

PERSONAL INFORMATION (SAME AS PASSPORT)				PASSPORT			
Given Name:				Nationality:			
Family Name:				City & Country of Birth:			
Date of Birth: DD / MM / YYYY				Passport Number:			
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				Expiry Date: DD / MM / YYYY			
CONTACT DETAILS IN HOME COUNTRY				CONTACT DETAILS IN AUSTRALIA (if applicable)			
Country: Postcode:				State: Postcode:			
Contact Number:				Contact Number:			
Email Address:				Email Address:			
ENGLISH PROFICIENCY TEST (i.e IELTS, PTE)				PATHWAY TO FURTHER STUDY			
Have you taken any English Proficiency Test before?				Are you planning to take further studies?			
<input type="checkbox"/> Yes (please specify) <input type="checkbox"/> No				<input type="checkbox"/> Yes (please specify) <input type="checkbox"/> No			
Type of test:				Institute Name:			
Score:				Intended Course:			
Date:				Intended Intake Date:			
VISA & OSHC				EMERGENCY CONTACT INFORMATION			
Visa Type: <input type="checkbox"/> Student <input type="checkbox"/> Working Holiday <input type="checkbox"/> Visitor				Contact Name:			
<input type="checkbox"/> Other (please specify):				Relationship:			
Onshore? <input type="checkbox"/> Offshore? <input type="checkbox"/>				Contact Number:			
<i>Student Visa applicants must have Overseas Student Health Cover</i>				AGENT DETAILS			
Do you need SMART English Melbourne to organize OSHC?				Are you using an agent? <input type="checkbox"/> Yes (please specify) <input type="checkbox"/> No			
<input type="checkbox"/> Yes (please specify) <input type="checkbox"/> No, I will organise OSHC myself				Agency Name:			
Type: <input type="checkbox"/> Single <input type="checkbox"/> Couple <input type="checkbox"/> Family				Contact Email:			
Start Date: DD / MM / YY End Date: DD / MM / YY				Consultant Name:			
ENGLISH COURSES AND OTHER PROGRAMS*							
General English	CRICOS 097448K	Mor / Eve	Study Weeks: Min 2 weeks	Intake Date: DD / MM / YYYY			
IELTS Preparation	CRICOS 109128A	Mor / Eve	Study Weeks: Min 2 weeks	Intake Date: DD / MM / YYYY			
English for Academic Purposes	CRICOS 097449J		Study Weeks: 5w / 10w	Intake Date: DD / MM / YYYY			
Cambridge FCE Preparation	CRICOS 109124E		Study Weeks: 10 to 12 weeks	Intake Date: DD / MM / YYYY			
Hotel Internship + General English			Study Weeks: 4w / 8w / 12w	Intake Date: DD / MM / YYYY			
Professional Internship + General English			Study Weeks: 4w / 8w / 12w	Intake Date: DD / MM / YYYY			
Au Pair/Demi Pair Program + General English			Study Weeks: 4w / 8w / 12w	Intake Date: DD / MM / YYYY			
Global Camp (Minimum 10 students)			Study Weeks: 4w / 8w / 12w	Intake Date: DD / MM / YYYY			
<p>*Please check the availability of Evening Classes prior to submitting the application. SMART English Melbourne 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.</p>							
TUITION FEES			ENROLMENT & OTHER FEES				
General English	\$320 / week	2 - 52 weeks	Enrolment Fee	\$200 (Non-refundable)			
IELTS Preparation	\$320 / week	2 - 24 weeks	Textbook & Materials	\$80 per Level / Course			
EAP	\$320 / week	5 or 10 weeks	Internship Programs Only	TBC			
CAE / FCE	\$320 / week	10 to 12 weeks	Au Pair/Demi Pair Program Only	TBC			
If you course is more than 25 weeks, you wish to pay your tuition fee before course commencement: <input type="checkbox"/> Only 50% <input type="checkbox"/> More than 50%							
EXTRA/ SPECIAL SUPPORT NEEDS							
Do you need extra support/ have a disability, impairment or long- term condition that may impact your studies?							
