

PERSONAL DETAILS

Title: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Other:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other:
First Name:
Last Name:
Middle Name:

Date of Birth:
Country of Birth:
City of Birth:
Nationality:
Passport No.:
Expiry Date:

Email:
Mobile:
Current Address
Suburb:
State: Postcode:

Emergency Contact Name:
Relationship: Mobile:

VISA DETAILS

Are you currently residing in Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No
Current Visa Type <input type="checkbox"/> Student Visa <input type="checkbox"/> Tourist/Visitor Visa <input type="checkbox"/> Working Holiday Visa <input type="checkbox"/> Other, please specify:
Are you lodging your Visa Application in Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please specify, City: Country:
Has your visa been canceled/refused before? <input type="checkbox"/> Yes <input type="checkbox"/> No
Number of Dependents:

ENGLISH / ACADEMIC RECORDS

Have you ever completed any of the following English tests? (IELTS, TOEFL, TOEIC, Cambridge Tests, PTE) <input type="checkbox"/> Yes <input type="checkbox"/> No Name of Test: Year of Test: Test Score:
What is the highest level of education that you have completed? <input type="checkbox"/> University <input type="checkbox"/> College <input type="checkbox"/> Secondary school
Proposed future studies: <input type="checkbox"/> Vocational <input type="checkbox"/> TAFE <input type="checkbox"/> University Name of Institution: Commencement date:

COURSE DETAILS

Select the course and the preferred shift.

** Please note that all students are required to be at least 18 years of age at the start of their program*

General English (Beginner to Advanced, 10 weeks per level)	<input type="checkbox"/> Morning <input type="checkbox"/> Evening
Start Date (DD/MM/YYYY):	
No. of weeks:	
Notes:	

English for Academic Purposes (Intermediate to Advanced, 12 weeks per level)	<input type="checkbox"/> Morning <input type="checkbox"/> Evening
Start Date (DD/MM/YYYY):	
No. of weeks:	
Notes:	

STUDY / BREAK PLAN

Course	Study	Break	Study	Break

OVERSEAS STUDENT HEALTH COVER (OSHC)

Do you want ECC to arrange OSHC for you? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, please include details below</i>
OSHC Cover Type: <input type="checkbox"/> Single <input type="checkbox"/> Couple <input type="checkbox"/> Family
Duration (months):

ACCOMMODATION / AIRPORT PICKUP

Do you require accommodation to be organised? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Home-stay <input type="checkbox"/> Single room <input type="checkbox"/> Share room <input type="checkbox"/> Student residence <input type="checkbox"/> Other:
Do you require airport transfer on arrival? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION CHECKLIST

Please include <input type="checkbox"/> a copy of your current passport <input type="checkbox"/> a copy of your current visa (if you have one) <input type="checkbox"/> a copy of your official English test results <input type="checkbox"/> a signed and dated Application Form <input type="checkbox"/> proof of four years of secondary education equivalent to the Australian Record of School Achievement (RoSA) level
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AGENT DETAILS

Are you applying through an education or migration agent? <input type="checkbox"/> Yes <input type="checkbox"/> No
Agency Name:
Contact No.:

ENROLMENT TERMS & CONDITIONS

Academic Progress

ELICOS courses are delivered 20 hours face-to-face at the campus. Students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa.

Institute reserves the right to change class timetable at any time. Adequate notice will be provided where possible.

Attendance Monitoring

All ELICOS students must attend a minimum of 80% at all times during their enrolment periods. Students must also maintain satisfactory academic progress at all times. Please note that students will be required to maintain Academic Progress in consultation with the Academic Manager.

OSHC

All International Students are required to pay Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover.

Indicative Cost of Living in Australia

According to www.studyinaustralia.gov.au, the figure below is an estimate only to give an indication of the basic rate of living costs under the Migration regulations. The cost can vary significantly depending on where you live in Australia. The minimum cost of living (excluding tuition fees) is \$21,041 a year *This includes clothing, food, accommodation, transportation, entertainment and travel cost. You should be prepared in case your living costs are greater than the figure above.

Student Code of Conduct

All people associated with East Coast College have the same rights. Harassment, bullying and victimisation will not be tolerated at East Coast College. Discrimination on any grounds is unacceptable. Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Administration Manager. If the complaint is sufficiently serious, the Principal Executive Officer may establish a formal inquiry and/or refer to external authorities.

Fees

A non-refundable Enrolment/Application fee and CoE issuing fee (exclusive of Tuition fees and material fees) is place in the course. The enrolment deadline is 10 working days after the commencement of the course.

