

**PLEASE PRINT IN BLOCK LETTERS**

### STUDENT DETAILS (SAME AS YOUR PASSPORT)

- ▶ Given names:
- ▶ Family name:
- ▶ Date of birth: ▶ Gender: Male Female

### CITIZENSHIP

- ▶ Nationality:
- ▶ Country of birth:
- ▶ Language spoken:
- ▶ Passport No.:

### CONTACT DETAILS

- ▶ Address:
- ▶ Telephone:
- ▶ Mobile:
- ▶ Preferred email:

### VISA INFORMATION

- ▶ Visa type: Student Visa Visitor (tourist) Working Holiday Other:

If you are applying for a Student Visa, where will you lodge your application?

- ▶ Country: Yes No
- ▶ Are you currently studying in Australia? Yes No
- ▶ If yes, when is your course completion date?

### ENGLISH COURSE

Entry into courses other than General English will depend upon the results of a placement test held on your commencement day.

- ▶ Have you completed a Discover English pre-entry test? Yes No

#### ▶ Please indicate which course/s you would like to apply for:

Course / (CRICOS Code)	Start Dates	Start date	Weeks
GENERAL ENGLISH (073679D)	Any Monday		
CAMBRIDGE FOUNDATION STREAM OF GENERAL ENGLISH	Any Monday		5 10
ENGLISH FOR ACADEMIC PURPOSES (073678E)	7/01, 11/02, 18/03, 22/04, 27/05, 1/07, 5/08, 9/09, 14/10, 18/11		5 10 15 20 25 30
BUSINESS ENGLISH (073675G)	Any Monday		
IELTS PREPARATION (076496J)	Any Monday		
CAMBRIDGE B1 PRELIMINARY (074419E)	7/01-15/03* (10 weeks)		
CAMBRIDGE B2 FIRST (074419E)	18/03 - 07/06 (12 weeks)		
CAMBRIDGE C1 ADVANCED ENGLISH (074419E)	10/06 - 23/08 (11 weeks)		
CAMBRIDGE C2 PROFICIENCY* (074419E)	9/09 - 29/11* (12 weeks)		
ENGLISH + HOSPITALITY (N/A)	Any Monday		7 weeks 17 weeks
TEACHING ASSISTANT PROGRAM (N/A)	Any Monday		
HOTEL INTERSHIP PROGRAM (N/A)	Any Monday		6 months
DEMI-PAIR (N/A)	Any Monday		12 weeks
PRIVATE TUITION (MINIMUM 2 HOURS SESSION) (N/A)	Any Monday		1 - 6 months

Student visa holders - Study break option Yes No

#### ▶ Have you completed an IELTS or similar test? If yes:

Test	Score	Date
▶ IELTS:		
▶ PTE Academic:		
▶ Other:		

### PATHWAY TO FURTHER STUDY

- ▶ Are you planning to undertake further study? Yes No Undecided  
If yes, please submit all available documents.
- ▶ Institution name:
- ▶ Intended course:
- ▶ Intended commencement date:

### INSURANCE DETAILS

Student Visa applicants are required to have visa length Overseas Student Health Cover (for at least 1 month longer than your course).

- ▶ OSHC required: N/A Single Couple Family

### DISABILITY

- ▶ Do you consider yourself to have a disability, impairment or long-term condition that may impact your studies? Yes No
- ▶ If yes: Hearing/Deaf Physical Vision Learning  
Other:

### ACCOMMODATION & AIRPORT TRANSFER

#### ▶ Do you wish to apply for:

- ▶ Homestay: With meals Room only Duration
- ▶ Shared Accommodation: Single room Twin shared Duration
- ▶ Student Lodge: Yes No Duration
- ▶ Airport transfer: Yes No Arrival

N/B: Bookings will not be made until payment and flight details are received. Please ensure you complete the homestay request form.

### HOW DID YOU HEAR ABOUT DISCOVER ENGLISH?

- Friends/relatives Internet Exhibition/seminar Social Media
- Advertisement Walking by Agent

- ▶ Agent details:

### SIGNATURE

This application is not valid unless it is signed by the student. Agents must not sign the declaration on behalf of any student.

I have read and understood the terms and conditions of enrolment and student declaration. I agree to these terms and conditions and authorise Discover English to apply the monies payable in accordance with the enrolment form and these terms and conditions.

