

Enrolment Form 2014

VIVA COLLEGE

Level 2, Queen Adelaide Building
90-112 Queen Street Mall, Brisbane QLD 4000 Australia
GPO Box 2122 Brisbane QLD 4001 Australia
T + 61 7 3012 8269 F + 61 7 3012 8268
info@vivacollege.com www.vivacollege.com
ABN 42107025669

PERSONAL DETAILS (AS SHOWN IN PASSPORT / ALL INFORMATION IS MANDATORY)

First Name/s

Family Name/s

Gender ☐ Male ☐ Female

Date of Birth

day month year

Country of Birth

First Language

Country of Citizenship

Country of Passport (if different)

Passport Number

Visa applying from

☐ Australia

☐ Overseas

Visa Type

☐ Student ☐ Visitor ☐ Working Holiday ☐ Other

Do you want Viva College to arrange your Overseas Student Health Cover (OSHC)?

☐ Yes, single ☐ Yes, couple ☐ Yes, family ☐ No

OSHC Start Date

day month year

Expected Date of Arrival

day month year

Address in Australia (if known)

Suburb/City
Post Code State

Phone

Area Code

Mobile

Email

Are you currently enrolled in a different training program? ☐ Yes ☐ No

If yes, please specify:

Provider Name

Course Name

Finish Date

day month year

Do you suffer any allergies or health problems? (please specify)

How did you hear about Viva College?

☐ Newspaper/Magazine ☐ Internet ☐ Agent ☐ Friend/Family member
☐ Exhibition (please specify) ☐ Other

STUDENT SERVICES

Accommodation required

☐ Yes (please complete Accommodation Application Form)
☐ No

Representative's Stamp

ENROLMENT DETAILS

English Language Courses

Focus English (Intensive English Language) (Full-Time)
CRICOS Code 061036E

Smart Talk

CRICOS Code 061055B

IELTS Preparation

CRICOS Code 061049M

English for Academic Purposes (EAP)

CRICOS Code 061035F

English for Flight Attendants

CRICOS Code 080042E

Certificate in Advanced English Preparation (CAE)

CRICOS Code 080044C

Cambridge First Certificate Preparation (FCE)

CRICOS Code 061053D

FCE Exam

Paper-based

☐

Computer-based

☐

CAE Exam

Paper-based

☐

Computer-based

☐

* Spaces in night classes are subject to availability.

Certificate and Diploma Courses

(Nationally Recognised Training) **

Certificate II in English Proficiency

40621SA, CRICOS Code 078381D

Certificate III in English Proficiency

40622SA, CRICOS Code 078382C

Certificate IV in English Proficiency

40623SA, CRICOS Code 078383B

Certificate II in Business

BSB20112, CRICOS Code 081840M

Certificate II in Customer Contact

BSB20211, CRICOS Code 077495B

Certificate II in Tourism

SIT20112, CRICOS Code 081841K

Certificate III in Business Administration

BSB30412, CRICOS Code 081839D

Certificate IV in Business

BSB40212, CRICOS Code 081838E

Diploma of Business

BSB50207, CRICOS Code 074101E

** Students must be aged 18 or over at the course start date.

Other

Private Tuition (1 hr/session)

Number of Sessions

REQUESTED COURSE START DATES

Entry to all Viva courses is conditioned on meeting the entry requirements.

Course 1

Start

day month year weeks

Course 2

Start

day month year weeks

Course 3

Start

day month year weeks

Is this enrolment packaged with a program from a University or other provider? ☐ Yes

PAYMENT PLAN

Standard (less installments) \$110

☐ Yes

Flexible (more installments) \$220

☐ Yes

DECLARATION

I hereby declare that I have read, understood and accepted the terms and conditions of enrolment including Viva College's Complaints/Appeals and Refund Policies, in the Student Handbook at www.vivacollege.com

☐ I give my agent authorisation to act on my behalf on all matters related to study and finance.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's Consumer Protection Laws.

Full name (please print)

Student's Signature

Date

day month year

a. Payment of the invoice is required in the Viva Bank Account as follows:

- If your course is 24 weeks or less, you are required to pay tuition fees in advance of start date, unless otherwise agreed with the College.
- If your course is 25 weeks or more, you are only required to pay a maximum of 50% of the total tuition plus material fees before the course start date.

The balance will be due two weeks before the second study period starts. Unless otherwise agreed, study periods are as follows:

Course name	Total course length (weeks)	Study periods (weeks)
Certificate II courses	Up to 24	Up to 24
Certificate III courses	Up to 28	24*
Certificate IV courses	28	24*
Diploma courses	28	24*
Focus English	Up to 52	12
IELTS	Up to 36	12
EAP/Pre-EAP	Up to 24	12
Cambridge FCE	12	12
Smart Talk	8	8

Terms & Conditions 2014

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REFUND POLICY

	More than 28 days <i>Before</i> original relevant start date	Less than 28 days <i>Before</i> original relevant start date	Upon original relevant start date
Enrolment, Homestay Placement or Resubmission	Nil	Nil	Nil
Payment plan	50 %	50 %	Nil
Homestay	100 % ¹	100 % ¹	Pro-rata ¹
Airport Pickup	100 %	100 % ¹	Nil
Materials	100 %	70 %	Nil
Tuition	100 % ²	70 % ^{2,4}	Nil
Overseas Student Health Cover (OSHC)	100 % ³	N/A ³	N/A ³
External Exam (e.g. Cambridge)	100 %	N/A ¹	N/A ¹

- Two weeks notice is required. Less than this will result in zero refund.
- If your relevant visa application is denied 100% of pre-paid course fees will be refunded directly to the student (not a third-party). All other fees are subject to the above terms. Written notification is required by the Department of Immigration and Citizenship.
- Students may have to apply direct to the Overseas Health Cover provider.
- If the 70% refund is less than \$1000, then a late cancellation fee of \$1000 will be charged.

