

## GENERAL ENGLISH COURSES

01 - 11 weeks A\$405/wk	12 - 23 weeks A\$400/wk
24 - 35 weeks A\$395/wk	36 - 48 weeks A\$390/wk
One-to-One Tuition A\$135/hr	

## NEW GENERATION ENGLISH / IELTS PREPARATION (EVENING)

01 - 23 weeks A\$230/wk	24 - 48 weeks A\$220/wk
Per Evening A\$77 (face to face only)	

## CAMBRIDGE EXAMINATION COURSES

Note: Program fee includes examination fee and materials.

### CAMBRIDGE ENGLISH: PRELIMINARY (PET)

Course commences every Monday. Recommended course duration is 10 - 12 weeks

Exam Date: Mar 12, Jun 9, Dec 2 A\$405/wk  
 + A\$450 (program fee)

Not compulsory. Only applicable for students taking the Cambridge Examination

### FIRST CERTIFICATE (FCE)

10 week course Exam Date: Mar 11  
 A\$4050 (tuition) + A\$450 (program fee) A\$4500

12 week course Exam Date: Jun 7, Nov 29  
 A\$4800 (tuition) + A\$450 (program fee) A\$5250

### CERTIFICATE OF ADVANCED ENGLISH (CAE)

10 week course Exam Date: Mar 12  
 A\$4050 (tuition) + A\$450 (program fee) A\$4500

12 week course Exam Date: Jun 8, Nov 30  
 A\$4800 (tuition) + A\$450 (program fee) A\$5250

## ACADEMIC ENGLISH PROGRAMS

### ENGLISH FOR ACADEMIC PURPOSES (EAP)

01 - 11 weeks A\$405/wk, 12 - 23 weeks A\$400/wk  
 24 - 35 weeks A\$395/wk, 36 - 48 weeks A\$390/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\$405/wk, 12 - 23 weeks A\$400/wk  
 24 - 35 weeks A\$395/wk, 36 - 48 weeks A\$390/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\$1275	A\$1950	A\$2625	A\$3300
Fees inclusive of tuition, return airport transfer and homestay.			

### ENGLISH PLUS RECREATION

1 week /	2 weeks /	3 weeks /	4 weeks /
A\$680	A\$1205	A\$1735	A\$2270
Fees inclusive of tuition, return airport transfer and recreation.			

### 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\$1440	A\$2265	A\$3095	A\$3930

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 (6 weeks)	A\$405/wk
Global Business Skills - 2 - 48 wks	A\$280/wk
Executive Business Communications	
Full Time (26 hours) max group size: 3	A\$3700/wk
Part Time (15 hours) max group size: 3	A\$2150/wk

## WORK AND STUDY PROGRAMS

**GAP YEAR PROGRAM** Quote on request

### DIPLOMA OF BUSINESS - WORK READY

3 mths / 6 mths	A\$3080 / A\$6160
9 mths / 12 mths	A\$9240 / A\$12320

Four flexible intakes: Jan, Apr, Jul, Sep

### WORKING HOLIDAY MAKER PROGRAM

1 - 17 weeks GEC	A\$310/wk
1 - 17 weeks NGE	A\$220/wk
1 - 17 weeks GBS	A\$280/wk

### 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

<b>Study Component</b>	as per course fees
<b>Internship Component:</b>	
Internship Application Fee	A\$550
6 weeks A\$1740, 12 weeks A\$2135,	
18 weeks A\$2695, 24 weeks A\$3200	
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\$3300
Cambridge CELTA (early bird)	A\$3100
Cambridge DELTA 8wks (f/t) Modules 1, 2 & 3	A\$5400
(Module 1 & 2: A\$4400; Module 3: A\$1000)	
Teaching Knowledge Test (TKT) 4wks	A\$2350

## 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\$18900
Standard - 9 mths (8 Units)	A\$18900
Extended - 12 mths (8 Units)	A\$18900
Single Unit	A\$2365

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\$9450
9 mths	A\$14175
12 mths	A\$18900

Four flexible intakes: Jan, Apr, Jul, Sep

## ONLINE COURSES

Online English - 6 levels (Beginner to Advance)	A\$36/month
Online English for Specific Purpose	A\$36/month
(Hospitality, Business, IT, Health and Nursing)	
Online IELTS Preparation	A\$112/3 month
Online TESOL	A\$56/month

## Service Fees

<b>Enrolment Fee</b> (non-refundable)	A\$230 or A\$240*
<b>Enrolment Fee New Gen English</b> (non-refundable)	A\$130 or A\$140*
* Including Phoenix Club Membership - Phoenix Club Membership entitles student to a wide range of discounts on food, entertainment and public transport.	
iPEPT (Internet Based Phoenix English Proficiency test)	A\$60
<b>Academic Service Fee</b>	A\$425
<b>Books (estimated budget)</b>	A\$140 - A\$150
<b>Airport Greeting Service</b>	A\$120

## HOMESTAY

### Placement Fee

Adult (18+) Placement	A\$240
13 to 17 year olds placement	A\$265
11 to 12 year olds placement	A\$285
Homestay replacement fee (50% or original fee)	A\$120

### Homestay Weekly Fees

Adult (18+)	A\$265/wk
13 to 17 year olds	A\$290/wk
11 to 12 year olds	A\$300/wk

### Daily Transport Fee (under 13 years)

Daily Transport Fee / week (1 pax)	A\$130
Daily Transport Fee / week (2 pax - same homestay)	A\$160

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

<b>Local Carer Fee (UNDER 18 YEARS OLD)</b>	A\$220
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## BEATTY LODGE

### On-campus Student Residence (Perth)

	per night	per week
Superior Single Room	A\$73	A\$457
Superior Twin Room (per person)	A\$59	A\$371
Superior Double Room (per room 2 persons)	A\$112	A\$690
Standard Single	A\$63	A\$396
Standard Twin Share (per person)	A\$53	A\$339
Double Room (per room 2 persons)	A\$86	A\$544
Standard Triple Share	A\$39	A\$244
Dormitory-4 beds (per person)	A\$39	A\$244
Dormitory-6 beds (per person)	A\$36	A\$223

\$20 refundable key and crokey bond

## Public Holidays (School Closed)

New Years Day	Jan 1 (2016)	Western Australia Day	Jun 6
Australia Day	Jan 26	Queens Birthday	Sep 26
Labour Day	Mar 7	Christmas Day	Dec 26
Good Friday	Mar 25	Boxing Day	Dec 27
Easter Monday	Mar 28	New Years Day	Jan 2 (2017)
ANZAC Day	Apr 25	Classes Closed	Dec 19 - Jan 2 (2017)

\*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\$78	A\$232	A\$465	A\$929



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](http://www.link2uni.com)

# 2016 Commencement Dates

START DATE  
(Major Orientation intake dates)

Jan 4      Feb 15      Mar 29      May 9      Jun 20      Aug 1      Sep 12      Oct 24      Dec 5      Jan 3, 17

