

21 October 2011

EDUCATION BUREAU CIRCULAR NO. 6/2011

Pre-primary Education Voucher Scheme

[Note : This circular should be read by -

- (a) Supervisors and Heads of Kindergartens/Kindergarten-cum-Child Care Centres and Schools with Kindergarten Classes - for action; and
- (b) Heads of Sections – for information.]

Summary

This circular invites kindergartens, kindergarten-cum-child care centres and schools with kindergarten classes (hereafter collectively referred to as “KGs”) to submit application for joining the Pre-primary Education Voucher Scheme (PEVS) in the 2012/13 school year.

Background

2. The implementation of the PEVS beyond the 2011/12 school year is subject to review. Hence, in accordance with the existing terms and conditions of the PEVS, the validity period of being an eligible KG under the PEVS is due for expiry by the end of the 2011/12 school year. Pursuant to the recommendations of the Report on Review of the PEVS (December 2010), the existing PEVS as a mechanism for providing direct fee subsidy for parents to pay for KG education will be enhanced in its next phase of implementation starting from the 2012/13 school year.

Details

Eligibility Criteria for Joining PEVS

- 3. Registered KGs wishing to apply for admission to the PEVS should
 - (a) be a non-profit-making KG which is exempt from taxes under Section 88 of the Inland Revenue Ordinance (CAP.112);
 - (b) offer a full local curriculum in accordance with the Guide to the Pre-primary Curriculum (issued by Curriculum Development Council, Hong Kong); and
 - (c) charge a tuition fee not exceeding the specified fee thresholds.

- 4. As of the 2011/12 school year, the fee thresholds for a half-day place and a whole-day place are \$24,000 and \$48,000 respectively per student per annum (pspa). With effect from the 2012/13 school year, the Education Bureau (EDB) will conduct annual review, with the fee thresholds either increased annually according to the year-on-year rate of change in

Composite Consumer Price Index (CCPI) or frozen in case of deflation. In the latter case, the fee thresholds will be raised again in subsequent years only when the accumulated increase has offset the accumulated decline.

5. A KG operating both half-day and whole-day classes would have to meet both school fee thresholds in order to be an eligible KG under the PEVS. KGs and KG classes offering an international curriculum will not be eligible for joining the PEVS.

Value of Voucher

6. The voucher value in and beyond the 2012/13 school year for parents to defray the tuition fee of KG education for their children will be adjusted annually on the basis of the 2011/12 school year level of \$16,000 pspa according to the year-on-year rate of change in CCPI. With effect from the 2012/13 school year, the portion of KG tuition fee to be met by the voucher will be disbursed to the PEVS-KGs according to their tuition fee payment schedules to streamline administrative and accounting procedures.

Professional Qualifications and Certificate Teacher to children ratio

7. PEVS-KGs should employ sufficient number of teachers possessing the Certificate in Early Childhood Education (C(ECE)) qualifications based on the teacher to children ratio of 1:15. To help retain experienced teachers and smoothen transition towards professional upgrading, EDB may, until the end of the 2013/14 school year or under special circumstance, consider teachers pursuing the C(ECE) qualifications as C(ECE) teachers for the purposes of meeting the 1:15 C(ECE) teacher to children ratio requirement. PEVS-KGs meeting the above requirement may continue to employ non-C(ECE) teachers with Qualified Kindergarten Teacher qualifications, or a qualification acceptable to the Permanent Secretary for Education.

8. Principals newly appointed to the PEVS-KGs should have a degree in early childhood education (BEd(ECE)), one-year post-qualification experience and should have completed a recognised certificate course on principalship, before, or exceptionally within the first year of, their appointment.

Quality Review and Transparency

9. Quality Review (QR), comprising KGs' self-evaluation and external review by EDB, promotes quality education and sustain capacity enhancement. Hence, PEVS-KGs are required to conduct self-evaluation for continuous improvement, to be validated by EDB. Only KGs meeting the prescribed quality standards under the QR framework are eligible for joining the PEVS. EDB will separately advise KGs on the operational details of the QR in its next phase of implementation.

10. PEVS-KGs should meet the transparency requirement by disclosing its key operational details (including but not limited to the name of its approved supervisor and

principal, the number, qualification and salary range of the principal and teachers, student enrolment, school facilities and activities, the curriculum, school finance information, tuition fees and any additional charges for optional activities and items) and consent to publish such information in the Profile of Kindergartens and Kindergarten-cum-Child Care Centres (KG Profile) issued by EDB from time to time to the public.

