

# Enrolment Form 2010

VIVA COLLEGE

Level 2, Queen Adelaide Building  
90-112 Queen Street Mall, Brisbane QLD 4000 Australia  
GPO Box 2122 Brisbane QLD 4001 Australia  
T + 61 7 3012 8269 F + 61 7 3012 8268  
info@vivacollege.com [www.vivacollege.com](http://www.vivacollege.com)  
ABN 42107025669

## PERSONAL DETAILS (AS SHOWN IN PASSPORT / ALL INFORMATION IS MANDATORY)

First Name/s

Family Name/s

Gender  Male  Female

Date of Birth  day  month  year

Country of Birth

First Language

Country of Citizenship

Country of Passport (if different)

Passport Number

Visa applying from  Australia  Overseas

DIAC office

Visa Type

Student  Visitor  Working Holiday  Other

Overseas Student Health Cover (OSHC) required?

Yes, family  Yes, single  No

OSHC Start Date  day  month  year

Expected Date of Arrival  day  month  year

Address in Australia (if known)



Suburb/City

Post Code

State

Phone

Area Code

Moblie

Email



Do you suffer any allergies or health problems? (please specify)

How did you hear about Viva College?

Newspaper/magazine  Internet  Agent

Friend/family member  Other

Exhibition (please specify)

## STUDENT SERVICES

Accommodation required  Yes (please complete Accommodation Application Form)

No

representative's stamp

2010

## ENROLMENT DETAILS

KEY:  25 hrs /wk  20 hrs /wk

Day Night\*

### English Language Courses

Focus English (Intensive English Language) (Full-Time)  
CRICOS Code 061036E

 

Smart Talk  
CRICOS Code 061055B

 

IELTS Preparation  
CRICOS Code 061049M

 

English for Academic Purposes (EAP)  
CRICOS Code 061035F

 

Cambridge First Certificate Preparation (FCE)  
CRICOS Code 061053D

 

### Business Courses (Nationally Recognised Training)

Certificate II in Business  
BSB20107, CRICOS Code 065016K

 

Certificate III in Business Administration  
BSB30407, CRICOS Code 068405F

 

Certificate IV in Business  
BSB40207, CRICOS Code 070248G

 

### Teacher Training Courses

Certificate IV in TESOL  
30537QLD, CRICOS Code 066231F

 

English for Teaching Children  
CRICOS Code 061057M

 

Viva Plus Number of sessions

Classes will be determined at Orientation held on Start date at 8:45am.  
Entry to all Viva courses is conditioned on meeting the entry requirements.  
\*Spaces in night classes are subject to availability.

## REQUESTED COURSE START DATES

Course 1

Start  day  month  year     weeks

Course 2

Start  day  month  year     weeks

Payment Plan required  Yes  No

## DECLARATION

I hereby declare that I have read, understood and accepted the terms and conditions of enrolment, including Viva College's Complaints/Appeals and Refund Policies, in the Student Handbook at [www.vivacollege.com](http://www.vivacollege.com)

I give my agent authorisation to act on my behalf on all matters related to study and finance.

\* 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.

Student's Signature

Full name (please print)

Date

 day  month  year   


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COLLEGE  
AUSTRALIA

CRICOS Provider No.02528G

# Terms & Conditions 2010

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## VIVA COLLEGE REFUND POLICY

	More than 28 days <b>Before</b> original relevant start date	Less than 28 days <b>Before</b> original relevant start date	Upon original relevant start date
<b>Enrolment, Homestay Placement</b>	Nil	Nil	Nil
<b>Payment plan</b>	50 %	50 %	Nil
<b>Homestay</b>	100 %	100 %	Pro-rata <sup>1</sup>
<b>Airport Pickup</b>	100 %	100 %	Nil
<b>Materials</b>	100 %	70 %	Nil
<b>Tuition</b>	100 %	70 %	Nil
<b>Overseas Student Health Cover (OSHC)</b>	100 %	N/A <sup>2</sup>	N/A <sup>2</sup>
<b>External Exam (e.g. Cambridge)</b>	100 %	N/A <sup>1</sup>	N/A <sup>1</sup>

1. Two weeks notice is required. Less than this will result in zero refund.
2. Students may have to apply directly to the Overseas Health Cover provider.

## REFUND CONDITIONS

- Tuition fees and course credits are not transferable.
- If visa application is denied 100% of pre-paid tuition and materials fees will be refunded directly to the student (not a third-party). All other fees are subject to the above terms. Written notification is required by the Department of Immigration and Citizenship.
- Students may qualify for a course credit note if they put their course on hold (once only), or transfer to a different course. Course credit notes will be calculated based on original enrolment terms and conditions, and are calculated as a \$ value. For conditions related to notice periods for putting your course on hold, please see the 'Course On Hold Request' form.
- Refunds will be made payable to the person or organisation who entered into the agreement with the College. Any variance must be requested in writing. Refunds will be made in the same currency as the original payment if requested. Viva will endeavour to process all refunds in full within 15 working days from date of receipt of application but no later than 4 weeks after receipt of application.
- Requests for refunds must be made electronically using the official Viva College Refund form and sent to Viva College, GPO Box 2122, Brisbane, Queensland, 4001 Australia. It must state all details of the claim for refund. The request may be posted or handed to Reception. All calculations will be based on the date the form is received by Viva College.
- If a student is expelled by the college for a serious breach of discipline, no fees will be refunded.
- In the unlikely event that Viva College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Viva College is unable to provide a refund or place you in an alternative course our *Tuition Assurance Scheme* (TAS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
- Payment in Arrears after part of the course:  
In the unlikely event that Viva College is unable to deliver your course in full, Viva College will transfer your enrolment to an alternative course, at no extra cost to you.
- Payment in Arrears after the full course:  
In the unlikely event that Viva College is unable to deliver your course in full, and because you have not paid any course money to Viva College, you will be able to enrol in another course at your own expense.

## COMPLAINTS & APPEALS

- The College has a proper grievance and dispute resolution procedure in place whereby a student can lodge a complaint or grievance of any kind. This procedure is detailed in the Student Handbook available online at [www.vivacollege.com](http://www.vivacollege.com)
- Notwithstanding the outcome of the College's dispute resolution procedure, this agreement does not remove the student's right to take further action under Australia's Consumer Protection Laws or circumscribe the student's right to pursue other legal remedies as specified in the National Code 2007.
- The students may contact the Chief Executive of the Department of Education, Science & Training if concerned about the College's conduct. The Chief Executive may, under part 2, Division 2 of the Education (Overseas Students) Regulation Act 1998 (QLD), suspend or cancel registration of the College or a course.

## OTHER CONDITIONS

- Students may change enrolment details once without incurring a fee. Subsequent changes after the issue of a Letter of offer will incur a fee of \$80.
- All bank charges incurred by Viva College in issuing refunds will be met by the student.
- All fees are due a minimum of 5 days before original relevant start date. Students who have not paid all fees within this period may have their Letter of Offer cancelled.



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## HOW TO ENROL AT VIVA COLLEGE



## PRIVACY COLLECTION STATEMENT

Viva may collect personal information about you, including:

- the information on this form;
- information provided by you, or your representative, in relation to your application;
- information on other forms or documents requested by, and provided by you or other educational institutions to Viva;
- information about any suspected breach by the student of a condition of their visa, including, but not limited to, attendance and progression.

Viva collects information for the purpose of:

- assessing your application;
- providing services to you;
- facilitating Viva's internal business operations including the fulfilment of legal requirements.  
Viva is required by law to collect and share information with the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance

Fund Manager from time to time. The information that is shared includes:

- personal and contact details;
- course enrolment details and changes;
- and the circumstance of any suspected breach by the student of a student visa condition.  
You are obligated as a condition of your visa to notify Viva of a change of address while you are enrolled in your course.

Information may additionally be shared with:

- service providers who assist Viva with the operation of its business;
- in the case of an emergency, your next of kin or nominated person;
- if appropriate, your agent as your education representative.

All external parties are required to abide by Viva's Privacy Policy and all legislative obligations as written in the federal Privacy Act. The federal Privacy Act which contains eleven Information Privacy Principles (IPPs) that apply to Australian and ACT government agencies and ten National Privacy Principles (NPPs) that apply to parts of the private sector.

