

I understand and agree to the terms and conditions of enrolment printed on page 3 of this form. This agreement does not remove the right to take further action under Australian consumer protection laws.

.....  
Student's Signature

.....  
Date

YOU CAN MAIL OR FAX THIS PAGE TO IELI AT 61-8-8201-5086

## CONDITIONS OF ENROLMENT

### Refund Policy:

- Full refund less the enrolment fee if your visa is rejected and you notify IELI 14 days before your course begins. Students from Level 3 and 4 countries should check their visa qualification before paying fees to IELI.
- If we receive your cancellation more than 30 days before the start of your course, we will refund all tuition fees less the enrolment fee and any agency referral fee.
- If you shorten your course, you will only receive an 80% refund of the unused sessions.
- If we receive your cancellation 30 days or less before the start of your course, we will refund 80% of tuition fees only.
- If you cancel or quit your studies on or after the first day of any session, IELI will keep all tuition for that session. 80% of prepaid tuition for subsequent sessions will be refunded.
- Failure to show on the first day of your course without prior communication will result in automatic cancellation with no refund.
- If you defer your course 30 days or more before your course starts, full tuition will be credited to the later session. If you defer your course less than 30 days before your course starts, a \$300 course deferment fee will be charged. Tuition cannot be refunded after the first day of session for cancellations or no-shows.
- If IELI cancels a course or session, students will receive full tuition refund within two weeks.
- In all cases above, IELI will send a bank draft or wire transfer in Australian dollars within two weeks after we receive a written request for course cancellation.
- Advance payment of accommodation will be refunded if the accommodation is cancelled more than 30 days in advance. If accommodation is cancelled less than 30 days in advance, a \$200 cancellation fee will be charged.
- This refund policy does not remove the right to take further action under Australia's consumer protection laws.

### Immigration Regulations (For students on Student Visas)

- Students are required to attend 80% of all classes to comply with Australian Immigration guidelines. Attendance will be kept every day. Students must show a medical certificate for all absences.
- Students must tell IELI of any change in address within 7 days for the entire length of their stay in Australia.
- Personal information about students may be made to Commonwealth and State agencies and ESOS fund manager under the National Code and the ESOS Act.

### General Information

- IELI has six levels of language study. Most students should complete each level in 2 sessions (10 weeks). Students who take longer than 4 sessions to complete a level may be asked to leave the program or required to take additional tutorial classes at extra cost.
- Students who enroll and pay in advance for 30 weeks or more will receive a 10% Academic Discount on tuition fees. This discount will be deducted from the refund if student leaves prior to studying for 30 weeks.
- We hope that all students will be satisfied with the program and services at IELI. If you have questions or concerns, please talk to your teacher, or the IELI Director. We will try to solve the problem. You have the right to be represented by a nominee of your choice in this process. If you are not satisfied with the solution offered by IELI, you (or your nominee) have the right to report to the Office of Consumer and Business Affairs, GPO Box 1407, Adelaide, SA 5001. You also have the right to pursue other legal remedies if you are not satisfied with the results of the resolution process.
- **Late Arrival Fee** of \$100 will apply to students who arrive after the first day of session. Students who arrive more than one week late will need to wait until the next session to commence their course.

## PAYMENT INFORMATION

Mail or fax page 2 of your completed enrolment to the following address:

Intensive English Language Institute of Flinders University  
GPO Box 2100, Adelaide SA 5001 Australia  
FAX: 61-8-8201-5086 Phone: 61-8-8201-5084  
Email: [ieli@flinders.edu.au](mailto:ieli@flinders.edu.au)

A bank draft can be mailed with your application or an electronic bank transfer can be made to: