



Enrolment Procedures

HOMESTAY & EDUCATION AUSTRALIA
Suite 103, Level 1, 379-383 Pitt Street
Sydney NSW 2000 Australia
Telephone 02 9268 0933
Facsimile 02 9268 0399

To apply for a position in Melbourne Language Centre the following procedure needs to be followed:

1. Documentation required:
 - i. Application form
 - ii. Details of proposed Accommodation arrangements

The Documentation needs to be forwarded to:

The Registrar

Melbourne Language Centre
Head Office: 252 Lygon Street
Carlton Victoria 3053
Australia

Phone: +613 9663 3399 **Facsimile:** +613 9663 3517

Email: registrar@melblang.com.au

Letter of Offer

Once a firm offer has been made the Student Acceptance of Offer Form together with application fee must be returned. Once full payment of fees has been received, the school will provide an Electronic Confirmation of Enrolment (ECOE). This is necessary to obtain a Student Visa.



Enrolment and Refund Policies

Conditions of Enrolment

- MLC reserve the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice.
- Interest will not be credited to Student Fees or Disbursements and therefore, no interest will be recovered by students in the event of their cancellation.
- Students are to abide by the rules and regulations set down by MLC.
- Australian visa regulations state that students must have a satisfactory attendance of at least 80% in order to continue to study in Australia. After cautioning, students who have unsatisfactory attendance may be excluded from classes and will be reported to the Australian Immigration Authorities.
- Any school-aged dependants accompanying overseas students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

Refund Policy

- **There will be no refund if cancellation occurs after course commencement.**
- **Refunds may take up to four (4) weeks to process.**
- **Enrolment Fees are not refundable.**
- **Homestay, Homestay placement and airport transfer fees are not refundable if cancelled less than two weeks before arrival.**
- **Early termination of Homestay is subject to a 10% cancellation fee on monies paid.**
- **Fees will be refunded in full (other than *) if proof of visa rejection is provided.**
- **In the event of provider default, one of the following options may be provided:**
 1. *Fees will be refunded in full, within two (2) weeks from the date of default; or,*
 2. *An alternative course or part course can be arranged at the provider's expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.*
- **Notice of cancellation must be received in writing before course commencement, fees (other than *) will be refunded less:**
 1. *Fees paid to a representative (if applicable); and*
 2. *A cancellation fee of 20% of course tuition fees.*
- **Tuition fees are not transferable to another person.**
- **All requests for refund must be made in writing accompanied by some sort of verification.**
- **Refunds will not be made directly to the student in Australia.**

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This agreement does not remove the right to take further action under Australia's consumer protection laws. Under the ESOS Act the above Contract does not remove the right to take further action under Australia's consumer protection laws. The ESOS Act ensures students' rights.



Grievance Policy

All grievance procedures emphasise conciliation and confidentiality and ensure a supportive and sympathetic environment for all parties involved. The prime objective of these grievance resolution procedures is to achieve a fair settlement of a grievance within the following principles.

- There is a desire by all parties involved to resolve the grievance in good faith.
- All parties are treated equally and fairly.
- At all levels of authority, every effort will be made to resolve grievances as quickly as possible.
- All grievances will be received and dealt with in confidence.
- This procedure does not remove the right to take further action under relevant Australian legislation or to pursue other legal avenues.

If you have a problem with your class, teacher or the College, please follow these steps:

You may also use this Grievance Procedure for problems involving Academic performance, discrimination, sexual harassment or administrative procedures.

Please note you may have any other person you nominate present with you as you carry out these steps. This person may act as an interpreter, representative, independent counsel, or general support.

1. Depending on the nature of your problem, talk to one or any of the following people:
 - a. Your teacher
 - b. The Head Teacher, Principal or Director of Studies
 - c. Administrative staff at a Student Contact Point
 - d. Student Accommodation and Welfare Officer
 - e. First Language Counsellor

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For Academic matters you should first speak to your teacher, Head Teacher or Principal. For matters relating to discrimination, sexual harassment or personal issues you may wish to first approach a Student Accommodation and Welfare Officer, or a First Language Counsellor. Remember, we are all here to help.

2. If your problem can not be immediately remedied by one or more of these people please put your grievance in writing and send it to the Registrar. A Student Grievance Form is available from any Student Contact Point. The Registrar will forward your form to a member of senior management depending in the nature of the issue, and you will have a response to your grievance within 7 days. This response may involve the opportunity to seek independent advice or an offer to undergo mediation or conciliation with an independent person or organisation.
3. If you still feel you have not satisfactorily resolved your grievance you may have your Grievance Form forwarded to the Managing Director. You will receive a response within 7 days. This response may involve the opportunity to seek independent advice or an offer to undergo mediation or conciliation with an independent person or organisation.

If you still feel you have not satisfactorily resolved your grievance you may contact one or more of the following:

Dispute Settlement Centre

Address: 4/456 Lonsdale Street, Melbourne 3000 (GPO BOX 4113)

Phone: 9603 8370 (Free call, STD areas only - 1800 658 528)

Email: dscv@justice.vic.gov.au

Victorian Civil and Administrative Tribunal

Address: 55 King Street, Melbourne, Victoria 3000, Australia

DX 210160

E-mail: vcat@vcat.vic.gov.au

Administrative Appeals Tribunal

Level 16, HWT Tower, Southgate

40 City Road

Southbank VIC 3006

Postal Address

PO Box 9955

Melbourne VIC 3001

Telephone

(03) 9282 8444 (metropolitan area)

(03) 9282 8444 (metropolitan area)

MELBOURNE LANGUAGE CENTRE Pty Ltd ABN 65 064 372 372

Head Office: 252 Lygon Street Carlton Victoria 3053 Australia

Telephone: (+61-3) 9663 3399 Facsimile: (+61-3) 9663 3517

Email: mlcenrol@netspace.net.au Website: www.melblang.com.au



Application for Enrolment

Course Fees

HOMESTAY & EDUCATION AUSTRALIA □
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GENERAL ENGLISH (ALL)/ENGLISH FOR ACADEMIC PURPOSES

Enrolment Fee	\$150	
Study Materials	\$120	
Tuition Fee (per week)		
- Cambridge Preparation	\$300	
- English for Academic Purposes	\$320	
- General English	\$290	
- General English (Part-Time)	\$220	
- General English (English for Health Professionals)	\$290**	
Overseas Student Health Cover*		
- Up to 3 months	\$ 81	
- Up to 6 months	\$162	
- Up to 12 months	\$324	
Airport Transfer		
- Arrival & Departure	\$150	
- Arrival only	\$ 99	
Homestay Placement	\$200	
Homestay (per week)***		
- Over 18 years	\$190	_____
Total	_____	_____

HIGH SCHOOL PREPARATION

Enrolment Fee	\$200	
High School Liaison/Acad Counselling	\$200	
Keyboard Skills	\$250	
Study Materials/Internet Access	\$120	
Uniform	\$132	
Overseas Student Health Cover*		
- Up to 3 months	\$ 81	
- Up to 6 months	\$162	
- Up to 12 months	\$324	
Airport Transfer		
- Arrival & Departure	\$150	
- Arrival only	\$ 99	
Guardianship Approval	\$250	
Homestay Placement	\$200	
Homestay (per week)***		
- Under 18 years	\$220	
- Over 18 years	\$190	_____
Total	_____	_____

NOTE: * Compulsory for Student Visa Holders only **Please complete the General English (English for Health Professionals) application form *** Includes Breakfast and Dinner

Conditions of Enrolment

- MLC reserve the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice.
- Interest will not be credited to Student Fees or Disbursements and therefore, no interest will be recovered by students in the event of their cancellation.
- Students are to abide by the rules and regulations set down by MLC.
- **Australian visa regulations state that students must have a satisfactory attendance of at least 80% in order to continue to study in Australia. After cautioning, students who have unsatisfactory attendance may be excluded from classes and will be reported to the Australian Immigration Authorities.**

Refund Policy

- **There will be no refund if cancellation occurs after course commencement.**
- Refunds may take up to four (4) weeks to process.
- Enrolment Fees are not refundable.
- Homestay, Homestay placement and airport transfer fees are not refundable if cancelled less than two weeks before arrival.
- Early termination of Homestay is subject to a 10% cancellation fee on monies paid.
- Fees will be refunded in full (other than *) if proof of visa rejection is provided.
- In the event of provider default, one of the following options may be provided:
 1. Fees will be refunded in full, within two (2) weeks from the date of default; or,
 2. An alternative course or part course can be arranged at the provider's expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.
- Notice of cancellation must be received in writing before course commencement, fees (other than *) will be refunded less:
 1. Fees paid to a representative (if applicable); and
 2. A cancellation fee of 20% of course tuition fees.
- Tuition fees are not transferable to another person.
- All requests for refund must be made in writing accompanied by some sort of verification.
- Refunds will not be made directly to the student in Australia.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

I declare that the above information is true and correct and agree to be bound by Melbourne Language Centre's conditions of enrolment, which I have read and understood.