Terms and Conditions of the PEVS

11 The “Terms and Conditions of the Pre-primary Education Voucher Scheme” (“Terms and Conditions”) is at **Appendix I**. Call circular on admission of KGs to the PEVS will be issued annually.

Other Information

Certificate of Eligibility

12. Only children reaching 2 years 8 months of age or above on the 31st day of August of the school year in which they seek admission to an eligible KG may apply to the Student Financial Assistance Agency (SFAA) for the “Certificate of Eligibility for Pre-primary Education Voucher Scheme”.

Fee Remission

13. Needy families may apply for additional financial support under the Kindergarten and Child Care Centre Fee Remission Scheme (KCFRS) administered by SFAA. With effect from the 2011/12 school year, the KCFRS has been modified to provide enhanced assistance to KG children of needy families as follows –

- (a) calculate the percentage of fee remission after deducting the voucher subsidy;
- (b) remove the social needs assessment in processing applications for fee remission for children attending relevant classes in whole-day PEVS-KGs; and
- (c) adjust annually the meal allowance ceiling for needy KG children attending whole-day PEVS-KGs with reference to the annual movement of Consumer Price Index (A).

14. The above enhancement details are available for browsing at SFAA’s webpage at <http://www.sfaa.gov.hk/eng/schemes/kinder.htm>.

Action Required

For KGs not intending to stay in PEVS

15. Existing PEVS-KGs not wishing to continue to stay in the PEVS in the 2012/13 school year should submit to EDB **Appendix II not later than 31 October 2011**. Existing students of these KGs will continue to receive the voucher until they leave the PEVS-KG concerned.

16. Without prejudice to the Government's power to terminate the PEVS-KGs being an eligible KG under the PEVS under Clause 8 of the existing "Terms and Conditions in respect of Pre-primary Education Voucher Scheme for Non-Profit-making Kindergartens" stipulated in EDB Circular No. 1/2007, EDB reserves the right to exclude PEVS-KGs from the PEVS when they are found not meeting the quality standards or with a track record of fraudulent practices.

For KGs intending to stay or newly join PEVS in 2012/13

17. Existing PEVS-KGs wishing to stay in the PEVS in the 2012/13 school year should return the completed application form at **Appendix III** to the Kindergarten and Support Section, Support Services Office of EDB on or before **28 November 2011 (Monday)**. EDB will inform the applicants of the result of their applications not later than 9 March 2012 (Friday).

18. KGs not yet in the PEVS but wish to apply to join the PEVS in the 2012/13 school year should also return the completed application form at **Appendix III** to the Kindergarten and Support Section, Support Services Office of EDB on or before **28 November 2011 (Monday)**. EDB would inform the applicants of the result of their applications not later than 30 March 2012 (Friday).

19. The list of approved NPM KGs joining the PEVS in the 2012/13 school year by district will be available for browsing at EDB webpage on "New Milestone of Pre-primary Education" at <http://www.edb.gov.hk/index.aspx?nodeID=5792&langno=1> in April 2012.

Implementation Arrangements

20. For implementation details of the PEVS, please visit EDB webpage on "New Milestone of Pre-primary Education" at <http://www.edb.gov.hk/index.aspx?nodeID=5792&langno=1>. The contents will be updated as and when necessary.

21. The voucher value and fee thresholds for the 2012/13 school year will be announced in the EDB circular memorandum inviting application for fee revision for the 2012/13 school year to be issued in mid-January 2012.

Enquiries

22. If you have any enquiries, please contact your respective Senior School Development Officers/Senior Pre-primary Services Officers. For enquiries on the KCFRS, please contact the SFAA at 2154 2130.

