

# Enrolment Application Form



## Privacy Notice

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Institute of Technology Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

#### APPLICATION CHECKLIST

- ☐ Complete all sections of the Admission Form
- ☐ Attached evidence for Credit or Exemption (if applicable)
- ☐ Read and understand the Conditions of Enrolment including Fees Refund Policy
- ☐ Include certified copies of:
  - ☐ Academic records/qualifications
  - ☐ Any public examination results
  - ☐ Work Experience Reference Letter
  - ☐ English results
  - ☐ Passport pages and Visa pages

#### Section 1 Personal Details (Legal name as per photo ID, which will need to be sighted to verify legal name)

1) Family Name	_____	Given Name	_____
2) Date of Birth	__ / __ / ____	Gender	Female <input type="checkbox"/> Male <input type="checkbox"/> Other <input type="checkbox"/>
3) Nationality (as shown on passport)	_____	Town & city of birth	_____
		Passport No.	_____
4) Street Address	_____		
Suburb	_____	State	_____
		Postcode	_____
Telephone (Home)	_____	(Work)	_____
		(Mobile)	_____
Email Address	_____		

Are you currently studying in Australia? ☐ Yes ☐ No

Are you transferring between registered providers? ☐ Yes ☐ No

If Yes, please provide the following details:

Name of Institution: \_\_\_\_\_ Course: \_\_\_\_\_

(Note: if you are studying in Australia and you want to study in Institute of Technology Australia (ITA), you might need a letter of release from previous institution. Please refer to your visa condition.)

#### Section 2 Course of Enrolment

Please specify the course you want to undertake

- ☐ Certificate III in Carpentry (CPC30620) – Domestic
- ☐ Certificate III in Painting and Decorating (CPC30620) – Domestic and International Student
- ☐ Diploma of Leadership and Management (BSB50420) – Domestic and International Student
- ☐ Diploma of Civil Construction Design (RII50520) – Domestic
- ☐ Diploma of Information Technology (Front End Web Development) (ICT50220) – Domestic and International Student
- ☐ Advanced Diploma of Information Technology (ICT60220) – Domestic and International Student
- ☐ Advanced Diploma of Civil Construction Design (RII60520) – Domestic and International Student
- ☐ Advanced Diploma of Human Resource Management (BSB60320) – Domestic and International Student
- ☐ Graduate Diploma of Management (Learning) (BSB80120) – Domestic and International Student

Intake Date: \_\_\_\_\_

#### Section 3 Emergency Contact Details

Full Name	_____	Relationship	_____
Contact number	_____		_____

#### Section 4 English Language Proficiency

English Skill Is English your first language? ☐ Yes ☐ No

English Studies Are you planning to enrol, or are you enrolled in English Language Studies? ☐ Yes ☐ No If YES:

Expected Start	Expected Finished
Date: _____	Date: _____
Level: _____	Institute: _____

Do you have an English proficiency level rating in the last 24 months (e.g. IELTS)?

Test Name: _____	Date test taken: _____ / _____ / _____	Result: _____
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Valid Supporting Documents Attached: ☐ Yes ☐ No

### Section 5 Overseas Students Health Cover (OSHC)

Do you require the College to arrange OSHC? ☐ Yes ☐ No ☐ Single ☐ Family

Please note that it is mandatory that all international students must have paid for OSHC, before applying for a student visa. For more information regarding the premium and type of cover please check AHM website (<http://www.ahm.com.au/ohsc>).

OSHC is also provided by other insurance providers. For further information please contact the College ([info@iota.edu.au](mailto:info@iota.edu.au))

### Section 6 Recognition of Prior Learning (RPL)/ Credit Transfers

Do you wish to apply for RPL/Credit transfers? (**Note: Course Credit/s may lead to a shortening of a student's course duration.**)

RPL Application ☐ Yes ☐ No Evidence Attached ☐ Yes ☐ No

Course Credit Application ☐ Yes ☐ No Evidence Attached ☐ Yes ☐ No

If you have answered 'Yes' to any of the question above, you are required to also filled Credit Transfer form or RPL form and forward it along with the supporting documents e.g. employment letter, position descriptions, transcripts, etc.