- ▶ Signature (same as passport):

- ▶ Date:

### DISCOVER ENGLISH HOLIDAYS

Discover English is closed for two weeks over the Christmas/New Year period. The college is also closed on all National and State Public Holidays including: Australia Day, Labour Day, Good Friday, Easter Monday, ANZAC Day, Queen's Birthday, Melbourne Cup.\*

\*A full week's tuition is payable in weeks comprising public holidays, no refunds or discounts will be offered due to shortened weeks. All enrolments over the Christmas period will gain a week's holiday for the period the College is closed.

## CONDITIONS OF ENROLMENT (1/2)

### DEFINITIONS:

- ESOS ACT** – the Education Services for Overseas Students Act 2000;
- NATIONAL CODE** – the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students established under ESOS Act;
- COURSE** – a course offered by Discover English in which you are enrolled in.
- TPS** – Tuition Protection Scheme
- ENROLMENT** – a full period of study as submitted on the application form
- COMMENCEMENT** – commencement of enrolment in the original offer letter. When student enrolls for multiple courses, the earliest commencement date is used and all course components constitute of full enrolment.

### REFUND POLICY CONDITIONS AND PROCESSES

Discover English Pty Ltd reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at Discover English Pty Ltd, all fees will be refunded. If the course is cancelled and if a student is unable to enrol in a similar course at Discover English Pty Ltd, all fees will be refunded within 14 days, in accordance with the requirements of the ESOS Act. A refund of the fees will only be granted in accordance with the refund policy set out below.

#### ► REQUESTS FOR REFUND OF TUITION FEES

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the request for refund proforma, stating reasons and relevant details. This must be submitted by email, with attached supporting documents to [info@discoverenglish.com.au](mailto:info@discoverenglish.com.au)

#### ► PAYMENT OF REFUND

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless written authorisation is given by the student in favour of another party. Except for the situation of provider default where the tuition fees are refunded within 14 days, all refunds due to student default will be made within 28 days. Course fees are not transferable to another person.

#### ► NO REFUNDS

Enrolment and Accommodation Placement Fees are non-refundable.

#### ► STUDENT DEFAULT

A student is not eligible for a refund in the event of a student default. Situations of student default include the following: A) The student breaches a condition of his or her student visa; B) The student fails to start the course on the agreed start day or attend classes and fails to inform the College in writing; C) Misbehaviour by the student; or D) The student withdraws from the course after the agreed start day.

#### ► DEFAULTS BY THE COLLEGE

1. Situations of the College in default include the following:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
- The student has not withdrawn before the default day.

2. In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

3. The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will

be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.

4. The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the College or at another provider.

5. If the College is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

#### ► VISA REFUSAL

Where a visa application is refused before commencement of the course, Discover English will refund fees in full except for:

- 5% of the amount of course fees received; or
- \$500; whichever is lesser

In the event that an extension to the student visa is not granted and the course has commenced, Discover English will refund the unused portion of the prepaid tuition fees less \$220 enrolment fee. In both circumstances, the student must show proof of refusal and evidence of payment to the College. Course fees = tuition fees and non-tuition fees received in respect to the students.

#### ► WITHDRAWAL FROM COURSE OF STUDY

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date the notice of withdrawal and will be as indicated in the following tables:

Before commencement of course

• More than 4 weeks before initial course commencement	60% refund of tuition fees paid
• 4 weeks or less before initial course commencement	50% refund of tuition fees paid

After commencement of course:

- No refund

#### ► ACCOMMODATION FEES

- Homestay - refer to homestay application form
- Student residence - refer to student residence refund and cancellation policy

#### ► AIRPORT TRANSFER FEES

- If written notification of cancellation is received 48h prior to airport transfer, a full refund is available.
- If a student fails to advise the college or the airport pickup company about the change of flight at least an hour before an original arrival time in Melbourne, there is no refund.

### COMPLAINTS AND APPEALS

Where a complaint cannot be resolved informally, or a student wishes to appeal against the decision of Discover English to report them to DHA for breach of visa conditions, students may lodge a formal complaint or appeal. All complaints/appeals should be addressed in writing. A formal complaints/appeals proforma is available from staff at Reception on level 1 or the Discover English website. Students' enrolment will be maintained throughout the complaints and appeals process until the matter is resolved. In cases where the student is not satisfied with the result or the conduct of the complaint/appeal they can seek external arbitration by contacting Overseas Students Ombudsman. The full Complaints and Appeals Policy and Procedure can be obtained at the Discover English website: [www.discoverenglish.com.au/download](http://www.discoverenglish.com.au/download). Discover English dispute resolution processes do not circumscribe a student's right to pursue other legal remedies. This

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agreement, and the availability of a complaints and appeals process does not circumscribe a student's right to pursue other legal remedies. This agreement, and the availability of a complaints and appeals process, does not remove the student's right to take action under Australia's consumer protection laws.