Tony TANG
for Permanent Secretary for Education

Terms and Conditions of the Pre-primary Education Voucher Scheme (“PEVS”)

1. If a kindergarten/kindergarten-cum-child care centre/school with kindergarten classes is approved by the Government of the Hong Kong Special Administrative Region (“**Government**”) to join the PEVS (‘**PEVS-KG**’), the PEVS-KG shall fulfill and meet all the requirements and specifications set out in Education Bureau Circular No. 6/2011 dated 21 October 2011 on “Pre-primary Education Voucher Scheme” (‘EDBC No. 6/2011’) (including but not limited to the terms and conditions as set out below).
2. The PEVS-KG shall:
 - (a) be a non-profit-making kindergarten which is exempt from taxes under Section 88 of the Inland Revenue Ordinance (CAP. 112);
 - (b) charge a tuition fee not exceeding the prescribed fee thresholds as specified by the Government in writing for a half-day place and a whole-day place. The fee thresholds for the 2012/13 school year will be adjusted according to the year-on-year rate of change in the Composite Consumer Price Index (CCPI) and frozen in situation of deflation. Both tuition fees thresholds for half-day KGs and whole-day KGs shall be met by the PEVS-KG whenever the PEVS-KG operates both half-day and whole-day classes;
 - (c) offer a full local curriculum in accordance with the Guide to the Pre-primary Curriculum issued by the Curriculum Development Council of Hong Kong;
 - (d) meet the transparency requirement by disclosing its key operational details (including but not limited to the name of its approved supervisor and principal, the number, qualifications and salary range of the principal and teachers, student enrolment, school facilities and activities, the curriculum, school finance information, tuition fees and any additional charges for optional activities and items) and consent to publish such information in the Profile of Kindergartens and Kindergarten-cum- Child Care Centres issued from time to time by the Government to the public;
 - (e) submit annually at a date to be specified by EDB a copy of audited account covering the whole school year to EDB for inspection. The accounts shall be audited, dated and signed by a certified public accountant (practicing)/certificated public accountant registered under the Professional Accountants Ordinance (CAP. 50). The amount of subsidy received by the PEVS-KG under the PEVS shall be accurately and properly reflected in the audited account;

Terms and Conditions of the Pre-primary Education Voucher Scheme (“PEVS”)

- (f) keep accurate records of all income and expenditure relating to the operation of the PEVS-KG and submit the same to EDB for inspection as and when required;
 - (g) not transfer the surplus, in whatever form, to any of their sponsoring bodies or other organisations;
 - (h) at all times comply with the Education Ordinance (CAP. 279) and Education Regulations (CAP. 279A) and maintain an operating standard in both management and professional aspects acceptable to the Government;
 - (i) comply with the standing administrative directives including but not limited to the requirements of (a) meeting the minimum 1:15 teacher to child ratio with teachers possessing the Certificate in Early Childhood Education [C(ECE)] qualification; and (b) the possession of the prescribed qualification requirements as specified by the Government in writing by its approved principal; and such other instructions and directives as EDB may from time to time issue in relation to the provision of nursery and kindergarten education; and
 - (j) inform EDB in writing together with all the related documents in the first instance when there are any changes in its operation, including but not limited to its NPM status that shall affect its eligibility under the PEVS.
3. The PEVS-KG will be paid for each student who is undergoing nursery (K1) and kindergarten education (K2 and K3) in the PEVS-KG and has been issued a valid “Certificate of Eligibility for Pre-primary Education Voucher Scheme” (‘PEVS-student’) a subsidy of the voucher value.
4. (a) Where the approved tuition fee of a school year exceeds the value of the voucher for fee subsidy for that school year, the PEVS-KG can only collect the difference between the two amounts by monthly instalments as shown on the Fees Certificate issued under regulation 60A of the Education Regulations (CAP. 279A) to the PEVS-KG from the parents of PEVS-student.
- (b) Where the tuition fee is lower than the value of the voucher for fee subsidy, PEVS-KG is only entitled to redeem the exact amount of the tuition fee from EDB and shall not ask parents to pay any tuition fee.

