

# Price List and Enrolment Form 2021

Page 1 of 6



**SPC group**  
Brisbane and Cairns

## Courses Fees & Details

Course Information	Details	Fees
<b>Intensive General English (GE)</b> CRICOS CODE: 076512C Minimum age: 16 years old	20 contact hours per week Start dates: Every Monday	\$ 380 per week + Enrolment fee \$250 Material fee \$10 per week
<b>Cambridge Preparation (Cairns Only)</b> Minimum age: 18 years old Entry requirement: FCE (CRICOS CODE: 079085D): Upper Intermediate + CAE (CRICOS CODE: 079589B): Advanced	25 contact hours per week Start dates (12 weeks): 15/03; 06/09 Start dates (10 weeks): 29/03; 20/09	10 weeks: \$ 3,800 12 weeks: \$ 4,560 + Enrolment fee \$250 Cambridge exam \$380* Material fee \$10 per week
<b>High School Preparation</b> CRICOS CODE: 069718C Minimum age: 14 years old	20 contact hours per week Start dates: Every Monday	\$ 450 per week + Enrolment fee \$500 Material fee \$10 per week
<b>10073NAT Certificate IV in TESOL</b> Entry requirement: IELTS 5.5; Minimum High School Year 11 completion or equivalent; Upper Intermediate +	Start dates: 18/01; 12/04; 05/07; 27/09	12 week course \$ 12,000 + Enrolment fee \$250
<b>BSB40120 Certificate IV in Business* Pending</b> Entry requirement: IELTS 5.5; Minimum High School Year 11 completion or equivalent; Upper Intermediate +	Start dates: 01/02; 5/04; 14/06; 23/08; 25/10	40 week course \$ 12,500 + Enrolment fee \$250
<b>BSB50120 Diploma of Business* Pending</b> Entry requirement: IELTS 5.5; High School Year 12 completion or equivalent; Upper Intermediate +	Start dates: 01/02; 5/04; 14/06; 23/08; 25/10	40 week course \$ 12,500 + Enrolment fee \$250
<b>SITHFAB002 Provide Responsible Service of Alcohol</b> Minimum age: 18 years old Entry requirement: IELTS 5.5; Upper Intermediate +	Day course * Pending Start dates: Please inquire to SPC for dates	\$ 100 + Enrolment fee \$250
<b>SITHFAB005 Prepare and Serve Espresso Coffee</b> Entry requirement: IELTS 5.5; Upper Intermediate + Completion of SITXFSA001 Use Hygienic Practices for Food Safety	Day course * Pending Start dates: Please inquire to SPC for dates	\$ 150 + Enrolment fee \$250

## Other Fees

GE Supervision Fee (U18)	\$50 per week	Uniform (High School Prep)	\$ 100
OSHC	TBA	Confirmation of Enrolment (CoE) re-issue fee	\$49
Campus Transfer	\$250	Re-assessment fee	\$200
		Re-issuing VET Certificate (including postage)	\$200

## 2021 Holidays

<b>New Year's Day:</b> Fri, 1 Jan	<b>Easter Sunday:</b> Sun, 04 Apr	<b>Cairns Show (C):</b> Fri, 16 Jul	<b>Boxing Day:</b> Mon, 28 Dec
<b>Australia Day:</b> Mon, 26 Jan	<b>Easter Monday:</b> Mon, 05 Apr	<b>Ekka Day (B):</b> Wed, 11 Aug	
<b>Good Friday:</b> Fri, 02 Apr	<b>ANZAC Day:</b> Mon, 26 Apr	<b>Queen's Bday:</b> Mon, 4 Oct	<b>SPC End-of-Year Holiday</b>
<b>Holy Saturday:</b> Sat, 03 Apr	<b>Labour Day:</b> Mon, 3 May	<b>Christmas Day:</b> Mon, 27 Dec	27 Dec 2021 ~ 03 Jan 2022

