

PERSONAL DETAILS

Given Name: _____

Family Name: _____

Date of Birth: _____ Gender: Male Female

Country of Birth: _____ Nationality: _____

Email: _____

Passport Number: _____ Occupation: _____

Address in home country: _____

Postcode: _____

Mobile / Telephone: _____

Address in Australia: _____

Postcode: _____

Mobile / Telephone: _____

COURSES

General English CRICOS: 076339C Start Date: _____ Weeks: _____

IELTS Exam Preparation CRICOS: 062400D Start Date: _____ Weeks: _____

Cambridge FCE CRICOS: 062399C Start Date: _____ Weeks: _____

Advanced Master (CAE) CRICOS: 076509J Start Date: _____ Weeks: _____

Holidays: from _____ Weeks: _____

from _____ Weeks: _____

Other Programs

Barista RSA Demi-Pair Super Work Ready Decorum

Application fee	\$250*	Payment plan admin fee	\$220*
		Late payment fee	\$300*
General English	\$430/week	Exam Fee	
IELTS Exam Preparation	\$430/week	IELTS	\$395*
Cambridge FCE	\$540/week	Cambridge FCE (B2)	\$415*
Advanced Master (CAE)	\$540/week	Cambridge CAE (C1)	\$415*
Learning material fee	\$15*/week	(\$70 minimum per course)	
Barista	\$132*	Demi-Pair Placement	\$990*
RSA	\$88*	Super Work Ready	\$605*
		Decorum	\$330*

VISA & OSHC

Visa Type: Student Working Holiday Visitor (Tourist)

Other: _____

OSHC: Single Couple Family Not required

(for Student Visa)

OSHC (Overseas Student Health Cover)

Mandatory for student visa applicants. Student has to take the cover till the end of his/her visa expiry date. (Enrolment length + 1 month if enrolling under 10 months, or + 2 months if enrolling 10 months or over).

Please check the latest OSHC price here - <https://inforum.com.au/fees-dates/>

ACCOMMODATION

Accommodation Room only 2 Meals Single

3 Meals Transportation Twin

Twin room is only available for students who are studying and checking in together.

Check-in Date: _____ Week(s): _____ Ext night: _____

Do you require Wi-Fi? Yes No

Do you smoke? Yes No Are pets ok? (If no, please specify in box below) Yes No

Do you have any allergies or illnesses? (If yes, please specify in box below) Yes No

Do you have specific dietary requirements? (If yes, please specify in box below) Yes No

If you are under 18, do you require a carer? Yes No

Notes: _____

Accommodation Placement fee	\$250*	
Accommodation Rearrangement fee	\$55*	
	Single	Twin
Room only	\$290 (\$45 / extra night)	\$240 (\$35 / extra night)
2 meals (Breakfast and Dinner)	\$380 (\$55 / extra night)	\$330 (\$50 / extra night)
3 meals	\$420 (\$70 / extra night)	\$370 (\$54 / extra night)
Transportation	\$80 (\$12 / extra night)	\$80 (\$12 / extra night)
Special Request Surcharge	Per week	
WiFi Internet	\$15	
Carer's fee (for under 18 on a Student Visa)	\$66*	
Special Diet (Vegan, Vegetarian, Gluten-free, Halal, Kosher, etc)	\$60	
Holiday Surcharge (applies once only for a stay during the Inforum holiday in December)	\$100	

PICK-UP

Coach Service Private Transfer

Arrival Brisbane Gold Coast International Domestic

Departure Brisbane Gold Coast International Domestic

Airport Transfer	Gold Coast or Brisbane
Coach Service (6:00am-9:00pm)	\$110*
Private Transfer (Anytime)	\$330*

DECLARATION

I have read and accept the terms and conditions of enrolment, and apply for enrolment to Inforum Education Australia.

Signature: _____

Name: _____ Date: ___ / ___ / _____

- The prices marked * include GST (10% Tax)
- All prices are in Australian Dollars and are subject to change without notice.
- Students can make payment by cash, bank transfer, credit card, Australian bank debit card.
- There is a 1.9% surcharge for credit card payments. Surcharge subject to change without notice.
- Please add \$30 to your total fee for overseas bank transfers.

FOR AGENT

Agency name: _____

Counsellor's name: _____

Email: _____

Application fee	\$	Accom placement fee	\$
Tuition fee 1	\$	Accommodation fee 1	\$
Tuition fee 2	\$	Accommodation fee 2	\$
Learning material fee	\$	Bank transfer fee	\$
OSHC	\$		\$
Airport transfer	\$		\$
TOTAL	\$		\$

INFORUM EDUCATION AUSTRALIA TERMS AND CONDITIONS

General Terms

- Inforum reserves the right to change start dates, courses, curricula and timetables of any program at any time.
- All prices are in Australian Dollars and are subject to change without notice.
- Inforum is closed on Public Holidays and Inforum holidays as shown in the school calendar. No lessons or refund for the lessons normally taught are offered for those days.
- In the event of a natural disaster, terror attack, epidemic or pandemic, government order, or Act of God, Inforum may change the terms and conditions without notice in the interests of student and staff well-being.
- Students have to read and understand the Student Handbook and Inforum's Terms and Conditions. The Student Handbook can be downloaded at www.inforum.com.au. We will go through the handbook during the orientation.
- The student agrees to inform the College of their new address and contact details if these details change during their study at Inforum.
- Any photos or movie footage taken at Inforum or by Inforum staff will remain the property of Inforum and may be used in the production of materials for promotional use.

Confidentiality and Privacy Policy

The information you provided in the application form will be used to process your enrolment at Inforum. Inforum is not permitted or authorized to give this information to anyone unless requested to by law. It may be made available to Australian Immigration and education authorities in connection with your visa, as required by the National Code and the ESOS Act, and may also include representatives of the Tuition Protection Service and the ESOS Fund Manager. Inforum is not permitted to give out staff information or contact details.

Welfare and Safety

The applicant, by signing the application, agrees that Inforum is committed to providing a safe environment for its clients; however, Inforum is not responsible or liable for any loss, damage, death or injury which students may suffer or cause as a result of / in connection with or during the period of attendance at any premises operated by Inforum or/and at any activities organised or acknowledged by Inforum. All students are responsible for their own belongings and wellbeing.

Transfer Policy

- You can transfer your course to another course offered at Inforum according to your English level and visa conditions.
- Any fees paid to Inforum are not transferable to another person or institution.

Cancellation policy

A refund which meets the conditions listed below will be paid within 4 weeks of Inforum receiving written notification. The refund will be paid to the person who has signed the application(s) in Australian Dollars. If you enrolled through an agent, and the fee was paid by the agent on your behalf, the refund will be made to the agent. To request a refund, apply in writing to the Managing Director, Inforum Education Australia, clearly stating your reasons for the refund. Your request can be sent directly to the school or via your agent.

You cannot cancel if

- You cancel after your original start date.
- You are expelled by Inforum for unacceptable behaviour, unlawful activity or non-compliance with visa conditions.
- You have a day off because you are sick and cannot come to the school.
- You need to return home. The remainder of your program may be deferred and the fees will be held for up to one year.
- Inforum is forced to temporarily close, after your original start date, in the event of a natural disaster, terror attack, epidemic or pandemic, government order, or Act of God. However, the college will do all in its power to provide other means of instruction, such as online delivery.

You can cancel if you meet the conditions below. You (or your legal guardian if you are under 18) can cancel your program at Inforum after paying the cancellation fee.

Tuition	Cancellation fee
You cancel 4 weeks before your original start date	\$250
You cancel less than 4 weeks before your original start date	\$1,970
Your entry is denied at an Australian airport for unlawful activity or non-compliance with visa conditions	\$1,970
Inforum cannot deliver a course in full. (We will give you a choice to move to another school nearby if this happened.)	\$0
When a special promotion is offered with specific cancellation conditions, those conditions will apply.	Specified in the promotional flyer
You are in Inforum's Pathway Program with a higher education provider, and have met the English requirements to go to the higher Education Provider. The student will have to present the offer of enrolment from the institution and provide the proof of English proficiency test result. The program the student is transferring into must not have an ELICOS component.	30% of the unused tuition fee

Accommodation

You cancel 4 weeks before your original start date	\$250
You cancel less than 4 weeks before your original start date	\$850
You cancel after your school start date	\$1,450
If you are under 18 years old and your parent cancels less than 4 weeks before your original start date	\$1,090

Airport Transfer

If you cancel 48 hours before your scheduled pick-up time.	\$0
--	-----

Childcare or local school placement

If you cancel 3 months before your original start date	\$0
--	-----

Accommodation

- Minimum length of stay is one week. If you are staying for less than 1 week, you will pay one week's accommodation fee.
- If your host family is not providing you with a good environment to stay or meals and clean room for you, we will
 1. Talk to the host family to fix the problem; and,
 2. If the problem is not solved, we will transfer you to another host family.

