

PERSONAL DETAILS

Given Name: _____

Family Name: _____

Date of Birth: _____ Gender: ☐ Male ☐ Female ☐ Not Stated

Country of Birth: _____ Nationality: _____

Email: _____

Passport Number: _____ Occupation: _____

Visa Type: ☐ Student ☐ Working Holiday ☐ Visitor ☐ Other:

Medical Conditions: ☐ No ☐ Yes →
(e.g. severe allergies, asthma, diabetes, epilepsy, mental illness history, impairment, disability, etc.)

Have you ever been refused a visa? ☐ No ☐ Yes →

Do you have any accompanying dependant(s) or partner? ☐ No ☐ Yes →

Address in Home Country: _____

Postcode: _____

Mobile / Telephone: _____

Address in Australia (if known): _____

Postcode: _____

Mobile / Telephone: _____

Employment Status: ☐ Student ☐ Employed ☐ Unemployed ☐ Self-employed

If yes, please give details:

COURSES

Application fee \$295* Learning material fee \$16*/week (\$75 minimum per course)

☐ General English	CRICOS: 076336C	\$480/week	Start Date: _____	Weeks: _____
☐ IELTS Exam Preparation	CRICOS: 062400D	\$480/week	Start Date: _____	Weeks: _____
☐ Cambridge FCE (B2)	CRICOS: 062399C	\$480/week	Start Date: _____	Weeks: _____
☐ Advanced Master CAE (C1)	CRICOS: 076509J	\$480/week	Start Date: _____	Weeks: _____

Holidays: _____ Weeks From _____ Weeks From _____

☐ Barista	\$154*
☐ RSA	\$132*
☐ Demi-Pair Placement	\$1100*
☐ Super Work Ready	\$635*

Exam fees (Indication only)

IELTS	\$490*
Cambridge FCE/CAE	\$480*

Private Lessons (one hour per lesson)	\$195
5 Lessons	\$925
10 Lessons	\$1750

OSHC

OSHC (Overseas Student Health Cover) for Student Visa

☐ Single ☐ Couple ☐ Family ☐ Not required

Mandatory for student visa applicants. Students must have health cover until their visa expires.
Please check the latest OSHC price here - <https://inforum.com.au/fees-dates/>

ACCOMMODATION & PICK-UP

Accommodation Placement fee \$295* Accommodation Rearrangement fee \$66*

	Single room (per week)	Twin room (per week)*
☐ Room Only	☐ \$370 (\$60 / extra night)	☐ \$320 (\$50 / extra night)
☐ 2 meals (Breakfast and Dinner)	☐ \$420 (\$70 / extra night)	☐ \$380 (\$65 / extra night)
☐ 3 meals	☐ \$480 (\$80 / extra night)	☐ \$450 (\$75 / extra night)

*Twin room: Only available for students who are studying and checking in together.

Check-in Date: _____ Week(s): _____ Ext night: _____

Airport Transfer (Brisbane or Gold Coast)	Arrival time	One way	Return
☐ Coach Service	6am - 9pm	☐ \$165*	☐ \$330*
☐ Private Transfer	Anytime	☐ \$395*	☐ \$790*

Special Request Surcharge

Per week

☐ Special Diet (Vegan, Vegetarian, Gluten-free, Halal, Kosher, etc) \$70

Holiday Surcharge \$100
(applies once only for a stay during the Christmas Break)

Room Keeping fee (for while you are away) \$40/night

Do you smoke? ☐ Yes ☐ No

Are pets ok? ☐ Yes ☐ No (If no, please specify in box below)

Arrival Date: _____ Arrival Time: _____

Flight No: _____ Airport: _____

Departure Date: _____ Departure Time: _____

Flight No: _____ Airport: _____

DECLARATION

I have read and accept the **terms and conditions** of enrolment, and apply for enrolment to Inforum Education Australia.

Signature

Name: _____ Date: ____ / ____ / ____

FOR AGENT

Agency name: _____

Counsellor's name: _____

Email: _____

Payment Option

Available for enrolments of 25 weeks or more

☐ Full Payment

☐ Payment Plan (Conditions apply)

Future Study Plans (If applicable)

Do you plan to continue to further study after completing your course with us?

☐ No ☐ Yes →

Institution: _____

Course: _____

IELTS Requirement: _____

Planned Start Date: _____

Note

• The prices marked * include GST (10% Tax)
• All prices are in Australian Dollars and are subject to change without notice.

INFORUM EDUCATION AUSTRALIA TERMS AND CONDITIONS

General Terms

- Inforum reserves the right to change start dates, courses, curricula and timetables of any program at any time.
- All prices are in Australian Dollars and are subject to change without notice.
- Inforum is closed on Public Holidays and Inforum holidays as shown in the school calendar. No lessons or refund for the lessons normally taught are offered for those days.
- In the event of a natural disaster, terror attack, epidemic or pandemic, government order, or Act of God, Inforum may change the terms and conditions without notice in the interests of student and staff well-being.
- Students have to read and understand the Student Handbook and Inforum’s Terms and Conditions. The Student Handbook can be downloaded at <https://inforum.com.au>. We will go through the handbook during the orientation.
- The student agrees to inform the College of their new address and contact details if these details change during their study at Inforum.
- Any photos or movie footage taken at Inforum or by Inforum staff will remain the property of Inforum and may be used in the production of materials for promotional use.

Confidentiality and Privacy Policy

The information you provided in the application form will be used to process your enrolment at Inforum. Inforum is not permitted or authorized to give this information to anyone unless requested to by law. It may be made available to Australian Immigration and education authorities in connection with your visa, as required by the National Code and the ESOS Act, and may also include representatives of the Tuition Protection Service and the ESOS Fund Manager. Inforum is not permitted to give out staff information or contact details.

Welfare and Safety

The applicant, by signing the application, agrees that Inforum is committed to providing a safe environment for its clients; however, Inforum is not responsible or liable for any loss, damage, death or injury which students may suffer or cause as a result of / in connection with or during the period of attendance at any premises operated by Inforum or/and at any activities organised or acknowledged by Inforum. All students are responsible for their own belongings and wellbeing.

Transfer Policy

- You can transfer your course to another course offered at Inforum according to your English level and visa conditions. Enrolment editing fee may apply.
- Any fees paid to Inforum are not transferable to another person or institution.

Cancellation policy

- A refund which meets the conditions listed below will be paid within 4 weeks of Inforum receiving written notification, and a Student Visa Application Withdrawal Certificate if your student visa application has been lodged.
- The refund will be paid to the person who has signed the application(s) in Australian Dollars. If you enrolled through an agent, and the fee was paid by the agent on your behalf, the refund will be made to the agent. To request a refund, apply in writing to the Managing Director, Inforum Education Australia, clearly stating your reasons for the refund. Your request can be sent directly to the school or via your agent.

Refund is not applicable if

- You cancel after your original start date.
- When we accept your application based on the false information provided by the applicant or their representative.
- You are suspended for not speaking English (please see conditions in Student Handbook).
- You are expelled by Inforum for unacceptable behaviour, unlawful activity or non-compliance with visa conditions. You have a day off because you are sick and cannot come to the school.
- You need to return home. The remainder of your program may be deferred and the fees will be held for up to one year.
- Inforum is forced to temporarily close, after your original start date, in the event of a natural disaster, terror attack, epidemic or pandemic, government order, or Act of God. However, the college will do all in its power to provide other means of instruction, such as online delivery.

You can cancel if you meet the conditions below. You (or your legal guardian if you are under 18) can cancel your program at Inforum after paying the cancellation fee.

Tuition	Cancellation fee
You cancel 8 weeks before your original start date	\$295
• You cancel, shorten or postpone less than 8 weeks before your original start date • Or/and your entry is denied at an Australian airport for unlawful activity or non-compliance with visa conditions	\$2,215
Inforum cannot deliver a course in full. (We will give you a choice to move to another school nearby if this happened.)	\$0
When a special promotion is offered with specific cancellation conditions, that conditions will apply	Specified in the promotional flyer
You are in Inforum’s Pathway Program with a higher education provider, and have met the English requirements to go to the higher Education Provider. The student will have to present the offer of enrolment from the institution and provide the proof of English proficiency test result. The program the student is transferring into must not have an ELICOS component.	30% of the unused tuition fee

Accommodation

You cancel or postpone 8 weeks before your original check-in date	\$295
• You cancel or postpone less than 8 weeks before your original check-in date. • Or/and you cancel or shorten after your school start date • Or/and you or your agent failed to notify us of your pending visa status 2 weeks before your original check-in date	\$295 + 2 weeks accommodation fee

Airport Transfer

If you cancel or postpone less than 24 hours before your scheduled pick-up time	\$165
---	-------

Childcare or local school placement

Once you have requested for the placement services, no refund will be made.	\$1,500
---	---------

Accommodation

- Minimum length of stay is one week. If you are staying for less than 1 week, you will pay one week’s accommodation fee.
- If your host family is not providing you with a good environment to stay or meals and clean room for you, we will
 1. Talk to the host family to fix the problem; and,
 2. If the problem is not solved, we will transfer you to another host family.

Airport Transfer

- Please notify Inforum of your arrival details at least 72 hours before your arrival. When arrival details are given less than 72 hours, we may not organise your transfer.
- 1 x hand luggage and 1 x suitcase under 25kgs are included in the fare. Extra luggage or oversized luggage (for example, a bike, surfboard) will be charged extra. Please contact us if you have such luggage.

Timetable and Holiday Policy

- After commencement, students may be able to request a change in their class timetable from the afternoon to the morning or vice versa if a vacancy exists at the student’s level. If the student’s level exists only in the morning or afternoon, the student must attend the available class. An enrolment editing fee applies for the third and subsequent class change requests.
- Students can request a change of start dates or holiday dates or length. An enrolment editing fee applies for the third and subsequent holiday change requests.

For students on a Student Visa Only

- Together with the terms and conditions listed above, a student on a Student Visa has additional conditions.
- While on a student visa, you have to attend your class according to your Confirmation of Enrolment (CoE).
 - When your course details such as start date, length, or course itself change, we will modify the CoE. From the third alteration an enrolment editing fee will apply.
 - You must attend more than 80% of your class.
 - If a student’s visa application is denied, Inforum will refund the full course fee, minus the lesser of a) 5% of the course fees or b) \$500, plus the accommodation cancellation fee \$295 if applied. The course fees are the sum of the tuition fees and the non-tuition fees.
 - When you apply for a course of 25 weeks or longer, under the National Code, your course fee will be divided into two instalments as shown in the invoice. However, you or the person paying the tuition fee on your behalf has a choice of paying the whole amount upfront if you wish to do so.
 - When you are on an instalment plan, you agree to provide us with the details of your bank account in Australia, and a credit card. If you are late with your payment, a late payment fee of \$330 will apply.

The Australian Government’s Tuition Protection Service (TPS)

- In the unlikely event of Inforum becoming insolvent, TPS will assist you to be placed in a suitable alternative course, or if this is not possible, you may be eligible for a refund through TPS. Please refer to <https://tps.gov.au/> for more information.
- Your tuition fee is marked with “***” in your invoice.

Transferring to another school

Under the National Code Standard 7, if you are on a student visa, you can cancel Inforum and transfer to another school if you meet all of the following conditions. On receiving the request, Inforum will grant the transfer only if:

1. You’ve completed **six calendar months** of your **principal course at Inforum**.
Principal course is the main course of study to be taken by you.
 - Example 1. If you enrolled in General English only, 6 months of General English must be completed.
 - Example 2. If you have more than one course, such as General English and IELTS Exam Preparation course, the IELTS Exam Preparation is the principal course, therefore you must complete 6 months of IELTS Exam Preparation.
2. You’ve lodged a written request to Inforum together with an offer letter from another school. (If the student is under the age of 18, the written request must be signed by the student’s parent or legal guardian.)
3. Inforum agrees the transfer is in the student’s best interests. For example, it is not in your best interests if you cease your English course and transfer to a VET or Higher Education program without sufficient English proficiency.

Inforum may make an exception to this transfer policy, if:

1. We are unable to deliver the course offered in the acceptance letter;
2. There is evidence of compassionate or compelling circumstances;
3. The student is unable to achieve satisfactory course progress at the level they are studying provided that the student is engaging with the intervention strategy to assist their progress, and/or not intentionally failing; or,
4. There is evidence that the student was misled by Inforum.

Once the transfer request is granted, Inforum will notify the student (by email) and the Provider Registration International Students Management System (PRISMS); the student will have to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

If the student’s request for a transfer is denied, the student can appeal Inforum’s decision in writing within 20 working days of Inforum’s decision being made.

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. The registered provider’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies. In the case of provider default, students are protected by the provisions of the ESOS Act and Regulations.