni.com

2015 Commencement Dates

START DATE
(Major Orientation intake dates)

Jan 5 Feb 16 Mar 30 May 11 Jun 22 Aug 3 Sep 14 Oct 26 Dec 7 Jan 4, 16

ALL LEVELS

General English (2 to 48 weeks) Commencement every Monday

English High School Preparation (2 to 48 weeks)

New Generation English (Evening) (2 to 48 weeks)

INTERMEDIATE & ABOVE

English for Business Purposes
Jan 5 - Feb 13
(6 wks)

English for Business Purposes
Mar 30 - May 8
(6 wks)

English for Business Purposes
Aug 3 - Sep 11
(6 wks)

English for Business Purposes
Oct 26 - Dec 4
(6 wks)

FCE/CAE
Jan 5 - Mar 13 (10 wks)

FCE/CAE
Mar 16 - Jun 5 (12 wks)

FCE/CAE
Jul 13 - Aug 21 (6wks)

FCE/CAE
Sep 7 - Nov 27 (12 wks)

Open Cambridge (min 4 weeks) Commencement every Monday

UPPER INTERMEDIATE/ADVANCED

Academic English
Jan 5 - Feb 13
(6 wks)

Academic English
Feb 16 - Mar 27
(6 wks)

Academic English
Mar 30 - May 8
(6 wks)

Academic English
May 11 - Jun 19
(6 wks)

Academic English
Jul 6 - Aug 14
(6 wks)

Academic English
Aug 17 - Sep 25
(6 wks)

Academic English
Sep 29 - Nov 6
(6 wks)

Academic English
Nov 9 - Dec 18
(6 wks)

Foundation Studies Cert IV in Business
Jan 12 - Mar 27
(3 months)

Foundation Studies Cert IV in Business
Apr 7 - Jun 19
(3 months)

Foundation Studies Cert IV in Business
Jul 6 - Sep 18
(3 months)

Foundation Studies Cert IV in Business
Sep 29 - Dec 11
(3 months)

Starts Jan 11, 2016

Diploma of Business
Jan 12 - Mar 27
(3 months)

Diploma of Business
Apr 7 - Jun 19
(3 months)

Diploma of Business
Jul 6 - Sep 18
(3 months)

Diploma of Business
Sep 29 - Dec 11
(3 months)

Starts Jan 11, 2016

Global Business Skills
Jan 12 - Feb 13
(5 wks)

Global Business Skills
Feb 16 - Mar 20
(5 wks)

Global Business Skills
Apr 7 - May 8
(5 wks)

Global Business Skills
May 11 - Jun 12
(5 wks)

Global Business Skills
Jul 6 - Aug 7
(5 wks)

Global Business Skills
Aug 10 - Sep 11
(5 wks)

Global Business Skills
Sep 29 - Oct 30
(5 wks)

Global Business Skills
Nov 2 - Dec 4
(5 wks)

NATIVE LIKE FLUENCY IN ENGLISH

TKT
Feb 2 - Feb 27
(4 wks full-time)

TKT
Mar 30 - Apr 24
(4 wks full-time)

TKT
May 25 - Jun 19
(4 wks full-time)

TKT
Jul 20 - Aug 14
(4 wks full-time)

TKT
Sep 14 - Oct 9
(4 wks full-time)

TKT
Nov 9 - Dec 4
(4 wks full-time)

CELTA
May 4 - May 29
(4 wks full-time)

CELTA
Jul 13 - Aug 7
(4 wks full-time)

CELTA
Oct 5 - Oct 30
(4 wks full-time)

CELTA
Nov 9 - Dec 4
(4 wks full-time)

CELTA
Dec 28 - Jan 22, 2016
(4 wks full-time)

CELTA
Feb 10 - Apr 18
(10 wks part-time)

CELTA
Apr 28 - Jul 4
(10 wks part-time)

CELTA
Aug 25 - Oct 31
(10 wks part-time)

DELTA
Aug 31 - Oct 23
(8 wks full-time)

PLEASE NOTE: All prices included in this document are in Australian Dollars and include GST where applicable.

