

## APPLICATION FORM

Carefully read the Prospectus for International Students. Complete this Application Form and send any supporting documents and a copy of a valid passport to :

**Melbourne applications: International Student Admissions**, Milestones English Academy, Level 11, 190 Queen Street, Melbourne, VIC 3000. Phone number: 1 300 991 716 or electronically to admissions@milestonesenglish.com.au. All documents must be certified by a recognized authority e.g. school, university, institute representative and/or education agent. It is your responsibility to advise Milestones English Academy of any change of details prior to enrolment at the institute.

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## PERSONAL DETAILS

First Name: \_\_\_\_\_

Middle Name: \_\_\_\_\_

Family Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Current Address: \_\_\_\_\_

Town: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Mobile: \_\_\_\_\_

Postcode: \_\_\_\_\_ Email: \_\_\_\_\_

Citizenship: \_\_\_\_\_ Passport Number: \_\_\_\_\_

Passport expiry date: \_\_\_\_\_

How did you hear about Milestones?  Internet  Agent \_\_\_\_\_  
 Referral  Other \_\_\_\_\_

**Do you have a disability, impairment or long term medical condition, which may affect your studies?**

Yes  No If yes, please attach details to this form (This information is for support services only and will not affect the outcome of your Application.)

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## AUSTRALIAN VISA AND OSHC DETAILS

Are you currently in Australia?  Yes  No

Visa processing branch (if applicable): \_\_\_\_\_

Do you hold a valid Australian Visa, which has study rights?  Yes  No

**I understand and agree that it is my responsibility and obligation to obtain and retain a visa, which permits me to study full time in Australia for the duration of the Course.**

Indicate Visa type  Student  Working Holiday  Tourist  Other

Do you have Overseas Student Health Cover?  Yes  No

If YES, card number  
and OSHC provider

If NO, I require:

Single Cover D  Dual Cover D  Family Cover D

Contact Address in home country (mailing address): \_\_\_\_\_

Country: \_\_\_\_\_ Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_ E-mail: \_\_\_\_\_

**In the case of an emergency I request that the Academy use its reasonable efforts to contact the following person:**

Emergency contact name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Address: \_\_\_\_\_

Country: \_\_\_\_\_ Language Spoken: \_\_\_\_\_

Telephone: \_\_\_\_\_

Office use only  Dropbox  Wisenet  Loo  Xero  SN

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### ACADEMIC COURSE PREFERENCES

| Please Tick           | Course Title and Cricos Code  | Sessions   | Study Duration<br>(In weeks) | Holidays<br>(In weeks) | Start Date |
|-----------------------|---|--|------------------------------|------------------------|------------|
| <input type="radio"/> | General English<br>CRICOS Code 092102K  | <input type="radio"/> Morning<br><input type="radio"/> Evening |                              |                        |            |
| <input type="radio"/> | IELTS Preparation/EAP English<br>For Academic Purposes CRICOS<br>Code 092103J | <input type="radio"/> Morning<br><input type="radio"/> Evening |                              |                        |            |
| <input type="radio"/> | Cambridge First Certificate - FCE<br>Cricos Code 096198J                      | <input type="radio"/> Morning<br><input type="radio"/> Evening |                              |                        |            |
| <input type="radio"/> | Cambridge Advanced Certificate<br>-CAE Cricos Code 096952B                    | <input type="radio"/> Morning<br><input type="radio"/> Evening |                              |                        |            |

I have completed an English Language Test  Yes  No

If YES, what type of test was it: (ie IELTS) Result of English Language test: \_\_\_\_\_

Do you require a payment plan?  Yes  No

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### OTHER

Do you require Airport Pick Up?  Yes  No

Do you want to book accomodation with Milestones English Academy?  Yes  No

If YES, please specify which option below:

#### ACCOMMODATION IN STUDENT RESIDENCE.

Shared room \_\_\_\_\_ people ( Please specify 2, 3, 4 or 6)  
Depending on availability, please enquire with the student services team.

Number of weeks: (Min. 4 weeks) \_\_\_\_\_

Check- in Date: \_\_\_\_\_

#### ACCOMMODATION IN FAMILY HOMESTAY.

Individual  Twin share

Number of weeks: \_\_\_\_\_

With meals  With NO meals

Please submit the Homestay Application form separately.

## > TERMS AND CONDITIONS

### > PRIVACY STATEMENT

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws. 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 2007. 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 Scheme (TPS). In other instances, information collected on this form or during your enrolment can be disclosed without consent where authorized or required by law.

### >> REFUND POLICY

- a. Refund requests must only be lodged using the 'Refund Request Form'.
- b. All the refunds for Provider Default and Visa Refusal is calculated as per Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014, more information can be found on ([https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf))
- c. Enrolment fee is nonrefundable.
- d. Refund of Material fee (Books, Uniform and toolkit fee where appropriate). Material Fee paid in full will be refunded where:
  - The student withdraws from the course at least 28 days prior to the course commencement.
  - If Student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed commencement day for the course.
  - At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies.
  - In any other circumstances (not listed above) student is not eligible for a refund of material fee.
- e. Refund of OSHC, Airport Pickup and Accommodation charges
  - If students' refund application has been approved prior to course commencement, Milestones English Academy will refund the Overseas Student Health Cover (OSHC) amount paid by students to the RTO. If students have commenced their studies and require a refund of OSHC Student will be required to apply to OSHC provider directly for reimbursement of amount paid.
  - If students refund application has been approved prior to course commencement, RTO will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the money has been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.
  - RTO does not take responsibility and is not liable for the refund policies of those service providers.
- f. No refunds for Visa refusal will be granted if the student is unable to produce evidence of Visa refusal by DIBP.
- g. The outcome of the refund request application will be communicated to the student in 5 working days and the refund will be processed in 28 days.
- h. Fee not listed in this refund policy are not refundable.
- i. A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the Student Complaints and Appeals Policy and Procedure.

### >> FEE REFUND CONDITIONS

|   |   |
|---|---|
| <p><b>1. Provider Default Provider defaults is applicable in the following situations.</b></p> <p><b>1.1 The course does not begin on the agreed commencement date, or</b></p> <p><b>1.2 The course ceases to be provided at any time after it commences but before it is completed, or</b></p> <p><b>1.3 The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.</b></p> | <p>Full refund of course fee Unspent tuition fee will be refunded</p> <p>Unspent tuition fee will be refunded Alternatively, you may be offered enrolment in an alternative course by the Academy at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.</p>                                  |
| <p><b>2. Visa refused before course commencement</b></p>  | <p>Visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4). The calculation under subsection 47E(4) is as follows:</p> <p>total amount of the pre-paid course fees the provider received for the course in respect of the student less the following amount: the lesser of: (a) 5% of the total amount of pre-paid course fees that the provider received in respect of the student for the course before the default day; or (b) the sum of \$500</p> |
| <p><b>3. Visa refused after commencement date</b></p>   | <p>Unspent pre-paid tuition fee will be refunded. Enrolment Fee and pre-paid non-tuition fee will not be refunded.</p>  |
| <p><b>4. Written Withdrawal from the course at least 28 days prior to course commencement</b></p>   | <p>Full refund of pre-paid course fee.</p>  |
| <p><b>5. Visa cancelled due to actions of the student</b></p>   | <p>No Refund will be issued</p>   |
| <p><b>6. Withdrawal from the course without notification or breaches their Visa conditions</b></p>  |   |
| <p><b>7. Written notification for withdrawal after 28th days to course commencement date</b></p>  |   |

|  |  |
|--|--|
| <b>8. Withdrawal after course commencement date</b>  |  |
| <b>9. Cancellation due to non-commencement</b>   |  |
| <b>10. Transferring to another provider</b>  |  |
| <b>11. The Institution terminates the student's enrolment due to student's misbehavior or failure to comply with the Institution policies.</b> |  |

## >> OVERSEAS HEALTH COVER

All applications for refunds must be made directly to the medical insurance company with which the student is a member.

## >> STUDENT DECLARATION

1. I understand the terms of this written agreement and the refund conditions and confirm that I have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at MILESTONES.
2. I confirm that all the information provided in this written agreement is complete and correct.
3. Information is collected on this written agreement and during my enrolment in order to meet MILESTONES obligations under the ESOS Act and the National Code 2007; 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 2007. 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 Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law. More information can be found on <http://www.aei.gov.au/AEI/ESOS/ESOSLegislation/default.htm>
4. All fees and charges must be paid as per the payment plan. I understand that my tuition fees are safeguarded through the membership of a Tuition Assurance Scheme and the ESOS Assurance Fund in accordance with the ESOS Legislation. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. The default notification requirements are to ensure students are looked after following a default in a timely way. <https://tps.gov.au/StaticContent/Get/StudentInformation>
5. I agree to be bound by Milestones rules and regulations in force from time to time and otherwise to follow acceptable codes of behavior and academic performance and show a concern for other students.
6. I agree if I do not commence studies in a course when they are due to commence and I have not notified Milestones in writing within 14 days of the course commencement, and then my enrolment will be cancelled on the basis of Non Commencement of studies.
7. I agree that I have been informed about the modes of study of a course and preferred learning style so that I can make informed decisions about the suitability of a course for my need; overall it's my decision to choose and enrol in a specific course's.
8. I agree that if I do not complete my course and do not return to studies after a break and have not notified Milestones of any reason within 14 days, it will be considered that I have 'inactively' advised Milestones that I shall not be continuing my studies and my enrolment shall be cancelled.
9. I acknowledge that if I provide any false information and/or fail to disclose any information then this may lead to withdrawal of any course offered, and/or cancellation of enrolment at any time at the discretion of College
10. I acknowledge that I understand that I have to inform the changes in my contact details (address, email, phone number etc.) within one week of the change.
11. I acknowledge that all course fees paid cannot be transferred to another student and that Milestones reserves the right to change its scheduled fees and timetable any time without notice.
12. I acknowledge that I have read and understood the refund policy included in this document.
13. I acknowledge that I have been informed of all the fees and charges associated with my course. (<http://www.milestonesenglish.com.au/downloads/forms-policies/>)
14. I acknowledge that I have read and understood the Complaints and Appeals Policy. (<http://www.milestonesenglish.com.au/downloads/forms-policies/>)
15. I understand that this agreement and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws.
16. I understand that if I choose to pay more than 50% of the total course fee upfront, I would do so at my own discretion

## >> STUDENT SIGNATURE

\_\_\_\_\_

Date / / (day/month/year)

- o All fields have been completed
- o The application is signed and dated by the student.
- o A copy of a valid passport is attached.
- o Homestay Application Form is completed and attached (if applicable)
- o Other English Certificates are attached (if applicable)