Students, who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$120.00 per term or may be refused training and assessment services and any requests until such times as the fees are paid and up to date. Please note that students will be required to maintain academic course progress in consultation with the Academic Manager. Should fees remain overdue for more than one day after the due date East Coast College will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

For more information regarding fees and payments please refer to <http://www.eccollege.nsw.edu.au/pre-enrolment/fee-charges/>

The following is a list showing non-tuition fees and charges you may incur at East Coast College.

ITEM	COST
Administration	
Replacement Student ID Card	\$10.00
Photocopying	\$0.20 per page
Colour	\$1.00 per page
Late payment penalty	\$120
Credit card surcharge	1.5%
CoE issuing fee	\$50.00 (non-refundable)
Enrolment fee	\$200 (non-refundable)
Deferment/Suspension fee	\$250.00
Priority Processing fee	\$50.00
Airport Pickup	\$200.00 (one way)
Academic	
Duplicate Document /Re-issue fee	\$50.00
Material fee	\$50 per term

Tuition Fees	
Enrolment Fee and CoE issuing Fee	Non-refundable
Visa refused prior to course commencement (except for fraud, forge or misleading documents)	Full refund less enrolment fee and CoE issuing fee
Withdrawal at least 28 days (prior to agreed start date)	70% refund of tuition fees less enrolment fee and CoE issuing fee
Withdrawal less than 28 days (prior to agreed start date)	50% refund of tuition fees less enrolment fee and CoE issuing fee
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student including due to fraud, forge or misleading documents	No refund
Does not commence (i.e., Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	No refund
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - enrolled/current students	Refund of unused tuition fees (of the following term/s)* *Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s *No refund will be given after an approved deferment or suspension.
Compulsory Health Insurance (Student visa holders only)	Refer to OSHC provider's refund policy
Airport Pick-up	Full Refund only if service cancelled 3 business days prior to flight arrival

Fee Refund Policy

The request for refund must be made in writing to the Principal Executive Officer by using the ***Refund Application Form***.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, East Coast College will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by East Coast College, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

RTO Default

- Under the Tuition Protection Service (TPS) framework, if East Coast College is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e., tuition the student has paid for but has not been delivered by the provider).
 - East Coast College defaults if the course they offer does not start on the agreed starting day.
 - East Coast College defaults if the course stops being provided after it starts and before it is completed, or the course is not provided fully to the student because the registered provider has had a sanction imposed.
 - If East Coast College defaults, East Coast College will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
 - East Coast College will give the students a statement that explains how the refund amount has been worked out.
- East Coast College dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- 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 statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.
 - It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling-off period is not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.
 - The refund policy is subject to review from time to time.
 - The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.

Requests for refund should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. The enrolment/application fee and CoE issuing fee are not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

The Institute's dispute-resolution processes do not circumscribe a student's right to pursue other legal remedies.

Staff are responsible for referring all enquiries regarding fees, charges and refunds to the PEO.

Complaints and Appeals Policy

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer. If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

Disclosure of Personal Information

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code, to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. 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. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS).

In other instances, information collected during your enrolment can be disclosed without your consent where authorised or required by law, this may include the circumstance of any suspected breach by the student of a student visa condition.

Change of Address and Contact Details

Upon arriving in Australia, you are required to advise us of your residential and email address, telephone number and of any subsequent changes to these contact details. It is your responsibility to ensure that you always update your contact details at the Institute to ensure you receive important information about your course, fees receipts and any other important information at least every 6 months.

Student Declaration

- I am aware of the extent of the tuition and living costs associated with studying in the course/s and I am prepared to meet these costs.
- I understand the Refund and TPS policy and options to prepay more fees than the amount stated in the payment plan.
- I have read, understood and agree to abide by the terms and conditions of this agreement including duration of course/s, the modes of study, my course progress and attendance requirements. I also understand and agree that my enrolment terms and conditions may vary/change at any time as required by ASQA or any other regulatory body and DHA may cancel my student visa if I fail to meet those requirements.
- I have read and understood my responsibilities regarding health cover and visas.
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.
- I understand that my personal information, including my personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of my student visa condition, may be shared between the East Coast College and the Australian Government and designated authorities.
- I understand that if I provide incorrect or incomplete information, this may result in cancellation of my enrolment. I recognise that it is my responsibility to provide all necessary documentation to support this application.
- I understand that I am responsible for keeping a copy of the written agreement as supplied by East Coast College and receipts of any payments of tuition fees or non- tuition fees.
- I understand that I am obliged to notify East Coast College of any change of address while I am enrolled in the course.

ACCEPTANCE BY STUDENT**Student Full Name (Print) :****Signature:****Date:****HOW TO APPLY**

Online	Apply online at eccollege.nsw.edu.au
Email	Complete the Application Form and send it to info@eccollege.nsw.edu.au
In Person or by Post	Level 3, 191 Thomas St, Haymarket, NSW 2000 Australia