### VISAREQUIREMENTS-ATTENDANCEANDACADEMIC PROGRESS

1. Students are required to undertake a full-time study workload of 20 contact hours per week and achieve a minimum rate of progress that will enable them to complete the course in the time frame stated in their confirmation of enrolment.
2. Students are required to maintain the attendance level above 80% at all times during their course. Students with attendance below 80% will not receive a graduation certificate.
3. Students arriving late, or leaving early classes early will be marked absent for that session. Students who do not respond to warning letters may be reported to DHA which may result in the cancellation of their student visa.
4. For full Monitoring Attendance and Course Progress policy refer to Student Handbook available on [www.discoverenglish.com.au](http://www.discoverenglish.com.au)

### OSHC INFORMATION

It is an Australian Government requirement that all students studying on a student visa are covered by Overseas Student Health Cover (OSHC). The payment listed in the student's offer details covers the length of the student's course at the College. If the student prematurely withdraws from their course and returns home, the prepaid portion may be refunded by the Health Cover Provider, upon request.

Students accompanied by family must pay the OSHC family fee.

### DEFERMENT/SUSPENSION/CANCELLATIONOFSTUDENT'S ENROLMENT

A student may request the enrolment to be deferred or temporarily suspended only in case of:

- Student visa not being granted before the Course commencement date.
- Compassionate or compelling circumstances which include but are not limited to: Serious illness or injury (where a medical certificate states that the student was unable to attend classes), Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided), Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, Involvement in, or witnessing of a serious accident or crime, Implementation of an intervention strategy for unsatisfactory course progress.
- If approved, the deferral or postponement of a Course start date

may only be granted for the period of 6 months from the date the permission is granted.

- Deferring or suspending a course must be reported to relevant government department and might affect the student visa.

A student's enrolment may be cancelled as a result of:

- Student completing course early
- Student transferring to another provider
- Student notifying of cessation of study including failing to return to study after a scheduled student break
- Non-payment of fees
- Disciplinary reasons / student misconduct
- Student dying
- Student no longer holding a student visa
- The college being unable to deliver the course
- Non-compliance with student visa conditions (including breach of attendance requirements or no satisfactory course progress)

### TRANSFER BETWEEN PROVIDERS

Transfer to other educational institutions will be treated as a withdrawal from the College and the relevant government authorities will be advised accordingly. The student visa status may be affected. Under the National Code 2018, a student cannot transfer to another Provider prior to the student completing six months of his or her principal course of study.

### PRIVACY

Discover English respects students' right to privacy and any personal information provided by students to the College will be held in confidence and is protected by the Privacy Act 1988, the Information Privacy Act 2000 and other legislation. The information students have provided will primarily only be used for the service they have requested of us. Information collected about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Services. This information 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. In other instances, information collected on this form can be disclosed without the student's consent where authorised or required by law.

### ENGLISH ONLY

Discover English is an English Only environment. The policy of speaking English Only whilst on campus is actively enforced by all staff amongst students, staff and visitors with the primary goal of assisting students to meet their English language learning goals. By enrolling at Discover English, student is committing to follow this rule at all times.

## STUDENT DECLARATION

- ▶ I have read and understand the terms of Discover English Refund Policy.
- ▶ I understand that some courses require a pre requisite level of English language proficiency for entry.
- ▶ I understand I must be at least 18 years of age at the time of course enrolment.
- ▶ I understand that I will be tested on or before the commencement of my course, and placed in an appropriate English language course.
- ▶ 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, I may be reported to the Department of Home Affairs (DHA).
- ▶ I understand that I must inform Discover English immediately if I change my address, phone number or email address in Australia.
- ▶ I understand that I must speak only English at all times in the College.
- ▶ I understand that I cannot change my school during the first 6 months without a written letter of release from Discover English.
- ▶ I have read the regulations of the college and agree to abide by them.
- ▶ I am aware that school age dependents 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 Government, designated authorities, the Secretary and the TPS Director. 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 acknowledge that Discover English has the right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.

\*Please refer to the Student Handbook available on [www.discoverenglish.com.au](http://www.discoverenglish.com.au) for access to full policies mentioned in these terms and conditions.

## APPLICANT CHECKLIST

Discover English warmly welcomes overseas students. In order for us to process your application without delay can you please make sure that you have you completed all sections of this Application Form and have attached:

Certified IELTS score / Proof of English Language Proficiency (if applicable)

Copy of your passport

Copy of your Visa (if applicable)