Signature of Applicant: _____ Date: ___/___/___

Signature of Parent/Guardian: _____ Date: ___/___/___

Under the ESOS Act the above Contract does not remove the right to take further action under Australia's consumer protection laws. The ESOS Act ensures students rights to pursue other legal options. Upon completion please return to: Attention Registrar, Melbourne Language Centre, 252 Lygon Street Carlton, Vic



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The information provided by the student may be made available to Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS ACT 2000 and the National Code. Melbourne Language Centre is required to advise DIMMIA about certain changes to the student's enrolment and breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

The application is not valid unless signed and dated (Students under the age of 18 years require the signature of one parent/guardian).

Student Surname: _____ Given names (in full): _____

Date of Birth: ____/____/____ Gender: Male Female Country of Citizenship: _____

Address in Home Country (in full): _____

Australian Address (if known): _____

Telephone(s): AH: (____) _____ Mobile: 04 _____ E-mail: _____

Type of Visa (ie: Student): _____ How did you hear about MLC: _____

Emergency Contact/Guardian (in Australia): Family Name: _____ Given Name: _____

Home Address (in full): _____

Telephone(s): BH: (____) _____ AH: (____) _____ Mobile: 04 _____

Students Under 18 years Only

Full Name of Parent or Guardian: _____ Relationship: _____

Home Address (in full): _____

Telephone(s): BH: _____ AH: _____ Mobile: _____

E-mail Address: _____ Occupation: _____

English Courses at Melbourne Language Centre

- | ✓ Course Name | Duration |
|--|-------------|
| <input type="checkbox"/> Cambridge Preparation | _____ weeks |
| <input type="checkbox"/> English for Academic Purposes | _____ weeks |
| <input type="checkbox"/> General English | _____ weeks |
| <input type="checkbox"/> General English (Part-Time) | _____ weeks |
| <input type="checkbox"/> High School Preparation | _____ weeks |
| _____ | |
| <input type="checkbox"/> Saturday School | _____ weeks |

Further Study in Australia after MLC

Will you continue to study in Australia after MLC? Yes No

If Yes - Where? Type of School: _____

Name of School: _____

Have you already received a Letter of Offer? Yes No

If No - Do you require assistance with placement? Yes No

If Yes - Which school would you like to apply for? _____

Proposed Monday Start Date: ____/____/____

_____ Year Level: _____
Completed enrolment form and academic are required for placement

Additional Services

Airport Transfer Required? Arrival & Departure Arrival only Not required (Please advise arrival details as soon as known.)

Homestay Required? Yes No If Yes - how many weeks do you require? _____ weeks From: _____ To: _____

Confirmation will be forwarded upon receipt of arrival details at least 2 weeks before arrival in Australia. Minimum Homestay period of 4 weeks and must be paid in advance. For further details please read the Homestay conditions and Melbourne Language Centre Refund Policy.



Application for Enrolment *(English for Health Professionals)*

The information provided by the student may be made available to Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS ACT 2000 and the National Code. Melbourne Language Centre is required to advise DIMMIA about certain changes to the student's enrolment and breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

The application is not valid unless signed and dated (Students under the age of 18 years require the signature of one parent/guardian).

Student Surname: _____ Given names (in full): _____

Date of Birth: ____/____/____ Gender: Male Female Country of Citizenship: _____

Address in Home Country (in full): _____

Australian Address (if known): _____

Telephone(s): AH: (____) _____ Mobile: 04 _____ E-mail: _____

Type of Visa (ie: Student): _____ How did you hear about MLC: _____

Emergency Contact/Guardian (in Australia): Family Name: _____ Given Name: _____

Home Address (in full): _____

Telephone(s): BH: (____) _____ AH: (____) _____ Mobile: 04 _____

(Students Under 18 years Only)

Full Name of Parent or Guardian: _____ Relationship: _____

Home Address (in full): _____

Telephone(s): BH: _____ AH: _____ Mobile: _____

E-mail Address: _____ Occupation: _____

Course

General English (English for Health Professionals) _____ weeks Proposed Monday Start Date: ____/____/____

Further Study in Australia after MLC

Will you continue to study in Australia after MLC? Yes No *If Yes – What area will you study in?*

Work Experience or Internship* _____ weeks Volunteer* _____ weeks

University Undergraduate Nursing Conversion Course _____ weeks University Postgraduate Nursing Course _____ weeks

Pre-registration course for the Nursing Board of Victoria _____ weeks

Note: Please indicate area on reverse

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Additional Services

Airport Transfer Required? Arrival & Departure Arrival only Not required *Please advise arrival details as soon as known*

Homestay Required? Yes No *If Yes - how many weeks do you require?* _____ weeks From: _____ To: _____

Confirmation will be forwarded upon receipt of arrival details at least 2 weeks before arrival in Australia. Minimum Homestay period of 4 weeks and must be paid in advance. For further details please read the Homestay conditions and Melbourne Language Centre Refund Policy.



Application for Enrolment (English for Health Professionals)

Course Fees

DESCRIPTION	Fee	Total
Enrolment Fee	\$ 150	
Study Materials	\$ 120	
Tuition Fee (per week)	\$ 290	
Nursing English		
- Block 1	\$1,431	
- Block 2	\$1,393	
- Block 3	\$1,227	
- Text Book	\$ 65	
Overseas Student Health Cover*		
- Up to 3 months	\$ 81	
- Up to 6 months	\$ 162	
- Up to 12 months	\$ 324	
Airport Transfer		
- Arrival & Departure	\$ 150	
- Arrival only	\$ 99	
Homestay Placement	\$ 200	
Homestay (per week)**		
- Over 18 years	\$ 190	
Work Experience or Volunteer Work (centre specific)		
- Placement Fee	\$ 250	
Total		_____

Work Experience and Volunteer Work Areas

WORK EXPERIENCE OR INTERNSHIP

✓	Description
<input type="checkbox"/>	ICU
<input type="checkbox"/>	Cardiology
<input type="checkbox"/>	Plastic Surgery
<input type="checkbox"/>	Renal
<input type="checkbox"/>	Haematology
<input type="checkbox"/>	Coronary Care
<input type="checkbox"/>	Neuroscience
<input type="checkbox"/>	Orthopedics
<input type="checkbox"/>	HIV/AIDS
<input type="checkbox"/>	Home Care
<input type="checkbox"/>	Palliative Care (Hospice)
<input type="checkbox"/>	Other _____

Volunteer Work

✓	Description
<input type="checkbox"/>	Aged Care
<input type="checkbox"/>	Child Care

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I declare that the above information is true and correct and agree to be bound by Melbourne Language Centre's conditions of enrolment, which I have read and understood.

Signature of Applicant: _____ Date: ___/___/___

Signature of Parent/Guardian: _____ Date: ___/___/___

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Student Surname: _____ Given names (in full): _____

Date of Birth: ____/____/____ Gender: Male Female Country of Citizenship: _____

School in Australia: _____ Date Classes Begin: ____/____/____ Arrival Date in Australia: ____/____/____

Address in Australia (in known): _____

Full Name of Parent or Guardian: _____ Relationship: _____

Home Address (in full): _____

Telephone(s): BH: _____ AH: _____ Mobile: _____

E-mail Address: _____ Occupation: _____

Guardianship Service Fees

The following fees are applicable to Guardianship Australia services. Please indicate the type of service required.

- | | | |
|--------------------------|---|--------------|
| <input type="checkbox"/> | Registration Fee (short-term service only): | \$ 300 AUD |
| <input type="checkbox"/> | Guardianship Service Bond | \$ 500 AUD |
| <input type="checkbox"/> | Full Guardianship Service – per academic year | \$ 3,000 AUD |
| PLUS 10% GST | | |
| <input type="checkbox"/> | Short-term Guardianship Service – per week | \$ 80 AUD |

PLUS 10% GST

- Approximate length of service required: _____ weeks

A guardianship service bond is held to cover unforeseen expenses, and will be refunded in full to the student should no expenses be incurred.

Note: Payment in full is required 7 days prior to the commencement of guardianship services.

Fees Payable in \$AUD to Guardianship Australia Pty Ltd by:

1. Bankdraft; or
2. Telegraphic Transfer to National Australia Bank 271 Collins Street Melbourne Australia Student Trust Account No 083 007 62418 5760

Jurisdiction

This contract shall be governed by, and construed in accordance with, the laws of the State of Victoria, Australia. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of Victoria, Australia, for all purposes regarding this contract.

Disclaimer of Liability

Guardianship Australia disclaims liability of any losses, damages, costs, penalties or expenses, of any kind of description, incurred by the student during the provision of guardianship services.



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Refund Policy

- There will be no refund if cancellation occurs after guardianship services have begun.
- Refunds may take up to four (4) weeks to process.
- Enrolment Fees are not refundable.
- Fees will be refunded in full (other than *) if proof of visa rejection is provided.
- In the event of provider default, one of the following options may be provided:
- Guardianship Service fees are not transferable to another person.
- All requests for refund must be made in writing accompanied by some sort of verification.
- Refunds will not be made directly to the student in **Australia**.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Declaration

I hereby give consent to Guardianship Australia to sign any hospital documentation that allows for necessary care to be administered to my child.

I declare that the above information is true and correct and agree to be bound by Guardianship Australia's' conditions of enrolment, which I have read and understood.

Parent Name

Signature of Parent

____/____/____
Date

Guardianship Australia

Signature of Representative

____/____/____
Date

Upon completion please return to: **Attention Registrar, Guardianship Australia 252 Lygon Street Carlton, Vic 3053** or fax (+61-3) 9663 3517