



# STUDY TOURS AND CUSTOMISED GROUP PROGRAMS

Sample 2 week day English Improvement Program for Vietnamese High School Students

June / July 2020

Rev. 0

4 November 2019



**UOW**  
COLLEGE  
AUSTRALIA

PATHWAYS TO  
UNIVERSITY OF  
WOLLONGONG

## INTRODUCTION TO THE CITY OF WOLLONGONG

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Wollongong City is located just 90 minutes south of Sydney – close enough to be in daily reach of the Sydney CBD, without the rush and expense of a big city. With a population of around 400,000, Wollongong is large enough to offer all the facilities, entertainment and conveniences of the city, yet small enough to retain the friendly, relaxed atmosphere of a coastal community.

Wollongong is located in the Illawarra region, which makes the most of outdoor living and dining on the coast, offering a wide choice of restaurants and sidewalk cafes. The variety of cuisine available reflects Wollongong's diverse multicultural community.

Whilst Wollongong maintains a safe and friendly community spirit, it is a young city, diverse and changing fast, and the University of Wollongong (UOW) is playing a big part in this transformation. Each year UOW and UOW College attracts thousands of students from all over the world to live and study in this spectacular part of Australia.

UOW Collage is just 3 km from the Centre of Wollongong and is serviced by a railway station and free bus service.

'We are Wollongong': <http://visitwollongong.com.au/corporate-resources/we-are-wollongong-video>

'Welcome to Wollongong':

<https://www.facebook.com/video.php?v=1089481397745669&set=vb.594359633924517&type=2&heater>

## ABOUT UOW COLLEGE

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UOW College has been helping students achieve their study goals for over 20 years. Our expertise lies in the delivery of English language, Vocational and academic programs, and providing support to students through our committed and highly qualified teachers and our dedicated administration and students support teams.

Situated on the University's main campus, UOW College is the official pathway provider to the [University of Wollongong](#) (UOW) and provides students with the opportunity to immerse themselves in the university experience in a safe and welcoming environment. With a multitude of social activities, sports competitions, live bands and low cost sightseeing trips, the opportunities for cultural exchange are endless.

Students will find everything they need on campus with access to all UOW services and facilities including the library, gym, aquatic centre, cafes, restaurants, UniBar, clubs and societies, support services a cinema, bank, hairdresser, travel agent and post office, just to name a few.

With both international and Australian students studying in our College programs, students have a wonderful opportunity to meet other students from around the world and develop language and cultural understanding through our tailored lunchtime social program.

UOW College specialises in delivering customised Study Tour programs to students from a variety of countries, including those in North Asia, South-East Asia, and the Middle-East. Our programs are



typically two to six weeks in length, and provide opportunities for intercultural exchange, English proficiency and a wide range of fun activities which assist in forging lifelong friendships through meeting new people. We have hosted groups of over 100 students from high schools in North Asia, and are well-equipped in dealing with large groups of students in this age bracket.

The College is an accredited ELICOS, Vocational Education and Training centre and IELTS and OET testing centre.

## QUALITY ASSURANCE

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To achieve organisational goals and objectives and enhance customer satisfaction, UOW Enterprises is committed to the development and continuous improvement of effective and efficient systems and processes across the organisation.

The UOW ELICOS program is accredited by TEQSA. Recently the program was awarded Quality Endorsement through NEAS. The College was commended in this endorsement process for:

- effective course design and review
- high staff and student satisfaction levels
- high quality premises
- support for students under 18
- access for students to University facilities and services
- quality student welfare services
- generous professional development for staff
- effective continuous improvement

In recent years UOW College has undertaken external benchmarking with the University of Tasmania, Bond University and the University of Western Sydney.

### **Student Satisfaction**

One of the keys to our success is the value we place on our students. Student satisfaction is our highest priority. Feedback is used to improve operations, facilities, programs, customer service and teaching standards.

The results of the 2013 English Language Barometer (ELB), a National ELICOS sector-wide student satisfaction survey coordinated by English Australia, funded by AEI and run by i-graduate, ranked UOW College as:

- First in Australia and third in the world for overall experience
- First in Australia for student support
- First in Australia for arrival experience
- Second in Australia for living
- Third in Australia for learning

'UOW College Gets a Glowing Report Card': <http://www.youtube.com/watch?v=s6mk-yu7MOs>





## PROGRAM SCHEDULE

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The following program schedule has been customised to allow students to develop their English and academic skills, and to experience the best of our campus environment, and the city of Wollongong and its surroundings.

## ENGLISH LANGUAGE SUBJECT DETAILS

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Students are immersed in English at all times during their stay, that is, at their home-stay, on their tours and excursions and in everyday activities.

