

LANGUAGE PROGRAMS APPLICATION FORM

The Enrolment Process

Step 1

Seek advice or further information from the following:

- Admissions at English Direct Australia: 089325 1390
- Email: info@englishdirect.edu.au

We will arrange a face-to-face meeting with you over Zoom, Skype, WhatsApp or any other software to discuss your language goals and check your current English level.

Step 2

Read the Student Handbook available by contacting us directly and complete an enrolment form and send it to English Direct Australia via:

Email: Scan and send enrolment forms electronically to: info@englishdirect.edu.au

Step 3

English Direct Australia will email you:

1. Letter of Offer
2. Student Agreement

These documents will outline all the terms and conditions of your enrolment and the prices of the program.

Step 4

1. Sign the written agreement and return it to English Direct Australia.
2. Pay the deposit of your course. The instructions are located on your letter of offer.

Step 5

English Direct Australia will send a Confirmation of Enrolment.

LANGUAGE PROGRAMS APPLICATION FORM

Personal Details

Title: (Mr/Mrs/Ms. etc)	First Name:
Last name/Family Name:	
Date of Birth (DD/MM/YYYY)	Male <input type="radio"/> Female <input type="radio"/>
Country of Birth:	Nationality:
Citizenship (per passport):	
Passport Expiry:	
(MM/YYYY)	

Documents to attach with this form:

1. Copy of passport
2. English test results
3. Statement of purpose

Residency of Visa Type

Are you applying for a student visa?

Yes

No **➔** **What type of visa are you studying on?**

Australian resident/citizen Working Holiday Visa

Tourist

Other (Please specify): _____

Your first language: _____ **Immigration office:** _____

Contact Details

Please note that you must notify English Direct Australia of any changes to your contact details, including emergency contacts, within 7 days of the change.

Current Address:		
Suburb:	State	Post Code
Country:		
Email Address:		
Contact Phone No. (Home)		
Contact Phone No. (Mobile)		
In Case of Emergency		
Contact Name:		
Relationship to Applicant:		
Contact Telephone:		

Overseas Student Health Cover

(Visa length cover is compulsory for student visa holders)

Do you have OSHC at the moment? No Yes

If yes, when does it expire? _____ / _____ / _____

Member: _____ Insurer: _____

Current English Level

- Elementary Pre-Intermediate
 Intermediate Upper-Intermediate Advanced

Have you ever completed any of the following English Tests?

(IELTS, TOEFL, TOEIC, Cambridge Test) Yes No

Name of Test: _____ Year of Test _____ Test Score _____

Do you intend to take any of these examinations in Australia?

IELTS TOEFL TOEIC Cambridge test

English Direct offers the below two courses

Course name	Intensive General English
CRICOS code	106395F
Duration	8 – 40 weeks
Hours per week	20 face-to-face teaching
Price - Enrolment Fee - Tuition fee A 25% deposit of total course fees is due upon issuance of the Confirmation of Enrolment. For courses up to 24 weeks the balance of Course Fees is due prior to or upon commencement of Course Start Date as listed on the Confirmation of Enrolment. For courses that are longer than 24 weeks, the first 24 weeks must be paid prior to the commencement of the course. The remaining amount is due prior to the end of the 24 th week.	\$250 \$300 / week

Course name	Intensive IELTS Preparation
CRICOS code	106396E
Duration	8 – weeks
Hours per week	20 face-to-face teaching
Price - Enrolment Fee - Tuition fee A 25% deposit of total course fees is due upon issuance of the Confirmation of Enrolment. For courses up to 24 weeks the balance of Course Fees is due prior to or upon commencement of Course Start Date as listed on the Confirmation of Enrolment. For courses that are longer than 24 weeks, the first 24 weeks must be paid prior to the commencement of the course. The remaining amount is due prior to the end of the 24 th week.	\$250 \$300 / week

Courses you wish to undertake (please tick the box next to each course)

General English

IELTS Preparation

Preferred Starting Date: _____

Total planned weeks of enrolment: _____ (DD/MM/YYYY)

Note: All class times are subject to availability

Pathway to further education in Australia

Are you on a pathway to another course in Australia? Yes No

Course: _____ Institution: _____

Course commencement date: _____

Do you plan to undertake any additional studies at other institutions whilst enrolled in our course?

Yes No

If yes, how many hours per week? _____

Course Fees

Enrolment Fee \$ _____

Tuition Fee \$ _____

TOTAL \$ _____

Note: A 25% deposit of Tuition Fees is due upon issuance of the Confirmation of Enrolment.

I wish to pay 100% of Course Tuition fees upfront upon issuance of the Confirmation of Enrolment.

Statement of Purpose (purpose of study)

Please answer the following questions in a Word document and send it along with the application form

- a) Why do you want to study English?
- b) Why did you choose to come to Australia?
- c) Why did you choose English Direct?
- d) How will the English Direct course help you to achieve your career goals?

