

## 2024 Course Dates and Fees

ITEM	Brisbane (BNE)	Gold Coast (GC)		
Enrolment fee, for all courses	\$275.00	\$275.00		
Material fee *	\$ 18 per week	\$ 18 per week		
* Including Internet, handouts and books. Students are entitled to one text book for every 10 weeks of study. There is no maximum Material fee charged.				
<b>COURSES</b>				
CRICOS CODE 103310G				
<b>UFO ENGLISH FULL TIME (intensive English)</b>				
20 hours per week	Price per week	Price per week		
1 - 4 weeks	\$480.00	\$480.00		
5 - 12 weeks	\$465.00	\$465.00		
13+ weeks	\$450.00	\$450.00		
<b>UFO ENGLISH PART TIME - 15 hours per week</b>	1-17 weeks	\$405.00		
CRICOS CODES 103314C (FCE), 103315B (CAE) & 103311F (CPE)				
<b>CAMBRIDGE CLOSED COURSES</b>				
First Certificate of English (FCE) & Certificate in Advanced English (CAE) - 10 week course	\$4,750.00	\$4,750.00		
First Certificate of English (FCE) & Certificate in Advanced English (CAE) - 12 week course	\$5,700.00	\$5,700.00		
Certificate of Proficiency in English (CPE) - 9 week course	\$4,410.00	-		
Certificate of Proficiency in English (CPE) - 12 week course	-	\$5,880.00		
<b>Compulsory exam fees - paper-based exams</b>	<b>FCE, CAE, CPE (inc. postage of certificate)</b>	\$480.00		
Cambridge exam dates can be viewed here:	<a href="https://www.langports.com/students/book-exam/">https://www.langports.com/students/book-exam/</a>			
CRICOS CODES 103313D (FCE), 103318K (PET), CAE available to students on Working Holiday & Visitor visas only.				
<b>CAMBRIDGE FLEXI</b>				
PET, FCE and CAE levels - from 4 to 10 week course	See UFO English prices			
<b>Exam fees (not compulsory) - paper-based exams</b>	<b>FCE, CAE, CPE (inc. postage of certificate)</b>	\$480.00		
Cambridge exam dates can be viewed here:	<a href="https://www.langports.com/students/book-exam/">https://www.langports.com/students/book-exam/</a>			
CRICOS CODE 103317M				
<b>IELTS</b>				
5 week course	\$2,325.00	\$2,325.00		
CRICOS CODE 103316A				
<b>EAP - ENGLISH FOR ACADEMIC PURPOSES</b>				
6 week program - 1 x 6 week module	\$2,790.00	\$2,790.00		
12 week program - 2 x 6 week modules	\$5,580.00	\$5,580.00		
CRICOS CODE 103319J				
<b>TOEIC Plus</b>				
5 week course	\$2,325.00	\$2,325.00		
<b>Exam fees including official score certificate (exam not compulsory)</b>	\$180.00	\$180.00		
CRICOS CODE 114697C				
<b>General English - FULL TIME (Evening Course)</b>				
1+ week	-	See UFO English prices		
<b>PRIVATE TUITION</b>	Minimum of 5 hours	\$ 135 per hour		
<b>COMMUNITY ENGAGEMENT PROGRAMS (these fees apply on top of all other fees)</b>				
English + Demi-pair placement fee - 12 weeks	\$1100 (for all schools)			
English + Volunteering placement fee	\$300 (for all schools) + additional fees may apply depending on the project			
<b>ACCOMMODATION &amp; TRANSFERS</b>				
<b>Accommodation placement fee</b>	\$300.00	\$300.00		
<b>HOMESTAY - Minimum 4 weeks, unless the course is 1, 2 or 3 weeks long</b>				
	Per week	Extra night	Per week	Extra night
Students can enter homestay no earlier than the weekend (Friday evening - Sunday) before their course start date, and must leave the weekend after their course finishes (Saturday - Sunday)				
Family Homestay	\$350.00	\$50.00	\$350.00	\$50.00
Family Homestay +	\$390.00	\$56.00	\$390.00	\$56.00
Family Homestay Under 18	\$400.00	\$58.00	\$400.00	\$58.00
Self-cater Homestay	\$280.00	\$40.00	\$280.00	\$40.00
Surcharge for special diet (Vegetarian, Vegan, Gluten Free, Lactose Free, Halal, etc)	\$50.00	\$7.15	\$50.00	\$7.15
Christmas fee - for students staying in homestay over the Christmas holidays	\$75.00	\$0.00	\$75.00	\$0.00
Holding fee - required if the student wishes to hold onto their room while they travel	\$55.00	\$0.00	\$55.00	\$0.00
<b>STUDENT HOUSES - view our options &amp; our prices here:</b>			<a href="https://bit.ly/StudentAccommodationBNE">https://bit.ly/StudentAccommodationBNE</a>	<a href="https://bit.ly/StudentAccommodationGC">https://bit.ly/StudentAccommodationGC</a>
<b>AIRPORT TRANSFER</b>				
Brisbane Airport to Brisbane	\$160.00		\$0.00	
Gold Coast Airport to Gold Coast	\$0.00		\$160.00	
Brisbane Airport to Gold Coast	\$0.00		\$270.00	
Gold Coast Airport to Brisbane	\$270.00		\$0.00	
Late arrival and early departure surcharge (flight landing between 10pm and 6am or flight needing a pick up/ transfer between 10pm and 6am**)	\$60.00		\$60.00	
** If flight details are unknown at time of invoicing, the surcharge can be paid on arrival in school.				
If the first transfer is missed, the 2nd transfer will be charged at the normal rate, less 20% discount.				
It is compulsory for all Under 18 students staying with a Langports Homestay Family to book a return airport transfer (= transfer cost x 2).				
If Check-in Assistance for under 18 students is required this can be provided for a set fee of \$50.				
<b>OSHC - Overseas Student Health Cover by Allianz Global Assistance</b>			<a href="https://www.oshcallianzassistance.com.au/about_oshc.aspx">https://www.oshcallianzassistance.com.au/about_oshc.aspx</a>	
Please note that OSHC is required by Australia's immigration Authorities (DIBP) for all student visa applications and must cover the period of the visa (usually 1 week prior to the course start date and 1 month / 4 weeks after the course finish date).			OSHC prices are the same across all our locations	
			<a href="https://bit.ly/OSHC2024">https://bit.ly/OSHC2024</a>	
			Prices are subject to change	
<b>ADMINISTRATIVE FEES</b>				
Accommodation change fee (charged after 1 free change)	\$200.00		\$200.00	
Refund processing fee	\$30.00		\$30.00	
International payment bank fee	\$30.00		\$30.00	
Late payment fee	\$150.00		\$150.00	
Certificate re-issue fee	\$20 (scanned)	\$55 (posted)	\$20 (scanned)	\$55 (posted)