The English Language classes enable the students to contextualise their outside experiences and provide grammatical and functional structures for the oral English they are experiencing. It provides a safe and stimulating environment for practice and for building confidence.

## ACTIVITIES PROGRAM DETAILS

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Our activities program will be managed by UOW College's key study tour partner, Sydney Educational Tours (SET). SET's qualified and experienced tour guides specialize in the management of large international groups and their intimate knowledge of local places of interest.

## ACTIVITIES

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With a multitude of social activities, sports competitions, live bands and low cost sightseeing trips, the opportunities for cultural exchange are endless.

### UOW Buddies Program

Students are invited and encouraged to join the UOW Buddies program which brings together new UOW College international students with Australian students from the University of Wollongong.

The objective of the UOW Buddies program is to help new international students settle in and learn about Wollongong and the University, while fostering intercultural communication for both the international and domestic students.



## ACCOMMODATION

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### Student Accommodation:

- UOW College Homestay accommodation with native English-speaking families.
- Breakfast, dinner and weekend lunches is provided by host families.
- For under 18 students we request that homestay families do not provide internet access to our students. This is to ensure student safety and to encourage students and families to fully interact and engage with each other.
- Transfers to and from UOWC will be provided every day for under 18 students
- Students with special dietary needs (such as allergies) which require host families to adjust their standard family menu to accommodate such needs may be subject to an additional charge. This will be determined on a case-by-case basis after a detailed review of the individual student's specialised needs.
- If a study tour group is departing on a morning flight from Sydney International Airport, the group may be required to stay overnight in a Sydney Airport hotel to avoid early morning disruptions to host families. An additional fee will be charged for the overnight accommodation.



Homestay: <http://www.uowcollege.edu.au/futurestudents/international/homestay/index.html>

UOW Living: <http://www.uow.edu.au/about/accommodation/index.html>

## RESPONSIBILITIES ON YOUR GROUP PROGRAM

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The purpose of this document is to inform you about each party's responsibilities during your program.

### What are the students responsible for?

The students are responsible for:

- Behaving in a safe and courteous manner
- Only taking part in activities which they are able to do. For example, a student should only participate in swimming activities if they know how to swim.
- Telling their teacher/group leader if they have a problem during the study tour.

### What are the student's parents responsible for?

The parents or legal guardians of the students are responsible for:

- Providing the organisers of the program with all relevant medical information.
- Telling the student's teachers/group leaders of any health issues, dietary requirements.
- Reviewing the study program to determine whether their child is capable of undertaking all of the activities in the program.

### What are the student's teachers/group leaders responsible for?

At least one teacher/group leader is required for every 15 students. The teachers/group leaders accompanying the students on the Group Program are responsible for the welfare of the students and must:

- Attend the English language classes with the students.
- Attend all group activities and homestay drop-off and pick-up.
- Supervise the students during any breaks the students have during the English classes.
- Supervise the students during all activities (both activities organised in the program and activities organised by the teachers).
- **Important: Supervise means that the student is under the control of the teacher/group leader and within their sight at all times.**
- Be contactable 24 hours a day for emergencies involving the students.
- Tell homestay providers of any concerns a parent may have for a particular student.

### What is UOW College responsible for?

UOW College is responsible for:

- Organising the Group Program
- Being a contact point for the activities program and the homestay providers
- Providing the English language classes
- Supervising the students during the English language classes (but teachers are responsible for supervision during breaks)



### **Who is responsible for the student's homestay?**

The student's homestay arrangements are organised and provided by UOW College Homestay. UOW College Homestay is responsible for all issues regarding the student's homestay including transport by the host family.

### **Who is responsible for the structured activities?**

The structured activities are organised and provided by Sydney Educational Tours. Sydney Educational Tours are responsible for:

- The student during the structured activities
- Providing transport for the student to and from the airport to the student's homestay accommodation.

### **What are you as the coordinator of the Group Program responsible for?**

As the coordinator of the Group Program you are responsible for:

- Acting as a liaison between UOW College, the students and the teachers/group leaders.
- Providing UOW College with students' relevant medical or dietary information.
- Ensuring that the teachers/group leaders undertake their role as supervisors of the students effectively and appropriately.