### Section 7 Airport Pickup and Accommodation Service

Do you want ITA to arrange airport pick up and/or accommodation for you? (Optional-Charge apply)

Airport Pick Up ☐ Yes ☐ No Accommodation ☐ Yes ☐ No

### Section 8 How did you learn about ITA

You may tick more than one:

☐ Exhibition ☐ Newspaper/Magazine ☐ Recommended by a friend/relative

☐ Recommended by an education agent ☐ Internet Specify: \_\_\_\_\_

### Section 9 AVETMISS Data Collection

<b>Language &amp; Cultural Diversity</b> 1) In which country were you born? Australia <input type="checkbox"/> <sup>1101</sup> Other – please specify _____ <hr/> 2) Do you speak a language other than English at home? No, English only <input type="checkbox"/> <sup>1201</sup> English only – Go to Question 9 Yes, other – please specify _____ <hr/> 3) How well do you speak English? Very well <input type="checkbox"/> <sup>1</sup> Well <input type="checkbox"/> <sup>2</sup> Not well <input type="checkbox"/> <sup>3</sup> Not at all <input type="checkbox"/> <sup>4</sup> <hr/> 4) Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes) No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/>	<b>Disability</b> 5) Do you consider yourself to have a disability, impairment or long-term condition? Yes <input type="checkbox"/> No <input type="checkbox"/> No – Go to Question 12 6) If yes, then please indicate the areas of disability, impairment or long-term condition: (you may tick more than one) Hearing/Deaf <input type="checkbox"/> <sup>11</sup> Physical <input type="checkbox"/> <sup>12</sup> Intellectual <input type="checkbox"/> <sup>13</sup> Learning <input type="checkbox"/> <sup>14</sup> Mental Illness <input type="checkbox"/> <sup>15</sup> Acquired brain impairment <input type="checkbox"/> <sup>16</sup> Vision <input type="checkbox"/> <sup>17</sup> Medical condition <input type="checkbox"/> <sup>18</sup> Other <input type="checkbox"/> <sup>19</sup>	<b>Schooling</b> 7) What is your highest COMPLETED school level? (Please tick ONE box only) Year 12 or equivalent <input type="checkbox"/> <sup>12</sup> Year 11 or equivalent <input type="checkbox"/> <sup>11</sup> Year 10 or equivalent <input type="checkbox"/> <sup>10</sup> Year 9 or equivalent <input type="checkbox"/> <sup>09</sup> Year 8 or below <input type="checkbox"/> <sup>08</sup> Never attended school <input type="checkbox"/> <sup>02</sup> 8) In which YEAR did you complete that School level? _____ 9) Are you still attending secondary school? Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Previous Qualifications Achieved</b> 10) Have you <b>successfully</b> completed any of the following qualifications? Yes <input type="checkbox"/> No <input type="checkbox"/> No – Go to Question 11 11) If YES, then tick ANY applicable boxes Bachelor Degree or Higher Degree <input type="checkbox"/> <sup>008</sup>	<b>Employment</b> 12) Of the following categories, which BEST describes your current employment status? (Tick ONE box only) Full-Time employee <input type="checkbox"/> <sup>01</sup> Part-Time employee <input type="checkbox"/> <sup>02</sup>	<b>Study Reason</b> 13) Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (Tick ONE box only)

Advanced Diploma or Associate Degree <input type="checkbox"/> 410	Self-employed - not employing others <input type="checkbox"/> 03	To get a job <input type="checkbox"/> 01
Diploma (or Associate Diploma) <input type="checkbox"/> 420	Employer <input type="checkbox"/> 04	To develop my existing business <input type="checkbox"/> 03
Certificate IV (or Advanced Certificate/Technician) <input type="checkbox"/> 511	Employed - Unpaid worker in a family business <input type="checkbox"/> 05	To start my own business <input type="checkbox"/> 03
Certificate III (or Trade Certificate) <input type="checkbox"/> 514	Unemployed – Seeking full-time work <input type="checkbox"/> 06	To try for a different career <input type="checkbox"/> 04
Certificate II <input type="checkbox"/> 521	Unemployed – Seeking part-time work <input type="checkbox"/> 07	To get a better job or promotion <input type="checkbox"/> 05
Certificate I <input type="checkbox"/> 524	Not employed – Not seeking employment <input type="checkbox"/> 08	It was a requirement of my job <input type="checkbox"/> 06
Other education (including certificates or overseas qualifications not listed above) <input type="checkbox"/> 990		I wanted extra skills for my job <input type="checkbox"/> 07
		To get into another course or study <input type="checkbox"/> 08
		For personal interest or self-development <input type="checkbox"/> 12
		Other reasons <input type="checkbox"/> 11

#### Section 10 Unique Student Identifier (USI)

From 1 January 2015, we [insert RTO name] can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on computer or mobile device.

