

2024年度小樽商科大学ギャップイヤープログラム（海外派遣プログラム）  
派遣先4．ウーロンゴン大学カレッジ



# STUDY TOURS AND CUSTOMISED GROUP PROGRAMS

Otaru University of Commerce

English Language Gap Year Program

8 April 2024-8 November 2024 (TBC)

Rev. 1

7 August 2023



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AUSTRALIA

PATHWAYS TO  
UNIVERSITY OF  
WOLLONGONG

**Ms Marina Wilson**

Study Tour Coordinator

UOW College Australia

7 August 2023

Attn: Ryoko de Burgh-Hirabe

Otaru University of Commerce

Email: [deburgh-hirabe@res.otaru-uc.ac.jp](mailto:deburgh-hirabe@res.otaru-uc.ac.jp)

**Quotation for the English Language Gap Year Program for Otaru University of Commerce**

Dear Ryoko,

Thank you for your interest in the English Language Programs at UOW College Australia. We are pleased to provide you with a quotation and a sample program for your group.

We are able to make changes to any component of this proposal to meet your specific needs and budget. Please contact me at your earliest convenience to discuss any adjustments required to the following program.

If you wish to proceed with the booking, please let me know and we can arrange for further documentation to be sent to you. **This quotation is valid until March 2024.**

Again, thank you for your interest, and I look forward to hearing from you soon.

Yours sincerely,

**Ms Marina Wilson**

Study Tour Coordinator

UOW College Australia

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## INTRODUCTION TO THE CITY OF WOLLONGONG

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Wollongong boasts large green mountains to the west and the ocean to the east. There are more than 17 patrolled beaches and over 35 nature walks. Here you can breathe in the fresh air, while focussing on your studies. The name Wollongong is believed to originate from the Aboriginal word Wollyungah, meaning five islands.

Wollongong City is located just 90 minutes south of Sydney. It is close enough to be in daily reach of the Sydney CBD, but without the rush and expense of a big city. With a population of around 300,000, 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 a diverse, friendly and safe city, filled with many languages, cuisines, religions and customs. A busy cultural calendar attracts people from all over Australia and the world who enjoy a healthy, active lifestyle. With a temperate climate, Wollongong is the perfect place to study no matter what time of year.

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

## ABOUT UOW COLLEGE AUSTRALIA

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UOW College Australia has been helping students achieve their study goals for over 30 years. Our expertise lies in the delivery of English language and vocational and academic programs. This is achieved by 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 Australia 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. Students will find everything they need on campus. They have access to all UOW services and facilities including the library, gymnasium and aquatic centre, cafes, clubs and societies, doctor and dentist, counsellors, bank, hairdresser, travel agent and post office, to name just a few.

With both international and Australian students studying in our College programs, students are given opportunities to meet other students from around the world and develop language and cultural understanding through our tailored social programs which include a variety of activities including lunchtime BBQ's, excursions and language exchange classes. With a multitude of social

activities, sports competitions, live bands and low cost sightseeing trips, the opportunities for cultural exchange are endless.

UOW College Australia specialises in delivering customised Study Tour programs. Our programs range in length from a few days to a truly integrated experience where students can study a range of English language courses. UOW College Study Tours are a great way to improve confidence and English proficiency. Our flexibility, knowledge and expertise ensures our programs are tailored to meet the budget, learning outcomes and interests of our student groups.

We have hosted groups of over 160 high school students, and we can cater to students as young as ten years old. All students receive a Certificate of Participation upon completion of a Study Tour program.

The College is an accredited ELICOS and Vocational Education and Training centre.

See for yourself what a UOW College Study Tour experience looks like:

<https://www.uowcollege.edu.au/future-students/international/study-tours/index.html>

## QUALITY ASSURANCE

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To achieve organisational goals and objectives and enhance customer satisfaction, UOW College Australia 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. The program has been 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 Australia has undertaken external benchmarking with the University of Newcastle, the University of Tasmania, Bond University and the University of Western Sydney. We have also been a part of the benchmarking project with UECA (University English Centres Australia).



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## Hear what one of our 2019 Study Tour groups have said:

*“Sometimes organisations can under value the importance of their own work place culture. For you and your team you have nailed that aspect. Every staff member that I communicated with had a willingness to be helpful all very prompt and efficient and all have a lovely manner. Our group was received with kindness, respect and professionalism. The teachers who delivered the lessons are friendly and warm and also consummate professionals. All of these fine attributes work seamlessly and is quite evident and apparent in regards to the relationships you enjoy with the homestay families which is a crucial part of the business.*

*If this is the usual standard that UOW college produces then the beneficiaries are the community at large and from a broader perspective brand Australia shines brightly.”*

*Quote from Daniel Jenkins, Executive Director, 2019 Study Tour group.*

## STUDENT SATISFACTION

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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 iGraduate English Language Barometer 2017-2018 survey, a National ELICOS sector-wide student satisfaction survey coordinated by English Australia, found that students at UOW College Australia had:

Over 95% — student satisfaction with learning facilities and friendly staff;

Over 96% — student satisfaction with campus environment;

Over 97% — student satisfaction with technology and library facilities.

**Our UOW College Homestay program also received 100% - student satisfaction for homestay welcome and it is ranked NUMBER ONE globally and in Australia.**



## PROGRAM COST

**Based on 1-9 students of the Coordinating Entity.**

### **Student Costs for students participating in General English Language Program only**

<b>Tuition</b>				
Administration Fee			\$	50.00
English Language Program	30 Weekly Rate	\$ 350.00	\$	10,500.00
<b>Transportation</b>				
One-way Airport Transfer			\$ 170.00	170.00
<b>Accommodation Options</b>				
<b>UOW College Homestay</b>			\$	-
Single placement fee			\$	300.00
Accommodation	31 Weekly Rate	\$ 350.00	\$	10,850.00
			<b>TOTAL</b>	<b>\$ 21,870.00</b>

本学の派遣では以下の「General English Language and English Plus Uni」に参加します。ただし「English Language Program」は下記より3週短縮予定で、その分費用も減ることになります。

### **Student Costs for students participating in General English Language and English Plus Uni programs**

<b>Tuition</b>				
Administration Fee			\$	50.00
English Language Program	18 Weekly Rate	\$ 350.00	\$	6,300.00
<b>Transportation</b>				
One-way Airport Transfer			\$ 170.00	170.00
<b>"English Plus Uni" Tuition</b>				
English Plus Uni Program	12 Weekly Rate	\$ 550.00	\$	6,600.00
<b>Accommodation Options</b>				
<b>UOW College Homestay</b>			\$	-
Single placement fee			\$	300.00
Accommodation	31 Weekly Rate	\$ 350.00	\$	10,850.00
			<b>TOTAL</b>	<b>\$ 24,270.00</b>

- Arrival airport transfer (individual)
- Welcome and orientation at UOW College Australia



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- ☑ Tour of University of Wollongong
- ☑ Single-share placement homestay accommodation includes all breakfasts, dinners and weekend lunches
- ☑ General English Language studies (integrated)
- ☑ Pre-departure online session
- ☑ Certification
- ☑ English Plus Uni or English +2 subjects in Foundation Studies depending on students' language levels (more about the university language requirements [English language requirements - University of Wollongong - UOW](#))



## ENGLISH LANGUAGE SUBJECT DETAILS

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Students are immersed in English at all times during their stay including with their homestay family, during class and throughout the exciting range of educational and cultural excursions that we have on offer. Our aim is for students to return home with an improved sense of confidence in their language ability.

The English language component focuses on developing the students speaking, listening and critical thinking skills. These skills are developed within a wide range of high-interest topics and delivered in small class sizes where we provide a supportive highly interactive environment. This approach not only provides lots of opportunity for intercultural exchange, debates and discussion but it also allows the students to contextualise the English they are learning in the classroom and to be able to confidently apply it to real life situations.

