

APPLICATION FORM ~PAGE 2 HOMESTAY ACCOMMODATION

BRISBANE SYDNEY

AGENT

My application is through an agent:

Yes No

If **yes**,
the **agent**
details are:

Name

E-mail

Company

FAX

PERSONAL INFORMATION

Family Name

Given Names

Date of Birth d/m/y

 / /

Sex: F M

Nationality

Language

Passport Number

Address

Telephone

E-Mail

EMERGENCY CONTACT:

Name:

Relationship:

Telephone:

VISA STATUS IN AUSTRALIA:

Working Holiday Visitor Student

Other (specify)

TRAVEL:

Do you require airport pick-up? Yes No

Please tell us your travel details:

Arrival Date:

 / /

(dd / mm / yy)

Flight Number:

Arrival Time:

PACIFIC GATEWAY STUDY PROGRAM

Pacific Gateway Sessions: (start) (end)

*Please see Pacific Gateway
Calendar or website for session
numbers and dates.*

Total weeks of study:

ACCOMMODATION DATES

Arrive: / / Leave: / /

YOUR ENGLISH LEVEL

Introductory Elementary Pre-Intermediate

Intermediate Upper-Intermediate Advanced

Advanced + (Please note that your level will be officially assessed on the first day at the college)

PREFERENCES:

(Please—only one choice per line)

► We will find accommodation as close as possible to your preferences, but your selections (below) are not guaranteed.

Are you vegetarian? Yes No

Do You Smoke? Yes No

Non-Smoking Home Smoking OK No Preference

Home with pets No Animals No Preference

Home with children No children No Preference

Family with another student? Yes No

Please list any foods that you can not eat:

List all allergies and any medications you take:

What are your interests (what you want to learn):

What are your hobbies (interests in spare time):

If you are a student, please choose:

High School College University

If you are not a student, what is your profession?

APPLICATION FORM ~ PAGE 3

TUITION REFUND POLICY

Modified Oct 2007

TUITION REFUND CHART

A. Before Your Program Starts (ELICOS & VET)

Your Refund	When You Must Cancel	Cancellation Fee to Pacific Gateway
75% (min.)	No authorization from Australian Immigration	25% of total fees (\$200 max.)
75% (min.)	0 – 7 days after making the contract	25% of total fees (\$400 max.)
75%	30 days or more before the program starts	25% of total fees
60%	1 – 29 days before the program starts	40% of total fees

B. After Your Program Starts (ELICOS only)

Your Refund	When You Must Cancel	Cancellation Fee to Pacific Gateway
50 %	0 – 10% of the program completed	50% of total fees
30%	11 – 29% of the program completed	70% of total fees
No Refund	30 – 100% of the program completed	100% of total fees

C. After Your Program Starts (VET only)

No Refund will be given for notification of withdrawal which occurs after the start of the program.

CANCELLATION & REFUND POLICY

1. Cancellations and withdrawals are subject to the conditions of the college's refund policy.
2. Starting the program on time is your responsibility. If you arrive late for the start of your course, no refund is given for the missed days.
3. If you choose to withdraw from Pacific Gateway, it must be from your entire program; you cannot withdraw from selected parts of your program (i.e. the last month).
4. You must leave Pacific Gateway on the date you have agreed to withdraw.
5. Percentage of Program Completed = (Total Number of Days Completed) ÷ (Total Number of Days in Program) X 100%. Weekends are not included in this calculation.
6. Any refund will be paid to the person or entity that originally paid the course fee (normally the agents), where possible, in the same currency in which the fees were paid.
7. Pacific Gateway will make sure that you can sit down and talk with an appropriate person within 2 days of your withdrawal request.
8. Refunds are processed within 4 weeks of receiving the notice/request from the student.
9. No refund will be given to students who are expelled for breaching the college's policies, unacceptable behavior or non-compliance with visa conditions.
10. All bank charges incurred for refunds to be paid by the beneficiary.
11. In the event of a program cancellation by the college, all fees will be refunded.
12. In the event of the school defaulting the Refund Policy does not apply. Such situation is covered by the ESOS Act 2000 and the ESOS regulations 2001.

GENERAL & FEES POLICY

All students must read this document carefully before signing on the other side of this page.

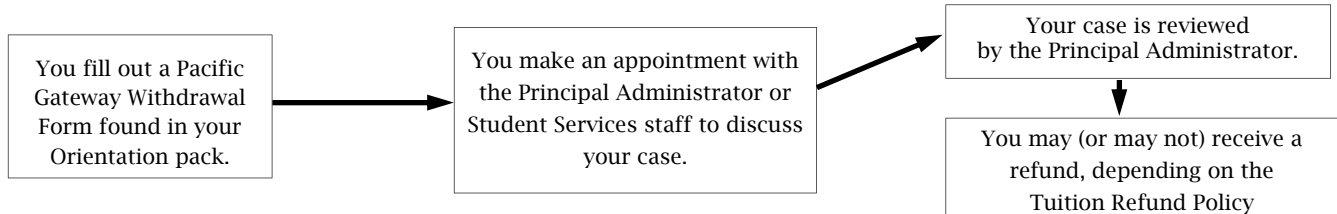
1. Entry Requirements (for V.E.T. Programs)
 - Successful completion of Grade 10 or equivalent
 - Minimum English Language Requirements:
IELTS 5.5 TOEIC 850 ISLPR2+
2. Minimum age for the enrolment is 18 years.
3. Enrolment fees and Accommodation Placement fees are non-refundable and must be paid at the time the application is sent.
4. Your program is indicated by the start and end dates on your Pacific Gateway acceptance letter and the invoice.
5. All fees are non-transferrable.
6. All fees must be paid in accordance with the invoice issued and are due a minimum of six weeks prior to the start of the program.
7. In the case of a student needing to return home urgently, the remainder of their course may be deferred and the fees may be held for up to one year.

DISPUTE

1. This agreement does not remove the right to take action under Australia's consumer protection laws.
2. Pacific Gateway's dispute resolution process does not circumscribe your rights to pursue other avenues and other legal remedies.
3. We aim to have a solution presented to you within seven days.
4. **QLD** Students enrolled at Pacific Gateway may contact the Department of Justice Dispute Resolution Branch 07-3239-6269 for dispute resolution.
5. The CEO of Education Queensland has the power to suspend or cancel the registration of Pacific Gateway **QLD** or its courses.
6. Student concerns about Pacific Gateway can be addressed directly to the officers of Education Queensland.
7. **QLD** Student may also pursue legal remedies other than Education Queensland.
8. **NSW** students can contact the Office of Fair Trading or an independent mediator for dispute resolution.

