

Adult English Terms and Conditions

MELBOURNE ENGLISH SCHOOL

Accommodation

Accommodation is subject to availability. Other accommodation options may be available upon request. In Australia, there is a supplement of \$60 per student per week for special dietary requirements such as vegan, gluten-free, lactose-free, halal, or nut-free diets. If accommodation is organised by UE, a fee of \$310 is applicable. Accommodation payments must be made at least one month in advance. Students requesting twin room accommodation must have a companion to share the room. If there is not a companion, a single room will be arranged instead. For any special dietary requirements or other important requests, Universal English should be advised in writing as soon as possible. While we will make every effort to meet these requests, we cannot guarantee them.

Age

At the time of commencement of the enrolment, students must be 18 years old.

Airport Transfers

Flight details, including the date and time of arrival, flight numbers, airline, and airport terminal, must be provided 31 days prior to arrival. Students requesting an airport transfer should also provide their mobile number, including the international area code.

The driver will arrive one hour after the actual flight landing time and wait for two hours. If there is a delay beyond this two-hour standby time, the driver will only wait if they have been notified by the student during the standby period. Further waiting time after the initial two hours will be charged pro-rata at \$25 per hour. This fee may not apply if you notify us of the delay in advance.

Students who have booked a transfer on arrival, we will be sent an Arrival Transfer Confirmation to reconfirm the student's flight details and arrival time.

Attendance

International Student Visa holders are required to attend a minimum of 80% of their classes. Otherwise, they may be reported to Immigration for insufficient attendance. Students who do not attend 80% their course, may not receive a certificate. No refunds will be given, and where applicable, relevant authorities will be informed, which could impact further stay in Australia. It is the responsibility of students to inform the school of any illness and within classes missed on published public the first 2 weeks of the absence.

Public Holidays

Universal English does not make up for holidays, and there is no refund for classes missed.

Disabled Students

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Universal English is equipped for disabled access and is glad to advise and assist disabled students in choosing a suitable programme. To help us support you, please provide full details of any disabilities, learning difficulties or special requirements when completing the course application form.

Enrolment

To register for courses in Australia, please complete our application form available on our website or contact our admissions team: admissions@ue.edu.au. Deposits will be required for International Student Visa holders, and copies of passports need to be submitted as part of the enrolment process.

Health

Students must inform UE of any mental or physical conditions, allergies, or disabilities that may affect their health, academic performance, or require special accommodation. Universal English is not responsible for any misrepresentation or omission of information by the student.

Insurance

The Australian Government requires all student visa holders to have Overseas Students Health Cover (OSHC) for their entire stay. Universal English (UE) partners with BUPA to arrange this cover, which will be an additional cost beyond the fees in the offer letter. Students must maintain this cover throughout their enrollment with UE and for the entire duration of their visa.

Payment

All required course fees must be paid in full before the course start date. For late enrolments, payment should be made immediately at the time of enrolment to secure a place on the course. The following payment methods are acceptable:

- Cash in AUD: Only accepted if paying in person and must be arranged in advance with Universal English.
- Credit Card: A 2.5% surcharge applies to Visa and MasterCard credit card payments in Australia.
- Bank Transfer: Payments should be made in the currency of the study location (AUD). All bank charges must be covered by the sender. A copy of the transfer document must be sent to the relevant admissions department with all payments and specify: Student's name, Campus, Dates and Enrolment number.

Resolution of Disputes

In the event of a dispute between a student and the school, procedures are in place to facilitate the resolution of the dispute. Formal complaints can be lodged using the Complaints Form available at Reception, or via the UE website. Review of the complaint will be initiated within 10 working days, and completed within a reasonable period (usually 10-15 working days).

Services

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Universal English reserves the right to change details of its services, including courses, facilities, locations and course dates where circumstances beyond the schools's control necessitate such changes, or where the number of enrolments is not sufficient to operate a course viably.

Student Behaviour

Universal English students are required to abide by UE's Code of Conduct. Students who are considered to have breached the Code of Conduct will be obliged to attend a meeting with a senior member of staff. Further action may be taken, such as student suspension. Once the CoE has been issued, additional holidays cannot be added. However, students may change their holiday providing sufficient notice is given.

Student Holidays

Students are eligible for up to 4 weeks of holiday after 12 weeks of study. However, this is optional and is determined by each student or their agent prior to confirmation of enrolment.

International Student Visa Holders

International Student Visa holders are subject to a government-mandated 80% course attendance requirement. If students experience adverse circumstances, such as illness or bereavement, they may apply for a course suspension. Warning letters are issued to International Student Visa holders, and if students attend less than 80% of their classes, they may submit an appeal (with supporting documentation) to avoid being reported for insufficient attendance. This will be assessed with the outcome provided to the student. Course Progress is also a requirement for International Student Visa holders. UE's teachers and academic team are here to support students to ensure their academic aims are met and they meet this requirement.

Extracurricular Activities

Twice a year, Universal English hosts an action-packed week of exciting and engaging activities for all UE students, including excursions, electives and mixed classes. In addition, UE hosts monthly events for the entire college, and individual classes also attend frequent excursions around Melbourne, enabling students to gain exposure to different cultural and historical areas in Melbourne, and use English in the real-world.



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