Enrolment Terms and Conditions

Enrolment Terms & Conditions

Purpose of this policy

This policy sets out the circumstances that a student is entitled to a refund and the procedure that a student must follow to withdraw from a course to get a refund.

REFUND POLICY

English Direct Australia will ensure that all students are treated fairly and with integrity when applying for refunds. All applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to the Director of Studies and the following procedures followed in assessing the application. All 'refunds' are to be signed off by the Director of Studies and applications processed within 14 days of the application being placed. Please note the below refund policy is in relation to 'Tuition Fees' and should not be confused with 'application' fees which are non-refundable. The assessment of refund applications shall be granted as indicated below:

Application & Tuition fee Refunds

1. The application fee is not refundable
2. Except in cases of provider default or student visa refusal, refunds will only be made in the following circumstances:

a) Where you cancel BEFORE the Course Start Date

If written notice is received not less than 14 days prior to the Course Start Date, English Direct will, within 28 days, refund the Course Fees. No refund of fees will be given where notice is received less than 14 days prior to the Course Start Date including where the Course Start Date has passed.

b) Where you withdraw from the course AFTER the Course Start Date

No refund of course fees will be given after the Course Start Date has passed.

Provider Default

3. In cases of **Provider default**, that is, where English Direct Australia cancels or stops providing your Course for any reason, English Direct Australia will, within 14 days, refund on a pro rata basis, the Tuition Fees for any weeks that tuition will not be provided, unless;
 1. You withdraw from a Course before it is cancelled; or
 2. You accept an offer in an alternative course arranged by English Direct Australia.

In the unlikely event that English Direct Australia does not meet its obligations to either offer an alternative course that you accept or pay you a refund or your unspent prepaid tuition fees, the Australian Government's Tuition Protection Service will contact you and assist you in finding an alternative course to get a refund if a suitable alternative is not found.

Student Visa Referral

4. If you do not start a Course on the Course Start Date or if you withdraw from a Course on or before the Course Start Date, due to **student visa refusal**, the College will, within 28 days, refund the Course Fees, less 5% of the Course Fees.
5. If you start a Course on the Course Start Date and then your student visa is refused, the College will, within 28 days, refund on a pro rata basis, the Tuition Fees for the weeks from when you withdrew from the Course until the end of the period that the Tuition Fees apply to.

Refunds in the case of provider default and student visa application refusal are regulated by law. Please refer to the Education Services for Overseas Students (Calculation of Refund) Specification 2014 for the precise methods of calculating the refund.

6. Where you defer commencement in a Course and you then cancel the Course, the original Course Start Date before your request for deferment(s), will be used as the Course Start Date to determine whether a refund is to be made.
7. No refund will be made where English Direct Australia cancels, suspends or terminates your enrolment as a result of Your Fault.
8. Your refund will be paid directly to you or in accordance with your written directions.
9. English Direct Australia will pay the refund to a bank account by direct credit (in case of refund within Australia) or by telegraphic transfer (in case of refunds outside of Australia) but only if you provide evidence that the bank account exists.
10. All refunds will be made in Australian currency only, unless English Direct Australia's Bank is unable to do so, in which case the refund will be made in the equivalent United States of America currency calculated using the Bank's exchange rate for the relevant date of transfer. English
11. Direct Australia is not responsible for currency exchange rate fluctuations, delays or loss of refund in telegraphic transfer as a result of incorrect information provided by you.
12. You agree that English Direct Australia may change these conditions at any time and in the event that you seek to cancel or obtain a refund please refer to English Direct Australia's Cancellation and Refund Policy.

How to withdraw from a course and get a refund

1. **Complete a Student Course Variation (SCV) form.** The SCV form is available from the Director of Studies.
2. **Complete a Refund Request Form**
3. **Attach all relevant documents to the SCV form.** You should attach documents which support the reason for your withdrawal and confirming your identity as well as a Refund Request Form.
4. **Hand in the completed form to the Director of Studies or email to: Info@englishdirect.edu.au.** Please make sure that your student number and current contact details are on the form. Please

sign and date the form before you hand it in. Your form will not be processed if it is not signed and dated.

5. English Direct Australia will process your SCV form and assess whether or not you are entitled to a refund based on our Cancellation and Refunds Policy. English Direct Australia may ask for further information or documentary evidence.

Definitions

In this Refund Policy and as the context requires:

- a) **Application fee** is the fee for processing your application to study at English Direct Australia. The application fee is payable regardless of whether you are offered a place in a Course.
- b) **Course** means the course you have applied to enroll in, as listed in the Letter of Offer.
- c) **Course Fees** means the Tuition fees.
- d) **Course Start Date** is the start date for the Course as set out in the Letter of Offer.
- e) **Letter of Offer** is the letter offering a place in a Course and which will set out all the fees that are payable by you in relation to the Course.
- f) **Student Course Variation Form** or **SCV form** means a written notice by English Direct Australia.
- g) **You** means the student
- h) **Your Fault** includes circumstances where:
 - a) You do not start the Course on the Course Start Date;
 - b) You withdraw from a Course either before or after the Course Start Date
 - c) You failed to pay fees;

 - d) You breached a condition of your student visa, including where applicable, failure to maintain satisfactory course progress and/or satisfactory attendance or failure to maintain approved welfare and accommodation arrangements; and
 - e) Any behaviour that results in the cancellation of your enrolment.

English Direct Australia reserves the right to change its fees and conditions, at any time. This agreement is made in accordance with the ESOS Act 2000, and the National Code 2018.

IMPORTANT:

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

Deferring, suspending or cancelling an enrolment:

Students are able to request a deferral, or temporary suspension of their studies during the Course only in certain limited circumstances as described below. The limited circumstances that a request may be made are set out in the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) Standard 9.

English Direct Australia may also suspend or cancel a student's enrolment against the student's wishes, provided that such suspension or cancellation is consistent with the college's policies and/or Australian Law. Before suspending or cancelling a student's enrollment English Direct Australia must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (see: *Complaints and Appeals Policy*). If accessed, English Direct Australia must not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

English Direct Australia must in all cases, inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

English Direct Australia must report to the Department of Education via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

1. Student Initiated Deferral: A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Director of Studies.

a) English Direct Australia will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents, grandparents, siblings, spouse or child (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; or
- A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

c) Students must be informed that deferment of enrolment may affect his or her student visa (see below: How the Student's CoE will be affected on PRISMS)

Students must be directed to the Department of Home Affairs website or helpline (131 881)
For information on how the potential change to enrolment status may impact upon his or her visa.

- d) If the suspension is granted, English Direct Australia must report the suspension on PRISMS.
- e) Documentary evidence must be maintained in the student's file.

2. Student Initiated Suspension:

- a) English Direct Australia is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:
- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - Bereavement of close family members such as parents, grandparents, siblings, spouse or child (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; or
 - A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Students will be required to complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Director of Studies. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate or police report, etc.)

- b) English Direct Australia may, as a result of compassionate and compelling circumstances, advise a student to suspend studies and where the student agrees to do so the suspension is deemed to have been requested by the student.
- c) The period of suspension will not be included in attendance calculations.
- d) Students must be informed that the suspension of enrolment may affect his or her student visa (see below: How the Student's CoE will be affected on PRISMS). Students must be directed to the Department of Home Affairs website or helpline (131 881) for information on how the potential change to enrolment status may impact upon his or her visa.
- e) If the suspension is granted, English Direct Australia must report the suspension on PRISMS.
- f) Documentary evidence must be maintained in the student's file.

3. Assessing requests for deferment or suspension of studies

- a) Each application will be assessed on its own merits on a case by case basis by the Academic Manager.
- b) The final decision for granting a suspension or deferment lies with the Academic Manager.
- c) All applications for deferment or suspension will be considered and the decision conveyed to the student within 10 working days from the date of application by the student.

Provider Initiated Deferral: English Direct Australia may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason English Direct Australia deems necessary to cancel the course.

4.Provider Initiated Suspension:

- a) English Direct Australia has the ability to suspend a student's enrolment on the grounds of misbehaviour. Suspension will occur as the result of any behaviour identified as resulting in suspension in English Direct Australia's Student Code of Conduct.
- b) Suspended students just abide by the conditions of their suspension from studies.
- c) Students must be directed to the Department of Home Affairs website or helpline (131881) for information on how the potential change to enrolment status may impact upon his or her visa.
- d) Suspensions will be recorded on PRISMS.
- e) The period of suspension will not be included in attendance calculations in accordance with the Attendance Policy at English Direct Australia.
- f) Before suspending a student's enrolment English Direct Australia must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process (see below: Complaints and Appeals). If accessed, English Direct Australia must not report the suspension on PRISMS until the internal complaints and appeals process is completed.
- g) The student's enrolment will be maintained until the internal complaints and appeals process is completed.

- h) If the student does not access English Direct Australia's complaints and appeals process or has exhausted all avenues of appeal, Cancellation of enrolment will be reported on PRISMS.

