

### UK English College Enrolment Application Form

Personal details			
Surname:		Title (circle one): Mr / Mrs / Miss / Ms / Dr / Other: _____	Date of birth:
First name:		Middle name/s:	
Home phone:	( )	Work:	( )
Email:		Mobile:	
Gender (as on passport):	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Indeterminate		
Unique Student Identifier (USI), if known:			
Please note that applicants are required to be 18 years of age or older			

Home address (overseas or in Australia)			
Building/ property name:			
Flat/unit details:		Street or Lot Number (e.g. 205 or Lot 118):	
Street name:			
Suburb, locality or town:			
State/Territory (if applicable):		Postcode:	
Country			

Postal address (if different from above)	
Building/ property	

name:			
Flat/unit details:		Street or Lot Number:	
Street name:			
Suburb, locality or town:			
State/Territory:		Postcode	
		:	

Residency and other visa details			
Country of birth		Citizenship	
Passport Number			
Do you already have an Australian visa that allows you to study here?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, what type of visa?	

### COURSE DETAILS

Course Name: GENERAL ENGLISH

CRICOS Course Code: 097137C

Course Duration: 52 weeks + 2 Weeks Holidays Total: 54 Weeks

- Beginner/Elementary (12 weeks)
- Pre-Intermediate (10 weeks)
- Intermediate (10 weeks)
- Upper-Intermediate (10 weeks)
- Advanced (10 weeks)

**You can commence your course on any Monday. What is your preferred start date?** \_\_\_\_\_

UK English College courses offer a minimum of 20 hours face-to-face scheduled course contact per week for the duration of the course. These are mandatory. There will also be one hour of optional self-access study time per day.

Your weekly class timetable will be:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:30-10:30AM	8:30-10:30AM	8:30-10:30AM	8:30-10:30AM	8:30-10:30AM		
10:30-10:45AM	10:30-10:45AM	10:30-10:45AM	10:30-10:45AM	10:30-10:45AM		
<b>Coffee Break</b>	<b>Coffee Break</b>	<b>Coffee Break</b>	<b>Coffee Break</b>	<b>Coffee Break</b>		
10:45-12:45pm	10:45-12:45pm	10:45-12:45pm	10:45-12:45pm	10:45-12:45pm		

Application for Enrolment fee	AUD\$200 (non-refundable)		
Tuition fees <b>GENERAL ENGLISH</b> course CRICOS code: 097137C	AUD\$200 per week		
<b>If permitted under the ESOS Act, students may <u>choose</u> to pay more than 50 per cent of their total tuition fees before their course commences.</b>			
Re-issue of a Certification of Completion (or Partial Completion)	AUD\$100		
Optional additional services and fees  Homestay accommodation (via agent)  Homestay accommodation placement fee  Homestay accommodation (single room)  Homestay accommodation (share room)  Airport pick-up fee	  AUD\$ 200 (non-refundable)  AUD\$ 300  AUD\$ 180  AUD\$ 160 (non-refundable)		
<b>Overseas Student Health Cover (OSHC)</b>			
All overseas students are required to pay OSHC and maintain cover for the full length of their visa. It is also the student's responsibility to <u>check the latest prices</u> and conditions for OSHC. <i>The prices below are examples only.</i>			
<b>Duration</b>	<b>Single</b>	<b>Couple</b>	<b>Family</b>
3 Months	\$138	\$693	\$1,089
6 Months	\$276	\$1,386	\$2,178
9 Months	\$414	\$2,079	\$3,267
12 Months	\$552	\$2,772	\$4,356

*Note: The fees and charges stated above are subject to change or variation without notice. Notice will be given of any changes wherever possible.*

**Campus delivery location:** Level 3, 303-305 Pitt Street, Sydney, NSW 2000 Australia

**Course materials:** Mandatory course materials, including course books, will be provided for each level. These are part of your tuition fees and there will be no additional charge. Any optional textbooks or

Materials that may be recommended but are not required for completion of the course are not included in the tuition and non-tuition fees.

General information	
1. Have you ever studied with UK English College Sydney, Australia before?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. What is your highest COMPLETED school level (tick one box only)	<input type="checkbox"/> Year 12 or equivalent <input type="checkbox"/> Year 11 or equivalent <input type="checkbox"/> Year 10 or equivalent <input type="checkbox"/> Year 9 or equivalent <input type="checkbox"/> Year 8 or below <input type="checkbox"/> Never attended school – Go to question 11
3. In which YEAR did you complete that school level?	
4. Are you still attending secondary school?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Current English level	
5. Have you taken any formally-recognised English language tests?	<input type="checkbox"/> Yes – indicate below <input type="checkbox"/> No – Go to next section
<i>If YES, then tick ANY applicable tests and state your score (you may indicate more than one)</i>	
<input type="checkbox"/> IELTS score: _____	<input type="checkbox"/> TOEFL score: _____
<input type="checkbox"/> Other: Test name: _____	Score: _____
Please attach documentary evidence of your test and score.	

Next of kin / emergency contact			
Name:		Relationship to you:	
Address:			
		Postcode:	
Home	( )	Work	( )

phone:		phone:	
Mobile:		Email:	

## Fees and Refunds

### Tuition and Non-Tuition Fees

**A non-refundable Enrolment Application fee of AUD\$200 is required to process your application.**

You can find up-to-date information about tuition fees and non-tuition fees on the *Enrolment Application Form* and UK English College's website. Please note that fees may be subject to change without notice and any changes will be published in advance on UK English College's website.

All tuition fees and non-tuition fees must be paid in Australian Dollars (AUD).

These fees and charges will be shown in your **Letter of Offer and Student Agreement** once your application is accepted, and in the invoice that you receive on enrolment. You can pay your fees by credit card (excluding Diners and AMEX), debit card, Netbanking direct into UK English College bank account or direct bank deposit. **Please send proof of payment after making all fee payments.**

All pre-paid fees are protected in line with the ESOS Framework that regulates the standards for provision of education to overseas students.

You are responsible for keeping copies of receipts of any payments for tuition fees or non-tuition fees.

#### *Education agents*

If you use an education agent and that agent charges their own fees to students (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Please note that if you pay the tuition and non-tuition fees required for your enrolment (as set out in the Letter of Offer and Student Agreement) to an agent, UK English College, Sydney Australia will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to UK English College, Sydney Australia.

#### *Fee details (including protection of fees):*

UK English College, Sydney Australia protects fees paid in advance by overseas students. Overseas student fee protection is ensured as follows:

- All tuition and non-tuition fees will be held in a separate bank account that can only be drawn down when the student commences. The tuition and non-tuition fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system
- UK English College does not require overseas students to pay more than 50% of tuition fees prior to course commencement. (Students may choose to pay more than 50 per cent of their tuition fees before the course commences, if permitted under the ESOS Act.)

- Upon application, students are required to pay a non-refundable AUD\$200 Enrolment Application Fee.
- Upon signing and returning the *Letter of Offer and Student Agreement*, students are required to pay 50% of tuition fees.
- The balance of tuition fees must be paid on the date of course commencement.
- UK English College pays into the Tuition Protection Service (TPS) provided by the Australian Government.
- If you use an education agent and that agent charges their own fees to students (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

#### *Inclusions in tuition and non-tuition fees*

Details are included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

Tuition and non-tuition fees includes all administration, mandatory materials (including textbooks) and tuition fees. Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the tuition and non-tuition fees.

Upon signing and returning the *Letter of Offer and Student Agreement*, students are required to pay 50% of tuition fees. The balance of tuition fees must be paid on the date of course commencement.

Please note: Tuition and non-tuition fees do not include Overseas Student Health Cover (OSHC) or accommodation fees.

#### *Late payment and non-payment of fees*

UK English College, Sydney Australia may suspend or cancel a student's enrolment on the basis of the student's failure to pay an amount the student was required to pay UK English College, Sydney Australia to undertake or continue the course as stated in the *Letter of Offer and Student Agreement* and in accordance with UK English College, Sydney Australia *Fees and Refunds Policy and Procedures* and *Deferral, Suspension and Cancellation Policy and Procedures*.

If you are experiencing difficulty in paying your fees, you are invited to call our office to discuss alternative arrangements for payment that would allow you to continue your studies uninterrupted, while not causing undue hardship to UK English College, Sydney Australia.

UK English College reserves the right to suspend or cancel the enrolment of students due to non-payment of fees where no alternative arrangements for payment have been made. Overseas students whose enrolment is suspended or cancelled for non-payment of fees will be reported to Department of Education and Training, Australia via PRISMS under student default. Students have the right to appeal this decision within 20 working days in accordance with the *Complaints and Appeals Policy and Procedures*.

