

## Enrolment Form

Brisbane (BNE)
  Gold Coast (GC)
  Sydney (SYD)
 Please print in English and complete all sections



### Personal Details

**Family Name:** \_\_\_\_\_ **Given Names:** \_\_\_\_\_  
**Date of Birth:** Day   Month   Year     **Sex:**  Male  Female  
**Nationality:** \_\_\_\_\_ **First Language:** \_\_\_\_\_  
**Occupation:** \_\_\_\_\_ **Passport Number:** \_\_\_\_\_  
(students travelling on student visas must provide a passport number or copy)  
**Address in home country:** (Required in case of emergency - please provide these important details)  
 \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_  
**Address in Australia:** (If known)  
 \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_  
**Visa:**  Student  Visitor  Working Holiday  Other **OSHC Required?** (Student Visa students only)  Yes  No  
**Do you suffer any allergies or medical conditions?** (Please specify)  
 \_\_\_\_\_



### Course Details - Which course do you wish to study?

**UFO English**  Full time (25 hrs p/w incl. 20hrs UFO Classes, 3 hrs optional workshops & 2hrs optional activities)  
If you are enrolling in a course for more than 30 weeks or one of our closed courses, please send a pre-test with your enrolment.  Part time (15 hrs p/w)  
**IELTS**  IELTS 5 weeks  IELTS 10 weeks  
**Cambridge**  FCE  CAE  CPE (Exam & Retreat Compulsory)  
**Cambridge Flexi**  PET Flexi  FCE Flexi  CAE Flexi  Exam \_\_\_\_\_  
**English for Academic Purposes**  EAP 6 weeks  EAP 12 weeks (Direct Entry Program for Pathways)  
 IELTS Score required \_\_\_\_\_ University or Pathway Institute \_\_\_\_\_  
**TOEIC Plus**  TOEIC Plus 5 weeks  Exam \_\_\_\_\_  
**Platinum Program**  1 week  2 weeks  3 weeks  
**Course 1 start date:** Day   Month   Year     **Course length:** Weeks   **Campus:**  BNE  GC  SYD  
**Course 2 start date:** Day   Month   Year     **Course length:** Weeks   **Campus:**  BNE  GC  SYD  
**Course 3 start date:** Day   Month   Year     **Course length:** Weeks   **Campus:**  BNE  GC  SYD  
 For 26+ weeks of UFO English tuition fees can be paid all in advance or by 2 x 50% instalments. Please tick:  1 invoice  2 invoices  
**Community Engagement Programs**  Demi-pair  Internship  Volunteering



### Accommodation

**Would you like us to arrange accommodation for you?**  Yes  No  
**Type of Accommodation:**  Homestay  Deluxe  Family  Self-cater  
(Under 18s must choose Family Homestay)  Student Accommodation  Single Room  Twin Room (please note that options are subject to availability)  
**Date in:** \_\_\_\_\_ **Date out:** \_\_\_\_\_ **Number of weeks:** \_\_\_\_\_ **Additional Nights:** \_\_\_\_\_  
Please note that the check in date should be the weekend before the course starts and the check out date should be the weekend after the course finishes. Minimum of 4 weeks homestay, unless the course is 1, 2 or 3 weeks where students can stay for that period.  
**Would you like to stay with a family with children?**  Yes  No  Don't mind  
**Do you like pets?**  Yes  No  Don't mind **Do you smoke?**  Yes  No  
**What are your hobbies/interests?**  
 \_\_\_\_\_  
**Do you have any special requests?** (e.g. special food, etc.)  
 \_\_\_\_\_



### Airport Greeting Service

**Do you wish to be transferred to and from the airport?**  Brisbane (BNE)  Coolangatta (Gold Coast - OOL)  Sydney (SYD)  
**Arrival**  Yes  No **Return**  Yes  No  
**Flight:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_ **Flight:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_  
Under 18s must book return transfers. When booking transfers, please ensure that you provide flight details at least 14 days before you are due to arrive or depart. If you do not have Langports accommodation and require a transfer, please send us the address that you wish to be transferred to at least 14 days before you arrive.



