

<b>BUELI</b>	Student Number (office use only):
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## ENGLISH LANGUAGE TUITION APPLICATION FORM

### 1 Personal Details

Title  Surname or family name (as in passport)

Preferred name (or nickname)  Male  Female

Country of birth

Passport number

Address for correspondence (overseas applicants do not use PO Box No.)

State  Postcode/Zip code

Country

Phone (include area code)

Home

Mobile

Business hours/Work

Given name(s) as in passport

Date of birth   Day   Month   Year

Nationality

Emergency contact name

Permanent home address

State  Postcode/Zip code

Country

Email

Please print clearly - your email address will be used for all correspondence regarding the processing of your application.

Fax (include area code)

### 2 Anticipated degree at Bond

Do you wish to enter a degree course at Bond University? Yes  No

If yes, which degree?

Anticipated commencement date

Day   Month   Year

### 3 Health

Do you have a special diet? Yes  No

Do you have any health conditions? Yes  No

Are you taking any medication? Yes  No

If you answered yes to any of the above, please describe

### 4 Visa

Do you have a visa? Yes  No

If yes: Business visa  Student Visa  Tourist visa  Permanent Resident visa  Working Holiday visa

If no: What type of visa will you be applying for Student Visa  Tourist visa  Working Holiday visa

## TUITION APPLICATION FORM CONTINUED

### 5 Course selection and commencement date

Please enter the name of the course you wish to undertake

Course name	Number of weeks	Starting date

If you are not on a student visa, do you wish to study **Full-time**  **Part-time**

Is your government sponsoring your studies? Yes  No

### 6 Have you sat any of the following before? Please tick

IELTS  Date: / / Result  TOEFL  Date: / / Result

TOEIC  Date: / / Result  CAMBRIDGE  Date: / / Result

### 7 Declaration

I have read and understood the Institute's refund/grievance/privacy policies. I agree to abide by all the rules and regulations of Bond University and Bond University English Language Institute.

\_\_\_\_\_  
Signature of applicant / /  
Date

If you are under 18 years of age you will need the signature of your parent or guardian below

\_\_\_\_\_  
Signature of Parent or Guardian / /  
Date

Name and relationship

#### Office use only

Processing fee (non-refundable)	
Tuition fee	
Student Activity fee* (\$5 per week)	
Accommodation Placement fee*	
Homestay fee (4 weeks minimum)	
Homestay - Room only (4 weeks minimum)	
Airport transfer fee*	
<b>Total Payable</b>	

\* Includes GST (Goods & Services Tax)

## AIRPORT TRANSFER AND ACCOMMODATION REQUEST FORM

### 1 Personal Details

Title  Surname or family name (as in passport)

Date of birth  
 Day  Month  Year

Country of birth

Permanent home address

State  Postcode/Zip code

Country

Agent's name (if applicable)

Agent's email

Given name(s) as in passport

Male  Female

Nationality

Phone (include area code)  
 Home

Mobile

Fax (include area code)

Email

Please print clearly - your email address will be used for all correspondence regarding the processing of your application.

### 2 Airport transfer

We can assist your arrival in Australia by meeting you at Brisbane or Coolangatta/Gold Coast airport and making you welcome. Our representative will arrange for your transfer to your accommodation.

Do you want to be transferred to your accommodation? Yes  No

### 3 Arrival details (please provide even if you do not require airport transfer)

Airline	Flight No.	Departure Date	Arrival airport	Date of arrival	Time of arrival

### 4 Health

Do you have a special diet, any health problems or allergies? Yes  No

If yes please describe:

(Please note, special dietary requirements may incur a weekly surcharge)

### 5 Application for Homestay Yes No

Do you want to live in a home with a student of the same nationality? Yes  No

Do you smoke? If yes, you will have to smoke outside Yes  No

What are your your hobbies and interests

Are you happy to share your homestay with:

Young children (0 - 12 years) Yes  No

Young children (12 - 18 years) Yes  No

Pets Yes  No

### 6 Declaration

I agree to abide by all the rules and regulations which apply to the Homestay program. Student visa holders under 18 years must live in a BUELI approved homestay if the parents or siblings over 21 are not accompanying the student.

