

2018 APPLICATION FORM

Personal Details	
Family Name:	Given Name(s):
Date of Birth: _____(day)/_____(month)/_____(year)	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male
Country of birth:	Will you apply visa in Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No
Nationality:	Passport Number:
Address in home county:	
Address in Australia:	
Telephone:	Email:
Type of visa you will hold: <input type="checkbox"/> Student <input type="checkbox"/> Working Holiday <input type="checkbox"/> Tourist	
Please provide a copy of your passport when you submit the application form Student visa holders must be 18 years of age or older	
Course Details	
Please choose course you wish to apply:	
<input checked="" type="checkbox"/>	Student visa holder may only choose CRICOS registered course as principle course
	General English Course (full-time) Elementary to Advanced / CRICOS No.071778F
	General English Condensed Course / CRICOS No. 080693C Start from Pre-intermediate, Intermediate to Upper-intermediate, and IELTS.
	English for Academic Purposes (EAP) /CRICOS No.080694B
	Following courses are not available for student visa holder
	General English- part time am
	English plus Surfing
Number of Weeks: _____ weeks	Start Date: _____(day)/_____(month)/_____(year)
Your English Level: <input type="checkbox"/> Elementary <input type="checkbox"/> Pre-intermediate <input type="checkbox"/> Intermediate <input type="checkbox"/> Upper-intermediate <input type="checkbox"/> Advanced	
Accommodation (Homestay) and Airport Greeting Service	
Number of Weeks: _____Weeks_____Nights	Start Date: _____(day)/_____(month)/_____(year)
Please answer following questions:	
Do you smoke?	Can you live with pets?
	Do you have allergies?
Do you have health or medical problems?	
Do you require airport pick up? <input type="checkbox"/> Yes <input type="checkbox"/> No	Please confirm flight details at least 2 weeks prior to arrival
Flight number: _____	Arrival date and time: _____(day)/_____(month)_____(time)
Arrival airport:	<input type="checkbox"/> Coolangatta (Gold Coast) <input type="checkbox"/> Brisbane International
Do you require airport Drop Off? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Flight number: _____	Departure date and time: _____(day)/_____(month)_____(time)
Departure Airport:	<input type="checkbox"/> Coolangatta (Gold Coast) <input type="checkbox"/> Brisbane International
OSHC – Overseas Student Health Cover	
O.S.H.C. is required by Department of Immigration and Citizenship (DIBP) for all student visa applications and must cover the period of the visa. This maybe longer than the course and needs to be paid in advance.	
Would you like school to arrange OSHC for you? <input type="checkbox"/> Yes <input type="checkbox"/> No	Length of cover: _____month(s)
After studying at Pacific, do you intend to do further study? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Emergency Contact Details(name, phone number and email):	

2018 APPLICATION FORM

Fee Calculator

Enrolment fee \$200 for all courses:	
Tuition Fee:	
Material fee:	
Accommodation Placement Fee:	
Accommodation Fee:	
Airport Greeting Service:	
Overseas Student Health Cover:	
Payment Plan Service Fee:	
Bank fee charge:	
TOTAL:	

Enrolment Procedure

1. Choose a course of study and decide when you want to start classes.
2. Refer to the website providing information for Education Services for Overseas Students on http://www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm
3. Read the Student Agreement, complete and sign the Application Form.
4. Send the Application Form to the Pacific English Study agent in your country or send it to: **Pacific English Study, Po Box 378 Surfers Paradise, Queensland 4217 Australia**
5. When we receive your Application Form, we will send you a letter of Offer, Enrolment Acceptance and an Invoice for Payment.
6. Please forward your fees in full and sign the Enrolment Acceptance letter and send it back to us. Pacific will then send the appropriate confirmation documents (including the COE if you are applying for a student visa). If you are applying for a student visa, you must show these documents at the Australia Embassy when you apply for your visa. Please check with the Australian Embassy if any special visa conditions apply to your country.

Payment can be made by International Telegraphic Transfer made payable to:

Bank name:	Commonwealth Bank of Australia
Address:	Surfers Paradise QLD 4217
Swift Code:	CTBAAU2S
Bank contact number:	+61-7-5579-3588
Account Name:	Pacific Language School Pty Ltd
Branch Number(BSB):	064 432
Account Number:	1039 5234

Credit cards can be processed at no extra charge on all transactions. Visa and MasterCard cards accepted.

I have read and accept the student agreement and refund policy of enrolment Pacific English Study and agree to abide by these terms and conditions and accept Pacific Refund and cancellation Policy.

Student Signature.....

Date.....

Payment is considered acceptance of all Pacific Terms and Conditions including Refund Policy.

Tuition Fees

General English CRICOS No. 071778F Student Visa Holder & Non-Student Visa Holder	\$330 per week
General English - Condensed CRICOS No. 080693C Student Visa Holder	\$250 per week
English for Academic Purposes CRICOS No. 080694B Student Visa Holder & Non-Student Visa Holder	\$330 per week
General English (Morning) 15 hours per week Non- Student Visa Holder	\$295 per week
English Plus Surfing Non- Student Visa Holder	\$390 per week
Enrolment Fee	\$200
Re-Enrolment Fee (If Require COE)	\$90
Payment Plan Service Fee	\$120
Material Fee	\$10 per week

Homestay Fees

Homestay Placement Fee	\$250
Homestay Fee	\$270 per week \$45 per extra night
1. Student staying with families over the Christmas holidays will be asked to pay an extra \$80 for the Christmas & New Year break.	
2. There is a holding fee of \$50 per week required if the student wishes to hold onto the room in homestay while they travel.	
3. Student use our homestay service must use Pacific transfer service.	
4. For ALL transfers between the hours of 10pm to 4am, there will be a \$20 surcharge.	
Brisbane airport to GC address	\$185
GC airport to GC address	\$95
Overseas Student Health Cover (OSHC) Fees	\$46/month (TBC) Medibank Private
International Telegraphic Transfer Fee	\$30

All fees are in Australian dollars (\$AUD) and all prices are subject to change at any time without notification

School Holidays and Study Break

26 January 2018	25 April 2018	Christmas and new year holiday 24 December 2018 to 04 January 2019
30 March 2018	07 May 2018	
02 April 2018	31 August 2018	
	01 October 2018	

The dates of study breaks are unspecified, and the student can arrange their study break with the school shortly before they plan to go on leave.

Agent Details or Agent Stamp

2018 APPLICATION FORM

Pacific Student Agreement

The following is an agreement between **Pacific English Study (Pacific)** and its intending student. Please make sure that you understand and sign this document before you complete your enrolment and pay your fees. Then Keep a copy of the signed agreement for your records. As an applicant for enrolment in Pacific courses, I agree to abide by the following:

- I understand that some courses (e.g. IELTS preparation) require a prerequisite level of English language for entry.
- I understand that I will be tested on commencement of my course and placed in a class at the appropriate English language level.
- I understand that I must complete all class work, assignments, activities and assessment to maintain satisfactory progress.
- I understand that I must attend at least 80% of my course, and that if I fail to do so I will be reported to the Australian Government.
- I understand that I must tell the school within 5 working days, of any change in address in Australia.
- I have read the regulation of the school and agree to abide by them.
- I understand that a full week of tuition is payable in weeks that contain a public holiday, and that classes are not held on public holidays.
- I understand that I cannot transfer to another school or college during the period of my enrolled course without a written letter of release from Pacific.
- I acknowledge school's right to change its fees and conditions, cancel or defer courses, and to alter course timetable and class location at any time without notice.
- I am aware that school-aged dependants accompanying me will be required to pay full fees at a private or government school in Australia.
- I understand that my personal information may be shared with the Australian Assurance Fund manager. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach by the student of a student visa condition.
- I agree that school can share information about my course and progress with my parents and recruiting agent.
- I understand that if my fees are overdue at any time during my course, I may be excluded from class and may be reported to the Australian Department of Immigration & Border Protection.
- I understand my class place cannot be confirmed until first pay is received by school.

Invoices and Payment

- For non-student visa enrolments, an invoice will be issued with a letter of Offer. Payment in full should be made a minimum 28 days before commencement of the study program or immediately if less than 28 days to commencement.
- For all student visa enrolments of less than 24 weeks, an invoice will be issued with a Letter of Offer and Enrolment Acceptance Form. The Enrolment Acceptance form should be signed by the student, and returned with full payment of the invoice. A confirmation of Enrolment and an eCOE will be issued for the visa application. Students studying General English for 25 week or more will be issued with two invoices covering the full study program with their Letter of Offer and Enrolment Acceptance form. Each invoice will include the tuition fee cost for each half of the study program.

Invoice and Payment -Continued

- The Enrolment Acceptance form must be signed by the student and returned with full payment of first invoice only.
- A confirmation of Enrolment and an eCOE will then be issued for the visa application. The second invoice will be due for payment 2 weeks before the start of the second half of the study program. Students will not be allowed to continue their study program if the second invoice is not paid and maybe reported to the Department of Immigration & Border Protection and the Tuition Protection Scheme Director once all appeal processes have been completed.

Refund and Cancellation

Clause 1: In the event of cancellation, no refund will be made on the enrolment fee, bank fee or accommodation placement fee.

\$300 is payable for cancellation and transfer applications.

Clause 2: All notifications of course cancellations and requests for a refund must be made to the Principal in writing. A written response will be provided in writing within 5 working days. Where a refund is granted, this will be paid within 4 weeks of the date of the notice of cancellation to the person.

Course Cancellation:

- Pacific will refund full tuition fees if you notify the school of the cancellation in writing 4 or more weeks before commencement, subject to Clause 1.
- Cancellation made in writing within less than 4 weeks before course commencement will result in 50% refund of the tuition fee.
- No refund will be given if you cancel your course on or after the date of commencement, unless the student has a legitimate complaint against the Consumer Protection Laws of the Commonwealth of Australia or the State of Queensland.
- **Full Refund of Tuition fees if visa is refused by Immigration prior to commencing course.** Cancellations because of visa rejection by the Australian Immigration authorities will be eligible for a refund of fees, subject to Clause 1 and 2 providing that proof of visa rejection has been provided to Pacific within 14 days of the notice of visa rejection.
- **Unused tuition fees refund if visa is refused by immigration after commencing course.** A full refund of unused tuition fee will be made where a student's visa application is refused by Immigration department. Pacific calculates this fee by using the legislative instrument under subsection of 47(E) (4) of the ESOS Act.
- **Student who apply to defer their start date and then withdraw from the course there will be no refund.**
- A \$25 administration fee covering bank charges will also apply to any refunds made through international bank transfers.
- Pacific does not give part-time study in place of full-time study.
- Pacific reserves the right to expel a student who does not adhere to the Discipline code of the school.
- Pacific will not refund fees if:
 - The Department of Immigration and Border protection excludes you from continuing your studies.
 - Student withdraw after the course begins
 - A student is expelled from Pacific English Study.
- After accommodation have commenced, 2 weeks' notice must be given or a cancellation charge equal to 2 weeks rent will apply. Any unused accommodation fees will be refunded to the student within 4 weeks of submitting a refund request form.
- In arranging accommodation, Pacific acts only as an agent and makes payment for it only in this capacity.

2018 APPLICATION FORM

Refund and Cancellation -Continued

Airport Greeting

- No refund will be provided if notice of cancellation or amendment is received less than 48 hours prior to the initial arrival time.

Accommodation Cancellation

Pacific will refund full accommodation fees if you notify the school of the cancellation in writing 4 and more weeks before commencement, subject to Clause 1. Cancellation made in writing within less than 4 weeks before course commencement will incur a cancellation charge equal to 2 weeks rent.

- Minimum 4 weeks homestay, unless the course is 1, 2 or 3 weeks. If a student wishes to cancel their homestay within this 2 weeks period, no refund will be given. To cancel homestay a minimum of 2 weeks' notice must be given.

Cancellation of course by Pacific

- If Pacific Cancels a course, you will be offered a refund of all the tuition fees paid for that course to date. The refund will be paid to you within 2 weeks of the course cancellation. Alternatively you may be offered enrolment to another course at Pacific at no extra cost to you. You have the right to choose whether you would prefer the refund of tuition fees or to accept a place on the alternative course. If you choose the alternative course you will be asked to sign a document to indicate that you accept the placement.
- If in the unlikely event that Pacific ceases to operate and is unable to provide a full refund, students on student visas will be able to access the Tuition protection Service(TPS) which offers an one-line placement and refund service for international students affected by such provider closures. Students studying on tourist and working holiday visas are not eligible for the TPS but instead will be able to seek an alternative course, equivalent to the number of weeks of study lost, at no extra cost through the English Australia Tuition Assurance Scheme, of which Pacific is a member.

Deferment Policy

- Should a student become seriously ill or be required to return home due to exceptional circumstances of a compassionate nature (such as death or severe illness of the immediate family) and can no longer continue their study. Pacific may refund the balance of unused course fee and accommodation fees.
- This fee refund is at the discretion of the Director of Pacific. Requests for such refund must be made in writing to the Director. Appropriate evidence, such as an original medical certificate or death certificate in English, will be required.
- Should we cancel a course or part thereof; all fees will be refunded in full within 4 weeks.
- Any refund will be fully paid in the same currency in which the fees were paid, unless payment in that currency is impracticable.
- Pacific will endeavor to treat all applications for refunds on an individual basis given the facts surrounding each case.
- Any refund will be paid directly to the person who has entered into this contract with Pacific, unless the person directs Pacific in writing, to pay the refund to someone else.

Grievance Procedure

Pacific has a grievance process designed to help settle any disputes over refunds. Pacific staff can assist students and explain any decisions made by Pacific. Overseas students may also nominate a support process. If necessary, Pacific can also arrange an external mediator to help settle the dispute.

Grievance Procedure-Continued

Full details of our Dispute Resolution Process can be found in the Student Handbook. This agreement and the availability of the complaints and appeals process, does not remove the right of the student to take action under Australia consumer protection.

Transfer to Pacific from another institution

- Those holding a student visa and wishing to transfer to Pacific from another institution will be required to produce a letter of Release as evidence showing a satisfactory attendance record, a satisfactory academic record and that all fees are paid in full. Once this has been provided, a confirmation of Enrolment can be provided.

Transfer to another institution

- Letter of Release will be provided once you have obtained a letter of Offer from your intended institution. The letter of Release will have related to your attendance, academic progress and your payment of fees.

Other Conditions of Enrolment

- Students are required to notify Pacific of any changes of local address, while enrolled in a course within 5 working days.
- Students are fully responsible for their educational and living expenses while studying at Pacific.
- Information is collected on this form and during your enrolment to meet our obligations under the ESOS Act and the National Code 2007, and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Student Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law.
- Pacific, and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property which occurs whilst students are on any activity or excursion organized by Pacific. It's the student's sole responsibility to take out insurance against such risks and we recommend that students travelling abroad take out comprehensive travel, accident and medical insurance in their own countries.
- By providing their private email address on this form, or the Pacific registration form, students accept then they are giving permission to Pacific to communicate with them by email on any matters relating to their enrolment at Pacific.
- Pacific has an internal complaints and appeals process students can access this through the Student Services Department.
- Additional Information about students' rights and responsibilities under the Australian Government ESOS Act 2000 and National Code 2007 is available online at:
http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS-Framework_pdf.pdf
- This agreement and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws; neither does it remove a student's right to pursue other legal remedies.
- For this policy a course is the total number of ELICOS weeks as shown on the student's Letter of Offer and/or Confirmation of Enrolment.