### How did you learn of our college?

Friend or Past Student  Facebook/Social Media  Education Agent  Website  Other  
**Name of source** (including friend's recommendation)  
 \_\_\_\_\_



### Student's Declaration and Signature

I have read and accept the terms and conditions overleaf.  
**Signature\*:** \_\_\_\_\_ **Date:** Day   Month   Year      
\*Parent or Guardian if the student is under the age of 18.

## Terms and Conditions

### Fees and Charges, Conditions and Courses

Langports reserves the right to change its fees, charges and conditions, cancel or defer courses, and to alter course timetables at any time without notice.

- Students will pay the price for their course at the current market price at the time of enrolment. Any specials offered by Langports at a later date only apply to bookings received during that special. Specials cannot be applied to previous bookings.
- All fees are in Australian Dollars and are inclusive of GST where applicable.
- Any late payments may incur a late fee of \$100.00
- All transactions by Mastercard or Visa credit cards will incur a surcharge of 3%.

### Invoices and Payment

For all non-student visa enrolments an invoice will be issued with a Letter of Offer. Payment in full should be made a minimum of 28 days before commencement of the study program or immediately if less than 28 days to commencement.

For all student visa enrolments of 25 weeks or less, including study programs of 25 weeks or less made up of separate courses (with individual CRICOS course codes), one invoice will be issued with a Letter of Offer and Enrolment Acceptance (EA). The EA should be signed by the student or their legal guardian, if under 18 years of age, and returned with full payment of the invoice. A Confirmation of Enrolment and an eCOE will then be issued for the visa application.

Students studying UFO English on a study program of 26 weeks or more will be issued with two invoices covering the full study program with their Letter of Offer and EA. Each invoice will include the tuition fees cost for each half of the study program. Students have the following choice in regards to payment:

- a) They may, if they wish, pay the full amount of both invoices or
- b) They may, if they wish, pay only the first invoice to receive the eCOE and the second invoice will be due for payment no later than 8 weeks after the commencement of their course.

In both cases the EA must be signed by the student or their legal guardian, if under 18 years of age, and returned with the appropriate payment. A Confirmation of Enrolment and an eCOE will then be issued for the visa application.

The student will not be allowed to continue their study program if the second invoice has not been paid by the due date, ie 8 weeks after the commencement of their course. This may result in their eCOE being shortened and being reported to the Department of Home Affairs (DHA) and the Tuition Protection Scheme Director once all appeal processes have been completed.

### Refund & Cancellation Policy

Clause 1: In the event of a cancellation, no refund will be made on the enrolment fee or accommodation placement fee.

Clause 2: All notifications of course cancellations and requests for a refund must be made to the Principal in writing. A written response will be provided in writing within 5 working days. Where a refund is granted, this will be paid within 4 weeks of the date of the notice of cancellation to the person or organization who paid the fees in the first place.

Clause 3 A study program at Langports may consist of one or more separate courses at one or more of Langports' campuses. If a study program consists of 26 weeks or more of UFO English, the program will be split into 2 study periods of 50% of the total study program for the purposes of payment, however, student can pay 100% of their tuition fees in advance if they so choose. Requests for refunds due to cancellation will only be considered in the context of the whole study program and not for individual courses, campuses or study periods.

### Study Cancellation:

- Cancellations received more than 4 weeks before the study program commencement will normally receive a full refund of fees, subject to Clause 1.
- Cancellation received less than 4 weeks before the start of the study program will normally receive a refund of fees less a cancellation charge equal to 4 weeks of the current published tuition fee (or equal to 4 weeks of the tuition fees paid)
- Cancellations received after the study program has commenced will not be eligible for a refund of fees.
- Cancellations as a result of visa rejection by the Australian Immigration authorities will be eligible for a refund of fees, subject to Clause 1 providing that proof of visa rejection has been provided to Langports within 2 weeks of the notice of visa rejection.
- A \$25 administration fee will apply to all refunds and a further \$25 administration fee will apply to any refunds made through international bank transfers (total \$50).