DISCLAIMER: The information contained in this document was correct at the time of publication but the Academy reserves the right to make subsequent changes.



PERSONAL DETAILS

Family Name

Given Name/s

Date of Birth / / Male Female

Occupation

Education completed

Nationality

Passport number

Address in Home Country

Tel/Fax/Email

Address in Perth (if known)

Tel/Fax/Email

(tick the boxes that apply to you)

On what type of visa will you commence your course?

Student Visitor Working Holiday Other

Level of English

Beginner Elementary Pre-Intermediate
 Intermediate Upper-Intermediate Advanced

Do you have an IELTS/TOEFL/iPEPT/other English Test Result?

REQUESTED COURSES & DURATION

Commencement Date / / (dd/mm/yy)

General English Course (GEC) (23 hrs/week) weeks

New Generation English/IELTS Preparation (20 hrs/week) weeks

English for High School Preparation (23 hrs/week) weeks

English for Academic Purposes (23 hrs/week) weeks

Exam Courses* (FCE, CAE, Open Cambridge) (23 hrs/week) weeks

GAP Year Program (23 hrs/week) weeks

English for Business Purposes (23 hrs/week) weeks

Global Business Skills (20 hrs/week) weeks

Cert IV in Business (20 hrs/week) weeks

Diploma of Business (20 hrs/week) weeks

Teacher Training (DELTA, CELTA, TAE) weeks

Work Options*(Demi Pair / Au Pair / Internship / Job Club) weeks

Other (please specify)

*Prerequisite language requirements apply

FURTHER STUDY IN AUSTRALIA

Will you take further study in Australia after your course?

Yes No

Would you like Phoenix to arrange a place at a high school/university for you?

Yes No

Do you have a preferred course of study after your English course?

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FEES

Enrolment Fee A\$

weeks A\$

Overseas Student Health Cover (student visa only) A\$

Airport Meet & Greet Service A\$

Accommodation Placement Fee A\$

Accommodation Fee (4 wks in advance) A\$

Other Fees (eg Academic Service, FCE Exam Fees; Demi Pair placement) A\$

TOTAL A\$

* Phoenix Club Card - entitles card holder to a wide range of discounts on food, entertainment, travel and retail.

Note: Estimated budget for text books is A\$130 - A\$160

Would you like assistance to open an Australian Bank Account prior to arrival?

Yes, please send information.

ACCOMMODATION & AIRPORT PICKUP

Do you require Airport Pickup? Yes No

Do you want accommodation arranged for you? Yes No

Homestay Hostel/Hotel Own arrangement

On-campus Student Residence (Single, Twin, Triple- specify)

Do you smoke? Yes No

Are you willing to live with a homestay family

with pets with children under 5 with smokers

Are there any foods you do not eat?

What are your hobbies/interests?

Do you suffer from any medical condition? (please specify)

CARE & SUPERVISION (UNDER 18 YEARS ONLY)

All students under 18 years of age must have an adult carer in Australia.

Do you need Phoenix to arrange a carer? Yes No

If NO, you must provide your carer's details in Perth before arrival.

DECLARATION

I, declare that the information supplied in this application and supporting documentation is true and complete. I have read and understood the Terms & Conditions of Enrolment of Phoenix Academy and agree to these terms.

I understand that Phoenix Academy reserves the right to vary or reverse any decision regarding admission or enrolment made on the basis of incorrect or incomplete information.

Privacy Statement: I understand that the information provided in this form will be used for the purposes of and in relation to my enrolment at Phoenix. Where the privacy principles apply, Phoenix restricts access to staff members who may need the information in carrying out their responsibilities in the academic and/or personal interest of the student. Phoenix does not provide, by commercial arrangement or otherwise, the personal information of students except in the following cases:

- a) when authorised in writing by the student to do so
- b) where required or authorised by law to government and regulatory authorities; credit reporting and fraud-checking agencies; or to your authorised representative (e.g. legal representative). Information provided may be made available to Commonwealth and State Agencies and the TPS Director of the Tution Protection Service, pursuant to obligations under the ESOS Act 2000 and the National Code of Practice.

