



Enrolment Form

Personal Details

Family Name: _____

Given Name: _____

Nationality: _____ Date of Birth: _____

Address in Australia: _____

City: _____ State: _____

Country: _____ Post Code: _____

Telephone Number (H) _____ (W) _____ Passport Number _____

INSERT
PASSPORT
SIZED
PHOTO HERE

Education Details

Educational Level Achieved _____ Year _____

Last Educational Institution Attended _____

Subjects taken and results (if available)

Subject	Result	Subject	Result

Employment History

(To be completed if you have any previous work experience)

Years	Employer	Position	Duration

Course Details

Name of Course _____

Length of Course _____ Course Commencement Date _____

Accommodation Details

Do you require assistance with accommodation? **No** **Yes**

Type of Accommodation Homestay Sharehouse Dormitory

Do you require airport pick up? **No** **Yes**

Overseas Students Only

Home Country Address (City, State, Post/ZIP Code)	
Telephone Number (H)	(W)

Language Skills (I – Intermediate, U – Upper Intermediate, A – Advanced, P – Proficient)

English Level	IELTS	TOEIC	TOEFL

Note: please attach passport sized photo and supporting documentation to the enrolment form. Read the terms and conditions and sign this form on pages 1 and 2.

SIGNATURE: _____ **DATE:** _____

91-97 Mulgrave Road
Parramatta Park QLD 4870
PO Box 12283
CAIRNS DELIVERY CENTRE QLD 4870
Telephone: 07 4054 8692 Fax: 07 4031 4984
Email: study@cbcaustralia.com Website: www.cbcaustralia.com
RTO Provider Number: 0095 CRICOS Provider Number: 00202A



Equity in Education Policy

Cairns Business College is committed to the goals of equal opportunity in education and employment.

The Cairns Business College aims to provide a study and work environment for staff and students that fosters fairness, equity and respect for social and cultural diversity, and that is free from unlawful discrimination, harassment and vilification as determined by legislation.

In fulfilling this commitment the Cairns Business College (CBC) shall:

- foster an all school culture which values and responds to the rich diversity of its students and staff;
- provide equal opportunity by removing barriers to participation and progression in education and employment so that all students and staff have the opportunity to fully contribute to CBC life;
- offer programs which aim to overcome past disadvantage for members of staff and student equity groups;
- promote clear and accountable educational and management policies and practices to engender trust between managers, staff and students;
- enhance the quality of students' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audio-visual material and support services;
- Ensure that its staff and students are aware of their rights and their responsibilities as CBC members.

To achieve these goals the Cairns Business College depends on the continued support and co-operation of all members of the CBC community. The Principal as Chief Executive Officer is responsible for compliance with all relevant legislation. The Principal is assisted by the Board of Directors and the Director of Studies.

Australian Students

Terms and Conditions

Cairns Business College will enrol students on the following conditions:

- Tuition fees must be paid in advance, by trimester or course (whichever is the lesser in duration), unless written arrangements are made with the Principal or the Director of Studies. If the fees are in arrears, the student's enrolment may be cancelled at the discretion of the Principal or the Director of Studies.
- By accepting an enrolment to the College, you agree to abide by the Student Code of Conduct. The Cairns Business College believes that students are both citizens and members of the academic community. As citizens, the students should enjoy the freedom of speech and peaceful assembly. As members of the academic community, they are subject to the obligations which accrue to them by virtue of membership.
- The work submitted by students enrolled at the Cairns Business College is presumed to be their own. Each student is individually responsible for understanding and maintaining a standard of scholastic honesty.
- Scholastic dishonesty includes but is not limited to: cheating; plagiarising; submitting the same or substantially the same work in order to meet the requirements of more than one module; or collaborating on assignments. Any violation of this Student Code of Conduct - Scholastic Honesty Policy will be referred to the Scholastic Discipline Committee.
- Students suspended from the College and/or course for misconduct, will forfeit all fees.
- Students must keep the College informed as soon as they change their residential and postal address as well as their current contact telephone number.
- Students who are absent from the school are still required to pay the fees due.
- The Cairns Business College reserves the right to cancel or defer any course, and to alter timetables, and class location without notice. If the Cairns Business College cancels, terminates or defers any course and is unable to offer a suitable alternative course, fees will be refunded or transferred to the new school.

Refund Policy for Australian Students

Cairns Business College Ltd (the College) Policy of Fee Refunds and Tuition Fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ("the National Code"), made under The Education for Overseas Students Act 2000 (ESOS ACT), and the Education Services for Overseas Students Amendment Act 2010.		
A	Enrolment and Accommodation Placement Fees	Non-refundable
B	If student who has paid fees in respect of a course decide to withdraw and gives notice of withdrawal in writing up to twenty-eight (28) days prior to course commencement	Refund – 90% of tuition fees paid
C	If a student who has paid fees in respect of a course cancels less than twenty-eight days before course starting date	Refund – 75% of tuition fees
D	If student cancels or transfers to another institution after course commences	No Refund of fees paid up to cancellation/transfer date
E	Students who are absent from classes are still required to pay fees due	
F	In the event of cancellation of accommodation or early departure students must provide two weeks notice	No Refund will be made for the two weeks
If a student is approved to transfer to another course at the College by the Principal, fees paid for the current course will apply/transfer to new course, and any relevant Government bodies or interested third parties advised.		
The Cairns Business College guarantees to run all courses as advertised. In the event of the cancellation of the course, all fees will be refunded within four (4) weeks directly to the person who contracted with the College unless that person authorises otherwise.		
This agreement does not remove the right to take further action under Australia' consumer protection laws. Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.		

Signature of Applicant _____

Date _____

International Students Terms and Conditions

Cairns Business College will enrol students on the following conditions: In your home country all matters relating to your student visa are managed by the Immigration Section of the Australian Diplomatic Mission. This may be known as the Australian High Commission, the Australian Consulate or the Australian Embassy. The Australian Department of Immigration and Citizenship (DIAC) will manage your student visa when you arrive in Australia. You will be permitted to work in Australia to supplement your income. There are several conditions which apply.

- During your course you will be permitted to work a maximum of 20 hours per week.
- If your course includes student holidays, during these holidays there is no limit on the number of hours you are permitted to work.

Your student visa includes the following conditions. You must:

- Study full-time while in Australia, (minimum 20 hours per week);
- Satisfy course requirements by achieving a record of satisfactory academic performance;
- Satisfy course requirements by attending at least 80% of all your scheduled classes;
- Have sufficient funds to cover your tuition fees and expenses while in Australia;
- Not work more than 20 hours per week during scheduled school terms;
- Be continually covered by the compulsory Overseas Student Health Cover for all of your time in Australia;
- Inform Cairns Business College of Administration immediately if you change address;
- Change of education provider is subject to individual's visa conditions;
- Inform DIAC if you change your student status;
- Inform DIAC if you withdraw from the course that you are enrolled in;
- Extend your student visa before it expires.
- Tuition Fees must be paid in advance, unless written arrangements are made with the Principal or the Director of Studies. If the fees are in arrears, the student's enrolment may be cancelled and the Immigration Department informed as visa requirements have not been fulfilled. This will be at the discretion of the Principal.
- Students are required to provide the College with a copy of their Overseas Student Health Cover card. At least 15 days before the expiry of their Overseas Student Health Cover card, students are requested to get the card renewed either by payment to the Cairns Business College, or directly to the nearest Overseas Student Health Cover office.

By accepting an enrolment to the College, you agree to abide by the Student Code of Conduct. The Cairns Business College believes that students are both citizens and members of the academic community. As citizens, the students should enjoy the freedom of speech and peaceful assembly. As members of the academic community, they are subject to the obligations which accrue to them by virtue of membership.

The work submitted by students enrolled at the Cairns Business College is presumed to be their own.

Each student is individually responsible for understanding and maintaining a standard of scholastic honesty. Scholastic dishonesty includes but is not limited to: cheating; plagiarising; submitting the same or substantially the same work in order to meet the requirements of more than one module; or collaborating on assignments. Any violation of this Student Code of Conduct - Scholastic Honesty Policy will be referred to the Scholastic Discipline Committee.

Students suspended from the College and/or course for misconduct, will forfeit all fees.

- Students must keep the College informed as soon as they change their residential and postal address as well as their current contact telephone number.
- Students who are absent from classes are still required to pay the fees due.
- The Cairns Business College reserves the right to cancel or defer any course, and to alter timetables, and class location without notice. If the Cairns Business College cancels, terminates or defers any course and is unable to offer a suitable alternative course, fees will be refunded or transferred to the new school.

Refund Policy for International Students

Cairns Business College Ltd (the College) Policy of Fee Refunds and Tuition Fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ("the National Code"), made under The Education for Overseas Students Act 2000 (ESOS ACT), and the Education Services for Overseas Students Amendment Act 2010.		
A	Enrolment and Accommodation Placement Fees	Non-refundable
B	If Student Visa application is rejected or if a student becomes ill prior to visa approval, written notice must be given within seven days	Full Refund * (Less Enrolment and Accommodation Placement Fees)
C	If student cancels twenty-eight days or more before course starting date	Refund – 90% of tuition fees
D	If student cancels less than twenty-eight days before course starting date	Refund – 75% of tuition fees
E	If student cancels or transfers to another institution after course commences	No Refund/No charge for Letter of Release
F	In the event of cancellation of accommodation or early departure students must provide two weeks notice. No refund will be made for those two weeks	
G	The Cairns Business College guarantees to run all courses as advertised. In the event of the cancellation of the course, all fees will be refunded within four (4) weeks directly to the person who contracted with the College unless that person authorises otherwise.	
H	Student cancellations are subject to the College Refund Policy and will be processed four (4) weeks from receiving written notice. Refunds will be forwarded directly to the person who contracted with the College unless that person authorises otherwise.	
I	This agreement does not remove the right to take further action under Australia's consumer protection laws. Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies	

Signature of Applicant

Date

Procedures for Resolution of Complaints and Appeals – All Students

Should there be any occasion when an issue, complaint or problem arises, please confront the issue as quickly as possible, rather than continue unhappily. The following steps are available:

1. Discuss or resolve the difficulty with the student or staff member(s) in question, for example:
 - If the issue concerns class work or a course the problem should be discussed with your teacher
 - If the issue concerns accommodation it should be discussed with the Homestay Co-coordinator
 - If the issue concerns fees it should be discussed with administration
 - If the issue concerns changes to some aspect of CBC life it should be discussed with a teacher

If the issue concerns a financial dispute see the Cairns Business College refund policy which is determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the "National Code"), the Education for Overseas Students Act 2007 (ESOS ACT 2007), and Education Services for Overseas Student Regulations 2007 (ESOS Regulations 2007).
2. Either person may nominate a support person to accompany them at any stage of the process.
3. If a resolution cannot be reached, discuss the difficulty with the Director of Studies, a senior member of staff nominated by the Director of Studies, or in the absence of the Director of Studies, a person nominated by the Principal. An interpreter may be used to help resolve the issue. A mediator with knowledge of the student's culture or a mediator or support person may be brought in to help with the resolution process. The mediator will be brought in at the student's expense. Independent mediators are available upon request or ring Dispute Resolution Branch, Department of Justice and Attorney General on 1800 017 288.
4. If the difficulty has still not been resolved either person from step 2 may make a written request for resolution of the matter to the Director of Studies or a senior member of staff nominated by the Director of Studies. The matter is now considered a complaint and the process will commence within 10 days of lodgment of the complaint including support information. Written requests will only be accepted if steps 1 and 2 have been completed.
5. The Director of Studies may then attempt to resolve the grievance through further negotiation or mediation, or may advise the complainant in writing that the grievance is considered to be frivolous and/or vexatious, and that no enquiry is to be made.
6. If the grievance has not been resolved nor the complaint dismissed the Director of Studies will convene a College Grievance Committee, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case.
7. The outcome of the College Grievance Committee's deliberations will be communicated in writing to both parties involved in the grievance. This communication should normally include an offer from the Director of Studies or a senior member of staff nominated by the Director of Studies to debrief or otherwise provide further assistance to either party. All written communications should be signed by the parties and photocopies will be kept in order to provide evidence of the receipt of the document.
8. The Director of Studies or a senior member of staff nominated by the Director of Studies may monitor, or be directed by the College Grievance Committee to monitor, the resolution of the dispute for a maximum period of one month, and may wish to make further recommendations (in writing) should the settlement not resolve the dispute to the satisfaction of both parties.
9. A grievance case would be considered closed upon receipt by the Director of Studies of a written withdrawal of the grievance by the complainant or of a written agreement between both parties.
10. Decisions by the College Grievance Committee, the Director of Studies or the senior member of staff nominated by the Director of Studies may be appealed in writing to the Principal.
11. The Principal shall then investigate the matter, and may establish a Grievance Appeal Panel to consider the matter, which would be established on an ad hoc basis and would usually consist of 2-3 people for each case. If a student visa student is concerned about the actions of this School/College they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education and Training has the power to suspend or cancel the College's CRICOS registration if a breach of the requirements of registration provision is proved.
12. The decision shall be communicated in writing to both parties.
13. The decision of the Principal or the Grievance Appeal Panel shall be considered final. These procedures do not limit a student's rights to follow other legal remedies. After the process has been completed if a Student Visa student is concerned about the action of Cairns Business College they can lodge an external appeal or complain about this decision, by contacting the Overseas Student Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Signature of Applicant

Date

Declaration of Applicant

- a) I declare that the information that I have provided on this application is true and accurate in every detail. b) I have read and fully understand and agree to abide by the Conditions of Enrolment as set out in this application.
- c) I understand that upon acceptance of this application a binding contract exists between Cairns Business College and the applicant or the applicants' guarantor, the terms of which apply to this and any subsequent course.
- d) I agree that Cairns Business College may disclose my personal information to registration authorities, service providers, affiliated education institutions or credit reporting agencies that perform services on our behalf.
- e) I agree to Cairns Business College identifying and publishing my name and any of my images captured in Cairns Business College promotional materials.
- f) I understand that this agreement does not remove the right to take further action under Australia's consumer protection laws.

Signature of Applicant

Date

Signature of Parent/Guardian if applicant is under 18

Guarantee

I, the undersigned, having read and understood the conditions stated herein, agree to guarantee payment of all course fees and course costs incurred by the applicant:

Signature of Applicant's Guarantor

Date

Signature of Name of Applicant's Guarantor (Please print in full)

Address of Guarantor

Occupation of Guarantor

Applicant Checklist

- 1 Complete all sections of the Enrolment Form
- 2 Read and understood all Conditions of Enrolment including the refund policy
- 3 Your signature appears on all 5 pages of the Enrolment Form
- 3 You should include: Certified copies of your academic records/qualifications/ employment details, Enrolment Fee
- 4 Please forward your completion application to
The Admissions Officer
Cairns Business College
PO Box 12283
CAIRNS DELIVERY CENTRE QLD 4870
AUSTRALIA
- 5 International Telephone +61 7 4054 8692
- 6 International Facsimile +61 7 4031 4984

FOR OFFICE USE ONLY

Receipt	Accept	St No	St date