### Homestay Cancellation:

- Cancellations received more than 4 weeks before course commencement will normally receive a full refund of fees, subject to clause 1.
- Cancellations received less than 4 weeks before course commencement will incur a cancellation charge equal to 2 weeks rent.
- Minimum of 4 weeks homestay, unless the course is 1,2 or 3 weeks. If a student wishes to cancel their homestay within this 4 week period, no refund will be given. To cancel homestay a minimum of 2 weeks notice must be given.
- After studies have commenced, 2 weeks notice must be given or a cancellation charge equal to 2 weeks rent will apply. Any unused accommodation fees will be refunded to the student within 2 weeks of submitting a refund request form.
- If you are asked to leave the homestay for any valid reason, for example due to unacceptable behaviour such as having someone stay over without prior permission, a cancellation payment of two weeks notice will be deducted from any refund due, in lieu of two weeks notice.

### Student Accommodation Cancellation

Each provider of student accommodation has a different policy. These are available on our website and will be on your offer letter.

### Airport Greeting:

No refund will be made if the student fails to notify Langports of their flight details or any change of details less than 48 hours before arrival.

### Cancellation of course by Langports:

If Langports cancels a course, for whatever reason, you will be offered a refund of all the tuition fees paid for that course to date. The refund will be paid to you within 2 weeks of the course cancellation. Alternatively you may be offered enrolment in another course at Langports at no extra cost to you. You have the right to choose whether you would prefer the refund of course fees or to accept a place on the alternative course. If you choose the alternative course you will be asked to sign a document to indicate that you accept the placement.

If in the unlikely event that Langports ceases to operate and is unable to provide a full refund, students on student visas will be able to access the Tuition Protection Service (TPS) which offers an on-line placement and refund service for international students affected by such provider closures.

### Deferring, Suspending or Cancelling Students' enrolments

Students must start their course on the allocated start date unless they provide a minimum of one week's notice in writing to defer their course. If notice is less than one week or a student does not show up on the designated start date, Langports will charge one week's tuition fee and the course will not be extended by the time lost. If notice of deferral is not received within 48 hours of course

commencement, the course will be cancelled. Students can only defer their start date once without penalty. Langports is required to report any student default within 5 working days if a new start date has not been confirmed and a new eCOE issued for students on a student visa.

Students may also defer their accommodation. However, more notice must be provided by the student and or agent. For homestay, 2 weeks' notice is required to defer without charges. Student Accommodation providers may not be able to defer bookings due to availability. If Langports is provided with at least 2 weeks' notice, we can do our best to defer the booking, but it cannot be guaranteed, nor can we guarantee to maintain the price that was originally offered. If the accommodation cannot be deferred to the same provider, the cancellation policy of the accommodation option will apply.

Students are not permitted to transfer to another provider in the first 6 months of their principal course. If they are on a package visa they will be able to transfer early, having given two weeks' notice to Langports, to their next provider if they have provided evidence of having achieved the required English level to commence their next study program ahead of schedule. In this case unused tuition fees will be refunded accordingly. A valid letter of Offer from their next provider is required in order for a Letter of Release to be given. If the student is a sponsored student, written permission from their sponsor to transfer early will also be required. If the student is under 18 then parents' or guardian's written permission will be required. When a student transfers to another provider under any other circumstances, Langports Refund & Cancellation policy will apply.

Langports may suspend or cancel a student's enrolment due to extenuating circumstances or for breaches of the Student Code of Conduct (available in the Student Information Booklet). If this occurs Langports will inform the student of its intention to notify DEEWR, via PRISMS, of the change of enrolment status. The student has 20 working days in which to access Langports' internal complaints and appeals process.