## ACTIVITIES

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We require all of our under 18 students to be supervised at all times while on campus. Their Study Tour program will consist of a combination of English classes and a wide range of exciting and educational activities and excursions. Students will be required to participate in all of these events.

Over 18 students have more flexibility and freedom in their program. They can choose to access a wide range of social activities, sports competitions, low cost sight-seeing trips and conversation classes.

Every lunchtime our UOW College Student Relation Co-ordinators (SRC's) host special activities and events to help bring together UOW College Australia students with local Australian students with the aim of helping international students to settle into their new community.

You can access our latest events here: <https://www.uow.edu.au/student/support-services/isp/events/>



## ACCOMMODATION

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UOW College Homestay is the most popular option for Study Tour students allowing them to live with a caring local family and be immersed in the Australian way of life. Our Homestay program office is located onsite and is coordinated by UOW College Australia staff.

- UOW College Homestay accommodation places students with local English-speaking families.
- Breakfast, dinner and weekend lunches are 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.
- For under 18 students, transfers to and from UOW College Australia will be provided daily.
- Over 18 students will be required to make their own way to and from UOW College Australia.
- Over 18 students may be charged up to \$10 per week for internet usage
- 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 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:** <https://www.uowcollege.edu.au/future-students/international/homestay/index.html>

**Student Residence:**

For over 18 groups we can also arrange accommodation in student's residence. This accommodation is subject to availability. Please refer to the following link to preview the options:

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



## GROUP PROGRAM RESPONSIBILITIES

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The purpose of this document is to inform you about each party's responsibilities during your Group Program. This includes classes, activities and homestay.

### What are the students responsible for?

The students are responsible for:

- Behaving in a safe and sensible manner.
- Being polite, respectful and fair and following the local rules.
- Looking after their health and wellbeing and alerting their homestay family or staff member if they are feeling unwell or require any assistance.
- Attending and contributing to classes and completing any assignments in a timely manner.
- Adhering to all protective health measures and indoor capacity limits as advised by UOW College Australia.

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

The parents or legal guardians of students aged under 18 years are responsible for:

- Providing the Coordinating Entity of the Group Program with all relevant medical information.
- Telling the student's teachers/group leaders of any student health issues, special needs and dietary requirements.
- Reviewing the Study Tour Program to determine whether their child is capable of undertaking all of the activities in the program.

### What are the teachers/group leaders of under 18's groups responsible for?

The teachers/group leaders accompanying the students on the Group Program are responsible for the welfare of the students and must:

- Assist with all group activities and homestay drop-off and pick-up.
- Supervise the students during any breaks the students have during the English classes and during activities. (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 UOW College Australia staff of any concerns for a particular student or any general issues as soon as practicable.
- Assist UOW College Australia in implementing its procedure for suspected or confirmed cases of COVID-19 including the isolation and supervision of students.
- Ensure that at least one teacher/group leader is provided for every 15 students.

### What is UOW College Australia responsible for?

UOW College Australia is responsible for:



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- 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 students' teachers/group leaders are responsible for supervision during breaks).
- Ensuring compliance with current health and safety requirements.

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

The student's Homestay arrangements are organised and provided by UOW College Homestay. The UOW College Homestay team will place students with trusted and approved families who have all completed our UOW College Homestay training and checks. UOW College Homestay will work with students, staff and families to resolve any issues that may arise.

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

UOW College Australia is responsible for all activities unless otherwise specified. Specified structured activities are organised and provided by the External Activities Provider. These activities are identified in your Program Schedule. The External Activities Provider is 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 Coordinating Entity of the Group Program responsible for?**

As the Coordinating Entity of the Group Program, you are responsible for:

- Acting as a liaison between UOW College Australia and the Study Tour Participants.
- Providing UOW College Australia with students' relevant medical or dietary information.
- Ensuring that the teachers/group leaders undertake their role as supervisors of the students effectively and appropriately.
- Checking your own government's travel advice for the latest travel information including pertaining to COVID-19 and complying with the Australian government's entry requirements.
- Complying and ensuring compliance by students, their parents/guardians and students' teachers/group leaders with the Group Program Responsibilities and the Terms set out in this Study Tour Quotation.