### SUN PACIFIC COLLEGE

[CRICOS CODE 02748F] [RTO 41557]  
+61 7 4057 2100 55-65 Poolwood Rd, Kewarra Beach QLD 4879

### OFFSHORE SUPPORT OFFICES

Brazil - happy2help@spcgroup.me  
Colombia - guiane@spcgroup.me

### SPC BRISBANE

CRICOS CODE 03600G  
+61 7 2111 4488 Level 5, 138 Albert street, Brisbane 4000 QLD

Europe - foreversummer@spcgroup.me  
Vietnam - dreamcatcher@spcgroup.me

### CONTACT US

Website: [www.spcgroup.me](http://www.spcgroup.me)  
Email: [wecare@spcgroup.me](mailto:wecare@spcgroup.me)

### FOLLOW US



Initial

# Price List and Enrolment Form 2021

Page 2 of 6

## Other Programs / Specialty Programs

Course Information	Details	Fees
<b>Holiday Junior Program</b> 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 \$ 1,550 per week  <u>Extras:</u> Single Placement: \$ 250 per week Unaccompanied Minor Service (required through airline): \$ 200
<b>Local School Program</b> 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	Contact us for more information

## Accommodation Fees & Details

Accommodation Information	Details	Fees
<b>Placement Fee</b>	Applicable on student's first accommodation request	\$ 250 Replacement fee \$100
<b>Cairns on-campus dormitory</b> Minimum age: 18 years old	Nationality mixed and shared rooms. All meals provided in buffet style. Linen & dining kit rental FREE Evening Classes & facility use	\$ 315 per week \$ 45 per night
<b>Cairns Homestay Program</b> For students over 18 years old	Full board Homestay (21 meals*) *(Mon-Fri buffet-lunch from SPC on-campus Cafeteria)	\$ 315 per week \$45 per night
<b>Brisbane Homestay Program</b> For students over 18 years old	1. No meals Homestay 2. Half board Homestay (16 meals)	1. \$210 per week; \$30 per night 2. \$280 per week; \$40 per night
<b>Under 18 Homestay Program</b> For students under 18 years old	3 meals per day provided. (Daily transfer provided by host-family for students attending Cairns campus)	\$ 420 per week \$ 60 per night

## Airport Transfer

<b>One-Way (Brisbane/Cairns)</b>	\$ 110	<b>Return (Brisbane/Cairns)</b>	\$ 220
<b>Extra charge for each transfer request between 10pm and 6am</b>			\$ 30

## Enrolment and Payment Procedures

1. Please read the Student Handbook available on [www.spcgroup.me](http://www.spcgroup.me), including course information details and conditions of enrolment. 2. Complete the form and return to [welcome@spcgroup.me](mailto:welcome@spcgroup.me). 3. SPC will issue a Letter of Offer (LoO) including your course details, fees, methods of payment and terms and conditions to you/your agent 4. Payment for all fees and charges must be cleared into SPC's bank account at least 4 weeks before the start date or enrolment may be cancelled. If you are applying through a special promotion, please follow additional conditions as stated on the promotional flyer. 6. SPC will issue pre-arrival confirmation 2 weeks before your arrival, please ensure all information provided is correct, if there is an error, please contact the SPC enrolment team immediately 5. It is your responsibility to keep a copy of this enrolment form as well as all payment receipts for all tuition and non-tuition amounts.

### SUN PACIFIC COLLEGE

[CRICOS CODE 02748F] [RTO 41557]  
+61 7 4057 2100 55-65 Poolwood Rd, Kewarra Beach QLD 4879

### OFFSHORE SUPPORT OFFICES

Brazil - [happy2help@spcgroup.me](mailto:happy2help@spcgroup.me)  
Colombia - [guiame@spcgroup.me](mailto:guiame@spcgroup.me)

### SPC BRISBANE

CRICOS CODE 03600G]  
+61 7 2111 4488 Level 5, 138 Albert street, Brisbane 4000 QLD

Europe - [foreversummer@spcgroup.me](mailto:foreversummer@spcgroup.me)  
Vietnam - [dreamcatcher@spcgroup.me](mailto:dreamcatcher@spcgroup.me)

