

English in Paradise CRICOS: 03021D RTO: 31634
International Student Enrolment



1. COURSES	Start Date	12	15	18	D	N	Fee	Total
Certificate I in English Proficiency							\$200 p.w.	
Certificate II in English Proficiency							\$200 p.w.	
Certificate III in English Proficiency							\$200 p.w.	
Certificate IV in English Proficiency				20			\$200 p.w.	
Certificate IV TESOL		13 weeks					\$4860	
Diploma of Community Services Work		103 weeks					\$21800	
English Proficiency Materials: \$40							Application Fee: \$150	TOTAL: \$

2. HOMESTAY			
Application/Placement Fee			\$210
Start Date	End Date	No. Weeks Req.	X \$250 = \$

3. OVERSEAS HEALTH COVER – Medibank Private			YES	*NO
Length	Single	Family	Total	
1 month	\$32.40	\$64.80		
3 months	\$97.20	\$194.40		
6 months	\$194.40	\$388.80		
1 year	\$388.80	\$777.60		
2 years	\$730.94	\$1461.89		

*If not needed, existing OSHC number:

All prices are in Australian dollars and are subject to change without notice. Prices incl. 10% GST.

PERSONAL DETAILS			
Family Name:			
Given Names:			
Date of Birth:		Country of Birth:	
Nationality in Passport:		Passport Number:	
Address in Home Country:			

Phone:		Email:	
Disability/Medical Condition? If yes please specify:			
Emergency Contact in Home Country:			
Address:			
Phone:		Email:	
Address in Australia:			
Phone:		Email:	
English Test Result?		Yes	No
IELTS	TOEIC	TOEFL	Cambridge
Score:			Test Date:
Educational Qualifications:			
Applying for Credit or Recognition of Prior Learning?			No
Credit Card Payment		Visa	MasterCard
Credit Card Charge: 3%			
Card Number:			
Expiry Date:		Card Holder's Name:	
Bank Transfer	Yes	No	Please quote your invoice number. Transfer Fee: \$30
Total Payment Amount - Sections: 1 + 2 + 3 = \$			
Date:		Signature:	

RELEASE PRIOR TO COMPLETION OF 6 MONTHS TRAINING

English in Paradise policy ensures that it does not enrol transferring international student prior to 6 months of their principal course being completed unless that student has a valid letter of release from the previous training provider agreeing to such a transfer. [\(Students must read Policy 108 Transfer between registered providers, visit www.eip88.com/tesol/](http://www.eip88.com/tesol/)

MONITORING COURSE ATTENDANCE

English in Paradise monitors students' compliance with student visa conditions re: attendance for the scheduled course contact hours and is proactive in notifying/counselling students who are at risk of failing to meet attendance requirements of 80%. English in Paradise reports students under section 19, ESOS Act who have breached the attendance requirements. [\(Students must read Policies 113 Monitoring Attendance, 112 Monitoring Course Progress, 115 Deferral, suspension/cancellation of student's enrolment, visit www.eip88.com/tesol/](http://www.eip88.com/tesol/)

STUDENT DECLARATION (Please read carefully before signing)

I have read and understand the enrolment, deferral/suspension/cancellation, transfer, refund and complaints and appeals policies and do hereby certify that this form has been completed by me personally. The information provided is correct and I agree to abide by English in Paradise's RTO policies and procedures. I acknowledge that the resources made available for my use will be used only in accordance with the principles of proper use and in compliance with English in Paradise operating standards. I certify that I have read and clearly understand the conditions of enrolment.

Signature	Date
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Once completed and signed please forward the Course Enrolment Form to English in Paradise by:

Fax: +61 7 5538 8406
Ph: +61 7 5570 6313

Email to: enrolments@eip88.com

Mail to:
English in Paradise,
PO Box 1204
Surfers Paradise
Qld 4217
Australia

Bank Details:
Bank of Queensland
Branch: Broadbeach, Oasis Shopping Centre
Broadbeach Qld 4218 Australia
BSB: 124015 SWIFTCODE: QBANAU4B
Account Number: 1130 8431

**Please read and keep the attached Complaints and Appeals Policy for your records.*

Crumps International Complaints and Appeals

Policy

Crumps International Pty Ltd's Complaints and Appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

Students have the right, as set down in our International Student Handbook, to submit any complaints or appeals to Crumps International Pty Ltd on academic decisions, procedural matters or any issues that directly relate to the successful completion of their course.

Crumps International Pty Ltd supports the learner/candidate's right to lodge any complaint or appeal, and will not restrict that right in any way. Crumps International Pty Ltd will do everything possible to address any complaint or appeal in an unbiased, professional manner.

This Policy is designed to encourage confidential resolution of complaints and appeals with a minimum of delay and formality for any learner/candidate who believes that she or he has been unfairly treated and has an issue with Crumps International Pty Ltd.

Purpose

The purpose of this policy and procedure is to ensure that complaints and appeals are resolved appropriately.

Scope

This policy and procedure applies to all staff of Crumps International Pty Ltd. Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

Procedure

Definitions: Complaints and appeals may include, but are not limited to, academic matters, discrimination, complaints related to access and conditions, and complaints related to training/assessment or support services or provision of Company facilities.

1. If a complaint or appeal cannot be resolved informally, learner/candidates who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to the Director within twenty (20) working days of the issue or the assessment.
2. The Director will instigate an investigation within ten (10) days.
 - a. A person or body internal to Crumps International Pty Ltd will be appointed to hear complaints or appeals.
 - b. Each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself.
 - c. Each party may be accompanied and assisted by a support person at any relevant meetings.
3. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.
4. The complaint and the outcome will be recorded on the Complaints and Appeals Register, and a copy of the complaint or appeal will be filed together with the register.
5. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Crumps International Pty Ltd will advise the student of his or her right to access the external appeals process at minimal or no cost.
6. Crumps International Pty Ltd will make arrangements for a person or body independent of and external to Crumps International Pty Ltd to hear complaints or appeals arising from Crumps International Pty Ltd's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre contact details: Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane Qld 4000. Tel: +61 7 3239 6269 Fax: +61 7 3239 6284 Website: www.justice.qld.gov.au/mediation/contacts.htm Providers/students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.
7. If the student chooses to access Crumps International Pty Ltd's complaints and appeals processes as per this policy and standard 8 of the National Code 2007, Crumps International Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing
8. If the internal or any external complaint handling or appeal process results in a decision that supports the student, Crumps International Pty Ltd will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome. A copy of the appeal or complaint, together with a copy of the outcome supplied will be attached to the Complaints and Appeals Register.
9. If a student is concerned about the actions of Crumps International Pty Ltd, they may approach the State Registration Authority for CRICOS. In Queensland this is the Department of Education and Training (DET). The Director-General of DET has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, Qld 4002. Complaints must be made in writing. E (OS) Reg 1998 Section 8 (3)(a)(b).
10. The dispute resolution process described in this policy does not prevent an overseas student from exercising the student's right to other legal remedies.
11. A copy of this policy is to be given to a student by the Agent supplying initial marketing information and before a contract is entered into or an amount is paid, whichever happens first. A copy of this policy is also included in the International Student Enrolment Form, before signature is required from a student. Again, a copy of this policy is included in the International Student Handbook which is given to a student at orientation, within 7 days after a student starts attending his/her course.

References

Complaints /Appeals Register – Form 116.1 International Student Handbook – Form 101.1
Staff Handbook – Form 102.1 The National Code 2007