## 2024 Course Dates and Fees continued

Course	Brisbane (BNE)	Gold Coast (GC)
<b>UFO ENGLISH</b> * Tuesday if Monday is a public holiday	Every Monday*	Every Monday*
<b>Week 1 dates</b> (recommended for beginners & students who wish to commence from Week 1 of the curriculum)	2 January   2 April   1 July   30 September	
<b>CAMBRIDGE</b>		
FCE closed courses	2 Jan (10w) Exam 15 Mar	11 Mar (12w) Exam 1 Jun 2 Sep (12w) Exam 26 Nov
CAE closed courses	2 Jan (10w) Exam 9 Mar	11 Mar (12w) Exam 1 Jun 2 Sep (12w) Exam 27 Nov
CPE closed courses	2 Jan (9w) Exam 2 Mar	- - - 11 Mar (12w) Exam 7 Jun Exam 30 Nov
<b>CAMBRIDGE FLEXI (PET, FCE and CAE)</b> * Tuesday if Monday is a public holiday	Every Monday* (subject to availability)	Every Monday* (subject to availability)
<b>IELTS - 5 weeks &amp; TOEIC PLUS - 5 weeks</b>	2 Jan   5 Feb   11 Mar   15 Apr   20 May 24 Jun   29 Jul   2 Sep   8 Oct   11 Nov	2 Jan   5 Feb   11 Mar   15 Apr   20 May 24 Jun   29 Jul   2 Sep   8 Oct   11 Nov
<b>EAP - 12 weeks</b>		
6 week program - 1 x 6 week module A or B	8 Jan (A)   19 Feb (B)   2 Apr (A)	8 Jan (A)   19 Feb (B)   2 Apr (A)
12 week program - 2 x 6 week modules A and B	13 May (B)   16 Sep (A)   28 Oct (B)	13 May (B)   16 Sep (A)   28 Oct (B)
Students must complete the 12 week course to access Direct Entry Pathways		
<b>GENERAL English (Evening)</b> * Tuesday if Monday is a public holiday	-	Every Monday*
<b>PUBLIC HOLIDAYS 2024</b>	1 Jan   26 Jan   29 Mar   1 Apr   25 Apr   6 May   14 Aug (BNE)   30 Aug (GC)   7 Oct   25-26 Dec	
<b>HOLIDAYS 2024-2025</b>	Langports will be closed for 1 week from Monday 23 December 2024 to Friday 27 December 2024 and will re-open on Monday 30 December 2024	

### Cost of Living

The Australian government recommends you budget around \$1800 per month for living costs. This includes your food, transport, accommodation and other living expenses.

Students who have any school-aged dependants accompanying them will be required to pay full fees at a private or government school in their city of residence.

### Payment

All fees are in Australian Dollars. Langports reserves the right to change its fees at any time. All fees are inclusive of GST where applicable.

Payment can be made by Bank Draft or International Telegraphic Bank transfer. Bank account details will be provided on each invoice.

Credit cards can also be processed but incur a 3% surcharge on all transactions. Visa and MasterCard cards accepted.

### Transfer between Langports English Language College Brisbane & Gold Coast

Langports English Language College encourages students to pre-book courses at multiple campuses. The minimum study period at each campus is 4 weeks. Only one enrolment fee and accommodation placement fee will be charged. If a student cancels the second campus enrolment but extends their stay in the first campus for the same number of weeks, there is no cancellation fee. However, if a student cancels their second campus and leaves Langports early then the Cancellation and refund policy will apply.

If a student has commenced their course and wishes to transfer campuses, they must give 2 weeks' notice in order to transfer and study at least 4 weeks in the next school. However, students studying a closed course are unable to transfer campuses during the closed course. The following conditions will apply:

- Transfers can only be made if there is space in the new location
- Students must have an overall attendance rate of 80% or higher to be considered for a transfer
- Transfers can only be processed and confirmed if the student has no outstanding fees.
- For some transfers, fee differences between the campuses may apply – for example, some additional charges if the new campus is a higher price or a refund could apply if the new campus has a lower price. If the student enrolled at Langports English Language College Brisbane or Gold Coast with a promotion that was only applicable at one campus, then they will need to pay the difference in fees between the promotional rate and the standard rate for that country for the remainder of their enrolment in the new campus. If the student has enrolled under last year's prices but now wants to transfer to another campus then the current year's prices (published or market price) will apply.
- Any accommodation placement fee will be 50% of the normal fee if there has been no extension of enrolment weeks – minimum 4 weeks.
- If a student completes the transfer paperwork and the transfer is processed, but then the student changes their mind and stays at the original campus a processing fee of \$100 will be charged.
- If a student undertakes a transfer but then wishes to return to the original campus without extending their enrolment then they will incur an admin charge of \$100 and an accommodation placement fee will apply if applicable. If the student is extending their enrolment to do this then the admin fee does not apply.

### How do I Enrol?

To enrol with Langports English Language College follow these 6 easy steps:

1. Choose your course of study and decide when you want to start classes.
2. Refer to the website providing information for Education Services for Overseas Students on <https://www.dese.gov.au/esos-framework/resources/international-students-factsheet>
3. Read the terms and conditions and complete the Enrolment Form. **Please don't forget to sign it!**
4. Send the Enrolment Form to your agent in your country or send it to:  
*Langports*  
*email: [info@langports.com](mailto:info@langports.com)*
5. When we receive your Enrolment Form, we will send you a Letter of Offer, Enrolment Acceptance and an Invoice for payment.
6. Please forward your fees in full and sign the Enrolment Acceptance letter and send it back to us. We will then send the appropriate confirmation documents (including the COE if you are applying for a Student Visa). If you are applying for a Student Visa you must show these documents at the Australian Embassy when you apply for your visa. Please check with the Australian Embassy if any special visa conditions apply to your country. **Minimum age for enrolment is 16 years old.**

**Thank you for choosing Langports.**

## Terms and Conditions

### Fees and Charges, Conditions and Courses

Langports reserves the right to change its fees, charges and conditions, cancel or defer courses, and to alter course timetables at any time without notice.

- Students will pay the price for their course at the current market price at the time of enrolment. Any specials offered by Langports at a later date only apply to bookings received during that special. Specials cannot be applied to previous bookings.
- All fees are in Australian Dollars and are inclusive of GST where applicable.
- Any late payments may incur a late fee of \$100.0
- All transactions by Mastercard or Visa credit cards will incur a surcharge of 3%.

### Invoices and Payment

For all non-student visa enrolments an invoice will be issued with a Letter of Offer. Payment in full should be made a minimum of 28 days before commencement of the study program or immediately if less than 28 days to commencement.

For all student visa enrolments of 25 weeks or less, including study programs of 25 weeks or less made up of separate courses (with individual CRICOS course codes), one invoice will be issued with a Letter of Offer and Enrolment Acceptance (EA). The EA should be signed by the student or their legal guardian, if under 18 years of age, and returned with full payment of the invoice. A Confirmation of Enrolment and an eCOE will then be issued for the visa application.

Students studying UFO English on a study program of 26 weeks or more will be issued with two invoices covering the full study program with their Letter of Offer and EA. Each invoice will include the tuition fees cost for each half of the study program. Students have the following choice in regards to payment:

- a) They may, if they wish, pay the full amount of both invoices or
- b) They may, if they wish, pay only the first invoice to receive the eCOE and the second invoice will be due for payment no later than 8 weeks after the commencement of their course.

In both cases the EA must be signed by the student or their legal guardian, if under 18 years of age, and returned with the appropriate payment. A Confirmation of Enrolment and an eCOE will then be issued for the visa application. The student will not be allowed to continue their study program if the second invoice has not been paid by the due date, i.e. 8 weeks after the commencement of their course. This may result in their eCOE being shortened and being reported to the Department of Home Affairs (DHA) and the Tuition Protection Scheme Director once all appeal processes have been completed.

### Refund & Cancellation Policy

Clause 1: In the event of a cancellation, no refund will be made on the enrolment fee, accommodation placement or payment plan fee. If the student has not paid an enrolment fee then the value of the enrolment fee will be withheld from any refund.

Clause 2: All notifications of course cancellations and requests for a refund must be made to the Principal in writing. A written response will be provided in writing within 5 working days. Where a refund is granted, this will be paid within 4 weeks of the date of the notice of cancellation to the person or organisation who paid the fees in the first place. Students must sign a refund authorisation form for the refund to be paid through the agent.

Clause 3: A study program at Langports may consist of one or more separate courses at one or more of Langports' campuses. If a study program consists of 26 weeks or more of UFO English, the program will be split into 2 study periods of 50% of the total study program for the purposes of payment, however, student can pay 100% of their tuition fees in advance if they so choose. Requests for refunds due to cancellation will only be considered in the context of the whole study program and not for individual courses, campuses or study periods.

#### Study Cancellation:

- Cancellations received more than 4 weeks before the study program commencement will normally receive a full refund of fees, subject to Clause 1.
- Cancellation received less than 4 weeks before the start of the study program will normally receive a refund of fees less a cancellation charge equal to 4 weeks of the current published tuition fee (or equal to 4 weeks of the tuition fees paid)
- Cancellations received after the study program has commenced will not be eligible for a refund of fees.
- Cancellations as a result of visa rejection by the Australian Immigration authorities will be eligible for a refund of fees, subject to Clause 1 providing that proof of visa rejection has been provided to Langports within 2 weeks of the notice of visa rejection.
- A \$25 administration fee will apply to all refunds and a further \$25 administration fee will apply to any refunds made through international bank transfers (total \$50).