### CONTACT US

Website: [www.spcgroup.me](http://www.spcgroup.me)  
Email: [wecare@spcgroup.me](mailto:wecare@spcgroup.me)

Initial

### FOLLOW US



# Price List and Enrolment Form 2021

Page 3 of 6



**SPC group**  
Brisbane and Cairns

Office use only

## Program Information

### Intensive General English (CRICOS: 076512C)

Starts every Monday

1: ☐ Brisbane ☐ Cairns

Intake: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

2: ☐ Brisbane ☐ Cairns

Intake: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

If the holidays during the course period is needed, please provide details in the email along with this form.

### Cambridge Preparation

#### First Cambridge Exam CRICOS: FCE 079085D

☐ 15 Mar 2021 (12 weeks) ☐ 29 Mar 2021 (10 weeks)

☐ 06 Sep 2021 (12 weeks) ☐ 20 Sep 2021 (10 weeks)

#### Cambridge Advanced Exam CRICOS: CAE 079589B

☐ 15 Mar 2021 (12 weeks) ☐ 29 Mar 2021 (10 weeks)

☐ 06 Sep 2021 (12 weeks) ☐ 20 Sep 2021 (10 weeks)

### High School Preparation (Cairns) (CRICOS: 069718C)

Intake: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

Long term local school guarantee

Placement ☐ 1 year ☐ 6 months

Entry grade: \_\_\_\_

### Vocational Courses (RTO: 41557)

#### 10073NAT Certificate IV in TESOL

☐ 18 Jan 2021 ☐ 12 Apr 2021

☐ 05 Jul 2021 ☐ 27 Sep 2021

#### BSB40120 Certificate IV in Business

☐ 01 Feb 2021 ☐ 05 Apr 2021

☐ 14 Jun 2021 ☐ 23 Aug 2021

☐ 25 Oct 2021

#### BSB50120 Diploma of Business \* Pending

☐ 01 Feb 2021 ☐ 05 Apr 2021

☐ 14 Jun 2021 ☐ 23 Aug 2021

☐ 25 Oct 2021

### Additional Courses

SITHFAB002 Provide responsible service of alcohol  
\*pending

Intake: \_\_\_\_/\_\_\_\_/\_\_\_\_

SITHFAB005 Provide and serve espresso coffee  
\*pending

Intake: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Personal Information

Given Name (First Name): \_\_\_\_\_ Surname (Family Name): \_\_\_\_\_

Gender: ☐ F ☐ M Date of birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Citizenship: \_\_\_\_\_ Language: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile: \_\_\_\_\_

Current Address: \_\_\_\_\_

Emergency contact: \_\_\_\_\_ Relationship: \_\_\_\_\_ Telephone: \_\_\_\_\_

Passport Number: \_\_\_\_\_ Visa type: ☐ Visitor ☐ Working Holiday ☐ Student ☐ Other \_\_\_\_\_

## Overseas Student Health Cover (OSHC) for student visa only

If you are a student visa applicant, would you like SPC to apply for your OSHC? ☐ No ☐ Yes

If yes: ☐ Single ☐ Couple ☐ Family; Policy Start Date\*: \_\_\_\_/\_\_\_\_/\_\_\_\_

\*Please note, policy start date will start on the Saturday before the course start date if not otherwise advised.

The end date will be 4 weeks longer after the course finish date if the course is less than 10 months or 8 weeks longer if course is longer than 10 months.

