



## CURTIN ENGLISH APPLICATION FORM 2014/2015

Is your application through a CE/Curtin agent?  Y  N

Agent's name: .....

Agent contact: .....

Email address: .....

### Section one—personal details

Student number (if any)

Title (Dr, Mr, Mrs, etc.)  Male  Female  Date of birth

Family name  Given name/s

Nationality  Passport number

Home address

City  Country

Telephone:  Email

Aust. address (if known)

City  Telephone

Emergency contact  Telephone

### Section two—visa information

What type of visa will you apply for or already have?  Tourist visa  Working holiday visa  Student visa  PR  Other visa

### Section three—course enrolment

**Course/s I would like to enrol in:** Package offer  ELICOS ONLY  Commencement date

General English	<input type="checkbox"/>	5 wks <input type="checkbox"/>	10 wks <input type="checkbox"/>	15 wks <input type="checkbox"/>	20wks <input type="checkbox"/>	25 wks <input type="checkbox"/>	30 wks <input type="checkbox"/>	35 wks <input type="checkbox"/>	40 wks <input type="checkbox"/>
General Professional English	<input type="checkbox"/>	5 wks <input type="checkbox"/>	10 wks <input type="checkbox"/>						
EAP	<input type="checkbox"/>	5 wks <input type="checkbox"/>	10 wks <input type="checkbox"/>	15 wks <input type="checkbox"/>	20 wks <input type="checkbox"/>				
FCE	<input type="checkbox"/>	10 wks <input type="checkbox"/>							
CAE	<input type="checkbox"/>	10 wks <input type="checkbox"/>							
ELB	<input type="checkbox"/>		Semester 1 <input type="checkbox"/>	Semester 2 <input type="checkbox"/>	Summer <input type="checkbox"/>				

Note: your application will be assessed as to which ELB course you are qualified to enter.

### Section four—level of English (complete where applicable and provide certified evidence)

Do you have English test results?  Yes  No if yes, please provide the following details:

IELTS Academic score:  Date:  TOEFL ibt score:  Date:  Other (Test name):  Score:  Date:

\*Important Note: If you have not taken any of these tests, please contact Curtin English for a Password Test.

### Section five—further study

After completing your course at Curtin English, are you planning further study at Curtin University?  Y  N If yes, please complete below:

Start date    Course

Have you submitted an application to Curtin's International Office for your University course?  Y  N

### Section six—payment of fees

Details for payment of fees are on the Acceptance of Offer attached to your Letter of Offer. Payments can be made by bank draft, telegraphic transfer or credit card.

## Section seven – Refund Policy

**Administration Charge:** Any cancellation, withdrawal or transfer which is initiated by the student or due to the student's breach will incur an administration charge of \$500.

**Non-refundable Fees:** The Enrolment Fee is non-refundable in all situations except where Curtin English withdraws its offer or fails to provide the course.

### Tuition Fees:

#### **If Curtin English withdraws its offer or fails to provide the course offered:**

The provider default provisions of the Commonwealth ESOS 2000 (Section 46) apply and a full refund of all fees and charges will be paid within 14 days of the advertised commencement of the course.

#### **If Curtin English withdraws or terminates the student**

##### **Due to student's breach:**

If the student breaches their visa conditions, fails to fulfil their course requirements or otherwise seriously breaches Curtin English policies, [https://english.curtin.edu.au/current\\_students/policies.cfm](https://english.curtin.edu.au/current_students/policies.cfm) no refund is payable.

##### **Due to lack of progress**

If the student is terminated for lack of progress, but has otherwise complied with visa conditions, course requirements and Curtin English policies: There will be no refund of tuition fees for courses already taken. Curtin English will refund 70% of tuition fees which have been paid for future tuition.

##### **If the student is not able to obtain a visa**

Curtin English may, at its own discretion, provide a full refund where the Australian Government authorities have refused to grant a visa, or a visa has been delayed and the outcome will not be known in time to commence a course, and the reason for the refusal or delay was not the result of the student's own action or inaction. Refunds will be issued in accordance with Section 47 of the ESOS Act 2000. In each instance, the student must present independent documentation or evidence of the Visa refusal or delay.

##### **If the student withdraws after the CoE has been issued:**

##### **Withdrawal prior to commencement:**

**Written notice received 20 business days or more before the course commences:**

Curtin English will give a full refund of tuition fees, less the administration charge.