Enter your Unique Student Identifier (USI) (if you already have one)

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

Unique Student Identifier (USI)

### TERMS & CONDITIONS OF ENROLMENT

#### 1. Student Responsibilities - VET

- Students must satisfy entry requirements for course of enrolment.
- If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given a third and final opportunity for reassessment.
- If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to reassessment.
- If after three attempts the student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
- All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Australian Commonwealth, State or Territory legislation and regulatory requirements.
- Students are issued with a Student Handbook & International Student Handbook, which includes the Student's rights and responsibilities that will affect their participation in training.
- The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements and the Student Visa requirements, as set out in the Student Handbook and the International Student Handbook.

#### 2. Visa Requirements

According to Visa requirements, all students are required to undertake full-time study workload and must attend a minimum of at least 80% of classes in their course, as per the duration stated in their Confirmation of Enrolment (CoE)

Failure to meet the minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA) for unsatisfactory attendance, which may result in the cancellation of their student visa.

If a student does not commence studies on the agreed commencement date, after 14 days the Institute will cancel the student's CoE unless a new starting date has been agreed to. Any student who does not commence studies will be reported to the DHA, and this may result in the cancellation of the student's visa.

Students are required to have in place, prior to commencement of studies, Overseas Student Health Cover (OSHC) throughout the duration of their course of studies. Our organisation has agreements in place with OSHC providers and can assist you with accessing health cover.

#### 3. Enrolment & Selection

- This form is just for registering your initial interest into training with the Institute and is not confirmation of your enrolment into the Institute. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.
- All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
- The student is responsible for notifying the Institute if they have a medical condition or disability or require assistance in their training.

- d) An Enrolment Application Fee must accompany enrolment to enable the students' application to be processed.
- e) It is the student's responsibility to note the date, time and location of the course as advertised.
- f) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- g) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- h) If you are unable to complete your course, due to changed personal circumstances, the Institute will make every effort to ensure you are placed into an alternative pre-scheduled course.
- i) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- j) The Institute reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- k) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. the Institute's students are covered by public liability insurance whilst studying on campus.
- l) Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
- m) Completing the Enrolment Application Form does not guarantee a place with the Institute.
- n) The Institute reserves the right to decline an application.
- o) Students from assessment level 3 and 4 countries are advised to apply through the Institutes representative (International Student Agent).
- p) Applications will be processed when all required documents and the non-refundable enrolment fee are received by the Institute.
- q) Accommodation arrangement/Homestay replacement fee and airport pickup service arrangement fee is payable every time the arrangement request is made.
- r) When the duration of studies at the Institute needs to be extended to complete the course, the student is required to pay additional fees for this extension.

#### 4. Course Fees and Payments

- a) Please refer to the International Student Prospectus and the Letter of Offer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) Fees must be paid in Australian dollars by bank cheque or bank transfer to the Institute's bank account. The Institute will not be responsible for any monies paid to agents.
- c) The Institute reserves the right to vary fees.
- d) Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
- e) The Enrolment Application Fee is non-refundable in any circumstances.
- f) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- g) Fees not paid by the due date will incur a late fee of 5% of the total fee due.
- h) The student puts at risk their CoE being cancelled if their course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with the Institute administration before the due date.
- i) An **Enrolment Application Fee of \$250** is required to be paid with this Enrolment Application Form, which is non-refundable.
- j) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.
- k) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- l) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
- m) The Institute is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

#### 5. Refund Policy

- a) If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused.
- b) Students are also eligible for a Refund if the Institute cancels the enrolled course, or the principal course application has been denied.
- c) Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
  - i. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.
  - ii. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) and 100% for the remainder fees will be refunded.
- d) There will be no refund issued following commencement of studies.
- e) All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.

- f) If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
- g) If the Institute cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee)
- h) The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
- i) When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
- j) The Institute is only responsible for the refund of the commission received by the student's EA.
- k) To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
- l) Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
- m) Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of Institute of Technology Australia.
- n) No refund or transfer will be made to third parties.
- o) This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
- p) If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
- q) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## **6. Deferring, Suspending or Cancelling Enrolment**

Students need written permission from Institute of Technology Australia to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend, or cancel their enrolment is available within the International Student Handbook.

Institute of Technology Australia is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Institute of Technology Australia will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Institute of Technology Australia's internal Complaints and Appeals procedure.

