

Enrolment Form

2014 English in Australia

Please complete this form, either by typing directly on the form or print using BLOCK LETTERS and refer if necessary to the LSI Brochure when filling in the form.

Section 1 – Personal Information

First name(s) (as in passport)

Family Name (as in passport)

TERMS AND CONDITIONS 2014

1. REFUND POLICY

All bookings, cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI.

Enrolment fees, accommodation placement fees and airport transfer charges are non-refundable. If your visa application is rejected, tuition fees, accommodation and airport transfer charges (if any) will be refunded in full provided written proof is provided within 2 weeks of the notice.

Requests for refunds must be made in writing within 2 weeks of the default date, giving full details of the reason for the refund request. Refunds will be paid within four weeks of the receipt of the written request if the student defaults. Refunds will be paid to the person who has entered into the contract with the provider and will be paid in the same currency as originally paid. If refunds are paid in your country, a transfer fee of AU\$75 will be charged. An Administration Fee of AU\$350 will be deducted from any refunds.

Tuition fees will not be refunded after you have started the course, and there will be no refund when you change from one course to a course with fewer hours. No refund is given if you withdraw voluntarily or are dismissed from the program for unsatisfactory attendance or behaviour, or if you are in breach of Australian Government regulations or the LSI Code of Conduct.

Deferring, Suspending or Cancelling

LSI Brisbane defers an enrolment at the student's request where this is received before the student commences the course.

Once a student has commenced a course, it is only deferred where there are compassionate and compelling circumstances (e.g. serious health conditions or serious family problems, both of which require evidence).

LSI Brisbane will suspend or cancel an enrolment where the student is in breach of the LSI Brisbane Code of Conduct.

In the unlikely event that LSI Brisbane 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 two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course 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 LSI Brisbane is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme will place you in a suitable alternative course at no extra cost to you. Finally, if our Tuition Assurance Scheme cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course, or if this is not possible, you will be eligible for a refund as calculated by the fund Manager.

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.

2. DISPUTE RESOLUTION

Language Studies International is confident that we can resolve any difficulties, as we want you to feel satisfied with your course. If you are not happy about any part of your course at LSI Brisbane, please tell us.

If you are still not satisfied after you have spoken to the Principal, LSI Brisbane will make arrangements for independent mediation to resolve the dispute as quickly as possible. Independent mediation is available through the Overseas Students Ombudsman: website: www.oso.gov.au, email: ombudsman@ombudsman.gov.au, ph: 1300 362 072 or fax: 02 6276 0123.

You may bring a friend to help you at any time. If you are concerned about the actions of LSI Brisbane you may approach the State Registration Authority for CRICOS, the Department of Education, Training and the Arts (DETA). The Director-General of DETA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing.

Nothing in LSI Brisbane's Dispute Resolution Policy negates your right to pursue other legal remedies.

3. OVERSEAS STUDENT HEALTH COVER

All students who travel on a Student Visa are required by the Australian Government to be covered by Overseas Student Health Cover. This cost is included in your invoice and is subject to change. OSHC currently costs \$41.50 per month for the duration of your Student Visa.

4. COST OF LIVING

LSI Brisbane is located in the centre of Brisbane. You should allow about AUD\$385 per week to cover homestay half board, lunches and transport fares to and from school Monday to Friday, and a small amount for personal spending. This recommended amount does not include any entertainment. Check www.studyinaustralia.gov.au for information about studying and living in Australia.

Any school-aged dependants accompanying students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

5. TYPES OF VISA

A Visitor Visa enables you to study for a maximum of 12 weeks; a Working Holiday Visa enables you to study for a maximum of 17 weeks. If you want to study for longer than 12 weeks and you are not eligible for a Working Holiday Visa, you must travel on a Student Visa, study full-time and pay the compulsory Overseas Student Health Cover (OSHC). See <http://www.immi.gov.au> for visa information and check the ESOS Framework at http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork.pdf for information about Australian Laws promoting quality education and consumer protection.

6. ACCOMMODATION

If you book accommodation, you are welcome to arrive at your homestay family on the Sunday prior to the course starting date, and your accommodation will be provided until the Saturday after the course finishes. Students under 18 are required, by law, to stay with a host family.

Cancellation

For cancellation or withdrawal from accommodation arranged by LSI, at least one week's notice must be given, or a charge equal to one weeks accommodation will apply.

7. MINIMUM AGE

The minimum age of acceptance is 16 years.

8. LIABILITY AND INSURANCE

We recommend that all students travelling abroad take out comprehensive travel, accident and medical insurance in their own countries. LSI, its representatives and staff will not be liable for any loss, damages, illness or injuries to people or property however these may occur unless such liability is legally imposed. It is the student's responsibility to take out insurance against all such risks.

9. PROMOTIONAL ACTIVITY

Students and their parents/guardians agree that the student's photo, quotes and details of achievements may be used for LSI's promotional purposes without written consent or notification. Objections to this should be made in writing to LSI before the start of the course.

10. PERSONAL INFORMATION

Information is collected on this form and during your enrolment in order to meet LSI Brisbane's obligations under the ESOS Act and The National Code 2007, to ensure student compliance with visa conditions and obligations under Australian immigration laws. Information may be shared with the Australian Government, designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and charges, and the circumstance of any suspected breach by the student of a student visa condition. In other instances information collected on this form and during your enrolment can be disclosed without your consent where authorised or required by law.

11. CODE OF CONDUCT

- Students are expected to speak English at all times while at LSI Brisbane.
- All students are expected to behave in a polite and cooperative manner at all times, and consider the needs of other students.
- Students are expected to be on time for lessons. If students arrive more than 10 minutes late, the teacher reserves the right to ask the student to wait until the start of the next activity or lesson. Work that was covered at the start of the lesson will not be repeated.
- Teachers use their professional judgement to select resources and tasks for each class. Any questions about activities or tasks should be asked during the breaks, when the teacher has time to speak to students.
- If students talk or disrupt the class during a progressive assessment test or a practice exam, their test papers will not be marked.
- Smoking is not allowed at LSI Brisbane
- Fees must be paid in advance
- Once you have begun a course, we cannot issue a refund if you decide to change or cancel the course
- Except in an emergency, you must give one week's notice if you want to change your homestay, otherwise there will be a charge equivalent to one week's fees.
- When you leave LSI Brisbane, you will receive a certificate. It will be marked 'Attendance Unsatisfactory' if you have not attended at least 80% of your course. If you have a student visa, you will also receive a Statement of Attendance which you will need if you want to extend your student visa.
- Behaviour of an offensive or discriminatory nature, based on a person's gender, politics, religion or ethnicity, is prohibited
- Disruptive, violent, abusive, aggressive, unhygienic or disorderly behaviour is not allowed, and students behaving in these ways will be asked to leave, with no refund of fees.
- Students who disrupt class and whose behaviour prevents other students from learning may be excluded from class.
- LSI reserves the right to expel any student whose conduct is unsatisfactory. In such a case, no refund will be given and any outstanding fees will be payable immediately.

CONDITIONS OF ENROLMENT

- I understand and accept the terms of the refund policy.
- I understand that some courses 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 level.
- I understand that I must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress.
- I understand that I must attend at least 80% of my course, and that if I fail to do so and I have a Student Visa I will be reported to the Australian Government.
- I understand that I must tell LSI Brisbane immediately if I change my address.
- I understand that I cannot change my school during the first six months of my course without a written letter of release from LSI Brisbane (Student Visa holders).
- I understand that my personal information may be shared with the Australian Government, designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund manager.
- I understand and accept that LSI Brisbane can share information about my course and progress with my parents and recruiting agent.
- 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 acknowledge LSI Brisbane's right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.
- I have read the Code of Conduct and agree to abide by it.
- I understand I can't take a holiday once my course has started unless arranged at time of enrolment.

Signed _____ Date ____/____/____

Signed _____ Date ____/____/____

(Parent or guardian if student is under 18)