TUITION REFUND DISPUTE RESOLUTION PROCEDURE

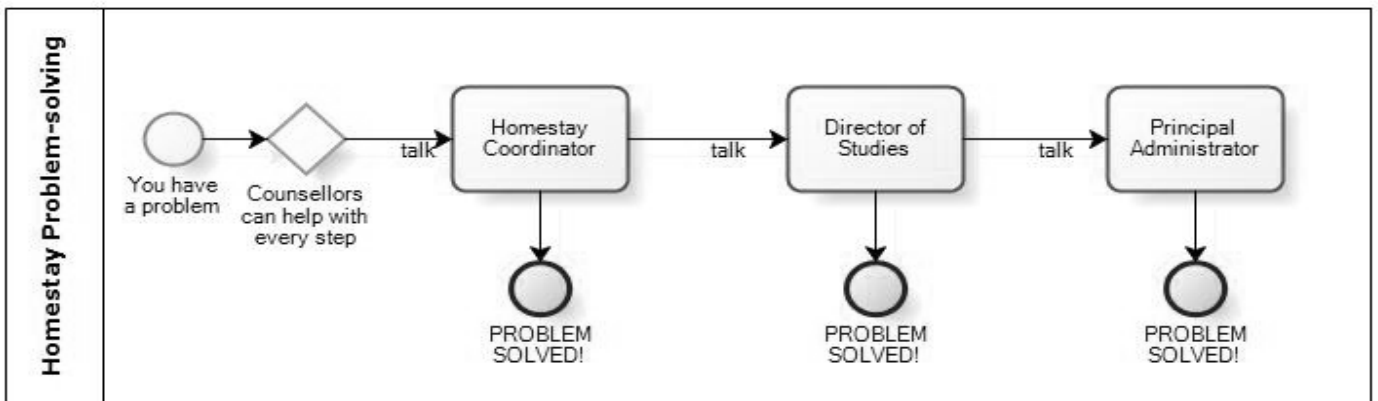
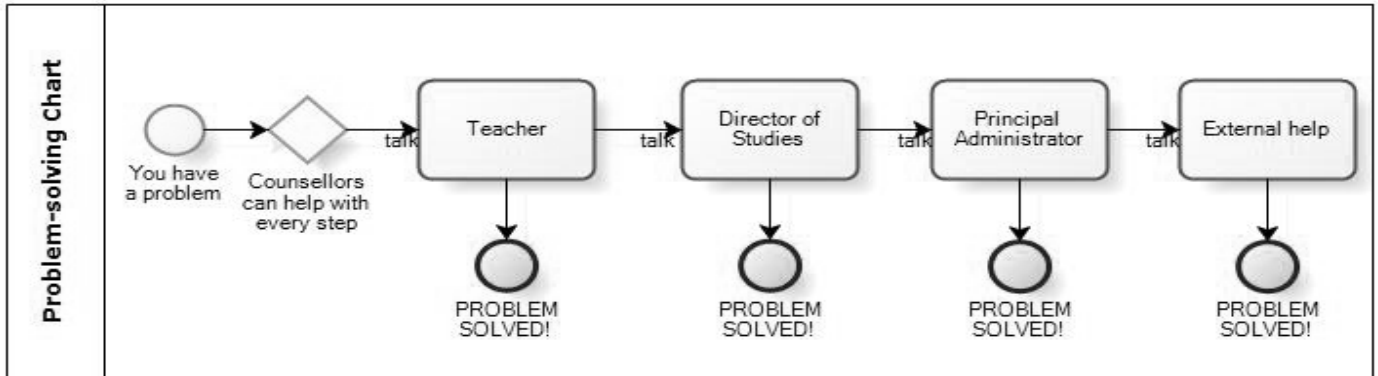
If you are dissatisfied with your program, you should consult with Pacific Gateway's Principal Administrator in person after submitting a written grievance. If the grievance cannot be resolved, the terms above will apply to your withdrawal request.



APPLICATION FORM ~ PAGE 4 COMPLAINTS & APPEALS POLICY

STUDENT PROBLEM-SOLVING CHART

Pacific Gateway is dedicated to helping you with any problems you may have. BEFORE you contact your agent, please follow these steps so that we can help you 100%!



Our Commitment:

The school will make sure that you can sit down and talk with an appropriate person within 2 days of your complaint.

We aim to have a solution presented to you within seven days.

You may nominate a support person to accompany you at any stage of the dispute resolution process.

Nothing in the college's Student complaints and Appeals Policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes.

Nothing in the college's Student complaints and Appeals Policy negates the right of any overseas student to pursue other legal remedies.

If it is not possible to resolve the dispute internally, via the process above, the college will make arrangements for independent mediation to resolve the dispute. If you are concerned about the actions of this college you may approach the State Authority for CRICOS Registration. The State Authority has the power to suspend or cancel the college's registration, if a breach of the requirements of registration provision is proved.

Complaints must be made in writing. If you need assistance from someone outside Pacific Gateway, you may contact:

ELICOS

Brisbane:

English Australia, Level 3, 162-164 Goulburn Street, Sydney NSW 2000; Ph: (02) 9264 4700.

Dispute Resolution Branch of the Department of Justice and Attorney-General 13th Floor, Central Courts Building, 170 North Quay, Brisbane Qld, 4000; Ph: 3239 6269. There are six Dispute Resolution Centres throughout Queensland. If you are outside Brisbane you may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.

The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002; Ph: 3237-1883.

Sydney:

English Australia, Level 3, 162-164 Goulburn Street, Sydney NSW 2000; Ph: (02) 9264 4700.

Office for Fair Trading, 1 Fitzwilliam St, Parramatta, NSW, 2150; Ph: 13 32 20.

VOCATIONAL EDUCATION & TRAINING (VET)

Brisbane:

Complaints Unit, Department of Employment and Training, LMB 527, Brisbane Qld 4001; Ph: 1-800-600-039; Email: TO.complaints@det.qld.gov.au.