Airport Transfer

- Please notify Inforum of your arrival details at least 72 hours before your arrival. When arrival details are given less than 72 hours, we may not organise your transfer.
- 1 x hand luggage and 1 x suitcase under 25kgs are included in the fare. Extra luggage or oversized luggage (for example, a bike, surfboard) will be charged extra. Please contact us if you have such luggage.

Timetable and Holiday Policy

- After commencement, students may be able to request a change in their class timetable from the afternoon to the morning or vice versa if a vacancy exists at the student's level. The first request will be free. For the second and subsequent timetable change requests, there will be an administration fee of \$110.
- Students can request a change of holiday dates or length. The first request will be free. For the second and subsequent holiday change requests, there will be an administration fee of \$110.

For students on a Student Visa only

Together with the terms and conditions listed above, a student on a Student Visa has additional conditions.

- While on a student visa, you have to attend your class according to your Confirmation of Enrolment (CoE).
- When your course details such as start date, length, or course itself change, we will modify the CoE. The first alteration will be done free of charge.
- You must attend more than 80% of your class.
- If a student's visa application has been denied, a full refund less cancellation fee of \$250 + accommodation cancellation fee \$250, provided Inforum receives from the applicant written proof issued by the Australian Embassy or Immigration.
- When you apply for a course of 25 weeks or longer, under the National Code, your course fee will be divided into two instalments as shown in the invoice. However, you or the person paying the tuition fee on your behalf has a choice of paying the whole amount upfront if you wish to do so.
- When you are on an instalment plan, you agree to provide us with the details of your bank account in Australia, and a credit card. If you are late with your payment, a late fee of \$300 will apply.

The Australian Government's Tuition Protection Service (TPS)

- In the unlikely event of Inforum becoming insolvent, TPS will assist you to be placed in a suitable alternative course, or if this is not possible, you may be eligible for a refund through TPS. Please refer to <https://tps.gov.au/> for more information.
- Your tuition fee is shown as "Total Tuition Fee" in your invoice.

Transferring to another school

Under the National Code Standard 7, if you are on a student visa, you can cancel Inforum and transfer to another school if you meet all of the following conditions. On receiving the request, Inforum will grant the transfer only if:

1. You've completed **six calendar months** of your **principal course at Inforum**. Principal course is the main course of study to be taken by you.
 - Example 1. If you enrolled in General English only, 6 months of General English must be completed.
 - Example 2. If you have more than one course, such as General English and IELTS Exam Preparation course, the IELTS Exam Preparation is the principal course, therefore you must complete 6 months of IELTS Exam Preparation.
2. You've lodged a written request to Inforum together with an offer letter from another school. (If the student is under the age of 18, the written request must be signed by the student's parent or legal guardian.)
3. Inforum agrees the transfer is in the student's best interests. For example, it is not in your best interests if you cease your English course and transfer to a VET or Higher Education program without sufficient English proficiency.

Inforum may make an exception to this transfer policy, if:

1. We are unable to deliver the course offered in the acceptance letter;
2. There is evidence of compassionate or compelling circumstances;
3. The student is unable to achieve satisfactory course progress at the level they are studying provided that the student is engaging with the intervention strategy to assist their progress, and/or not intentionally failing; or,
4. There is evidence that the student was misled by Inforum.

Once the transfer request is granted, Inforum will notify the student (by email) and the Provider Registration International Students Management System (PRISMS); the student will have to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

If the student's request for a transfer is denied, the student can appeal Inforum's decision in writing within 20 working days of Inforum's decision being made.

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. The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. In the case of provider default, students are protected by the provisions of the ESOS Act and Regulations.