### SUN PACIFIC COLLEGE

[CRICOS CODE 02748F] [RTO 41557]

+61 7 4057 2100 55-65 Poolwood Rd, Kewarra Beach QLD 4879

### OFFSHORE SUPPORT OFFICES

Brazil - happy2help@spcgroup.me

Colombia - guame@spcgroup.me

### SPC BRISBANE

CRICOS CODE 03600G]

+61 7 2111 4488 Level 5, 138 Albert street, Brisbane 4000 QLD

Europe - foreversummer@spcgroup.me

Vietnam - dreamcatcher@spcgroup.me

### CONTACT US

Website: www.spcgroup.me

Email: wecare@spcgroup.me

### FOLLOW US



Initial

# Price List and Enrolment Form 2021

Page 4 of 6



**SPC group**  
Brisbane and Cairns

## Accommodation Information

### Brisbane only

Homestay (over 18 Y.O.):

☐ Half-board: 16 meals

Check in: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

☐ No meals

Check in: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

Homestay (under 18 Y.O.)

☐ Full-board: 21 meals

Check in: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

### Cairns only

☐ On Campus shared dormitory with 21 meals

Check in: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

☐ Homestay (over 18 Y.O.): 21 meals  
(Weekday-lunch will be provided at SPC Cafeteria)

Check in: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

☐ Homestay (under 18 Y.O.): 21 meals  
(Weekday-lunch will be provided at SPC Cafeteria)

Check in: \_\_\_\_/\_\_\_\_/\_\_\_\_ Weeks: \_\_\_\_

## Airport Transfer (Please note surcharge applies to transfers requested between 10pm ~ 6am)

Do you require Airport Pick-up? ☐ YES ☐ NO

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_:\_\_\_\_ Flight no: \_\_\_\_

☐ I don't have flight information yet.

Do you require Airport Drop-off? ☐ YES ☐ NO

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_:\_\_\_\_ Flight no: \_\_\_\_

☐ I don't have flight information yet.

## For any medical, special diet or request for special care, please understand:

Do you have any allergies to the following:

Food: \_\_\_\_\_

Animals: \_\_\_\_\_

Plants: \_\_\_\_\_

Medicine: \_\_\_\_\_

Please submit an English medical certificate along with your enrolment form if your answer is yes to any below questions.

Do you have any medical condition we should know?

☐ No ☐ Yes - If yes, please provide details: \_\_\_\_\_

Do you take any medication regularly?

☐ No ☐ Yes

If yes, please provide details: \_\_\_\_\_

Do you smoke? ☐ YES ☐ NO

What do you like to do in your free time? (optional)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have any special requests?

*We cannot guarantee but will make every effort to meet your requests.*

\_\_\_\_\_  
\_\_\_\_\_

## Medical & Health Conditions

For all applicants who may require special attention/care, you/the parents must provide full information on the enrolment form and homestay form includes: vegetarian or any dietary restrictions, any allergies, special background at a school, such as truancy, bullying, autism, ADHS (attention deficit and hyperactivity disorder), Aspergers, etc, physical disabilities, under a regular medication treatment. For a student under a regular medication treatment, all available documentation (prescription, direction for use, etc) should be brought together to join the program. English version is required. If there is a need for medical assistance, a medical certificate in English is essential. Please make sure the applicant informs SPC staff and/or the host family as early as possible if there are any matters regarding the student's health when coming to join the program and when meeting the host family. In all cases, as indicated above, SPC will take all care but no responsibility. Despite the best possible care, accidents and illness can happen. Medical systems can differ from country to country. In the event of any emergency, students and the parents should understand that in Australia, students must agree to follow Australian medical procedures.

☐ The applicant/parents hereby accept that the assigned group leader, host family members, or local coordinator may act as responsible guardian for the student and may decide emergency medical treatment without personal liability.

### SUN PACIFIC COLLEGE

[CRICOS CODE 02748F] [RTO 41557]

+61 7 4057 2100 55-65 Poolwood Rd, Kewarra Beach QLD 4879

### OFFSHORE SUPPORT OFFICES

Brazil - happy2help@spcgroup.me

Colombia - guame@spcgroup.me

### SPC BRISBANE

CRICOS CODE 03600G]

+61 7 2111 4488 Level 5, 138 Albert street, Brisbane 4000 QLD

Europe - foreversummer@spcgroup.me

Vietnam - dreamcatcher@spcgroup.me

### CONTACT US

Website: [www.spcgroup.me](http://www.spcgroup.me)

