REFUND POLICY

Refund of Tuition Fees
1. Visa application rejection – full refund
You will receive a full refund of tuition fees paid plus other fees that have not been actioned if your visa is rejected before the commencement of your course. You need to provide evidence of visa rejection, to BUELI in writing, within 28 days of being rejected. The Processing Fee is a non-refundable fee.

2. Termination of Courses by BUELI
In the unlikely event that Bond University English Language Institute is unable to deliver your course in full, you will be offered a refund of all the course fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course by Bond University English Language Institute at no extra cost to you.

If Bond University English Language Institute is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) with English Australia will place you in a suitable alternative course at no extra cost to you.

Finally, if English Australia (TAS) cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

3. Cancellation for other reasons – percentage refund
You will receive 75% of the tuition fee paid if you notify us, of your cancellation in writing, 28 days prior to the commencement date of your course. If you cancel your course less than 28 days before the program commencement date, you may be eligible for a refund of 25% of tuition fees paid. All refund applications must be received in writing within one month of the cancellation.

4. Cancellation after commencement of program stated in original acceptance of offer, or in subsequent extensions – no refund.
Transfer to other courses within the duration of the original course is not classed as commencing a new course. However, the following situations are possible:

1) If you satisfy the English requirement for conditional entry to Bond University and transfer, your remaining BUELI fees can be credited towards Bond University fees.
2) If you wish to change programs within BUELI, fees can be transferred from one program to another. Any difference must be paid for the new course.
3) If you leave a program because of health or urgent family reasons, remaining tuition fees will be deferred for up to one year.

5. Transfers to other institutions
1) Our transfer policy is in accordance with current legislation. Other education providers are restricted from enrolling students if the student has not completed 6 months of their main course for which the visa is granted. If a student has not completed 6 months of the main course, students must contact their current Education Providers for permission.
2) The student must have a satisfactory attendance record (80% attendance).

Refund of accommodation prepayment:
• Students pay BUELI, 4 weeks in advance for the first 4 weeks. Further Homestay is invoiced by the Homestay provider (Australian Homestay Network) The Accommodation Placement fee is non-refundable once the Homestay request is made to the Homestay provider.
Airport Transfer fee:
• Refund available if the service is cancelled 48 hours prior to arrival

Expulsion and Deportation
No refund applies if a student is expelled or deported.

Please note: All requests for refunds must be submitted in writing to the BUELI Director of Studies. Refund payments will be remitted to the student’s home country within 4 weeks in the case of student default and within 4 weeks in the case of Provider default. Any amounts not refunded are forfeited.

Refund conditions for study tours are included in study tour quotations.

Please note: All requests for refunds must be submitted in writing to the Director of Bond College and BUELI, or nominee. In special circumstances the Director may use his discretion for refunds. Refund payments will be remitted to the students’ home country within 4 weeks if the case of student default and within 4 weeks in the case of provider default. Any amounts not refunded are forfeited.

**PRIVACY COLLECTION STATEMENT**

Bond University (‘BU’) may collect personal information about you, including:
- The information on this form.
- Information on other forms or documents requested by and provided by you or other educational institutions to BU.

BU collects this information for the purpose of:
- Assessing your application.
- Providing services to you.
- Providing you with information about other services that BU offers that may be of interest to you.
- Facilitating BU’s internal business operations, including the fulfilment of any legal requirements.
- Analyzing BU’s services and customer needs with a view to developing new and/or improved services.
- Providing you with promotional information about BU.
- Matching you with an appropriate Homestay family, if applicable.
- In the case of visa details, BU is required to collect this information pursuant to Australian Immigration Law.

Unless you indicate you do not wish BU to use your personal information for these particular purposes, please place a tick in the adjacent box.

BU may disclose personal information about you to:
- Service providers, who assist BU in operating its business, however, these service providers are required to comply with BU’s privacy policy in how they handle your personal information.
- A purchaser of the assets and operations of BU’s business, providing those assets and operations are purchased as a going concern and its related entities.

If the personal information you provide to BU is incomplete or inaccurate, BU may be unable to process this application and/or be unable to provide you with the services you
are seeking. You may access the personal information BU holds about you in accordance with BU’s privacy policy.

**APPLYING TO BUELI – EASY STEPS**

1. You need to complete an application form. Please answer all questions, including those relating to airport transfer and accommodation. If you are applying for English for Academic Purposes (EAP) please include an IELTS or TOEFL test result if you have one. Remember to sign your application form.

2. Send the completed application form (by mail, fax or email) to: Email: bueli@bond.edu.au Fax: +61 7 5595 2696 or mail to Admission’s Officer, BUELI, Bond University, QLD, 4229, Australia. (If you are applying through a local agent, you can return the completed form to your agent).

3. If you meet entry requirements, BUELI will offer you a place. We will then send you an Offer Letter and an Invoice for payment. When you receive the Invoice, payment can be made by – Cash, Credit Card (Visa, Bankcard, MasterCard or American Express), Telegraph Transfer or Bank draft.

Bank details are below.
Account Name: Lashkar P/L trading as BUELI Operating Account
Account Number: 8335 82762
Bank
Name: ANZ
Banking Group
Bank Address:
Robina Town Centre Branch
Number: 014 536
Swift Code: ANZBAU3M

4. When we receive your payment, we will send you a letter confirming your enrolment and your course dates. If you need a student visa, you should send the letter and your Confirmation of Enrolment (CoE) to your agent or directly to the nearest Australian Overseas Mission or Embassy in your country to apply for your student visa. Many countries can apply for a student visa directly online – further information can be found at www.immi.gov.au/student

5. When you receive your visa, please notify BUELI of your travel plans including the date and time of your arrival. If there are any changes in your travel plans or your date of commencement, please notify us. The direct BUELI numbers are: Telephone: +61 7 5595 2651 Fax: +61 7 5595 2696 Email: bueli@bond.edu.au Web: www.bond.edu.au/english

NB: Your personal information may be made available by BUELI to Commonwealth and State agencies and the ESOS Assurance Fund Managers.
OVERSEAS HEALTH COVER

To obtain a student visa, you need to organize Overseas Student Health Cover. The information below will assist you with this.

WORLDCARE ASSIST
To obtain a student visa you must, under Australian Government legislation, purchase basic health cover. Application form and prices can be found on the Worldcare Assist website: www.oshcwoldcare.com.au

Payment can be made by credit card directly to WORLDCARE ASSIST via the internet or phone.
Website: www.oshcwoldcare.com.au
Email: oshc@worldcare.com.au
Phone in Australia: 13 14 84
Phone from overseas: +61 7 3360 0361

GRIEVANCE POLICY

If you have a problem or complaint

- All BUELI staff can be approached if you have any problems.
- Speak to your Class Teacher or Senior Teacher. They will listen to your concerns in complete confidence and will help you, or find someone who can help.
- The Director of Studies can help you if you feel you cannot discuss the matter with your teacher, or you feel your teacher cannot help. Go to the office and make an appointment to see the Director of Studies or one of the student administrative staff. It is often good to bring a friend with you at times like this, to help explain your problems or complaints, and to hear what the Director of Studies has to say.
- Any very serious problems which cannot be solved within BUELI should be reported to the Pro Vice Chancellor (PVC). Students and Academic Support who can act with the authority of the University in these matters. Remember that your HOMESTAY FAMILY can help you a lot with problems. Homestay families have been selected because they are sympathetic to the problems that overseas students face. If you have a problem with your homestay family, see Reception.

WHO DO I TALK TO?

| Decision Maker – who is it that made the decision you are not happy with? |
| Teacher/Senior Teacher/Counsellor - can often provide you with some advice on who to speak to |
| Director of Studies/Director of Bond College - oversees all English Language programs |
| Pro Vice Chancellor (PVC) Students and Academic Support |
| Ombudsman - an independent person who checks university procedures |
Background
Sometimes a student may face problems with study or personal matters. A student may feel that he or she wants to complain about problems with a particular staff member, or about the course. Students may feel that the class they are enrolled in is not the right one for them.

If you feel that there are things like that, or anything else, that we can help you with, please speak up, and we will do all we can to help. Grievances will always be settled in a timely and professional manner.

Policy intent
In the interests of fair and equitable treatment of complainants, BUELI has implemented a policy which provides for the review of decisions. Complainants who are dissatisfied with a decision affecting them, for example the grade received in a subject, can have that decision formally reviewed.

Procedure
If you have problems or complaints, this is what you should do:

The complainant should first approach the decision maker to discuss the decision. If they are dissatisfied with the outcome of that discussion, they should approach the Director of Studies.

The Director of Studies will make every effort to resolve the issue. If the complainant is dissatisfied with the decision of the Director of Studies, they may speak to the Director of Bond College and BUELI.

The Director will make every effort to resolve the issue. If the complainant is dissatisfied with the decision of the Director, students should contact the Pro Vice Chancellor (PVC) Students and Academic Support.

If the student does not get satisfaction at that level, they have the right to take their complaint to the student ombudsman, who is an independent arbiter, not an employee of the university. University Ombudsman, Mr. Lachlan Chipman. Email: lchipman@bigpond.net.au

If the student is dissatisfied with the decision of the student ombudsman, they may refer the matter to the Queensland Office of Fair trading. Procedures for lodging a complaint with the Office are detailed on the Queensland government website www.consumer.qld.gov.au/

At all times students are encouraged to present their case in a calm, courteous and reasonable manner. Students are similarly urged to follow the steps in this procedure. Higher levels of appeal will not review the decision if the correct channels have not been adhered to.