

# INTERNATIONAL COURSE ENROLMENT FORM

Please complete the following and sign where indicated

Name ..... Date.....

Address .....

Suburb ..... State ..... Postcode .....

Country..... Passport Number .....

Country of Issue ..... Nationality .....

Date of birth ..... Occupation.....

Phone ..... Mobile phone .....

Email address .....

Course name ..... Course Cost.....

Start date ..... Finish date .....

My school aged children will be joining me in Australia, and I have visited the [www.immi.gov.au](http://www.immi.gov.au) website.

**Application fee ..... Date ..... Receipt Number..... (not on VetTrak)**

## PAYMENT OPTIONS

I wish to pay by  Payment Scheme by Term  Upfront payment

**Course Deposit (Non Refundable) Amount \$..... Date ..... Receipt Number.....**

## METHOD OF PAYMENT

cash  cheque  money order  bank deposit  credit card (2% surcharge)

**Card number and type**  VISA  Mastercard

Expiry date \_\_\_/\_\_\_ amount \$ .....

Signature..... date .....

I understand and agree to the Refund Policy as provided on the reverse of this page and the Privacy of Information Policy (available in Course Guide) if you require any explanation please contact the numbers below.

Signature..... date .....



Shiatsu Australia Educational Services Pty Ltd trading as EastWest College  
475 Hawthorn Road, Caulfield South 3162  
Ph 9528 1212 & Fax 9528 1412  
[info@eastwestcollege.com.au](mailto:info@eastwestcollege.com.au)  
[www.eastwestcollege.com.au](http://www.eastwestcollege.com.au)

# Shiatsu Australia Educational Services trading as EastWest College Refund Policy

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start on the agreed starting date, which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

**Refunds under the above conditions will be paid in full to the student within 14 days.**

Shiatsu Australia Educational Services Pty Ltd trading as EastWest College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Shiatsu Australia Educational Services Pty Ltd trading as EastWest College will not be liable to refund the money owed for the original enrolment.

## College Enrolment & Refund Agreement

In making a contract to enrol in a course(s) Shiatsu Australia Educational Services Pty Ltd trading as EastWest College the Applicant acknowledges:

1. That the information provided by the Applicant in their application is complete and correct.
2. Agrees to be bound by the College rules and regulations and any amendments made to the rules and regulations.
3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Shiatsu Australia Educational Services Pty Ltd trading as EastWest College.
4. Agrees to observe DIAC student visa requirements.
5. Agrees to pay all fees required on or by the due date as notified in writing by Shiatsu Australia Educational Services Pty Ltd trading as EastWest College or as per the invoice. A penalty of \$35 per reminder applies for late payment.
6. College will access these fees in accordance with the procedures established by the State Government and the Australian Department of Education, Science and Training.
7. Changes or variations to this contract attract a \$25 administrative fee.
8. Shiatsu Australia Educational Services Pty Ltd trading as EastWest College reserves the right to accept or reject any application for enrolment at its discretion.
9. Shiatsu Australia Educational Services Pty Ltd trading as EastWest College reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
10. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 14 days.

# Shiatsu Australia Educational Services trading as EastWest College

## Refund Policy

NOTE: All applications for refund must be made in writing by way of the Application for Refund form (available from the College Administration Office) and submitted to the Principal by Registered mail, Courier or personal delivery as soon as practicable. Prospective students who are overseas should contact The Principal on 61 3 9528 1212 or via [principal@eastwestcollege.com.au](mailto:principal@eastwestcollege.com.au)

Enrolment Fee	Non-refundable
<b>Tuition Fees</b>	
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	Full refund*
Withdrawal at least 4 weeks prior to agreed start date	75% refund*
Withdrawal less than 4 weeks prior to agreed start date	60% refund*
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Course withdrawn by College	Full refund including enrolment fee
The College is unable to provide the course for which the original offer was made	Full refund
Visa extension is refused	Return of unused tuition fees**

- o Shiatsu Australia Educational Services Pty Ltd trading as EastWest College reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.
- o The Refund policy applies equally to all students including students who have Permanent Residency or Australian Citizenship.\*\*
- o This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws
- o All refunds, other than those to be issued within 14 days will be paid within four weeks of application being made.
- o Shiatsu Australia Educational Services Pty Ltd trading as EastWest College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- o Refer to the Student Complaints & Appeals Procedure in the Student Induction Handbook if you wish to appeal the Refund Policy.
- o Shiatsu Australia Educational Services Pty Ltd trading as EastWest College will refund any monies due to the student, to the student's education agent (where applicable).
- o Any information that you provide to Shiatsu Australia Educational Services Pty Ltd trading as EastWest College or that Shiatsu Australia Educational Services Pty Ltd trading as EastWest College collects about you can be given to authorised State and Commonwealth Agencies and ESOS Assurance Fund Manager.

\*Refunds granted will incur an administration fee of \$250.

\*\* Except "Visa refused prior to course commencement"