Email: [wecare@spcgroup.me](mailto:wecare@spcgroup.me)

### FOLLOW US



Initial

## Terms and Conditions 2021

### Conditions of Enrolment

The applicant:

- understands and accepts all policies, terms and conditions of enrolment;
- understands that they 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 Sun Pacific College;
- understands that information collected before and during enrolment is done to meet Sun Pacific College's obligations under the ESOS Act and the National Code 2018 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 2018. 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 Sun Pacific College may consider any suspension of a student's enrolment if Sun Pacific College is satisfied that such circumstances exist and that are beyond the control of the student which include life without consent where authorized 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 Sun Pacific College can share information about their course and progress with their parents and agents;
- acknowledges Sun Pacific College's timetables and class locations are subject to change at any time without notice.
- understands and agrees to pay the updated the future year's fees in the case of not finalizing full payment within 2021.
- understands fees must be paid by the due date and the need to maintain a valid enrolment.

### English course students:

- understand that they will be tested on commencement of course and placed in a class at the appropriate English language level;
- understand that they must attend at least 80% of their English courses, complete all class work, assignments, activities and assessments in order to maintain satisfactory progress within the maximum specified time allowed to complete the course qualification and failing to do so will result in them being reported to the Australian Government (student visa holders only).

### Vocational course students:

- understand that courses require a pre-requisite level of English language for entry and evidence of meeting requirements for minimal education background;
- understand that they must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress within the maximum specified time allowed to complete the course qualification and failing to do so will result in them being reported to the Australian Government (student visa holders only).
- understand that requests for Recognition of Prior Learning could impact a student meeting course conditions and visa requirements.

### Sun Pacific College Tuition Refund Policy & Guarantee

#### Before course commencement:

The published enrolment fee is applicable to every enrolment and will be deducted from all refund amounts when cancellation is requested.

For General English, Cambridge Preparation Programs, Vocational Courses and Specialty Programs:

For cancellation notice given:

- More than 28 days prior to the commencement of the course, you will be refunded 100% of tuition fees, full material fee and OSHC fees through your nominated agent.
- more than 14 days but less than 28 days prior to the program commencement date, you will be refunded 20% of tuition fee, full material fee and OSHC fees through your nominated agent.
- less than 14 days prior, on or after the commencement of the course, no fees will be refunded.
- Where a deferral has been granted before commencement of a course, tuition paid will be transferred to the subsequent study period.
- due to visa refusal, tuition fees, material fee, OSHC fees and accommodation fees will be refunded as per sections 28-29 of the ESOS Act providing that proof of visa rejection has been provided to Sun Pacific College.

For Specialty Programs:

Changes must be made at least 6 weeks prior to commencement in writing to Sun Pacific College.

\$500 administration fee is not refundable.

We will refund to agent's bank account and it will take up to 30 calendar days.

In the unlikely event that Sun Pacific College 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 Sun Pacific College 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 Sun Pacific College 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 Sun Pacific College in writing, addressed to the Director, Sun Pacific College. 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 take action under Australia's consumer protection laws. If you are concerned about the actions of Sun Pacific College 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.

#### After course commencement,

Fee: no refund will be made on all courses

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 Sun Pacific College. This includes behaviour that affects the security of other students, for example, inviting outsiders into Sun Pacific College without permission, or possessing or consuming alcohol on the premises.

### SUN PACIFIC COLLEGE

[CRICOS CODE 02748F] [RTO 41557]

+61 7 4057 2100 55-65 Poolwood Rd, Kewarra Beach QLD 4879

### SPC BRISBANE

CRICOS CODE 03600G]

+61 7 2111 4488 Level 5, 138 Albert street, Brisbane 4000 QLD

### CONTACT US

Website: [www.spcgroup.me](http://www.spcgroup.me)

Email: [wecare@spcgroup.me](mailto:wecare@spcgroup.me)

Initial

### OFFSHORE SUPPORT OFFICES

Brazil - [happy2help@spcgroup.me](mailto:happy2help@spcgroup.me)

Columbia - [guiame@spcgroup.me](mailto:guiame@spcgroup.me)

Europe - [foreversummer@spcgroup.me](mailto:foreversummer@spcgroup.me)

Vietnam - [dreamcatcher@spcgroup.me](mailto:dreamcatcher@spcgroup.me)

### FOLLOW US





## Sun Pacific College 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 Sun Pacific College. Students are recommended to keep a copy of the document for future references.

Sun Pacific College may consider any suspension of a student's enrolment if Sun Pacific College 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.

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

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

If Sun Pacific College decides to suspend a student visa enrolment where it is not a student's request, the student will have 20 working days to appeal to the Sun Pacific College. If the appeal is not upheld or the student withdraws from the appeal process, then Sun Pacific College 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, the 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 authorization.

If students have taken unauthorized 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 Sun Pacific College Complaints Procedure, available on Sun Pacific College Orientation Handbook, given to students on their first day at the college.

## Sun Pacific College Accommodation Changes, Cancellation & Refund Policy

The accommodation placement fee is not refundable.

We reserve the right to change student room allocation according to operational needs and also to ask a student to leave SPC accommodation in the event of antisocial behaviour, no refund will be given.

If you are asked to leave any accommodation arranged by Sun Pacific College due to any violation of SPC rules, no refund will be given.

### **Changing accommodation:**

Moving from Dormitory to Homestay or vice-versa is considered a cancellation, as is moving from Cairns Dormitory to other accommodation and will be considered a cancellation of the Cairns Dormitory and new booking with other accommodation. A replacement and cancellation fee will apply.

External student accommodation, such as share accommodation, that is a partnership with other accommodation providers. Therefore SPC Terms and Conditions are not applicable. Please refer directly to the providers or check with their reception when you arrive for further information before you decide on the accommodation duration.

### **Refund Policy is as follows:**

This policy applies to any student who has booked SPC accommodation and is currently hosted or has accommodation starting (check-in date) in 4 weeks or less:

#### **Before accommodation commencement:**

More than 28 days prior to the commencement of the accommodation, you will be refunded 100% of accommodation fees.

-If cancellation is requested before student's estimated arrival, refunds will be made through your nominated agent

- due to visa refusal, tuition fees, material fee, OSHC fees and accommodation fees will be refunded as per sections 28-29 of the ESOS Act providing that proof of visa rejection has been provided to Sun Pacific College.

#### **After accommodation commencement:**

No refund of accommodation fee 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 Sun Pacific College. This includes behaviour that affects the security of other students, for example, inviting outsiders into Sun Pacific College without permission, or possessing or consuming alcohol on the premises.

For cancellation notice given:

- Accommodation refunds can only be requested through the Enrolment Amendment Form during regular office hours and in writing.
- Follow the Enrolment Amendment Form with minimum full 2 weeks notice to receive 75% of accommodation fees. (Full 2 weeks is calculated based on office working days. Once the week has commenced, full week notice will be calculated from the following week).

We will refund to an Australian bank account, the refund will take up to 30 calendar days.

**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:** \_\_\_\_\_

## **SUN PACIFIC COLLEGE**

[CRICOS CODE 02748F] [RTO 41557]  
+61 7 4057 2100 55-65 Poolwood Rd, Kewarra Beach QLD 4879

## **OFFSHORE SUPPORT OFFICES**

Brazil - happy2help@spcgroup.me  
Colombia - guame@spcgroup.me

## **SPC BRISBANE**

CRICOS CODE 03600G]  
+61 7 2111 4488 Level 5, 138 Albert street, Brisbane 4000 QLD

Europe - foreversummer@spcgroup.me  
Vietnam - dreamcatcher@spcgroup.me

## **CONTACT US**

Website: [www.spcgroup.me](http://www.spcgroup.me)  
Email: [wecare@spcgroup.me](mailto:wecare@spcgroup.me)

## **FOLLOW US**



Initial