If you do not appeal against the decision to report you, or if your appeal is unsuccessful or you withdraw from the process, UK English College, Sydney Australia will report you to the Department of Education and Training, Australia via PRISMS for non-payment of fees. This action automatically alerts the Department of Home Affairs, Australia and may have an effect on your visa. For more information about your visa, you

should go to the Department of Home Affairs website (<http://www.homeaffairs.gov.au/trav/stud>) or call them on 131 881.

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018):

- UK English College, Sydney Australia may suspend or cancel a student's enrolment including, but not limited to, on the basis of the student's failure to pay an amount the student was required to pay UK English College, Sydney Australia to undertake or continue the course as stated in the Letter of Offer and Student Agreement
- The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

#### *Issuance of Certificate of Completion (or Partial Completion)*

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a Certification of Completion (or Partial Completion) within 10 working days. This will include:

- the CRICOS course name
- your dates of study, course duration and levels of achievement or proficiency
- UK English College, Sydney Australia name and contact details
- the name and signature of the Academic Manager of UK English College, Sydney Australia
- a plain English explanation of the terms used in awarding grades at all levels

UK English College reserves the right to withhold the issuance of the Certification of Completion (or Partial Completion) until all tuition and non-tuition fees related to the course the Certification of Completion (or Partial Completion) relates to have been paid, except where UK English College, Sydney Australia is not permitted to do so by law.

#### *Re-Issuing Certificate of Completion (or Partial Completion)*

Records of Certificate of Completion (or Partial Completion) are kept on record for a period of at least thirty (30) years. Students can request copies of these at any time for an additional charge. The current fee for the re-issue of a Certification of Completion (or Partial Completion) is AUD\$100.

#### **Refunds**

Our refund policy is included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

**The following tuition and non-tuition fees are not refundable under any circumstances**, including visa rejection:

- Enrolment application fee: AUD\$200 (required to process your application)
- Airport pick-up fee: AUD\$ 200 (optional)



- Homestay accommodation placement fee: AUD\$ 200 (optional)

#### *Homestay accommodation*

The homestay accommodation placement fee of AUD\$ 200 is non-refundable.

All homestay accommodation fees (AUD\$ 300 per week) must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must be made to the agent. UK English College, Sydney Australia does not guarantee or refund any homestay accommodation fees.

#### *Education agents*

If you use an education agent and that agent charges their own fees to students (in addition to UK English College, Sydney Australia tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College, Sydney Australia is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to UK English College, Sydney Australia using the *Refund Application Form*. If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the *Refund Application Form*.

UK English College will:

- Assess your request fairly and in accordance with the *Fees and Refunds Policy and Procedures*
- Issue you with the decision in writing, using the *Notice of Refund Decision* letter within 10 working days of receipt of the *Refund Application Form*
- If the refund was approved, detail how the refund was calculated and issue the refund within 10 working days of receipt of the *Refund Application Form*
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the *Notice of Refund Decision* letter, in accordance with UK English College's *Complaints and Appeals Policy and Procedures*
- Require you to accept the decision in writing and give you a copy of the decision for your records
- Maintain our records of the decision, the acceptance and any refunds paid to you for at least 2 years after you ceases to be an accepted student

#### *Refunds prior to course commencement*

- 100% tuition fee refund where student is refused a visa
- 100% tuition fee refund where UK English College, Sydney Australia cancels the course prior to commencement
- 80% tuition fee refund where a student withdraws 29 days or more before the date of course commencement
- 50% refund where a student withdraws 0 – 28 days before the date of course commencement.

UK English College, Sydney Australia may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount.

#### *Refund after course commencement*

- A partial refund will be paid in the unlikely event of UK English College, Sydney Australia default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default
- If a student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.

UK English College, Sydney Australia may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

#### *Other circumstances where no refund (0%) will be provided*

- If a student is refused a visa and the reason for the refusal is:
  - Did not start the course at the location on the agreed starting day or
  - Withdraws from the course at that location or
  - Did not pay the tuition and non-tuition fees due
- UK English College terminates a student's enrolment because of a failure to comply with UK English College, Sydney Australia policies, unsatisfactory course progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.

UK English College, Sydney Australia may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

#### *Refunds of fees for optional services*

- The airport pick-up fee of AUD\$ 200 and the accommodation placement fee of AUD\$ 200 are not refundable under any circumstances.
- Requests for refunds of homestay accommodation fees must be made to the agent. UK English College, Sydney Australia does not guarantee or refund any homestay accommodation fees.

#### *Compassionate and compelling circumstances*

UK English College, Sydney Australia may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount beyond the levels detailed above.

Acceptance of money appropriately refunded within the amounts detailed above does not preclude an application for compassionate and compelling circumstances and you must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed above will be deemed to be denied if you do not appeal within 20 working days.

Applications for refunds beyond levels detailed above must provide details and appropriate verifiable evidence of the compassionate and compelling circumstances that support the reasons for withdrawal,

namely that the circumstances:

- Are beyond your control; and
- Do not make their full impact on you until on or after the course commencement; and
- Make it impracticable for you to complete the requirements for the course during the period during which you undertook or were to undertake the course.

Compassionate or compelling circumstances are generally those that are beyond your control and have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in your the home country requiring emergency travel, and this has had an impact on your studies
- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa

If you believe that you qualify for an additional refund due to compassionate and compelling circumstances, you must submit a written request using the *Refund Application Form* and attach a written description of your compassionate and compelling circumstances and any evidence thereof.

If the compassionate and compelling circumstances have been confirmed and an additional refund is approved, UK English College, Sydney Australia will refund the total amount of all tuition and non-tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of UK English College, Sydney Australia.

Requests for refunds of homestay accommodation fees must be made to the agent. UK English College, Sydney Australia does not guarantee or refund any homestay accommodation fees, even where compassionate and compelling circumstances are found to exist.

#### *Outcomes of refund decisions*

Within 10 working days of receipt of your completed *Refund Application Form*, UK English College will review the application and supporting documents, and issue you with a *Notice of Refund Decision* that will explain:

- Whether or not the refund was approved
- If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated
- If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with UK English College's *Complaints and Appeals Policy and Procedures* SC14-I.

If the refund was approved, UK English College, Sydney Australia will issue the refund or adjustment

notice within 10 working days of receipt of the *Refund Application Form*.

### Application checklist

**Provide a certified copy of the following documents when you submit this *Enrolment Application Form* to UK English College, Sydney Australia. You will need to bring the originals to the College on your orientation day for verification.**

- Valid passport copy
- Valid visa (if you have one)
- Proof of four years of secondary education equivalent to the Australian School Certificate level
- Proof of any formally-recognised English language tests you have taken, including scores (if applicable)
- Completed and signed UK English College, Sydney Australia *Enrolment Application Form*

You are responsible for keeping a copy of the signed *Enrolment Application Form* and the *Letter of Offer and Student Agreement*, as well as receipts of any payments for tuition fees or non-tuition fees.

### Agreement

In signing this *Enrolment Application Form*, you agree:

- That the information you have provided on this form is true, correct and complete.
- That you have been provided with appropriate and sufficient information to make an informed decision about your enrolment in this course.
- That you have read and understood UK English College, Sydney Australia Privacy Policy:
  - Information concerning students, including information submitted on the *Enrolment Application Form* may be shared among Australian Global Institute of Language Pty Ltd, the Commonwealth, the Australian Government and designated authorities, and, if relevant, the Tuition Protection Service (TPS) and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.
  - The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or other authorised agencies and departments. In certain circumstances information collected during your enrolment can be disclosed without your consent where authorised or required by law, as described above.
  - The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting UK English College, Sydney Australia.

- That you have been provided with detailed information about the tuition fees and non-tuition fees associated with your course enrolment including information on all tuition fees and non-tuition fees, payment terms, and the applicable Refund Policy.
- That you have the financial capacity to meet all tuition fees and non-tuition fees, and agree to pay them as they become due.
- To provide UK English College with current and accurate contact details and notify UK English College, Sydney Australia within 7 days if anything changes.
- To be bound by UK English College, Sydney Australia Student Code of Conduct and other student policies and procedures, as well as National and State legislation and regulations including any variations that are made from time to time.
- That you have included certified documents to meet the conditions of your offer (if applicable).
- 'This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.'

Student Signature:		Date:	/ /
Printed Name:			

Agent details (if applicable)			
Name:			
Contact Details:			
Stamp:			
Signature:		Date:	/ /