##### **Written notice received 7 to 20 business days before the course commences:**

Curtin English will refund 70% of all tuition fees paid, less the administration charge

##### **Written notice received fewer than 7 business days before the course commences:**

For ELB, no refund is payable on the tuition fees for the first ten weeks. Curtin English will refund 70% of all remaining tuition fees, less the administration charge

For all other courses, no refund is payable on the first five weeks tuition fees. Curtin English will refund 70% of all remaining tuition fees, less the administration charge

##### **Withdrawal post commencement:**

The Administration charge will apply. There will be no refund of tuition fees in relation to the level which has been started. Curtin English will refund 70% of all remaining tuition fees. However, where notice is received fewer than 7 business days before the next level commences Curtin English will refund only 50% of the

tuition fees for that level.

When a packaged student withdraws post commencement because they have met English Language Proficiency requirements to enter Curtin University or Curtin College; The Administration charge will apply. There will be no refund of tuition fees in relation to the level which has been started. Curtin English will refund 80% of all remaining tuition fees.

Curtin English may, at its discretion, offer a greater refund than the policy dictates.

### Refund process

#### Application for refund

The Refund Application Form can be obtained from the Curtin English website <http://english.curtin.edu.au/>. Please submit the form either in person to Curtin English Customer Service Desk in Building 208 Room 129c or email: [english.refunds@curtin.edu.au](mailto:english.refunds@curtin.edu.au).

#### How long does the process take?

Refunds will be paid within 28 days of Curtin English receiving the completed Refund Application Form with all required supporting documents.

#### How will I receive my refund?

Refunds will be paid to the person who entered into the contract or, if you enrol through a representative and give us written permission, the refund can be paid through your representative.

#### Refund Appeal

If a student is dissatisfied with the outcome of an application for a refund, a written appeal may be submitted to the Centre Manager by emailing: [english.refunds@curtin.edu.au](mailto:english.refunds@curtin.edu.au).

If you are still dissatisfied, the Department of Education Services of Western Australia provides an International Education Conciliation Service (IECS), a free and independent service which can assist in resolving problems between international students and their educational institutions. You can contact the International Education Conciliator on:

Tel: +61 8 9441 1900

Fax: +61 8 9441 1901

Email: [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)

Ombudsman Western Australia, investigates complaints about Western Australian public authorities including State government agencies, statutory authorities, local governments and public universities. The ombudsman services are free to the public. The Ombudsman WA can be contacted on:

Tel: +61 8 9220 7555

Fax: +61 9220 7500

Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

The following definitions apply for the purpose of the Refund Policy:

**Course:** A course is an entire block of study which has one CRICOS code. For example, General English; English for Academic Purposes; English Language Bridging; General and Professional English.

**Level:** A level is a block of study within a course. It is usually 10 weeks long

### IMPORTANT NOTES:

This agreement does not remove the right of the student to take further action under Australia's consumer protection laws.

The University accepts no liability for any currency exchange fluctuation between the date the fee payments were received and the date the refund is paid, or for any bank charges relating to the refund.

## Section eight —statement

- Students must send a copy of their passport with this application form
- Students must send a copy of their Curtin University Letter of Offer
- Students must send a copy of their IELTS/TOEFL results
- Please complete all sections in BLOCK LETTERS in English
- Return all pages of the completed form to:

### Curtin English Admissions

Curtin English

Curtin University

GPO Box U1987 Perth WA 6845 Australia

Tel: +61 8 9266 7617

Fax: +61 8 9266 3186

Email: [english.admissions@curtin.edu.au](mailto:english.admissions@curtin.edu.au)

Web: [www.english.curtin.edu.au](http://www.english.curtin.edu.au)

CRICOS Provider Code 00301J

I undertake to abide by the conditions of my visa including the requirement to study on a full time basis and attend all classes. I understand and accept the terms and conditions and the refund policy of Curtin English as stated on the fees schedule and website [curtin.edu.au](http://curtin.edu.au). I authorise CE to use this information in accordance with the principles of the national privacy act and I understand that information supplied in this application may be made available to a Curtin overseas representative and the Overseas Student Health Cover provider for administrative purposes.

Name: .....

Signature: .....

Date: .....

The information provided by the student to the provider may be made available to commonwealth and state agencies and the fund manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.