REFUND CONDITIONS

- Tuition fees and course credits are not transferable.
- An Administration Fee of \$250 per Accepted Offer will be deducted from all refunds.
- \$200 will be deducted from each full or partially paid course.
- Values of partial refunds will be calculated against invoiced amounts, not receipted amounts.
- Students may qualify for a course credit note if they put their course on hold (once only), or transfer to a different course. Course credit notes will be calculated based on original enrolment terms and conditions, and are calculated as a \$ value. For conditions related to notice periods for putting your course on hold, please see the 'Course On Hold Request' form.
- Refunds will be made payable to the person or organisation who entered into the agreement with the College. Any variance must be requested in writing. Refunds will be made in the same currency as the original payment if requested. Viva will endeavour to process all refunds in full within 15 working days from date of receipt of application but no later than 4 weeks after receipt of application.
- Requests for refunds must be made electronically using the official Viva College Refund form and sent to Viva College, GPO Box 2122, Brisbane, Queensland, 4001 Australia. It must state all details of the claim for refund. All calculations will be based on the date the form is received by Viva College.
- In the event that your enrolment is suspended after start date for misbehaviour, breach of visa or failure to pay, you may access our internal grievance procedure. There may be no refund if the suspension is upheld.
- In the unlikely event that Viva College is unable to deliver your course in full, you will be offered a refund for the portion of the course for which you have paid but which you have not been delivered or assessed. The refund will be paid to you within 14 days 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 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 Viva College is unable to provide a refund or place you in an alternative course, under the Tuition Protection Service (TPS), you will be placed in a suitable alternative course at no extra cost to you (unless you choose a more expensive replacement course). If this is not possible you will be eligible for a refund as calculated by the Fund Manager.
- Payment in Arrears after part of the course: In the unlikely event that Viva College is unable to deliver your course in full, Viva College will transfer your enrolment to an alternative course, at no extra cost to you.
- Payment in Arrears after the full course: In the unlikely event that Viva College is unable to deliver your course in full, and because you have not paid any course money to Viva College, you will be able to enrol in another course at your own expense.
- All homestay students must agree to the relevant terms and conditions, which involve being financially responsible for any damage that may have been caused by the homestay student or their guests.
- In the event that the student fails to meet entry requirements, Viva will offer a place in a lower level course, or a Letter of Credit.

COMPLAINTS AND APPEALS

- The College has a proper grievance and dispute resolution procedure in place whereby a student can lodge a complaint or grievance of any kind. This procedure is detailed in the Student Handbook available online at www.vivacollege.com
- Notwithstanding the outcome of the College's dispute resolution procedure, this agreement does not remove the student's right to take further action under Australia's Consumer Protection Laws or circumscribe the student's right to pursue other legal remedies as specified in the National Code 2007.
- The students may contact the Chief Executive of the Queensland Department of Education, Training and Education if concerned about the College's conduct. The Chief Executive may, under part 2, Division 2 of the Education (Overseas Students) Regulation Act 1998 (QLD), suspend or cancel registration of the College or a course.

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OTHER CONDITIONS

- Students may change enrolment details once without incurring a fee. Subsequent changes after the issue of a Letter of offer will incur a fee of a AU\$50.00.
- All bank charges incurred by Viva College in issuing refunds will be met by the student.
- All fees are due a minimum of 5 days before original relevant start date. Students who have not paid all fees within this period may have their Letter of Offer cancelled.

PRIVACY COLLECTION STATEMENT

Viva may collect personal information about you, including:

- the information on this form;
- information provided by you, or your representative, in relation to your application;
- information on other forms or documents requested by, and provided by you or other educational institutions to Viva;
- information about any suspected breach by the student of a condition of their visa, including, but not limited to, attendance and progression.

Viva collects information for the purpose of:

- assessing your application;
- providing services to you;
- facilitating Viva's internal business operations including the fulfilment of legal requirements. Viva is required by law to collect and share information with the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance

Fund Manager from time to time. The information that is shared includes:

- personal and contact details;
- course enrolment details and changes;
- and the circumstance of any suspected breach by the student of a student visa condition. You are obligated as a condition of your visa to notify Viva of a change of address while you are enrolled in your course.

Information may additionally be shared with:

- service providers who assist Viva with the operation of its business;
- in the case of an emergency, your next of kin or nominated person;
- if appropriate, your agent as your education representative.

All external parties are required to abide by Viva's Privacy Policy and all legislative obligations as written in the federal Privacy Act. The federal Privacy Act which contains eleven Information Privacy Principles (IPPs) that apply to Australian and ACT government agencies and ten National Privacy Principles (NPPs) that apply to parts of the private sector.

HOW TO ENROL