#### Homestay Cancellation:

- Cancellations received more than 4 weeks before course commencement will normally receive a full refund of fees, subject to clause 1.
- Cancellations received less than 4 weeks before course commencement will incur a cancellation charge equal to 2 weeks rent.
- Minimum of 4 weeks homestay, unless the course is 1, 2 or 3 weeks. If a student wishes to cancel their homestay within this 4 week period, no refund will be given. To cancel homestay a minimum of 2 weeks notice must be given.
- After studies have commenced, 2 weeks notice must be given or a cancellation charge equal to 2 weeks rent will apply. Any unused accommodation fees will be refunded to the student within 2 weeks of submitting a refund request form.
- If you are asked to leave the homestay for any valid reason, for example due to unacceptable behaviour such as having someone stay over without prior permission, a cancellation payment of two weeks notice will be deducted from any refund due, in lieu of two weeks notice.

#### Student Accommodation Cancellation:

Each provider of student accommodation has a different policy. These are available on our website and will be on your offer letter.

#### Airport Greeting:

No refund will be made if the student fails to notify Langports of their flight details or any change of details less than 48 hours before arrival.

#### Cancellation of course by Langports:

If Langports cancels a course, for whatever reason, you will be offered a refund of all the tuition fees paid for that course to date. The refund will be paid to you within 2 weeks of the course cancellation. Alternatively you may be offered enrolment in another course at Langports at no extra cost to you. You have the right to choose whether you would prefer the refund of course fees or to accept a place on the alternative course. If you choose the alternative course you will be asked to sign a document to indicate that you accept the placement.

If in the unlikely event that Langports ceases to operate and is unable to provide a full refund, students on student visas will be able to access the Tuition Protection Service (TPS) which offers an on-line placement and tuition refund service for international students affected by such provider closures.

### Deferring, Suspending or Cancelling Students' Enrolments

Students must start their course on the allocated start date unless they provide a minimum of one week's notice in writing to defer their course. If notice is less than one week or a student does not show up on the designated start date, Langports will charge one week's tuition fee and the course will not be extended by the time lost. If notice of deferment is not received within 48 hours of course commencement, the course will be cancelled. Students can only defer their start date once without penalty. Langports is required to report any student default within 5 working days if a new start date has not been confirmed and a new eCOE issued for students on a student visa.

Students may also defer their accommodation. However, more notice must be provided by the student and/or agent. For homestay, 2 weeks' notice is required to defer without charges. Student Accommodation providers may not be able to defer bookings due to availability. If Langports is provided with at least 2 weeks' notice, we can do our best to defer the booking, but it cannot be guaranteed, nor can we guarantee to maintain the price that was originally offered. If the accommodation cannot be deferred to the same provider, the cancellation policy of the accommodation option will apply.

Students are not permitted to transfer to another provider in the first 6 months of their principal course. If they are on a package visa they will be able to transfer early, having given two weeks' notice to Langports, to their next provider if they have provided evidence of having achieved the required English level to commence their next study program ahead of schedule. In this case unused tuition fees will be refunded accordingly. A valid letter of Offer from their next provider is required in order for a Letter of Release to be given. If the student is a sponsored student, written permission from their sponsor to transfer early will also be required. If the student is under 18 then parents' or guardian's written permission will be required. When a student transfers to another provider under any other circumstances, Langports Refund & Cancellation policy will apply.

Langports may suspend or cancel a student's enrolment due to extenuating circumstances or for breaches of the Student Code of Conduct (available in the Student Information Booklet). If this occurs Langports will inform the student of its intention to notify DEEWR, via PRISMS, of the change of enrolment status. The student has 20 working days in which to access Langports' internal complaints and appeals process.

If the student chooses to access Langports' appeals process, Langports must maintain the student's enrolment until the internal appeals process is completed (and has supported Langports' intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means Langports does not notify DEEWR of any change to the student's enrolment status through PRISMS.

## Terms and Conditions

The student may choose to access an external appeals process as per Langports policy, but Langports does not have to wait for the outcome of an external appeal before notifying DEEWR of the change to the student's enrolment status.

'Extenuating circumstances' relating to the welfare of the student that would allow Langports to cancel or suspend their course, may include, but are not limited to the following: The student refuses to maintain approved care arrangements (only for students under 18 years of age); is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence. Any claim of extenuating circumstances will need to be supported by appropriate evidence. Students should be aware that deferral, suspension or cancellation of his or her enrolment may affect his or her student visa.

### Other Conditions of Enrolment:

- Students can preference their choice of timetable, but timetables cannot be guaranteed.
- If students wish to transfer to a different timetable, they must give 2 weeks notice to change and it will be subject to availability. 1st change is free of charge, subsequent changes will be charged at \$100 per change.
- Students are required to notify Langports of any change of local address or your emergency contact, while enrolled in a course, within 5 working days. Students under the age of 18 must agree to Langports' welfare arrangements outlined in a separate letter.
- Students are fully responsible for their educational and living expenses while studying at Langports.
- Students who have any school-aged dependants accompanying them will be required to pay full fees at a private or government school.
- Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018, and 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 2018. 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 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.
- Students consent to Langports making reasonable enquiries to DHA regarding their visa and to sharing these details with Government and health Insurers for the purpose of ensuring that visa conditions for staying in Australia are maintained.
- Langports has the right to share information about your course and progress with your sponsor, university or college or educational representative.
- Any photos or video footage taken at Langports or by Langports staff of Langports students are the property of Langports and may be used in reproduction of materials for promotional use without consent.
- Langports, and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property which occurs whilst students are on any activity or excursion organised by Langports. It is the student's sole responsibility to take out insurance against such risks and we recommend that students travelling abroad take out comprehensive travel, accident and medical insurance in their own countries.
- Course material fee includes charges for internet, handouts and books. Students are entitled to one text book for every 10 weeks of study. There is no maximum Material fee charged.
- By providing their private email address on this form or the Langports registration form, students accept that they are giving permission to Langports to communicate with them by email.
- If students wish to change from a regular course (UFO English, IELTS etc) to private tuition, this will count as a cancellation of their original course and fees cannot be transferred.
- If students wish to upgrade their course from UFO English, Cambridge Flexi, IELTS, EAP or TOEIC to a closed Cambridge Course, they must pay the increased fees for Cambridge tuition plus the exam and retreat.
- Entry to the following Langports' courses require a pre-requisite level of English; EAP (IELTS 5.0), TOEIC Plus (Intermediate level), Cambridge FCE (Upper-Intermediate level), CAE (Advanced level) and CPE (Post-Advanced level) and Cambridge Flexi (PET, FCE & CAE Flexi).
- Students who book a closed Cambridge course and do not meet the entry requirements on the first day, may be placed in alternative courses. In this case, no refund on tuition fees will be provided.
- Students attending the UFO English course will be tested on commencement of the course in order to be placed in a class at the appropriate level.
- The evening course is available only for onshore students.
- Students can change their morning course to the evening course after they start their morning course if there is availability in the evening course.
- If students change their morning course to the evening course, there is no refund on the fee difference between the two courses.
- Students need to have a minimum of 5 weeks left on their enrolment to change to the evening course.
- Students who finish their morning course can re-enrol for the evening course.
- Students can change their evening course to the morning course if there is availability in the morning course.
- Students should study a minimum of 10 weeks in the evening course before changing to the morning course.
- If students change their evening course to the morning course, they need to pay the fee difference between the two courses.
- There is no admission fee for the first course change. However, a \$100 admission fee applies for the second course change and every change after the second course change.
- Students changing from COVID visa and WH/Visitor visa to Student Visa need to submit their GTE statement of purpose letter to Langports before accepting their bookings.
- Langports might request students to submit their GET statement of purpose letter on a case-by-case basis before accepting their bookings.
- Students must complete all class work, assignments, activities and assessments in order to maintain satisfactory academic progress.
- Students are required to maintain a minimum of 80% attendance in order to receive a certificate on graduation and students studying on a student visa can be reported to the Department of Home Affairs (DHA) if they fail to maintain this attendance.
- Students are required to abide by the Langports Code of Conduct, available in the Student Information booklet and on the Langports' website.
- Langports has an internal complaints and appeals process and students can access this through the Langports' website and Student Services Department.
- In the event of a pandemic or any such emergency event that temporarily prevents face to face teaching, you agree to Langports providing online delivery of the course you have enrolled in.
- Additional information about students' rights and responsibilities under the Australian Government ESOS Act 2000 and National Code 2018 is available online at: [http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS\\_Framework\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS_Framework_pdf.pdf)