Terms and Conditions of the Pre-primary Education Voucher Scheme (“PEVS”)

5. If the PEVS-KG is no longer eligible under the PEVS, the PEVS-KG shall return the unspent balance of the subsidy granted to the PEVS-KG under the PEVS in FULL as determined by EDB to the Government within the period as specified by the Government in writing.
6. Upon EDB’s request, the PEVS-KG shall submit school self-evaluation report(s) (in the format as agreed by the Government) to EDB within a period as specified by the Government in writing.
7. Without prejudice to the Government’s power to terminate the PEVS-KG being an eligible kindergarten under the PEVS under Clause 9 below, in the event that the PEVS-KG fails to comply with or observe any of the provisions set out in EDBC No. 6/2011 (including without limitation, these terms and conditions), the Government may forthwith defer/stop the payment of the subsidy to the PEVS-KG and may by notice in writing to the PEVS-KG directing / requiring the PEVS-KG to make good and rectify the non-compliance in accordance with such directives / requirements by the date as specified by the Government in the notice. The PEVS-KG shall comply with such directives and requirements.
8. Without prejudice to the Government’s power to terminate the PEVS-KG being an eligible kindergarten under the PEVS under Clause 9 below, in the event that the PEVS-KG has withdrawn or has been excluded from the PEVS for having found not meeting the quality standards or with a track record of fraudulent practices, existing students of the PEVS-KG will continue to receive the voucher until they leave the KG concerned.
9. If the PEVS-KG fails to comply with or observe any of the provisions set out in EDBC No. 6/2011 (including without limitation, these terms and conditions), the Government is entitled to forthwith terminate the PEVS-KG being an eligible kindergarten under the PEVS by notice in writing to the PEVS-KG and forthwith cease to grant any subsidy under the PEVS to the PEVS-KG.
10. Notwithstanding anything provided herein, the Government reserves the right to make any adjustments in the subsequent payment(s) payable to the PEVS-KG under the PEVS to recoup any overpayment previously made by the Government under the PEVS to the PEVS-KG, and upon the Government’s request, the PEVS-KG shall forthwith repay the extra amounts paid by the Government to the PEVS-KG under the PEVS.

Terms and Conditions of the Pre-primary Education Voucher Scheme (“PEVS”)

11. The PEVS-KG shall not, and shall ensure that its employees, agents and consultants shall not, make or give any specific gifts, discount, rebates or any other concession or financial inducements of whatsoever form to parents of PEVS-student or any other persons in return for such parents or persons requiring or inducing the PEVS-students enrolling in the PEVS-KG.
12. Any form of splitting or sharing of the subsidy redeemed or redeemable from the voucher between the PEVS-KG and the parents of PEVS-student or any other persons or any other kindergartens or organizations in return for the PEVS-student enrolling in the PEVS-KG, or such parents or persons or kindergartens or organizations requiring or inducing the PEVS-student enrolling in the PEVS-KG, is strictly prohibited.
13. The PEVS-KG shall fully cooperate with the officers and agents of EDB and other persons duly authorized by the Government and promptly provide all relevant information and documents which any one of them may from time to time request for inspection, verification, photocopying or otherwise for the purpose of administration and monitoring the operation of the PEVS.
14. The PEVS-KG shall comply with all instructions and directives as EDB may from time to time issue in relation to the PEVS.
15. The PEVS-KG shall indemnify and keep indemnified the Government from and against:
 - (a) all and any claims, actions, investigations, demands, proceedings, threatened, brought or instituted against the Government; and
 - (b) all liabilities (including liability to pay compensation and damages), damage, losses, costs, charges and expenses which the Government may sustain or incur (including all legal and other costs, charges, and expenses, on a full indemnity basis, which the Government may pay or incur in relation to any claim, action or proceeding instituted by, or against, the Government),which in any case arise directly or indirectly from, or as a result of, or in connection with, or which relate in any way to:
 - (i) any non-compliance by the PEVS-KG of any of the provisions set out in EDBC No. 6/2011 (including without limitation, these terms and conditions); or
 - (ii) the negligence, recklessness, or willful misconduct on the part of the PEVS-KG or on the part of any employee, agent or consultant of the PEVS-KG in the operation/implementation of the PEVS.

Terms and Conditions of the Pre-primary Education Voucher Scheme (“PEVS”)

16. All rights and powers of the Government hereunder may be exercised by the Permanent Secretary for Education for and on its behalf.

17. Notwithstanding anything herein to the contrary, clauses 2(d), 2(e), 2(f), 2(g), 2(h), 2(i), 2(j), 5, 10, 13, 14, 15 and 16 of these terms and conditions shall continue to have full force and effect and constitute binding obligations on the PEVS-KG notwithstanding termination of the PEVS-KG being an eligible kindergarten under the PEVS in the manner mentioned in clause 9 above.

Appendix II

To: Permanent Secretary for Education

(c/o: Kindergarten and Support Section, Support Services Office, Education Bureau, Room 3608, 36/F., 248 Queen's Road East, Wan Chai, Hong Kong)

Withdrawal from the Pre-primary Education Voucher Scheme

1. On behalf of the School Management Committee of _____

(Name of Kindergarten) (KG),
I _____ (Name of School Supervisor) write to confirm that the said KG will not join the Pre-primary Education Voucher Scheme (PEVS) with effect from the 2012/13 school year starting from K1.
2. I confirm that the KG has informed parents of students already enrolled as of the 2011/12 school year the decision of the KG to withdraw from the PEVS starting from K1, and the KG will properly address their concern. I have notified parents of existing pupils that should their children remain in the eligible classes of the KG, they will continue to be eligible for the voucher subsidy until they leave the KG.
3. I confirm that with immediate effect, the KG will make clear to parents of children seeking to enroll their children in K1 in the 2012/13 school year that the KG will withdraw from the PEVS and hence will not be eligible to redeem the voucher under the PEVS.
4. I understand that Government has the right to make any adjustments in the subsequent payment(s) payable to this KG to recoup any overpayment previously made by the Government under the PEVS to this KG, and upon the Government's request, this KG shall forthwith repay the extra amounts paid by the Government.
5. This KG shall fully cooperate with the officers of the Education Bureau and other persons duly authorized by the Government and promptly provide all relevant information and documents relating to the PEVS in the KG.

School Chop

Supervisor's Signature: _____

Name of Supervisor (in English): _____

(in Chinese): _____

Date: _____

**Application for Joining the Pre-primary Education Voucher Scheme (PEVS)
2012/13 School Year**

To: Permanent Secretary for Education
(c/o: **Kindergarten and Support Section, Support Services Office, Education Bureau,
Room 3608, 36/F., 248 Queen's Road East, Wan Chai, Hong Kong**)

Part I Particulars of School

Name of *Kindergarten/Kindergarten-cum-Child Care Centre/School with Kindergarten Classes (hereunder referred as KG): (*Please delete whichever is inappropriate.)

(in English): _____

(in Chinese): _____

School Address: _____

School Registration No. : _____ Tel. No.: _____ Fax. No.: _____

Contact Person: _____ (Name) _____ (Post)

Non-Profit-Making (NPM) Operating Status (Please '✓' where appropriate.)

My KG is a NPM KG:

- being exempt from taxes under section 88 of the Inland Revenue Ordinance (CAP. 112) (IRO).
- being an approved subsidiary to _____ (Name of the Organisation) which is exempt from taxes under section 88 of the IRO.

[For KG currently NOT under the PEVS, a certified true copy of the confirmation letter recognising the KG being an approved organisation/an approved subsidiary to an organisation exempt from taxes under section 88 of the Inland Revenue Ordinance (CAP. 112) should be attached to this application form.]

Part II Curriculum (Please '✓' where appropriate.)

My KG is:

- operating classes of local curriculum only
- operating classes of both local and non-local curriculum
(Only students enrolled in classes of the local curriculum will be eligible for voucher redemption.)

Part III School Fee (Please '✓' where appropriate.)

My KG will NOT charge a school fee higher than the prescribed fee thresholds as specified by the Government for a half-day place and a whole-day place in any session/level/class offering local curriculum for the 2012/13 school year.

- Yes No (NOT eligible to join PEVS)

Part IV Disclosure of Information for the Profile of Kindergartens and Kindergarten-cum-Child Care Centres (KG Profile)

My KG will submit as and when specified all the required information through the designated online platform for EDB's compilation of the KG Profile.