<input type="checkbox"/> Yes (please specify):				<input type="checkbox"/> No			
If you require assistance, please contact: +61 3 7002 144							

ACCOMMODATION INFORMATION		AIRPORT TRANSFER	
If you wish to apply for accommodation, you will be able to apply online using the link below:		Do you require Airport pickup? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Student.com		(If Yes) Flight No: Arrival Time & Date: DD / MM / YYYY	
https://www.student.com/au/melbourne		Tullamarine Airport	\$210 (One Way / Zone 1 Drop-off)
OZiHouse Village City / OZiHouse Homestay		Avalon Airport	Extra \$30 (One Way / Zone 1 Drop-off)
http://www.ozihouse.com		Extra Overnight Rate	Extra \$30 (10 pm to 6 am arrival)
Together co-living		Extra Luggage*	Extra \$30
https://togethercoliving.com/		*Any extra luggage apart from allowed 25 KG with 2 pieces	
Atira		Refund Policy: The applicant is not entitled to any refund in case of:	
https://atira.com/short-stays/		<ul style="list-style-type: none"> • Cancellation of the airport transfer service within 1 week prior to the arrival. 	
		N/B: Bookings will not be made until payment and flight details are received.	
APPLICATION CHECKLIST (*if applicable)			
Application form <input type="checkbox"/>	Copy of passport <input type="checkbox"/>	Copy of VISA <input type="checkbox"/>	Proof of English proficiency Test <input type="checkbox"/>
PAYMENT INFORMATION			
Bank Transfer Details	Account Name: Smart English Melbourne / Account No: BSB 063 90 ACC 1008 3685 Bank: Commonwealth Bank of Australia / SWIFT Code (for International Transfer): CTBAU25 In case of international transactions, please add \$20 International Transfer Charges to avoid any short payments		
Credit Card Payments	We accept Visa or MasterCard. A surcharge of 3.00% will be applicable to all credit card payment.		
REFUNDS SMART English Melbourne Refund policy is compliant with the principles defined in the ESOS (Education Services for Overseas Students) Act 2000. These guidelines apply equally to all new and re-enrolling students unless otherwise stated. Refund of fees will be granted in accordance with the refund policy below. FULL REFUND OF COURSE FEES SMART English Melbourne will approve a full refund of course fees paid in advance if: a. The application for a student visa is unsuccessful (SMART English Melbourne reserves the right to retain the lesser of the following amounts: a) 5% of the amount of course fees (tuition and non-tuition fees) received by SMART English Melbourne in respect of the student; b) \$500 as per the Letter of Offer and Acceptance Agreement). Fees paid in advance will be refunded within 14 days. PARTIAL REFUND SMART English Melbourne will provide a partial refund of course fees paid in advance if: a. The student formally withdraws (in writing) from a course more than six (6) weeks before the course commencement date. Full course fees paid for the term will be refunded to the student, less \$200.00 Enrolment Fee. b. The student formally withdraws (in writing) from a course between two (2) and six (6) weeks before the course commencement date. 70% of course fees will be refunded, less \$200.00 Enrolment Fee. c. The student formally withdraws (in writing) from a course less than two (2) weeks before the course commencement date. 25% of tuition fees will be refunded, less \$200.00 Enrolment Fee. d. Partial refund after commencement at SMART English Melbourne MAY be given upon discussion of extenuating circumstance with the CEO or approved representative. NO FEE REFUND SMART English Melbourne will not refund any fees if: a. The student withdraws from the course during a study period or after the course commencement date. b. The student is not granted the extension of the student visa and the course has commenced. Students are recommended not to enrol if they believe their visa may not be extended. c. The student applies and is granted approval by SMART English Melbourne to transfer to another registered provider before completing six (6) months study of the principal course. d. SMART English Melbourne terminates the student's enrolment as a result of misbehavior, failure to comply with SMART English Melbourne policies, breach of student visa conditions or unsatisfactory course progress or attendance. COURSE DELIVERY CONTINUANCE SMART English Melbourne guarantees to complete the course delivery and assessment once the student has commenced study in their chosen course. In the unlikely event that SMART English Melbourne is unable to commence a course on the starting date outlined in the Letter of Offer and Acceptance Agreement or discontinues the delivery of a course before it is completed, the student will be offered a refund of all the paid tuition fee that has not been spent minus a \$200 Enrolment Fee. The refund will be paid to the student within 14 days of the default date. Alternatively, the student may be offered enrolment in an alternative course by SMART English Melbourne at no extra cost to the student. The student has the right to choose whether the student would prefer a full refund of paid tuition fee that has not been spent, or to accept a place in another course. If the student chooses placement in another course, we will ask the student to sign a document to indicate that the student accepts the placement. If SMART English Melbourne is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will assist the student in finding an alternative course or to get a refund of the student's unspent tuition fees if a suitable alternative is not found. REQUEST FOR REFUND Students who wish to apply for a Refund of course fees in accordance to the Refund Policy are required to complete the Refund Form available at reception or online. CANCELLATION For any cancellation following a deferment, SMART English Melbourne will consider the original course start date to apply the refund policy. PAYMENT OF REFUND Eligibility for a refund will be assessed and if approved the refund will be remitted to the nominated bank accounts of the student or the nominated bank account of the student's immediate family		member(s) that has been authorised by the student to be able to receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act. SMART English Melbourne will provide the student with a statement detailing the calculation of the refund. The refund will be processed within 14 days from the date the student's refund application received by SMART English Melbourne. PAYMENT PLAN REFUND ARRANGEMENT If a student wishes to withdraw after course commencements, 25% of any remaining tuition fees must be paid, unless otherwise arranged with the management team. APPROVALS All refunds must be assessed and approved by the Finance Manager. Special circumstances to the above-mentioned cases may only occur at the discretion of SMART English Melbourne's CEO or approved representative or when there is ground for any other extenuating or compassionate circumstances. PAYMENT OF FEES A student can pay full fees if the student wishes to, but the student is not required to pay more than 50% of the total tuition fees up front for the course before the student commences the course that is more than 25 weeks. SMART English Melbourne can require 100% of the total tuition fees for short courses of 25 weeks or less. STUDENT GUIDELINES SMART English Melbourne will: <ul style="list-style-type: none"> • Ensure that students may access SMART English Melbourne's Complaints and Appeals Process. • Pay refunds in Australian dollars only and refund onshore or offshore by telegraphic transfer. • Pay refunds within 14 days from the receipt of the Refund Form and any additional documentation requested by SMART English Melbourne. • This agreement and the availability of complaints and appeals processes does not circumscribe the student's rights to pursue any further action under Australia's consumer protection laws. INFORMATION SHARING Information is collected during enrolment in order to meet our training obligations under the ESOS Act 2000 and the National Code 2018 to comply with the conditions of students' visa and their obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected on this document and throughout the enrolment may be provided, in certain circumstances, to other Registered Providers, the Australian Government and designated authorities and, if relevant, the TPS Administrator. This includes personal and contact details, course enrolment details and charges. In other cases, information collected during the enrolment may be disclosed without students' consent where authorised or required by law or in the event of any suspected breach of a student visa condition. PRIVACY POLICY I understand that my contact details may be used by SMART English Melbourne to communicate information to me and photographs or video taken on SMART English Melbourne premises may be used for marketing purposes. I agree to the Privacy Policy as outlined at www.sem.edu.au STUDENT DECLARATION I declare that the information I have supplied in this application and documentation supporting this application is true and correct.	
Applicant Signature		DD / MM / YYYY Date	
Parent or Guardian Signature		DD / MM / YYYY Date	