Student Signature: Date:

Signature of the Parent/Guardian (if under 18 years) Date:

Representative Stamp

APPLICATION FORM (Part B)

Terms & Conditions of Enrolment

HOW TO ENROL

- Send your completed **Application Form** to our representative in your country or direct to:
The Registrar, Phoenix Academy
PO Box 256, Leederville 6903, Western Australia
Or fax or email to: The Registrar, +61 8 9227 5540 or admissions@phoenix.wa.edu.au
Or apply online at: <http://www.phoenix.wa.edu.au>
- We will send you an **Offer of Study** detailing the terms of payment.
- On acceptance of your **Offer of Study** and receipt of fees, Phoenix Academy will send you pre-arrival information along with accommodation information. For student visa applications, a **Confirmation of Enrolment (COE)** will be sent to you. Take the COE to an Australian embassy to apply for a Student Visa.

CONDITIONS OF ENROLMENT

- Tuition fees and all other fees (e.g. Overseas Student Health Cover) are to be paid according to your Offer of Study.
- For Airport Transfer and Homestay requests please provide flight details (number, date, arrival time) at least 2 weeks before you arrive in Australia. Phoenix Academy will confirm the details with you and send full homestay arrangements.
- For student visas, when selecting a commencement date please allow at least 4 weeks for visa processing.
- Any changes to enrolment details must be notified to Phoenix Academy in writing.
- Students under 18 years old are required to have a local Carer/Guardian (please see below for details).
- Phoenix Academy reserves the right to change its fees and conditions at any time without notice.
- Change of address: Student Visa holders are required under the terms of their visa to notify Phoenix Academy of any change of address during their study at Phoenix Academy.
- Conditions under which the Academy may suspend or cancel your enrolment:
 - Non-payment of fees
 - Misbehaviour or misconduct
 - Failure to meet course prerequisites
 - Failure to meet satisfactory attendance
 - Failure to meet satisfactory course progress
- The Department of Immigration and Border Protection (DIBP) regulation states that students on student visas must attend 80% of their classes to satisfy immigration requirements. Should your attendance fall below this level, you may be at risk of having your visa cancelled. Attendance at Phoenix Academy is based on the actual days of study from the date of commencement, and calculated as a percentage at the end of every class week. Should your attendance fall below 80%, Phoenix Academy reserves the right to cancel or suspend your enrolment, which may put your visa at risk.
- Students enrolled in an Award Course Program (e.g. Diploma of Business) must achieve satisfactory course progress. Students who fail to maintain satisfactory course progress may be at risk of their visa being suspended or cancelled. Please refer to Student Progress Monitoring Policy on our website at www.phoenixacademy.com.au
- Student wanting to withdraw, cancel, defer, or transfer to another provider must submit a formal request in writing to the Registrar.
- A LATE PAYMENT FEE up to \$500 may be charged on outstanding fees. Interest calculated on a daily basis, using the current bank rate, may also be charged on outstanding fees.
- Any photos or videos taken on the premises of Phoenix Academy by students and/or Phoenix Academy staff may be used for promotional purposes.

ADDITIONAL CONDITIONS (UNDER 18 YEARS ONLY)

Students enrolled in the Phoenix High School Preparation Program (under 18 years old) will be required to live with a Phoenix homestay family who act as the local carer or show evidence of living with a Phoenix approved responsible adult who will act as guardian.

METHOD OF PAYMENT

Bank Transfer Bank Draft Bank Cheque Cash

All transfers should be made to:

Name: Phoenix Academy Trust Account
Bank Name: Bank of Western Australia Ltd
Branch: 149 Oxford Street, Leederville 6007, Western Australia
Branch No: 306-058 **Account No:** 052 903 3 **SWIFT CODE:** BKWAAU6P

All payments must be made in Australian dollars and students are responsible for paying all bank charges; Email to accounts@phoenixacademy.com.au or fax copy of payment details to +61 8 9227 5540
PHOENIX ACADEMY CRICOS PROVIDER CODE: 00066D
Keyseq Pty Ltd t/a Phoenix Academy. ABN 45 009 405 298.