**General English / New Generation English - Evening Class (2 to 48 weeks) Commencement every Monday**

**English High School Preparation (2 to 48 weeks)**

**Cambridge PET (6 to 12 weeks)**

<b>English for Business Purposes</b> Jan 4 - Feb 12 (6 wks)		<b>English for Business Purposes</b> Mar 29 - May 6 (6 wks)		<b>English for Business Purposes</b> Aug 1 - Sep 9 (6 wks)		<b>English for Business Purposes</b> Oct 24 - Dec 2 (6 wks)		
<b>Cambridge FCE/CAE</b> Jan 4 - Mar 11 (10 wks)		<b>Cambridge FCE/CAE</b> Mar 14 - Jun 3 (12 wks)				<b>Cambridge FCE/CAE</b> Sep 5 - Nov 25 (12 wks)		
<b>Academic English</b> Jan 4 - Feb 12 (6 wks)	<b>Academic English</b> Feb 15 - Mar 25 (6 wks)	<b>Academic English</b> Mar 29 - May 6 (6 wks)	<b>Academic English</b> May 9 - Jun 17 (6 wks)	<b>Academic English</b> Jun 20 to Jul 29 (6 wks)	<b>Academic English</b> Aug 1 to Sep 9 (6 wks)	<b>Academic English</b> Sep 12 - Oct 21 (6 wks)	<b>Academic English</b> Oct 24 - Dec 2 (6 wks)	Starts Jan 3, 2017
<b>Foundation Studies Cert IV in Business</b> Jan 11 - Mar 25 (3 months)		<b>Foundation Studies Cert IV in Business</b> Apr 4 - Jun 17 (3 months)		<b>Foundation Studies Cert IV in Business</b> Jul 4 - Sep 16 (3 months)		<b>Foundation Studies Cert IV in Business</b> Sep 27 - Dec 9 (3 months)		Starts Jan 9, 2017
<b>Diploma of Business</b> Jan 11 - Mar 25 (3 months)		<b>Diploma of Business</b> Apr 4 - Jun 17 (3 months)		<b>Diploma of Business</b> Jul 4 - Sep 16 (3 months)		<b>Diploma of Business</b> Sep 27 - Dec 9 (3 months)		Starts Jan 9, 2017
<b>Global Business Skills</b> Jan 11 - Feb 12 (5 wks)	<b>Global Business Skills</b> Feb 15 - Mar 18 (5 wks)	<b>Global Business Skills</b> Apr 4 - May 6 (5 wks)	<b>Global Business Skills</b> May 9 - Jun 10 (5 wks)	<b>Global Business Skills</b> Jul 4 - Aug 5 (5 wks)	<b>Global Business Skills</b> Aug 8 - Sep 9 (5 wks)	<b>Global Business Skills</b> Sep 27 - Oct 28 (5 wks)	<b>Global Business Skills</b> Oct 31 - Dec 2 (5 wks)	
<b>TKT</b> Feb 1 - Feb 26 (4 wks full-time)		<b>TKT</b> Mar 29 - Apr 22 (4 wks full-time)		<b>TKT</b> May 23 - Jun 17 (4 wks full-time)		<b>TKT</b> Jul 18 - Aug 12 (4 wks full-time)		<b>TKT</b> Sep 12 - Oct 7 (4 wks full-time)
<b>TKT</b> Nov 7 - Dec 2 (4 wks full-time)		<b>TKT</b> Nov 7 - Dec 2 (4 wks full-time)		<b>TKT</b> Nov 7 - Dec 2 (4 wks full-time)		<b>TKT</b> Nov 7 - Dec 2 (4 wks full-time)		
<b>CELTA</b> Dec 28 - Jan 22, 2016 (4 wks full-time)		<b>CELTA</b> May 2 - May 27 (4 wks full-time)		<b>CELTA</b> Jul 11 - Aug 5 (4 wks full-time)		<b>CELTA</b> Oct 3 - Oct 28 (4 wks full-time)		<b>CELTA</b> Nov 7 - Dec 2 (4 wks full-time)
<b>CELTA</b> Feb 9 - Apr 16 (10 wks part-time)		<b>CELTA</b> Apr 26 - Jul 2 (10 wks part-time)		<b>CELTA</b> Apr 26 - Jul 2 (10 wks part-time)		<b>CELTA</b> Aug 23 - Oct 29 (10 wks part-time)		
<b>DELTA</b> Oct 3 - Nov 27 (8 wks full-time)		<b>DELTA</b> Oct 3 - Nov 27 (8 wks full-time)		<b>DELTA</b> Oct 3 - Nov 27 (8 wks full-time)		<b>DELTA</b> Oct 3 - Nov 27 (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 Evening Classes (20 hrs/week)  weeks

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

English for Academic Purposes (23 hrs/week)  weeks

Exam Courses\* (PET, FCE, CAE) (23 hrs/week)  weeks

English for Business Purposes (23 hrs/week)  weeks

Global Business Skills (20 hrs/week)  weeks

GAP Year Program

**Option:**

Working Holiday Maker Program

**Option:**   weeks

High School Holiday Program

**Option:**   weeks

Cert IV in Business (20 hrs/week)  months

Diploma of Business (20 hrs/week)  months

Work Options\*  weeks

(Demi Pair / Au Pair / Internship / Job Club)

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?

## 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

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## 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:

- when authorised in writing by the student to do so
- 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 9235 6005 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](http://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   
Credit card: Master/Visa (3.4%)  American Express (1.65%)

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@phoenix.wa.edu.au](mailto:accounts@phoenix.wa.edu.au) or fax copy of payment details to +61 8 9235 6005

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 accuital
- 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 <b>up to 4 weeks before</b> course commencement	90% of tuition fees paid except an Administration Fee of up to A\$600
If the student withdraws <b>0 to 4 weeks before</b> course commencement	50% of tuition fees paid except an Administration Fee of up to A\$600
If the student withdraws and leaves the course <b>0 to 4 weeks after</b> course commencement	30% of tuition fees paid except an Administration Fee of up to A\$600
If the <b>course is 12 weeks or less</b> and the student withdraws and leaves the course <b>0 to 4 weeks after</b> course commencement	No refund is given
If the student withdraws <b>after Week 4 of the course</b>	Any refund is at the discretion of Phoenix
If the student cancels <b>Homestay</b> accommodation <b>up to 2 weeks before</b> they wish to leave the house	100% of accommodation fees paid except the Placement Fee
If the student cancels <b>Homestay</b> accommodation <b>less than 2 weeks before</b> 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