If the student chooses to access Langports' appeals process, Langports must maintain the student's enrolment until the internal appeals process is completed (and has supported Langports' intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means Langports does not notify DEEWR of any change to the student's enrolment status through PRISMS. The student may choose to access an external appeals process as per Langports policy, but Langports does not have to wait for the outcome of an external appeal before notifying DEEWR of the change to the student's enrolment status.

'Extenuating circumstances' relating to the welfare of the student that would allow Langports to cancel or suspend their course, may include, but are not limited to the following: The student refuses to maintain approved care arrangements (only for students under 18 years of age); is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence. Any claim of extenuating circumstances will need to be supported by appropriate evidence. Students should be aware that deferral, suspension or cancellation of his or her enrolment may affect his or her student visa.

### Other Conditions of Enrolment

- Students are required to notify Langports of any change of local address or your emergency contact, while enrolled in a course, within 5 working days. Students under the age of 18 must agree to Langports' welfare arrangements outlined in a separate letter.
- Students are fully responsible for their educational and living expenses while studying at Langports.
- Students who have any school-aged dependants accompanying them will be required to pay full fees at a private or government school.
- Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018, and to ensure student compliance with the conditions of their visas 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 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. 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 Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.
- Students consent to Langports making reasonable enquiries to DHA regarding their visa and to sharing these details with Government and health insurers for the purpose of ensuring that visa conditions for staying in Australia are maintained.
- Langports has the right to share information about your course and progress with your sponsor, university or college or educational representative.
- Any photos or video footage taken at Langports or by Langports staff of Langports students are the property of Langports and may be used in reproduction of materials for promotional use without consent.
- Langports, and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property which occurs whilst students are on any activity or excursion organised by Langports. It is the student's sole responsibility to take out insurance against such risks and we recommend that students travelling abroad take out comprehensive travel, accident and medical insurance in their own countries.
- Course material fee includes charges for internet, handouts and books. Students are entitled to one text book for every 10 weeks of study. There is no maximum Material fee charged.
- By providing their private email address on this form or the Langports registration form, students accept that they are giving permission to Langports to communicate with them by email.
- If students wish to change from a regular course (UFO English, IELTS etc) to private tuition, this will count as a cancellation of their original course and fees cannot be transferred.
- If students wish to upgrade their course from UFO English, Cambridge Flexi, IELTS, EAP or TOEIC to a closed Cambridge Course, they must pay the increased fees for Cambridge tuition plus the exam and retreat.
- Entry to the following Langports' courses require a pre-requisite level of English; EAP (IELTS 5.0), TOEIC Plus (Intermediate level), Cambridge FCE (Upper-Intermediate level), CAE (Advanced level) and CPE (Post-Advanced level) and Cambridge Flexi (PET, FCE & CAE Flexi).
- Students who book a closed Cambridge course and do not meet the entry requirements on the first day, may be placed in alternative courses. In this case, no refund on tuition fees will be provided.
- Students attending the UFO English course will be tested on commencement of the course in order to be placed in a class at the appropriate level.
- Students must complete all class work, assignments, activities and assessments in order to maintain satisfactory academic progress.
- Students are required to maintain a minimum of 80% attendance in order to receive a certificate on graduation and students studying on a student visa can be reported to the Department of Home Affairs (DHA) if they fail to maintain this attendance.
- Students are required to abide by the Langports Code of Conduct, available in the Student Information booklet and on the Langports' website. If a student fails to abide by the Langports Code of Conduct including the under 18 requirements, they may be liable for course termination and expulsion, in which case, there will be no refund of tuition fees
- Langports has an internal complaints and appeals process and students can access this through the Langports' website and Student Services Department.
- Additional information about students' rights and responsibilities under the Australian Government ESOS Act 2000 and National Code 2018 is available online at: [http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS\\_Framework\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS_Framework_pdf.pdf)
- This agreement and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws; neither does it remove a student's right to pursue other legal remedies.