- Yes No

**Application for Joining the Pre-primary Education Voucher Scheme (PEVS)
2012/13 School Year**

Part V Undertaking and Declaration

1. In consideration of the Government of the Hong Kong Special Administrative Region (**‘Government’**) considering and/or approving this application for joining the Pre-primary Education Voucher Scheme (**‘PEVS’**), I, the undersigned, bearing a Hong Kong Identity Card No: _____ (_____), being the approved Supervisor under the Education Ordinance (CAP. 279) of the school [the details of which are provided in Part I of this application form (hereinafter referred as **‘Kindergarten’**)], hereby undertake, acknowledge and agree as set out in Clauses 2 to 8 below.
2. I hereby declare, undertake and warrant that all information and supporting documents supplied, and statements and representations (**‘Information’**) made by me from time to time in relation to this application submitted to the Government are true, accurate and complete. I understand that the Education Bureau (**‘EDB’**) will assess the eligibility of the Kindergarten based on the Information provided by me.
3. I hereby undertake and warrant and with continuing effect until this application is rejected by the Government or the expiry of the Kindergarten being an eligible kindergarten under the PEVS or the Government’s termination of the Kindergarten being an eligible kindergarten under the PEVS (whichever may first occur) that:
 - (a) the Kindergarten fulfils the eligibility criteria and shall comply with all other requirements and specifications set out in Education Bureau Circular No. 6/2011 dated 21 October 2011 on “Pre-primary Education Voucher Scheme” (**‘EDBC No. 6/2011’**) (as may from time to time be amended or supplemented by the Government) and such other requirements and directives from time to time as may be issued by the Government concerning the PEVS; and
 - (b) the Kindergarten fully understands and shall comply with and be subject to all the Terms and Conditions of the Pre-primary Education Voucher Scheme stipulated in EDBC No. 6/2011 upon being approved as an eligible kindergarten under the PEVS.
4. If this application is successful, I shall maintain all Information relating to this application and copy of this Undertaking, fully cooperate with the officers of EDB and other persons duly authorized by the Government and promptly provide all such information and documents which any one of them may from time to time request for inspection, verification, photocopying or otherwise for the purpose of administration and monitoring the operation of the PEVS (a) during the period when my Kindergarten being an eligible kindergarten under the PEVS and (b) for a period of two (2) years thereafter or upon the closure of the Kindergarten (whichever is earlier).
5. If any representation, declaration and undertaking given by me in this Undertaking and Declaration is incorrect or misleading or if I fail to comply with any provisions of this Undertaking and Declaration, without prejudice to any powers, rights, remedies and claims that the Government may have under this Undertaking and Declaration or in law, the Government shall be entitled to immediately invalidate this application or, as the case may be, immediately terminate the Kindergarten being an eligible kindergarten under the PEVS.
6. I hereby give my consent to EDB and the contractors of the Government which provide services to the Government in connection with the PEVS and other persons duly authorized by the Government to access my personal data provided in this application for the purposes set out in paragraph 2 of Part VI of this application form on Provision/Handling of Personal Data.
7. This Undertaking and Declaration shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region and I and the Government shall irrevocably submit to the exclusive jurisdiction of the Courts of Hong Kong Special Administrative Region.
8. I have read the provisions of this Undertaking and Declaration carefully and fully understood my obligations and liabilities under this Undertaking and Declaration.

School Chop

Supervisor’s Signature: _____

Name of Supervisor (in English): _____

(in Chinese): _____

Date: _____

**Application for Joining the Pre-primary Education Voucher Scheme (PEVS)
2012/13 School Year**

Part VI Provision/Handling of Personal Data

1. The personal data provided in this application will be used by the Education Bureau ('EDB') for administering and processing of application for joining the Pre-primary Education Voucher Scheme. It is obligatory for an applicant to supply the personal data to EDB as required in the application. Failure to comply with this requirement will render the application disqualified for further processing.
2. The personal data provided in the application and any supplementary information provided at the request of EDB will be used by EDB / disclosed to the data processing institutions concerned, relevant government bureaux/departments, for the following purposes:
 - (i) activities relating to the processing and verification of information contained in this application; and
 - (ii) statistics and research purposes.
3. The personal data which an applicant has provided will only be disclosed to those parties concerned:
 - (i) for the purpose mentioned in paragraph 2 above; or
 - (ii) where the applicant has given his consent to such disclosure; or
 - (iii) where such disclosure is authorized or required by law.
4. All documents submitted are not returnable. Data subject have the right to obtain access and make corrections to the personal data in the application in accordance with Sections 18 & 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of the Hong Kong Special Administrative Region). Enquiries concerning the personal data collected in this application, including the making of access and correction, should be addressed to:

Kindergarten and Support Section
Support Services Office
Education Bureau
Room 3608
36/F 248 Queen's Road East
Wan Chai, Hong Kong

Closing Date of Application

Application should be submitted on or before **28 November 2011**. Insufficient information and/or incompleteness of the application form would render the application invalid.