Registered by the West Australian Government.

GENERAL INFORMATION

Dependants: Student's dependants can enrol in a government or registered non-government high school as long as they meet the criteria set by the Department of Education (DOE). Depending on the school (government or non-government) and type of application (visa class of the parent and dependant) different fees and enrolment processes may apply.
Employment: Students on a Student Visa are entitled to work 40 hours per fortnight during study periods and full-time in holidays. Spouses who accompany student visa holders may be able to work under certain circumstances. For more information, contact the Department of Immigration and Border Protection (DIBP).
Health Cover: It is a requirement of the Department of Immigration and Border Protection (DIBP) that holders of student visas should have Overseas Student Health Cover (OSHC). For newly arrived students, this cover is arranged by Phoenix Academy as part of the admissions process. Full information, including how to claim a refund of medical expenses is provided during Orientation.
Information Collection: Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure 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, 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. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and the TPS Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

REFUND POLICY

All requests for a refund should be submitted in writing (with supporting documentation) to the General Manager, Phoenix Academy.

A notice of withdrawal due to:

- illness or disability
 - death of a close family member (parent, sibling, spouse, child)
 - political or civil event that prevents accittal
- may be accepted as grounds for partial refund of fees. Supporting documentary evidence must be provided.

In all cases:

- refunds of tuition and accommodation fees will be in accordance with the Western Australian Government's Policy Guidelines for institutions providing courses to international students and Commonwealth Education Services for Overseas Students Act 2000. These documents are available to students on request.
- Phoenix will give the student a statement that explains how the refund amount has been worked out.
- Refund calculations are based on a maximum 24 week course block(s), or the course duration, whichever is the lesser.
- The refund (if any) will be paid within four weeks after receiving a written claim by the student.

This agreement does not remove the right to take further action under Australia's consumer protection laws. In the case of any disputes, Phoenix's Dispute Resolution processes do not circumscribe the student's right to pursue other legal remedies.

| Refund Policy | Amount Refunded |
|--|---|
| If we offer a place at Phoenix the i. Enrolment Fee and ii. Homestay Placement Fee are non-refundable | No refund |
| If the visa application is unsuccessful and the student notifies Phoenix in writing within 14 days of refusal from the Embassy | 100% of tuition fees paid |
| If the student withdraws up to 4 weeks before course commencement | 90% of tuition fees paid except an Administration Fee of up to A\$600 |
| If the student withdraws 0 to 4 weeks before course commencement | 50% of tuition fees paid except an Administration Fee of up to A\$600 |
| If the student withdraws and leaves the course 0 to 4 weeks after course commencement | 30% of tuition fees paid except an Administration Fee of up to A\$600 |
| If the course is 12 weeks or less and the student withdraws and leaves the course 0 to 4 weeks after course commencement | No refund is given |
| If the student withdraws after Week 4 of the course | Any refund is at the discretion of Phoenix |
| If the student cancels Homestay accommodation up to 2 weeks before they wish to leave the house | 100% of accommodation fees paid except the Placement Fee |
| If the student cancels Homestay accommodation less than 2 weeks before they wish to leave the house | No refund is given |
| If the student withdraws from Student Residence accommodation: 2 weeks or more before course commencement | 100% of accommodation fees paid |
| 2 weeks or less before course commencement | 70% of accommodation fees paid |
| After course commencement | No refund |
| In the event that Phoenix Academy defaults of any courses offered and paid for by the student | Phoenix Academy will: Either offer the student an alternative place at the provider's expense, that is accepted by student in writing OR refund the student the unused portion of the prepaid fees. |
| If a student fails to notify the correct flight details or any change of details at least 2 days prior to arrival. | No refund of airport pickup fees |
| If a student breaches international visa conditions or the rules of the provider and is terminated from the course | No refund of the first 24 week block and 40% of the fees applicable to a subsequent 24 weeks block. |

CHECKLIST

- Completed all sections of the Application Form
- Read and understood the Conditions of Enrolment & the Cancellations & Refund Policy
- Attached copies of Academic transcripts (where relevant to your application)
- Signed the declaration