## TERMS

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**On acceptance by UOW College of your booking request pursuant to this Study Tour Quotation, you agree to be bound by the following terms:**

1. Program fee and inclusions

- 1.1. The program fee quoted in this Study Tour Quotation is valid only for 2020
- 1.2. The program fee quoted in this Study Tour Quotation is based on 15 students and 1 accompanying staff attending the tour, and is therefore an estimate that is subject to revision once the number of students and accompanying staff attending the Study Tour is finalised.
- 1.3. The program fee quoted in this Study Tour Quotation includes [twin-share (2 students per room) or triple share if required / single placement (1 student per room)] homestay accommodation and meals.
- 1.4. The program fee includes daily transfers for students.
- 1.5. Unless specifically stated under the Program Costs section of this Quotation:
  - 1.5.1. The program fee does not include any airfares or medical and travel insurance; and
  - 1.5.2. Arrangements for airfares and medical and travel insurance are the responsibility of the Study Tour participants.
- 1.6. All fees in this Study Tour Quotation are in AUD and include GST.

2. Documentation requirements, bookings and cancellation

- 2.1. All documentation required by UOW College for the Study Tour must be completed and received by UOW College at least four weeks before the Study Tour is to start, or at time of booking if booking is less than four weeks before the Study Tour start.
- 2.2. Bookings made at least 8 weeks prior to the program commencement must be accompanied by a non-refundable deposit of 20% of the total program fee.
- 2.3. Bookings made less than 8 weeks but at least four weeks prior to the program commencement must be accompanied by a non-refundable deposit of 100% of the total program fee.
- 2.4. Bookings made less than 4 weeks prior to the program commencement must be accompanied by a non-refundable deposit of 100% of the total program fee plus a late fee to cover increased administration costs of 5% of the total program fee.
- 2.5. There is no binding agreement in place until UOW College has notified you of acceptance of your booking, and this Quotation may be withdrawn or amended by UOW College without notice at any time prior to the acceptance of your booking by UOW College. UOW College retains the right not to accept any booking, which it may do at its discretion in circumstances including but not limited to where it has reached full capacity for your intended dates. In those circumstances UOW College will use all reasonable endeavours to offer you alternative dates or arrangements acceptable to you and UOW College. If such alternative arrangements involve increased costs, UOW College will advise you of these and if the arrangements are accepted by you, you will be responsible for payment of the increased costs.
- 2.6. Full payment must be received two weeks prior to the commencement of the program. UOW College may cancel the Study Tour where full payment has not been received by this date.





- 2.7. For individual student cancellation requests received 2 weeks or more prior to the program commencement, 50% of the student's program fees will be refunded.
- 2.8. For individual student cancellation requests received less than 2 weeks prior to the program commencement, there will be no refund of any part of the student's program fees except in extenuating circumstances, when clause 2.9 below will apply.
- 2.9. UOW College will use its discretion to consider requests for refunds where extenuating circumstances exist.

### 3. Welfare and safety of Study Tour participants

- 3.1. Each Study Tour participant (including students, teachers/group leaders and any other participants) must take out and maintain travel and medical insurances for the entire duration of the program.
- 3.2. Each study tour participant under the age of 18 years must be accompanied by a suitable guardian who will take responsibility for the safety and welfare of that participant during the Study Tour.
- 3.3. To the maximum extent permitted by law, UOW College and its related bodies corporate exclude all liability, whether in tort, contract or under statute, for any loss, injury or other harm to any participant in the Study Tour or inflicted upon any person by a participant in the Study Tour.
- 3.4. Each Study Tour participant may undertake volunteer activities with Third Parties during their Study Tour. Whilst UOW College and its related bodies corporate will assist in the arrangements of these volunteer activities UOW College and its related bodies corporate will not be liable for any damages (for example, personal injury or property damage) that may occur during the carrying out of these activities.
- 3.5. In the event that clause 3.3 is ineffective in excluding UOW College's liability, that liability, howsoever arising, shall, to the extent permitted by law, be limited to a maximum of the Program Fee paid by any one person.
- 3.6. UOW College will not be responsible for any costs associated with missed transport connections, errors in transport details and/or failure to attend scheduled activities. Costs associated with these events will be borne by Study Tour participants.

### 4. Activities

- 4.1. All activities are subject to availability.
- 4.2. Due to inclement weather, heavy traffic and other forces beyond our control activities may have to be cancelled or rescheduled to an alternate activity.
- 4.3. All participants must be on time for activities to avoid delaying the program.
- 4.4. Identification lanyards must be worn at all times for safety purposes.

### 5. Travel arrangements and activities outside those planned and coordinated by UOW College

- 5.1. If Study Tour participants make arrangements for travel or activities outside of, or instead of, travel or activities planned and coordinated by UOW College, they do so at their own risk. Any responsibility held by UOW College towards Study Tour participants is suspended during their participation in activities outside of those planned and coordinated by UOW College.

**Study Tour Video:** <http://www.uowcollege.edu.au/future-students/international/study-tours/index.html>