## **PERSONNEL**

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UOW College Australia will appoint key staff to ensure smooth delivery of the Group Program. These staff will include:

- Ms Ashleigh Crawford, Homestay Coordinator, UOW College Australia
- Ms Coco Toh, Admissions and Study Tour Officer, UOW College Australia



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- Ms Marina Wilson, Study Tour Coordinator, UOW College Australia

Key staff members are subject to change at any time at UOW College Australia's discretion.

## TERMS

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**On acceptance by UOW College Australia of your booking request pursuant to this Study Tour Quotation, you as the Coordinating Entity of the Group Program agree to comply with the Group Program Responsibilities set out above and to be bound by the following Terms:**

### 1. Program Cost and inclusions

- 1.1. The Program Cost quoted in this Study Tour Quotation is valid only for the period stated in the enclosed letter.
- 1.2. The Program Cost quoted in this Study Tour Quotation is based on the number of students and accompanying staff ("Study Tour Participants") stated in the Program Cost, and is therefore an estimate that is subject to revision once the number of Study Tour Participants attending the Study Tour is finalised.
- 1.3. The Program Cost quoted in this Study Tour Quotation includes homestay accommodation and meals per week as stated in the Study Tour Quotation. Whilst UOW College Australia will endeavour to provide the choice of accommodation style (twin/triple/single share) as stated in the Study Tour Quotation, it may not always be possible to do so and UOW College Australia reserves the right to substitute accommodation styles where necessary. In those circumstances UOW College Australia will only refund the amount that the costs for the accommodation style initially requested and paid for exceed the costs for the accommodation style actually provided. The Program Cost does not include daily transfers for Study Tour Participants except for under 18's students.
- 1.4. Unless specifically stated under the Program Cost section of the Study Tour Quotation:
  - 1.4.1. the Program Cost does not include any airfares or medical and travel insurance;
  - 1.4.2. arrangements for airfares and medical and travel insurance are the responsibility of the Study Tour Participants. For students travelling on student visas clause 4.1 of these Terms applies;
  - 1.4.3. UOW College Australia will not be responsible for any bank fees which must be borne by the Coordinating Entity of the Group Program or the Study Tour Participant.
- 1.5. All fees in this Study Tour Quotation are in Australian dollars and include GST.

### 2. Documentation requirements, bookings and cancellation

- 2.1. All documentation required by UOW College Australia for the Group Program must be completed and received by UOW College Australia at least six weeks before the Group Program is due to start, or at time of booking if the booking is less than six weeks before the Group Program commencement. For Group Programs requiring a school visit then bookings must be made at least 12 weeks prior to the proposed commencement date to ensure UOW College Australia's compliance with the Department of Education's requirements.
- 2.2. A tax invoice for the non refundable deposit ("the Deposit") of 20% of the total Program Cost (calculated according to the number of students and accompanying staff stated in the Program Cost) will be sent to you as the Co-ordinating Entity of the Group Program.



- 2.3. The Deposit is payable within two weeks of the Co-ordinating Entity of the Group Program receiving the tax invoice or six weeks before the start of the study tour, whichever is the earliest.
- 2.4. There is no binding agreement in place until UOW College Australia has notified you of acceptance of your booking and you have paid the Deposit or made full payment in accordance with these terms. The Study Tour Quotation may be withdrawn or amended by UOW College Australia without notice at any time prior to the acceptance of your booking by UOW College Australia and payment of the Deposit. UOW College Australia 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 Australia will use all reasonable endeavours to offer you alternative dates or arrangements acceptable to you and UOW College Australia. If such alternative arrangements involve increased costs, UOW College Australia will advise you of these and if the arrangements are accepted by you, you will be responsible for payment of the increased costs.
- 2.5. Full payment of the total Program Cost must be received four weeks prior to the commencement of the Group Program. UOW College Australia may cancel the Group Program where full payment has not been received by this date. Late bookings (bookings made 6 weeks or less prior to the commencement of a Group Program) will require full payment of the total Program Cost to be made within seven days from the date of tax invoice for the total Program Cost which will be issued at the time of booking.
- 2.6. For individual Study Tour Participant cancellation requests received 2 weeks or more prior to the Group Program commencement, a full refund of the Study Tour Participant's Program Costs will be made minus the Administration Fee, Homestay placement fee and any other non-recoverable costs. Non-recoverable costs include costs retained by external service providers including the Department of Education.
- 2.7. For individual Study Tour Participant cancellation requests received less than 2 weeks prior to the Group Program commencement, there will be no refund of any part of the Study Tour Participant's Program Costs except in extenuating circumstances, when clause 2.8 below will apply.
- 2.8. Requests for refunds where extenuating circumstances exist will be at UOW College Australia's sole discretion, including where a refund is requested due to cancellation and/or delays due to COVID-19.

### 3. Homestay Relocation

- 3.1. Students must provide Homestay host families and UOW College Australia with at least 7 days' notice, or 7 days' payment in lieu of notice, when requesting relocation to alternative accommodation. UOW College Australia cannot guarantee that a relocation will be possible as relocation is subject to availability.
- 3.2. Students requesting relocation may be responsible for a relocation placement fee. This will be determined by UOW College Australia based on the surrounding circumstances.
- 3.3. Students required by UOW College Australia to move host families due to student misconduct will be required to pay a relocation placement fee.

### 4. Welfare and safety of Study Tour Participants

- 4.1. Each Study Tour Participant must take out and maintain adequate travel and medical insurances for the entire duration of the Group Program. If the Group Program is 12 weeks or more and a student intends to study under a student visa, the student must take out Overseas Student Health Cover (OSHC). UOW College Australia can on request arrange OSHC which will be additional to the Program Cost.



- 4.2. Each Study Tour Participant must 10 years of age or older. 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 Group Program.
- 4.3. To the maximum extent permitted by law, UOW College Australia and its related bodies corporate exclude all liability, whether in tort, contract or under statute, for any loss, damage, injury or other harm to any Study Tour Participant arising from the Group Program.
- 4.4. In the event that clause 4.3 is ineffective in excluding UOW College Australia's liability, that liability, howsoever arising, shall, to the extent permitted by law, be limited to a maximum of the amount of the total Program Cost per student.
- 4.5. UOW College Australia 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.
- 4.6. In the event of any issue or incident arising in respect of the welfare or safety of any Study Tour Participant, UOW College Australia reserves the right to conduct its own investigation into such issue/incident and you agree to give all reasonable assistance to UOW College Australia in respect of any such investigation.

## 5. Activities

- 5.1. The External Activity Provider is responsible for all External Provider activities listed in the Activities Program. All activities are subject to availability.
- 5.2. Due to inclement weather, heavy traffic and other forces beyond our control activities may have to be cancelled or rescheduled to an alternate activity. There will be no entitlement to any refund of any amount of the Program Cost in respect of such cancellation or rescheduling.
- 5.3. All Study Tour Participants must be on time for activities to avoid delaying the program.
- 5.4. For under 18 students identification lanyards must be worn at all times for safety purposes.

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

- 6.1. If Study Tour Participants make arrangements for travel or activities outside of, or instead of, travel or activities planned and coordinated by UOW College Australia, they do so at their own risk. Any responsibility held by UOW College Australia towards Study Tour Participants is suspended during their participation in activities outside of those planned and coordinated by UOW College Australia. UOW College Australia and its related bodies corporate will not be liable for any loss, damage, injury or other harm that may occur to Study Tour Participants or third parties during the carrying out of these activities.