Signature of applicant \_\_\_\_\_  
 If you are under 18 years of age you will need the signature of your parent or guardian below

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

Signature of Parent or Guardian \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

Name and relationship

## REFUND POLICY

### 1 Refund of tuition fees

#### 1. Visa application rejection - full refund

You will receive a full refund of tuition fees paid plus other fees that have not been actioned if your visa is rejected before the commencement of your course. You need to provide evidence of visa rejection to BUELI in writing, within 28 days of being rejected. The Processing Fee is a non-refundable fee.

#### 2. Termination of Courses by BUELI

In the unlikely event that Bond University English Language Institute is unable to deliver your course in full, you will be offered a refund of all the course fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course by Bond University English Language Institute at no extra cost to you. You have the right to choose whether you would prefer a full 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 Bond University English Language Institute is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) will place you in a suitable alternative course at no extra cost to you. If TAS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

#### 3. Cancellation for other reasons - percentage refund

You will receive 75% of the tuition fee paid if you notify us, of your cancellation in writing, 28 days prior to the commencement date of your course. If you cancel your course less than 28 days before the program commencement date, you may be eligible for a refund of 25% of tuition fees paid. All refund applications must be received in writing within one month of the cancellation.

#### 4. Cancellation after commencement of program stated in original acceptance of offer, or in subsequent extensions - no refund.

Transfer to other courses within the duration of the original course is not classed as commencing a new course. However, the following situations are possible:

- i) If you satisfy the English requirement for conditional entry to Bond University and transfer, your remaining BUELI fees can be credited towards Bond University fees.
- ii) If you wish to change programs within BUELI, fees can be transferred from one program to another. Any difference must be paid for the new course.
- iii) If you leave a program because of health or urgent family reasons, remaining tuition fees may be deferred for up to one year.

#### 5. Transfers to other institutions

- i) Our transfer policy is in accordance with current legislation. Education Providers are restricted from enrolling students if the student has not completed 6 months of their principal course for which the visa is granted. If a student has not completed 6 months of the principal course, students must contact their current Education Providers for permission to transfer.
- ii) The student must have a satisfactory attendance record (80% attendance)
- iii) The transfer of tuition fees is at the discretion of the BUELI Director.

#### 6. Refund of accommodation prepayment:

Students pay BUELI, 4 weeks in advance for the first 4 weeks. Further Homestay is invoiced by the Homestay provider (Australian Homestay Network). Placement fee is non refundable once the Homestay request is made to the Homestay provider.

#### 7. Airport Transfer fee:

Refund available if the service is cancelled 48 hours prior to arrival.

#### 8. Expulsion and Deportation

No refund applies if a student is expelled or deported.

#### 9. Study Tours

Refund conditions for study tours are included in study tour quotation.

**Please note:** All requests for refunds must be submitted in writing to the BUELI, Director of Studies. Refund payments will be remitted to the student's home country within 4 weeks in the case of student default and within 4 weeks in the case of Provider default. Any amounts not refunded are forfeited.

## PRIVACY COLLECTION STATEMENT

Bond University ('BU') may collect personal information about you, including:

- The information on this form.
- Information on other forms or documents requested by and provided by you or other educational institutions to BU.

BU collects this information for the purpose of:

- Assessing your application;
- Providing services to you;
- Providing you with information about other services that BU offers that may be of interest to you.
- Facilitating BU's internal business operations, including the fulfilment of any legal requirements.

## PRIVACY COLLECTION STATEMENT CONTINUED

- Analysing BU's services and customer needs with a view to developing new and/or improved services.
- Providing you with promotional information about BU.
- Matching you with an appropriate Homestay family, if applicable.
- In the case of visa details, BU is required to collect this information pursuant to Australian Immigration Law.