5.Cancellation of Enrolment initiated by English Direct Australia

- a) English Direct Australia will cancel the enrolment of a student under the following conditions;
 - i) Failure to pay course fees

 - ii) Any behavior identified as resulting in cancellation within the English Direct Australia Student Code of Conduct.
 - iv) Any behavior that leads the college to believe that it is not in the best interests of the student's welfare or the welfare of other students to continue studying, for example (but not limited to):
 - a. The student is missing
 - b. The student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing.
 - c. The student has engaged in, or threatened to engage in, behavior that is reasonably believed to endanger the student or others
 - d. Where the college has reason to believe that the student is not a bona fide student

- b) Before cancelling the student's enrolment, unless extenuating circumstances exist, English Direct Australia must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process (see below: Complaints and Appeals). If accessed English Direct Australia must not report the cancellation on PRISMS until the internal complaints and appeals process is completed.

c) Until the internal complaints and appeals process is completed the student's enrolment will be maintained.

d) If the student does not access English Direct Australia's complaints and appeals process or has exhausted all avenues of appeal, Cancellation of enrolment will be reported on PRISMS.

6. Complaints and Appeals



- a) Student requested deferment and suspension are not subject to Complaints and Appeals Policy of English Direct Australia, which is available in the Student Handbook and on our website: www.englishdirect.edu.au
- b) English Direct Australia initiated suspension and cancellation of enrolment are subject to the College's Complaints and Appeals Policy.
- c) The student is required to maintain his/her enrolment and attendance at all classes as normal, for the duration of the appeals process. The Director of Studies will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- d) If the student does not access English Direct Australia's complaints and appeals process within the time provided, the suspension or cancellation of enrolment will be reported on PRISMS.
- e) If students access the English Direct Australia complaints and appeals process regarding an English Direct Australia initiated suspension or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalized, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include.
 - j) The student is missing.
 - ii) the student has medical concerns or severe depression or psychological issues which lead English Direct Australia to fear for the student's wellbeing.
 - iii) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others.
 - iv) is at risk of committing a criminal offence, or
 - v) the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by English Direct Australia to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process must be supported by appropriate evidence.

h) The final decision for evaluating extenuating circumstances lies with the Academic Manager.

7. Student Information

Regardless of the reason for deferment, suspension and cancellation of enrolment, students must be directed to the Department of Home Affairs website or helpline (131 881) for information on how the potential change to enrolment status may impact upon his or her visa.

8. How the Student’s CoE will be affected on PRISMS when reported

The table below shows how the deferment, suspension or cancellation of enrolment will affect PRISMS Reporting event		Change on PRISMS
Where the deferment or suspension will not affect the end date of the CoE		There is no change to the CoE or the student’s enrolment status on PRISMS NOTE: The student’s CoE status will still be listed as ‘studying’. However, the notice of deferment or suspension will be recorded in PRISMS and sent to the Department of Home Affairs. This information will be kept for future reference.
Where the deferment or suspension will affect the end date of the CoE		PRISMS will cancel the original CoE, and immediately offer English Direct Australia the opportunity to create a new CoE with a more appropriate end date. NOTE: If English Direct Australia does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified English Direct Australia of the intended date of return.

TERMS

English Direct Australia reserves the right to change its fees and conditions. This agreement is made in accordance with the ESOS Act 2000, and the National Code 2018.

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.

A student’s personal information collected on this form and during their enrolment may be made available to Commonwealth and State agencies and the ESOS Assurance Fund Manager to ensure our

obligations are met under the ESOS Act and National Code 2007 and to ensure students are compliant with their visa conditions.

Photographs, videos and testimonials provided by the student and/or taken by English Direct Australia may be used for marketing and promotion purposes, with the permission of the student. All student visa holders must attend at least 80% of their course and maintain satisfactory course progress by completing all class work, and achieving 50% or more in assessments. Failure to do so will result in reporting the student to the Australian Government.

Student visa holders are required to notify English Direct Australia of their current residential address, email and telephone number within 7 days of any change.

Students are responsible for keeping a copy of this agreement in addition to all receipts of any Tuition and non-tuition fees paid.

A late fee of \$30 will be charged for tuition fees paid 1 day or more later than the date listed on the English Direct Australia invoice.

Student visa holders who are unable to attend class because they are sick will be marked as absent. Therefore, it is essential students obtain a medical certificate from a registered practitioner and present it to English Direct Australia. Students at English Direct Australia are expected to behave in accordance with our Student Code of Conduct. Failure to do so may result in a student being:

- asked to leave the premises
- reported to the appropriate Government authorities
- required to pay for any damages
- suspended from English Direct Australia for a specific period, without refund
- expelled from English Direct Australia (for serious breaches) without refund of remaining fees.

In the event of circumstances requiring urgent medical attention, and it is not possible to contact the parent/guardian, English Direct Australia is authorized as a matter of urgency to seek appropriate medical care.

Declaration

1. I acknowledge that this is an application to study at English Direct Australia and that there is no guarantee of a place.
2. I acknowledge that if an offer is made to me, my acceptance is subject to the terms and conditions set out in the Letter of Offer.
3. I declare that the information contained in this application is true.
4. I confirm that I have read the English Direct Australia Student Handbook and understand the Enrolment Terms and Conditions.

Acknowledgement

Applicant's Signature _____

Date _____