



# ENGLISH LANGUAGE PROGRAM CANCELLATION AND REFUND AGREEMENT

## 1. PURPOSE AND SCOPE

- 1.1. The terms and conditions of this Agreement apply to international students who accept an offer of enrolment or are enrolled in a course of study registered with Western Sydney University Enterprises PTY Limited (The College) English Language Centre in the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) with CRICOS provider number 02851G
- 1.2. This written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Consumer Law applies (ESOS National Code 2018, Standard 3.4.5) as well as your right to pursue other legal remedies.
- 1.3. This Agreement should be read in conjunction with:
  - 1.3.1. ESOS Legislative Framework
  - 1.3.2. The University's obligations under the Simplified Student Visa Processing framework
  - 1.3.3. Western Sydney University's International Student Fees and Refund Agreement
- 1.4. This Agreement is in accordance with the ESOS Act and the ESOS National Code.

## 2. DEFINITIONS

- 2.1. For the purposes of this Agreement the following definitions apply:
  - 2.1.1. Agreed Starting Date - The date that the student is expected to commence their course of study. If a student is unable to start on the agreed starting date due to circumstances beyond their control and notify the University in writing, a new agreed starting date may be negotiated. The University will inform the student in writing of any new agreed starting date in such circumstances. NB: This definition is the equivalent to the "agreed starting date" for the purpose of the ESOS Act.
  - 2.1.2. CoE - Confirmation of Enrolment.
  - 2.1.3. Census Date - First day of each course commencement
  - 2.1.4. CRICOS - The Commonwealth Register of Institutions and Courses for Overseas Students.
  - 2.1.5. Due Date - The course start date is the date that all course fees are due
  - 2.1.6. ESOS Act - Education Service for Overseas Students Act (2000).
  - 2.1.7. Teaching Session - A specified period of teaching in a course set by English Language Programs. Teaching sessions will vary between courses of study.



2.1.8. Tuition Fees -Fees related to the provision of a course that The College is providing.

2.1.9. The College ~~Western Sydney University Enterprises Pty Ltd~~ trading as Western Sydney University The College.

2.1.10.The University -Western Sydney University.

### 3. REFUNDS

3.1. If you are eligible for The College refund, you must have paid all fees by the due date and be



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### STATUS AND DETAILS

Status:	Current
Version:	1
Effective Date:	24 July 2020
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Approval Authority Policy:	Western Sydney University Enterprises Board

Endorsed by: