



Personal Information

Given Name(s):
Date of Birth:
Country of Birth:
Full Address in Home Country:
Full Address in Australia:
Phone number: (In Australia)
Email:
Passport Number:
Type of visa you will hold:

Family Name:
Gender: Male Female Not specified
Nationality:



Courses

Please provide a copy of your passport when you submit the enrolment form. Student visa holders must be 18 years of age or older.

Which course do you wish to study?

General English Full-Time Course

Day - Start Date: Number of weeks: Holiday weeks:
Evening - Start Date: Number of weeks: Holiday weeks:

General English Condensed Course

Start Date: Number of weeks: Holiday weeks:

IELTS

Day - Start Date: Number of weeks: Holiday weeks:
Evening - Start Date: Number of weeks: Holiday weeks:

Cambridge Exam Preparation

◆ B2 First (FCE)

Evening - Start Date: Number of weeks: Holiday weeks:

◆ C1 Advanced (CAE)

Day - Start Date: Number of weeks: Holiday weeks:

Pearson Test Preparation (PTE)

Evening - Start Date: Number of weeks: Holiday weeks:

English plus Surfing (Non-student visa holders)

Day - Start Date: Number of weeks: Holiday weeks:

Where will you apply for visa?

For 25 weeks and longer study Please tick:



Emergency Contact Details:

Name:
Email:
Phone Number:



Homestay (Minimum of 4 weeks homestay)

Number of Weeks: Additional Nights:
Start Date:

Please answer the following questions:

Do you smoke?
Can you live with pets?
Do you have any allergies?
If yes, please specify:
Religion (to assist in the event of a critical incident)

Please note, you are under no obligation to answer the following personal questions.

◆ Do you consider yourself to have a disability, impairment, long-term condition OR feel there may be something that will impact on your ability to complete your chosen course?

If yes, indicate the areas of disability, impairment or long-term condition:



Airport Greeting Service

(Only for Homestay Students)

Please provide us with the details of your arrival & departure

Arrival Flight Number:
Arrival Date and Time:
Arrival Airport:

Departure Flight Number:
Departure Date and Time:
Departure Airport:



OSHC - Overseas Student Health Cover

OSHC is required by Department of Home Affairs (DHA) for all student visa applications and must cover the period of the visa. This may be longer than the course and needs to be paid in advance.

Would you like the school to arrange OSHC for you?

Medibank Private Length of Cover: Months



How did you hear about us?

Please tick:

Education Agent Friend Website Facebook/Social Media Other

Agency Name:
Consultant's Name:
Email:



Non Tuition Fees

Material Fee \$10 per week

(Includes textbooks and additional resources)

◆ General English

Minimum \$60, Maximum \$400

◆ IELTS

Minimum \$70, Maximum \$400

◆ PTE Minimum \$80

◆ Cambridge B2 First & C1 Advanced Minimum \$70

Cancellation Fee \$400

(Refer to International Student Cancellation and Refund Policy)

Enrolment Fee \$250

Payment Plan Service Fee \$80

Late Payment Fee \$50(Per Instalment)



Homestay & Airport Transfer Service Fee

Homestay Fee

\$370 per week

\$53 per extra night

Monday to Friday: 2 meals (Breakfast and Dinner)

Weekend: 3 meals (Breakfast, Lunch and Dinner)

Homestay Placement Fee

\$350

Homestay Re-placement Fee

\$150

* Homestay and airport transfer fees are for 2024 commencements.

* For all airport transfers between the hours of 10 pm to 4 am, there will be a \$50 surcharge.

*Gold Coast Airport to Gold Coast address

\$160 one way

*Brisbane Airport to Gold Coast address

\$250 one way

Holiday Surcharge

\$120 per holiday



Enrolment Procedure

To enrol at **Pacific English Study**, it is a quick and simple process!

Go to our website: www.pacificenglishschool.com

Fill out our Online Enrolment Form

We will respond by email or phone and send you

- a Letter of Offer (includes a Payment Invoice)
- an Enrolment Acceptance email
- A Pre-arrival Information booklet

Sign the Letter of Offer (LOO)

Pay the Invoice

We will send you either a Confirmation of Enrolment certificate (COE) or a Confirmation of Enrolment email with the date of your orientation at Pacific English Study



Payment & Bank Details

We accept cash (onshore only), bank transfers, and credit card payments.

Visa, Mastercard, and American Express cards are accepted. All payments by cards will incur 1.1% surcharges.

Bank Transfer Information

Bank Name: Commonwealth Bank of Australia

Bank Address: 3240 Surfers Paradise Boulevard, Surfers Paradise QLD 4217 Australia - Tel: +61 (0) 75577 93588

Account Name: Pacific Language School Pty Ltd

BSB (Branch number): 064-432 Account Number: 10395234 Swift Code: CTBAAU2S

* International Transfer Fee: \$30AUD. Please add it to your total fee before you complete the transfer.

* If there is a shortfall due to bank transfers, the balance must be paid on the first day of orientation.



Pacific Holiday

Pacific English Study closes on all Australian Public Holidays and for two weeks during Christmas and New Year period: 23/12/2024 to 03/01/2025.

Terms and Conditions

Invoices and Payments

- For non-student visa enrolments, an invoice will be issued with a Letter of Offer. Payment in full should be made a minimum of 28 days before commencement of the study program or immediately if there are less than 28 days before commencement.
- For all student visa enrolments of less than 24 weeks, an invoice will be issued with a Letter of Offer and an 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 weeks or more will be issued with two invoices covering the full study program with their Letter of Offer and Enrolment Acceptance Form. The first invoice will include 50% of the total tuition fee cost plus full payment of other fees, examples include material fee, payment plan service fee, and enrolment fee of the study program. The student may pay more than 50% of the total course if they wish. The Enrolment Acceptance form must be signed by the student and returned with full payment of the 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 on the 10th week after the first course started. Students will not be allowed to continue their study program if the second invoice is not paid and may be reported to the Department of Home Affairs and the Tuition Protection Scheme Director once all appeal processes have been completed.

International Student Cancellation and Refund Policy – Student Default

Clause 1: In the event of cancellation, no refund will be made on the enrolment fee or accommodation placement fee, and a cancellation fee is payable for student cancellation and transfer applications.

Clause 2: All notifications of enrolment cancellations and requests for a refund must be made to the Director of Studies 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 student.

Clause 3: A study program at Pacific English Study may consist of one or more separate courses. The course may be split into 2 (or 3) study periods of 50% of the total study program for the purposes of payment. However, the student can pay 100% of their tuition fee in advance if they choose. Requests for a refund due to cancellation will only be considered in the context of the whole enrolment and not for individual courses or study periods.

Clause 4: Should a student become seriously ill or be required to return home due to exceptional circumstances of a compassionate nature, such as the death or severe illness of an immediate family, and can no longer continue their study within the foreseeable future, Pacific English Study may issue a Study Credit Note for the balance of unused tuition fees and accommodation fees in conjunction with the cancellation policy below. Notification and request for such a refund must be made in writing to the Director of Studies immediately.

- Pacific will refund full tuition fees if you notify the school of the cancellation in writing 28 or more calendar days before commencement, subject to Clause 1.
- Cancellation made in writing within 14 to 28 calendar days before course commencement will result in 50% refund of the tuition fee.
- Cancellation made within 1-13 calendar days prior to the course commencement will have no refund of any fees paid.
- No refund will be given if you cancel your course on or after the date of commencement, whether the student notifies the school or not.
- Refunds are not available to students who simply change their plans, have relationship problems, travel or employment opportunities, an increase in hours or duties of employment, family or customary obligations, medical illness, or homesickness.
- Cancellations as a result of visa rejection by the Australian Immigration authorities will be eligible for a refund of fees, subject to Clause 1 and the ESOS Act 2000, Section 27-32 providing that proof of visa rejection has been provided to Pacific English Study within 14 days of the notice of visa rejection.
- Unused tuition fees will be refunded if a visa is refused by immigration after commencing a course. A full refund of unused tuition fees will be made if a student's visa application is refused by the Immigration Department.

Pacific calculates this fee by using the legislative instrument under subsection of 47(E) (4) of the ESOS Act.

- A student who applies to defer their start date and then withdraws from the course will receive no refund.
- Once an enrolment has commenced, no refund is available to students who leave before finalizing the course.
- The student remains liable for any units commenced if the monthly "Payment Plan" fees have not covered all costs. Payment by the student of outstanding fees must be made in full in Australian currency within 7 working days of the student notifying the school of their intention to leave the course. Please note: DHA must be notified in writing when the school is notified of your intention to leave. Please report to your closest DHA office immediately regarding your visa.
- If the student cancels the course during the first 24-week period, the student is liable to pay the remaining tuition fees up to 24 weeks, subject to Clause 1. Late payments will incur a \$50 late payment fee per instalment.
- When an offer letter is signed by the student, and the COE has been finalised, the enrolment will be regarded as confirmed, and then if the course duration is shortened at the student's request, Pacific will treat this situation as a cancellation, subject to Clause 1.
- 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.
- All courses are non-transferable from one student to another.
- 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: 1. The Department of Home Affairs excludes you from continuing your studies. 2. You withdraw after the course begins. 3. A student is expelled from Pacific English Study. 4. Students are not entitled to a refund in case of visa refusal or cancellation due to bogus, false, misleading, ambiguous, or omitted information.

