Student grievance and dispute resolution procedures

At the college, we want you to have a positive and enjoyable experience while studying with us. We strive to provide high-quality service in all aspects of your learning journey. However, if you have any concerns, grievances, or issues, we encourage you to let us know—we are here to help! If you have a problem, the college has a complementary counselling service with staff available for private sessions several hours per week. Simply ask our reception team to arrange an appointment. The college guarantees to respond in a professional and friendly manner and will provide an official response within 10 days of receiving a complaint.

External support and mediation
At any stage, you have the right to seek independent advice or have an interpreter present during discussions regarding your complaint. If required, you may contact an external mediation service such as the Brisbane Counselling Centre (BCC) or the Overseas Student Ombudsman (OSO) for assistance.

Brisbane Counselling Centre (BCC)
• Address: Level 7, 87 Wickham Terrace, Brisbane QLD 4000
• Phone: +61 7 3831 4452
• Email: admin@brisbanecounsellingcentre.com.au

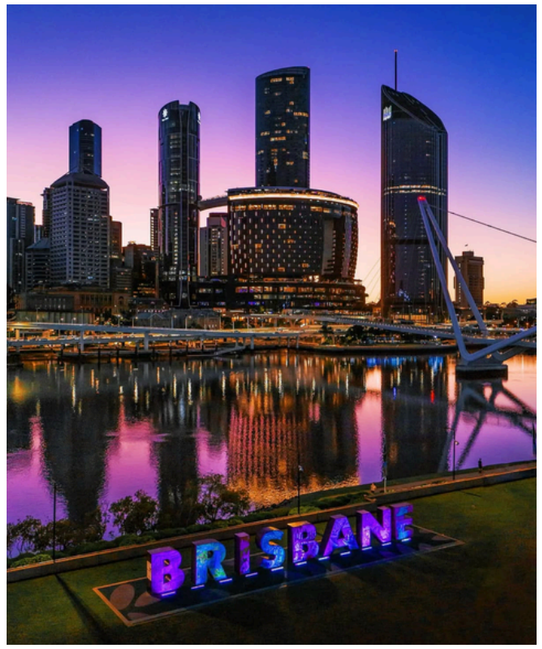
Overseas Student Ombudsman (OSO)
• Address: Level 22, 215 Adelaide Street, Brisbane QLD 4000
• Phone: 1300 362 072

These services operate independently from the college and have trained professionals who specialise in education-related disputes. NOTE: You may also nominate another person to represent you during the resolution process.

Changing address

It is essential that you keep the college updated with any changes to your address, email, or mobile number while studying with us.

- If you are on a Student Visa, failing to update your address may result in visa cancellation without notice!



Deferring, suspending, or cancelling a course

Once you have enrolled, your course can only be deferred, suspended, or cancelled if there are compelling or compassionate reasons. These circumstances must be:
• Submitted in writing to the college
• Supported by relevant evidence (e.g., medical reports, personal circumstances)

You may also cancel your own enrolment at any time, but be aware that this may impact your student visa status

Critical incident response plan

At the college, the safety and well-being of our students are our highest priority. A critical incident is a traumatic event or situation that poses a serious risk to a student's health, safety, or well-being.

This may include, but is not limited to:
• Serious injury or illness
• Mental health crises (e.g., self-harm, suicidal intent)
• Natural disasters (e.g., floods, fires, severe storms)
• Violent incidents (e.g., assault, harassment, threats)
• Missing students
• Death (student, staff, or immediate family)

All critical incidents must be recorded and reported. A Critical Incident Report Form will be completed, and the incident will be documented securely by the college management.



Accommodation

Accommodation is a vital part of your experience in a new country. Your new home is an important part of your study experience. Each school has specially chosen options to help you make the most out of your stay. Homestay and student residences offer different accommodation experiences, but always meet the highest EP standards.

Please note all accommodation options are based on availability. Please make sure you check with your representative if we have availability.

What accommodation option should I choose?

The choice of accommodation depends on your preferences, needs, and budget. Below are some important factors you need to consider

	Homestay	Student residence	Shared apartments
👍	• Immerse yourself in local culture & customs. • Host assistance for questions. • Towels, kitchen utensils, and more are provided. Budget-friendly	• Budget-friendly. • Easy access to good facilities and nearby amenities. • Easier to socialise.	• Meet other students from all over the world. • Easier to socialise. • Can be more affordable.
👎	• May not be as social. • Host rules may apply. • It could be up to 60 mins travel.	• Noise levels might be high. • Might be sharing facilities with other students. • You might not be able to choose	• May have to deal with shared chores and responsibilities. • You might not be able to choose your flatmates

Booking student accommodation in 3 simple steps

Step 1

You can indicate your preferred type of accommodation on the application form during your enrolment for a course.

Our Student Services team will record your preferred choice of accommodation.

Step 2

EP will only be able to secure the accommodation option once the invoice has been paid.

Our team will send you the accommodation confirmation with further details regarding your selected option

Step 3

You will need to confirm your arrival and send your flight details to our team, as soon as the flight is booked and no later than one week before the flight date. Our team will then be able to book and confirm your accommodation and/or transfers and provide more details within the confirmation document.

*If you arrive at a residence or homestay between 22.00–08.00 you may be asked to book alternative accommodation in a hotel on the first night due to late/early arrival at the accommodation



Homestay

Self catering (18+)	No meals provided. Student will be able to cook in the kitchen.
Dinner only (18+)	1 meal per day (dinner) from Monday to Sunday. 7 meals per week.
Half Board (16+)	2 meals per day (breakfast, dinner) from Monday to Friday. 3 meals per day Saturday and Sunday. 16 meals per week.
Full board (16+)	3 meals per day (breakfast, packed lunch, dinner) from Monday to Sunday. 21 meals per week.

About the homestay

Experience life in the home of a local resident, enjoying a comfortable and safe atmosphere with meals provided for you. This setting offers a wonderful opportunity to practice your English with your host.
On average, the commute to and from homestays takes between 40 to 60 minutes using public transportation.

Things students need to bring

Toiletries, personal items to make student's room feel at home, prescription medication, SIM card (Sim cards are available at the campus and are offered to the students at orientation), a small gift for the host family (not required)

Meals provided

Yes (depends on booking type, please refer to the table at the top of the page).

Breakfast: Breakfast is usually a light meal consisting of cereal, fruit, toast, juice, or coffee. Hosts will usually ask you prepare your own breakfast.
Lunch (If full-board): Your host family will prepare a packed lunch for you, which usually consists of a sandwich, fruit and a drink.
Otherwise: You will be responsible for buying your own lunch at school, from a local restaurant, or the local shops.
Dinner: You will usually eat dinner with your host, or occasionally you may prepare your own meal with food supplied by your host

Services included

Bed linen, towels, telephone use for emergencies, students need to make sure to discuss laundry with their host family after they arrive as laundry facilities will depend on your individual homestay. Extra cost of services: No

Will the homestay arrange to pick up the student from the airport?

Please book your airport transfer with your EP school. The transfer to your accommodation will then be organised accordingly and may be arranged by either the family or a transfer service.

Transport to school

Your host will help you to find your way to and from school on your first day and will show you how to use public transport.

Where are the host families located?

Metropolitan Brisbane area

Additional information

Homestays are generally 40–60 minute commute to the school. 60 minutes is the maximum travel distance allowed

BUNK Brisbane

Bunk is not only a great hostel, they are in an awesome location as well. Fortitude Valley is Brisbane's party precinct meaning you are never short of a great place to eat, drink, catch up with friends or make new ones. But don't think that we are far from the city either. Just 5 minutes walk to the heart of the CBD there isn't anywhere you'd rather be

- Shared Dorms, Private Rooms
- Spacious, fully equipped
- Laundry facility on-site
- Community kitchen
- Wi-Fi

Address: 21 Gipps Street, Fortitude Valley, QLD 4006

Distance to school: 10 minutes by bus





About the hostel

Accommodation types:
• Share Dorms (4, 6, 8, 10 person; Female only dorms)
• Shared and Double Ensuite Private Rooms

Please consult contact English Path Australia for the most up to date pricing.

Bedrooms: The bedroom contains the following: bed, pillow, bedding, AC, Toiletries and Towels

Bed size: Single bed or Double.
Bathroom: Shared bathroom (4, 6, 8 students maximum sharing it) Ensuite (Double or Twin)

Kitchen: The in-unit kitchen contains the following: fridge, freezer, stove, oven, cutlery, plates, pans, microwave. Kitchen is shared between guests.

Facilities: 24hr Reception, Pool and Spa, Party Bar, laundry, WIFI, Personal Safe.

Extra costs: Laundry room onsite: additional cost. Safe: additional cost.

Neighbourhood: Close to Howard Smith Wharves dining precinct and Fortitude Valley Nightlife zone.

Visitors/guests: Are welcome to book their own room.

Noise: Residents are required to respect all other residents and maintain a level of noise that does not disturb others. Quiet hours are 10 pm - 8am

Smoking: All facilities and residents' rooms are non-smoking.

Reception/security desk: 24hr fully staffed Reception Desk.

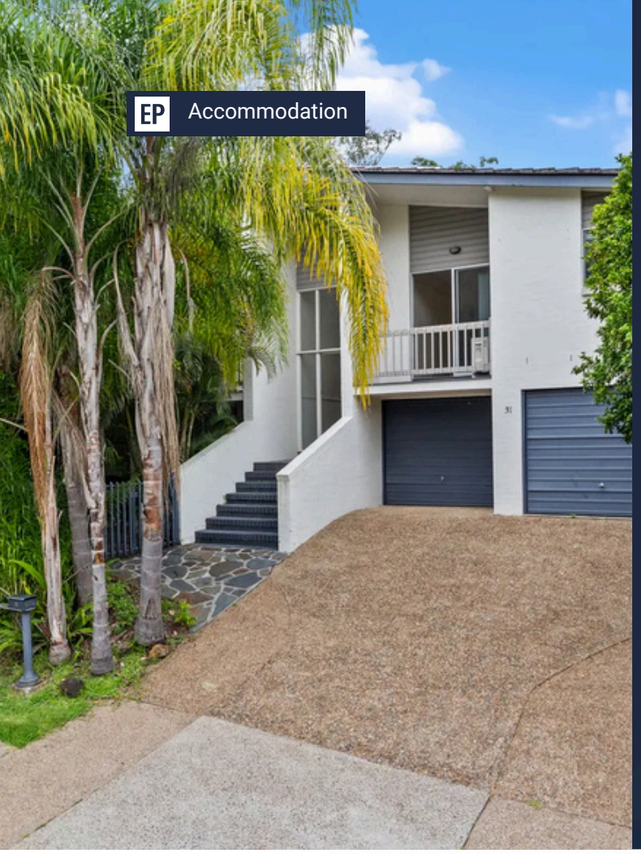
Accommodation location:15 min away walking distance from English Path Brisbane. Nearby to Fortitude Valley Train Station.

Cleaning service: The room is regularly maintained by the Bunk team.

Bedding/towels: Students are welcome to bring their own towels for long stays.

Minimum weeks request: Rooms can be booked short stay or on a nightly basis.

Check-in/check-out: Check in between 2pm and 9pm / Check out 10am



EP House Share

EP House Share offers modern, fully-furnished student accommodation in a friendly and comfortable environment.

- Single or Double bed rooms available (for single occupancy or couples)
- Spacious, fully equipped Australian house
- Swimming Pool
- Community kitchen
- Laundry facility on site
- Wi-Fi
- Live with other EP Students
- Comfortable, self-catering environment

Address: : 31 Arrabri Avenue, Jindalee, QLD 4074

Distance to school: 40–50 minutes by bus

About the residence

Accommodation types:
• X 3 Single Bed - Downstairs accommodation
• X 2 Double Bed - Upstairs accommodation

Bedrooms: The bedroom contains the following: bed, pillow, bedding, chair, desk, window, closet.

Bed size: Single bed or Double.

Bathroom: 2 x Shared bathroom. Shower and bath available.

Kitchen: The in-unit kitchen contains the following: fridge, freezer, stove, oven, cutlery, plates, pans, microwave. Kitchen is shared between a maximum of 7 housemates.

Facilities: Fully furnished with rooms both upstairs and downstairs. There is a large kitchen, one very large living rooms and an outdoor deck and swimming pool.

Extra costs facilities: Bond costs may be charged if the room is left in a damaged or unacceptable state.

Neighbourhood: Quiet residential area with cafes nearby.

Visitors/guests: Visitors must leave by 9 pm. No overnight visitors.

Noise: Residents are required to respect all other residents and maintain a level of noise that does not disturb others. Quiet hours are 10 pm-8am.

Smoking: All facilities and residents' rooms are non-smoking.

Acommodation location: A quiet residential area in the suburbs of Brisbane. The EP staff will advise the student of the public transport options to English Path. The trip is a simple one bus route, no interchange journey.

Cleaning service: The house is a shared facilities with students expected to keep their own rooms and shared spaces clean and tidy at all times. Cleaning services may be available for certain services and or maintenance.

Bedding/towels: Fresh clean linens and bedding provided at check-in. Students responsible for cleaning after check-in. Students should bring their own towels.

Minimum weeks request: 4 weeks minimum stay. Booking ideally from Sunday to Saturday.

Check-in/check-out: Check in between 2 pm and 9 pm / Check out 10 am. This can be negotiated with the EP Accommodation Team



Student One (18+)

Student One Shared Apartments in Brisbane offer modern, fully-furnished accommodations tailored for students. Located in the heart of the city, these apartments provide a vibrant living experience with easy access to major universities, shopping centers, and public transportation.

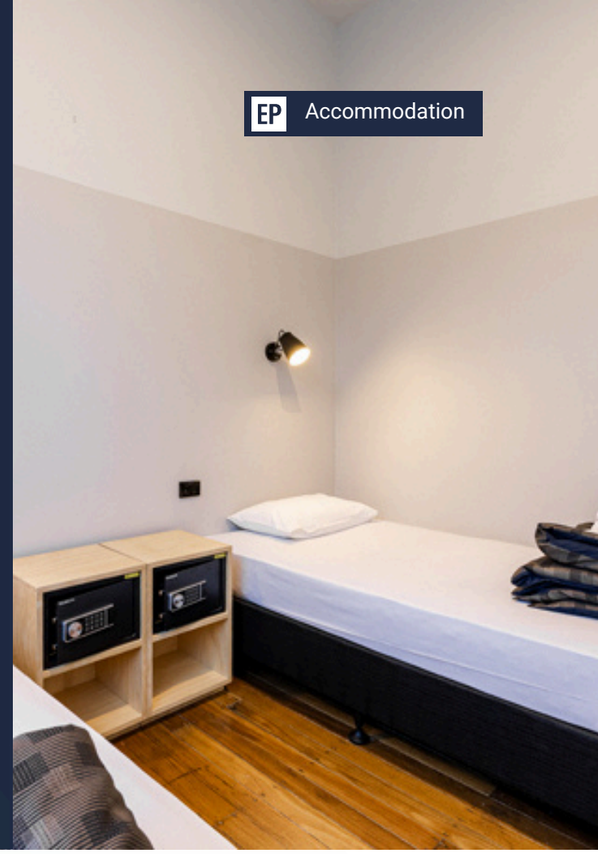
- Fully furnished apartments and studios with air conditioning
- 24-hour staffed reception and building security
- Unlimited Wi-Fi throughout the buildings
- Games rooms with table tennis, pool table, and lounge spaces
- Cinema and entertainment rooms with large screen TVs and beanbags
- Vending machines and convenience items available on site

Address 1 : Student One Wharf Street, 38 Wharf Street, Brisbane City QLD 4000

Address 2 : Student One Elizabeth Street, 97 Elizabeth Street, Brisbane City QLD 4000 (Closest to school)

Address 3: Student One Adelaide Street, 363 Adelaide Street, Brisbane City QLD 4000

Distance to school: 1-8 min walk



About the residence

Accommodation types: Architectually designed high end international student accommodation over 3 central city locations
• Studio Room • Shared Room in 5 Bed Apt.

Bedrooms: The bedroom contains the following: bed, pillow, bedding, chair, desk, window, closet, Air conditioning and heating.

Bed size: Single bed, king single, or double bed (depending on room type)

Bathroom: Bathroom facilities vary depending on room type.
• Studios– Private ensuite bathroom within the room.
• Shared Apartments– Shared bathrooms, usually 1 bathroom per 2–3 students.

Each bathroom includes: Shower, toilet, wash basin and mirror, storage shelf or cabinet, exhaust fan and towel rack.

Visitors/guests: We recommend your visiting family or friends stay at one of our nearby partner hotels.

Kitchen: Kitchen access and setup depend on room type.
• Studios – Private kitchen inside the room.
• Shared Apartments – Shared kitchen within the apartment, used by all residents in that unit.

Each kitchen includes: Fridge and freezer, stove and oven, - microwave, cupboard storage and bench space, sink and dish rack, basic cookware and utensils provided (pots, pans, plates, cutlery, etc.)

Facilities: Spacious lobby, study room and laundry room onsite, WIFI included. (See above for all facilities)

Smoking: All facilities and resident's room are non-smoking.

Extra costs facilities: Laundry room onsite. Linen Package (Optional) - $195 one off fee payable on arrival

Neighbourhood: All Student One buildings are in Brisbane City (CBD), the centre of the city where international students live in Brisbane, study, and meet friends. It's a safe, busy area with everything you need only a short walk away.

Noise: Residents are required to respect all other guests and maintain a level of noise that does not disturb others. Quiet hours are 10pm-8am.

Cleaning service: The house is a shared facilities with students expected to keep their own rooms and shared spaces clean and tidy at all times. Cleaning services may be available for certain services and or maintenance. Optional cleaning services for bedrooms or apartments can be booked directly at reception for an additional cost.

Bedding/towels: Students can bring their own bedding and towels although a bedding pack is available to purchase on arrival.

Minimum weeks requests: Minimum stay is 12 weeks.

Reception/security desk: Student One buildings have 24-hour reception and monitored entry.

Check-in/check-out: Check in: After 2pm / Check out: 10am

Acommodation location: Centre of the city, close to all bus, train and ferry routes and within walking distance of EP



CLLIX (18+)

CLLIX Serviced Apartments provide modern, comfortable, and fully furnished accommodation options for English Path Brisbane students. Managed by the CLLIX Hospitality Group, the residences are ideal for both short and long-term stays, offering convenience, safety, and access to great facilities in central Brisbane.

- Open-plan layout with queen bed, study desk, and wardrobe
- Private bathroom and fully equipped kitchen with cooking facilities
- Access to a gym, rooftop pool, BBQ area, and resident lounge
- 24-hour reception and security
- Secure building with CCTV and on-site management

Address 1: 1 Cordelia St, South Brisbane QLD 4101, Australia (Brisbane One)

Address 2: 166 Wickham Ter, Brisbane City QLD 4000, Australia (Brisbane Central)

Distance to school - Address 1: 10 minutes bus
Distance to school - Address 2: 5 minutes walk

About the residence

Accommodation types:
• Studio Room (Brisbane One)
• 1-Bedroom Apartment (Brisbane Central)

Bedrooms: Each furnished apartment prioritizes student comfort. Brisbane One studios have a bed, wardrobe, and air conditioning. One-bedroom apartments in Brisbane Central include a separate bedroom, living room, and kitchen. All are bright, modern, and quiet.

Bed size: Both properties feature one queen-size bed in each room.

Bathroom: Every apartment includes a private ensuite bathroom with a shower, toilet, sink, mirror, and basic storage. Bathrooms are maintained during weekly cleaning for long-stay guests.

Smoking: All facilities and resident's room are non-smoking.

Noise: Quiet hours are in place from 10:00pm to 8:00am.

Kitchen: Each unit has a private, fully equipped kitchen with a refrigerator, stove, oven, microwave, kettle, toaster, and all necessary cookware and utensils.

Facilities: Both residences offer excellent on-site facilities. Brisbane One features a rooftop pool, gym, BBQ area, cinema, and resident lounge, while Brisbane Central offers a gym, outdoor pool, and in-room laundry facilities. Both properties include high-speed Wi Fi, utilities such as electricity and water, and secure entry with CCTV monitoring.

Extra costs facilities: A refundable security bond of $200 is required upon arrival. Additional costs may apply for optional services such as extra cleaning, parking, replacement keys, or early and late check-in. Laundry facilities are available on site and operate on a pay-per-use basis.

Cleaning service: A weekly cleaning service is provided for guests staying longer than seven nights. Students are expected to keep their rooms, kitchens, and bathrooms tidy between services.

Check-in/check-out: Check in: After 2pm / Check out: 10am

Neighbourhood: Brisbane One Apartments are located in South Brisbane, close to South Bank Parklands, cafés, and supermarkets, just 20–25 minutes on foot from English Path. Brisbane Central Apartments are in Spring Hill, a quiet area near the CBD and only about 8–10 minutes' walk from the school. Both areas are safe, convenient, and well connected by public transport.

Visitors/guests: Visitors are welcome daily between 8:00am and 9:00pm but must sign in at reception. Overnight stays are not permitted unless approved in advance by management.

Acommodation location: Brisbane One Apartments are located at 1 Cordelia Street, South Brisbane QLD 4101, near South Bank Parklands and major cultural attractions. Brisbane Central Apartments are situated at 166 Wickham Terrace, Spring Hill QLD 4000, just a short walk from English Path Brisbane and the heart of the CBD.

Reception/security desk: 24hr fully staffed Reception Desk.

Bedding/towels: Students should bring their own or purchase a bedding pack upon check-in

Minimum weeks requests: Minimum booking is one week.



Social Programme

Brisbane is Australia's third largest city (and one of the largest space-wise in the world) and it is known for its relaxed lifestyle and mild year-round weather.

At EP Brisbane, learning English doesn't stop in the classroom - our Social Program helps you explore the city, meet people, and experience Australian life. Examples of our activities: BBQs and picnic lunches by the river, Conversation Clubs and board game afternoons,Movie nights and themed cultural events, Sport days and hikes around Brisbane, Pool parties and local festivals. We also run weekend trips to amazing destinations like Moreton Island, Byron Bay, and the Sunshine Coast - perfect for students wanting to explore Australia while studying

Example timetable

Mon	Tues	Wed	Thurs	Fri	Sat/Sun
Streets Beach	Museum and Cultural Centre	Botanic Gardens	Escape Room	Pub Night	Dreamworld

Check our live social programmes here

Example of social activities

- Ten Pin bowling $25
- Canoeing trip $50
- Story Bridge Climb $140
- Attend football game $30
- Dreamworld $120
- Movieworld $120
- Lone Pine $39
- Mt Cootha Lookout $Free
- Picnic at Streets Beach $Free

Example of nearby cities to visit

- **Gold Coast**

Travel time: 1 hour 10 minutes

Price of one way ticket: $2



- **Sunshine Coast**

Travel time:1 hour and 30 minutes

Price of one way ticket: $1