Unless you indicate you do not wish BU to use your personal information for these particular purposes, please place a tick in the adjacent box.

BU may disclose personal information about you to:

- Service providers, who assist BU in operating its business, however, these service providers are required to comply with BU's privacy policy in how they handle your personal information.
- A purchaser of the assets and operations of BU's business, providing those assets and operations are purchased as a going concern and it's related entities.

If the personal information you provide to BU is incomplete or inaccurate, BU may be unable to process this application and/or be unable to provide you with the services you are seeking. You may access the personal information BU holds about you in accordance with BU's privacy policy.

## APPLYING TO BUELI: EASY STEPS

1. You need to complete an application form. Please answer all questions, including those relating to airport transfer and accommodation. If you are applying for English for Academic Purposes (EAP) please include an IELTS or TOEFL test result if you have one. Remember to sign your application form.

2. Send the completed application form (by mail, fax or email) to: **Email:** [bueli@bond.edu.au](mailto:bueli@bond.edu.au) , **Fax:** +61 7 5595 2696 or mail to Admission's Officer, BUELI, Bond University, QLD, 4229, Australia. (If you are applying through a local agent, you can return the completed form to your agent).

3. If you meet entry requirements, BUELI will offer you a place. We will then send you an Offer Letter and an Invoice for payment. When you receive the Invoice, payment can be made by - Cash, Credit Card (Visa, Bankcard, Mastercard or American Express), Telegraph transfer or Bank draft.

### Bank details are below.

Account Name: Lashkar P/L trading as BUELI Operating Account

Account Number: 8335 82762

Bank Name: ANZ Banking Group

Bank Address: Robina Town Centre

Branch Number: 014 536

Swift Code: ANZBAU3M

4. When we receive your payment, we will send you a letter confirming your enrolment and your course dates. If you need a student visa, you should send the letter and your Confirmation of Enrolment (CoE) to your agent or directly to the nearest Australian Overseas Mission or Embassy in your country to apply for your student visa. Many countries can apply for a student visa directly online - further information can be found at [www.immi.gov.au/students](http://www.immi.gov.au/students)

5. When you receive your visa, please notify BUELI of your travel plans including the date and time of your arrival. If there are any changes in your travel plans or your date of commencement, please notify us. The direct BUELI numbers are:

**Telephone:** +61 7 5595 2651    **Fax:** +61 7 5595 2696    **Email:** [bueli@bond.edu.au](mailto:bueli@bond.edu.au)    **Web:** [www.bond.edu.au/english](http://www.bond.edu.au/english)

**NB:** Your personal information may be made available by BUELI to Commonwealth and State agencies and the ESOS Assurance Fund Managers.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

To obtain a student visa, you need to organize Overseas Student Health Cover. The information below will assist you with this.

### WORLD CARE ASSIST

To obtain a student visa you must, under Australian Government legislation, purchase basic health cover. Application form and prices can be found on the Worldcare Assist website: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

Payment can be made by credit card directly to WORLD CARE ASSIST via the internet or phone.

**Website:** [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

**Phone in Australia:** 13 14 84

**Email:** [oshc@worldcare.com.au](mailto:oshc@worldcare.com.au)

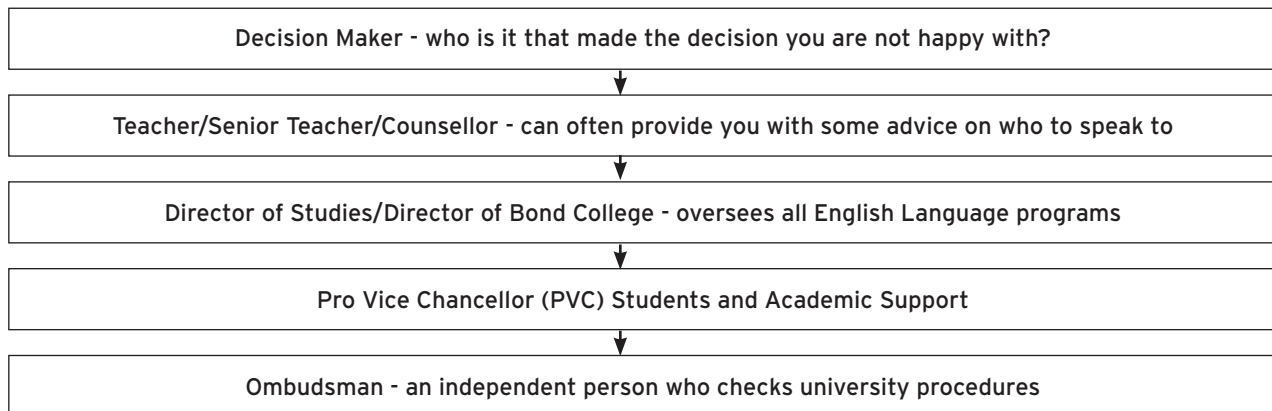
**Phone from overseas:** +61 7 3360 0361

## GRIEVANCE POLICY

If you have a problem or complaint

- All BUELI staff can be approached if you have any problems.
- Speak to your Class Teacher or Senior Teacher. They will listen to your concerns in complete confidence and will help you, or find someone who can help.
- The Director of Studies can help you if you feel you cannot discuss the matter with your teacher, or you feel your teacher cannot help. Go to the office and make an appointment to see the Director of Studies or one of the student administrative staff. It is often good to bring a friend with you at times like this, to help explain your problems or complaints, and to hear what the Director of Studies has to say.
- Any very serious problems which cannot be solved within BUELI should be reported to the Pro Vice Chancellor (PVC) Students and Academic Support who can act with the authority of the University in these matters. Remember that your HOMESTAY FAMILY can help you a lot with problems. Homestay families have been selected because they are sympathetic to the problems that overseas students face. If you have a problem with your homestay family, see Reception.

### Who do I talk to?



#### Background

Sometimes a student may face problems with study or personal matters. A student may feel that he or she wants to complain about problems with a particular staff member, or about the course. Students may feel that the class they are enrolled in is not the right one for them.

If you feel that there are things like that, or anything else, that we can help you with, please speak up, and we will do all we can to help. Grievances will always be settled in a timely and professional manner.

#### Policy intent

In the interests of fair and equitable treatment of complainants, BUELI has implemented a policy which provides for the review of decisions. Complainants who are dissatisfied with a decision affecting them, for example the grade received in a subject, can have that decision formally reviewed.

#### Procedure

If you have problems or complaints, this is what you should do:

The complainant should first approach the decision maker to discuss the decision. If they are dissatisfied with the outcome of that discussion, they should approach the Director of Studies.

The Director of Studies will make every effort to resolve the issue. If the complainant is dissatisfied with the decision of the Director of Studies, they may speak to the Director of Bond College and BUELI.

The Director will make every effort to resolve the issue. If the complainant is dissatisfied with the decision of the Director, students should contact the Pro Vice Chancellor (PVC) Students and Academic Support.

If the student does not get satisfaction at that level, they have the right to take their complaint to the student ombudsman, who is an independent arbiter, not an employee of the university. University Ombudsman, Mr Lauchlan Chipman. Email: [lchipman@bigpond.net.au](mailto:lchipman@bigpond.net.au)

If the student is dissatisfied with the decision of the student ombudsman, they may refer the matter to the Queensland Office of Fair trading. Procedures for lodging a complaint with the Office are detailed on the Queensland government website [www.consumer.qld.gov.au/](http://www.consumer.qld.gov.au/)

At all times students are encouraged to present their case in a calm, courteous and reasonable manner. Students are similarly urged to follow the steps in this procedure. Higher levels of appeal will not review the decision if the correct channels have not been adhered to.