Students must start their course on the allocated start date unless they provide a minimum of one week's notice in writing to defer their course. If notice is less than one week or a student does not show up on the designated start date, Pacific will charge one week's tuition fee and the course will not be extended by the time lost. Students can defer their start date without penalty. Pacific is required to report any student default within 5 working days if a new start date has not been confirmed and a new COE issued for students on a student visa.

If required, or when Pacific English Study agrees to refund monies paid, it will do so within 4 weeks of receiving a written application for refund. The refund will include all course fees paid, subject to Clauses 1, 2, and 3. Pacific English Study agrees to refund all monies paid, where the course of study has been canceled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

The school will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with the school (the Student) unless they provide written direction to the provider to pay the refund to someone else. All refunds will be paid in the currency in which the fees were paid.

Transfer to another Provider

Students are not permitted to transfer to another provider in the first 6 months of their principal course. If they are on a package visa, they will be able to transfer early, having given two weeks' notice to Pacific to their next provider if they have provided evidence of having achieved the required English level to commence their next study program ahead of schedule. No refund will be given. A valid offer from their next provider is required in order to proceed with release. If the student is a sponsored student, written permission from their sponsor to transfer early will also be required. Where a student transfers to another provider under any other circumstances, Pacific's Refund & Cancellation Policy will apply.

Provider Default Refund Policy

In the unlikely event that Pacific English Study is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

You can nominate a specified person, other than yourself, who can receive a refund on your behalf, consistent with the ESOS Act.

Alternatively, you may be offered enrolment in an alternative course by Pacific English Study at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Pacific English Study is unable to provide a refund or place you in an alternative course our Tuition Protection Service will ensure you are entitled to either:

complete your studies in another course or with another education provider or receive a refund of your unspent tuition fees. Go to the Tuition Protection Service Website for more information.

Airport Greeting and Accommodation Cancellation

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

Pacific will refund full accommodation 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 incur a cancellation charge equal to 2 weeks' rent. Minimum 4 weeks homestay, unless the course is 1, 2, or 3 weeks long. If a student wishes to cancel their homestay within this 2 week period, no refund will be given. To cancel a homestay placement, a minimum of 2 weeks' notice must be given. If a student requests to defer their homestay, Pacific can do its best to defer the booking, but it cannot be guaranteed, nor can we guarantee to maintain the price that was originally offered. If the booking cannot be deferred, the cancellation policy of the accommodation will apply.

If a student's expected arrival date to their homestay is delayed due to unexpected circumstances (e.g. flight delays), then the unused accommodation fee will be refunded to the student, or the accommodation can be lengthened if both parties agree to the extension.

Other Terms and Conditions

- Students are required to notify Pacific English Study 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 organised by Pacific, even when they take place outside of scheduled class times and outside of the school's regular business operating hours. This includes, but is not limited to, extracurricular activities, field trips, and any other school-sponsored events or activities. The student releases the school from any liability and waives any claims against the school in relation to such incidents or accidents. It's the student's sole responsibility to take out insurance against such risks and we recommend that students traveling 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 that they are giving permission to Pacific to communicate with them by email on any matters relating to their enrolment at Pacific.
- Students who book an exam preparation course (e.g. IELTS, Cambridge, and/or PTE) and do not meet the entry requirements on the first day may be placed in an alternative course. In this case, no refund of tuition fees will be provided.
- When a student requests to transfer courses within school, the student must pay the difference if the transferred course is more expensive than the original course/schedule at the time when the change is requested.
- The course material fee includes charges for internet, handouts, and books. All General English course material fees have a minimum of \$60 per course or a maximum of \$400 per course. Students will receive photocopies if they extend (re-enrol) their study for less than 4 weeks. The minimum material fee for IELTS and Cambridge Exam Preparation courses is \$70, and the minimum for our PTE course is \$80.
- Students are required to maintain a minimum of 80% attendance in order to receive a certificate upon graduation and students studying on a student visa can be reported to the Department of Home Affairs (DHA) if they fail to maintain this attendance. Pacific has an internal complaints and appeals process that students can access 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 on The ESOS legislative framework.

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.

- I have read, accept, and agree to abide by these terms and conditions including the Student Agreement and the International Student Cancellation and Refund Policy of Pacific English Study.
- I have read the student handbook-pre-arrival information.
- Payment is considered acceptance of all Pacific Terms and Conditions including the Refund Policy.
- By signing this document, I declare that I have not had a previous visa application refused nor have I been previously deported from Australia or any other country.

Student's Signature:

Date: