

Oxford International Year-Round Groups

Australia Terms & Conditions

Updated: September 2026

Supervision & Duty of Care

Underage students must be supervised at all times by an appropriate adult. The provider will ensure responsible supervisors will oversee students during activities and excursions. Participants under 18 must comply with all instructions from supervisors. Unauthorized absence from supervised activities may result in disciplinary action or removal from the program.

Program Eligibility

Open to students aged 12-17 as of the program start date.

Deposit Requirement

A minimum deposit of 20% of the total fee is required at least 8 weeks prior to the commencement date.

Enrollment & Payment

Full payment is required at least 4 weeks prior to the commencement date.

Cancellation and Refund

Any Cancellation and Refund request made at least 2 weeks before the course start date will be processed. However, the accommodation fee and the placement fee (\$300 per student) are non-refundable.

Homestay Accommodation

Includes meals and internet. Curfews and house rules must be respected by students. The provider/centre is not responsible for personal belongings lost or damaged during homestay arrangements.

Airport Transfers

Pickup and drop-off are included. Flight details must be provided 1 month before arrival.

Safety and Emergency

Parents must provide emergency contact information and medical consent.

Activity Programs

Activity programs are subject to change due to weather or location circumstances.

Class Participation

Class and activity participation is mandatory. Any request for a class or activity exemption must be submitted by the student's supervisor, parent, or guardian.

Health Requirements

Travel and medical insurance are mandatory. Pre-existing conditions must be disclosed.

Complaints and Appeals Policy and Procedure

In the event of a complaint from a student/group leader/agent regarding Oxford International's destination centre in Australia, procedures are in place to facilitate the resolution of the complaint. Oxford International's English School in Melbourne is Universal English (UE) which is a registered provider of ELICOS (English Language Intensive Courses for Overseas Students) under the Australian Skills Quality Authority (ASQA). Its English programs are endorsed by NEAS (National English Language Teaching Accreditation Scheme), ensuring quality standards in English language education. UE has established complaints and appeals procedures to address concerns internally and provides access to external mediation. If disputes remain unresolved through its internal processes. Complaints should first be made to the Centre Manager. Each complaint will be fully investigated. If the matter is not resolved within UE's internal and external processes, the student may complain in writing to the Oxford International head office (see website for full contact details).

Compliance with Australian Child Safety Laws

All staff, homestay hosts, and any individuals interacting with minors under 18 years old must hold a valid Working With Children Check (WWCC) as per state/territory laws. The provider will ensure all third-party partners (e.g., activity providers, tour operators) comply with child safety regulations. Accompanying group leaders, guardians, or Agents are exempt from this requirement and do not need a WWCC if they are visitors who normally live outside Victoria and don't hold an equivalent Check from their home State/Territory, and are doing child-related work in Victoria without a Check on only one occasion or event per calendar year, which may last for a maximum of 30 days. An application for a WWCC will need to be made whilst in Australia, if the group leader, guardian, or Agent intends to visit on an additional occasion during the calendar year. Agents are required to submit a police record/background check of all Group Leaders and complete the Oxford International Background Check Form as part of the booking process prior to arrival in Australia.

Amendments to Services

Oxford International reserves the right to change the particulars of the services, including location, accommodation, facilities, excursions, lesson timetable and dates of the programs where circumstances beyond Oxford International's control necessitate such changes or where the

number of bookings received does not reach the minimum numbers required to operate a course viably.

Code of Conduct

Study Tour and Summer Camp students are bound by Universal English (UE) policies where applicable, including but not limited to code of conduct and health and safety. Bullying, harassment, substance abuse, or illegal activities will result in immediate removal from the program, with repatriation costs borne by the guardian. The provider reserves the right to deny participation in certain activities if deemed unsafe for the student. All policies are located at www.universalenglish.edu.au.

Liability, Insurance & Indemnity

Universal English holds public liability insurance covering program activities but does not provide personal travel insurance. Participants must have valid overseas student health cover (OSHC) or travel insurance covering medical expenses, personal liability, and trip cancellations. The provider is not liable for injuries, accidents, or losses arising from misconduct, non-compliance, or force majeure events (e.g., natural disasters, pandemics). Universal English Pty Ltd is not responsible for any loss, damage, or injury beyond its control. Universal English is indemnified against claims arising from negligence, injuries, or loss unless directly caused by the provider's gross negligence.

Photo and Media Consent

Consent for photo and video usage is automatic unless explicitly denied by parents.

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