



INTERNATIONAL  
INSTITUTE  
AUSTRALIA

# enrolment form

## Personal Information

family name \_\_\_\_\_

given name \_\_\_\_\_ middle/other names \_\_\_\_\_

date of birth  D /  M /  Y  male  female

nationality \_\_\_\_\_ place of birth \_\_\_\_\_

passport number \_\_\_\_\_

home address \_\_\_\_\_

city \_\_\_\_\_ state \_\_\_\_\_ post code \_\_\_\_\_ country \_\_\_\_\_

telephone (COUNTRY) (AREA) \_\_\_\_\_

fax (COUNTRY) (AREA) \_\_\_\_\_

email \_\_\_\_\_

How did you find out about IIA? \_\_\_\_\_

## Visa Status & Health Insurance

Do you hold a visa to study at IIA?  yes  no

If yes, choose one:  visitor  working holiday  student  
 other expiry date  D /  M /  Y

If no, do you wish to apply for?  visitor  working holiday  student  
 other expiry date  D /  M /  Y

Do you need IIA to apply for OSHC for you?  yes  no

If yes for how long?:  3 mths  6 mths  9 mths  12 mths

## English Language Levels

completed IELTS/Cambridge Exam/TOEFL/TOEIC@

(please attach evidence and score)

test name: \_\_\_\_\_ date completed  D /  M /  Y

score: \_\_\_\_\_

## Course Information

(please refer to Courses & Fees)

course name \_\_\_\_\_ weeks \_\_\_\_\_

full-time  part-time

commencement date  D /  M /  Y

## Airport Greeting Service

Do you want to be met on arrival and taken to your accommodation?

yes  no  single  return

## Homestay

Do you want IIA to arrange homestay for you?

yes  no

If yes, do you need

homestay or

Guardian Homestay (for under 18s)

1. Do you want to live with others of the same nationality?

yes  no  either OK

2. Do you want to live in a family with school-aged children?

yes  no  either OK

3. Do you want to live in a family with pets?

yes  no

If yes, which pets are ok for you?

dogs  cats  birds

4. Do you smoke?  yes  no

5. Do you have any special dietary requirements?

yes  no

If yes, please describe.

\_\_\_\_\_

6. Do you have allergies?

yes  no

If yes, please list.

\_\_\_\_\_

7. What are your hobbies/interests?

\_\_\_\_\_

8. Should you wish to, tell us more about yourself and your expectations of your homestay experience.

\_\_\_\_\_

## Declaration

I declare that the information in this application is correct and complete. I acknowledge that the provision of incorrect information or documentation may lead to a cancellation of my offer of enrolment by International Institute Australia (IIA). I have read and understood the policies and procedures outlined in the College Enrolment Form and agree to abide by the Refund Policy as specified.

I understand that IIA reserves the right to discontinue or alter any course, subject, fee, admission requirement, staffing or other arrangement without prior notice.

applicant's signature \_\_\_\_\_

date  D /  M /  Y

guardian's signature (if applicant is under 18) \_\_\_\_\_

date  D /  M /  Y



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## important information

### IIA Refund / Cancellation Policy

1. The Enrolment Fee is non-refundable.
2. Students enrolled in an advertised course that does not eventuate will be given a full refund or be given the choice of enrolling in another course. However, if a similar course is not available, provider default is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. In the case of provider default, the refund will be made within two (2) weeks from the date of notice of IIA. [ESOS Act 2000, subsection 27(1)].
3. All cancellations of enrolment as a result of failure to obtain a student visa will be refunded in full. Written proof and copies of visa information must be provided to IIA within four (4) weeks to support the refund.
4. Cancellations of enrolment by the student of less than two (2) weeks before the start date will result in a full refund less the fee for the first two (2) weeks of the course plus the enrolment fee. A student who wishes to apply for a refund under the IIA Refund Policy, should lodge the claim in writing to the Principal of IIA before the course start date. The refund will be made within four (4) weeks from the date of cancellation.
5. Refunds will be paid directly to the person who has entered into the contract about the student with IIA, unless the person directs IIA, in writing, to pay the refund to someone else.
6. Refunds will be paid in Australian currency, which is the same currency in which all fees are to be paid.
7. No fees will be refunded after the commencement date of the student's course.
8. Fees and course attendance are not exchangeable between students.
9. In the case of an emergency, students having to return home will be allowed to defer the continuation of their course and fees will be held in an account under instruction of the student for twelve (12) months from the date of the emergency.

*Please note:*

*This agreement does not remove the right to take further action under Australia's Consumer Protection Laws. IIA's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies ( National Code Sections 43-44 and ESOS Act 2000 – Sections 27-32.)*

*IIA's refund policy is intended to comply with all applicable Federal and State legislation as may be amended from time to time. If any provision of IIA's refund policy set out above is found as not complying with the corresponding Federal and State legislation, then the provisions of the Federal and State legislation shall apply.*

### Homestay / Airport Greeting Policy

1. The Homestay Placement Fee and Airport Greeting Fee (one-way or return) are non-refundable.
2. The first four (4) weeks of homestay will be paid by IIA on behalf of the student from the fees paid by the student. If a student wishes to discontinue homestay, a minimum of two (2) weeks' notice must be given in writing. If adequate notice is not given, two (2) weeks' homestay payment is required.

3. If a student wishes to change homestay, s/he must discuss this with the Student Services Coordinator first.
4. With the agreement of the Student Services Coordinator, a student may change homestay once without incurring a further placement fee. Subsequent changes will incur a full placement fee charge.
5. Students under 18 years of age at the commencement of their study are required by Immigration to live with a guardian whilst studying in Australia. In the event a student's family is unable to provide a guardian, IIA will find a suitable family.
6. Seventy-two (72) hours' notice must be given with any change in air travel arrangements. Failure to provide IIA with such notice will incur an additional Airport Greeting Fee.

### Student Grievance Resolution Procedure

Your opinions as a student are important to us. If you are dissatisfied with any aspect of your IIA experience, please talk to a staff member. You will then be referred to the appropriate person in the organisation in an attempt to resolve your problem or grievance to the satisfaction of both parties; you and the College.

At any stage of the Grievance Resolution Procedure, if you wish, you can:

1. ask for an independent mediator to help you resolve your problem. (IIA will refer you to a professional mediator or you can nominate a person.)
2. make a complaint to the chief executive of Education Queensland. (The chief executive has the authority to suspend or cancel the registration of IIA or any IIA courses.)

*Please note:*

*By choosing to use the services of an independent mediator and/or making a formal complaint to the chief executive, you are not excluded from pursuing other legal remedies. For more information, please ask to see IIA's Student Grievance Resolution Policy.*

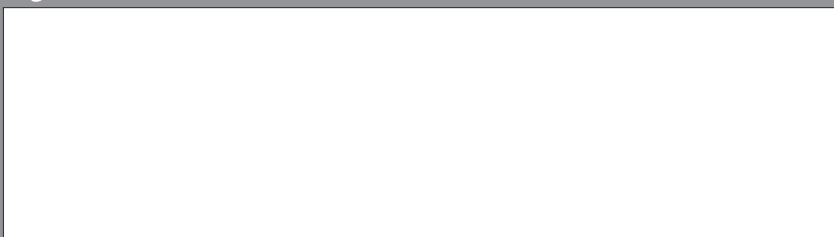
### Use of personal information

International Institute Australia may make available all information provided by the student to Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance fund, as a result of obligations under the ESOS Act 2000 and the National Code and International Institute Australia is required under s19 of the ESOS Act 2000 to inform the department about:

1. any changes to the students enrolment; and
2. any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

*Students travelling to Australia on a student visa must study in a full-time accredited course.*

### Agent information



CRICOS No. 02415E

ABN 12098875391

[www.ia.edu.au](http://www.ia.edu.au)

Tel +61 7 3007 0888  
Fax +61 7 3007 0808  
email: [info@ia.edu.au](mailto:info@ia.edu.au)

359 Queen St  
Brisbane Queensland 4000  
Australia

PO Box 10164  
Adelaide St  
Queensland 4000 Australia