## **7. Accommodation and Airport Pickup Service**

If you require assistance with planning for Accommodation and/or Airport Pickup Service, the Institute will require a minimum 28 days' notice to arrange accommodation and 14 days for airport pick-up service.

If the student has requested an Airport Pickup Service, on arrival the student will be accompanied from the airport by an approved delegate of the Institute.

## **8. Students Contact Details**

All international students are required to inform the Institute of their Australian residential address within seven (7) days of arrival in Australia and must advise any changes of address or other contact details such as contact number, email address, etc., within five (5) working days.

## **9. Termination**

Institute of Technology Australia reserves the right to expel a student for breaching enrolment or/and visa conditions. Fees will not be refunded and the CoE will be cancelled immediately after the student is notified. This may result in cancellation of the student's visa.

## **10. Privacy Protection**

Institute of Technology Australia respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment, and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

Institute of Technology Australia has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's and/or the National Code. No student files will be removed from the Institute's site unless a student is notified beforehand.

Students have a right to access and alter their personal information.

The Institute has the right to all the media images taken by the Institute during the student's studies at the Institute, this includes photographs, video and DVD images.

### **11. Changes to Agreed Services**

Where there are any changes to the agreed services that will affect the learner, including in the event of Institute of Technology Australia closing down, the Institute will advise the learner in writing as soon as practicable, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

The registered provider will notify the designated authority (ASQA) and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

### **12. Consumer Guarantee**

the Institute guarantees that the services provided by the Institute will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

### **13. Cooling Off Period**

the Institute protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the Academic Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

### **14. Complaints and Appeals**

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with the Academic Manager. the Institute's administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the Institute for actioning.

Please refer to the Student Handbook for more details on the complaints and appeals process.

### **15. Credit Transfer**

The Institute recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (i.e. presentation of original certificate or transcript).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

### **16. Language, Literacy and Numeracy (LLN)**

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning is to be identified upon enrolment. Trainers and staff within the Institute can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students are required to meet English language skills as part of their enrolment, but may be required to undertake further LLN assessment if identified as being required by the Institute.

### **17. Support Services**

the Institute caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or Student Support Officer.

The Institute is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by the Institute.

To achieve this and to ensure the quality delivery of training and education, the Institute provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the Institute for further counselling and/or assistance.

### **18. Legislative and Regulatory Requirements**

All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with an International Student Handbook and Student Handbook, which also includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

## 19. Age Dependents

Should the student be accompanied by school age dependants, the student must accept responsibility for any primary or secondary school fees. The dependants are not eligible to attend government schools free of charge.

Any school age dependant of a student must be enrolled and attending school during the period that the student is studying with the Institute.

## 20. Institute of Technology Australia Contact Hours

Office Hours are 9:00 AM to 5:00 PM by appointment only. Email correspondence is made during weekdays only and not weekends and public holidays. The Institute does not take calls or reply to emails outside of office hours, weekends and public holidays.

## 21. Pre-Departure Information

If this is your first time studying in Australia, we recommend that you visit the following website:

<https://www.studyinaustralia.gov.au/english/live-in-australia>, which provides useful information regarding travelling and living in Australia.

## Fees Refund Policy

### 1. Purpose

The purpose of this policy is to ensure that ITA adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give ITA sufficient notice, while at the same time protecting ITA from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

### 2. Scope

This policy and procedure applies to all the international students enrolled by ITA as well as all the prospective students who pay part of full advance fees when applying for a place at ITA.

### 3. Definitions

**Tuition Fee:** Covers the cost of providing the course of study and use of resources at ITA. Tuition Fee does not include Overseas Student Health Cover (OSHC), application fee, accommodation fee and airport pick-up fee and costs related to equipment or training material/books purchases

**Materials Fee:** Covers the cost of learning materials and resources provided by ITA

**Application Fee:** Covers the administrative costs of enrolment

**Fees:** A total of tuition, materials and application fees

**Fee Due Date:** As per Invoice Due Date

**Agreed Start Date:** Refers to the day on which the course was scheduled to start, or a later day agreed upon between ITA and the student

### 4. Itemised List of course money

Item	Description	FEES (AUD)
Enrolment Fees	<b>Non-Refundable</b>	\$250.00
Materials Fees	<b>Online materials and handouts</b>	\$500.00
Certificate III in Painting and Decorating	<b>Tuition Fees Only</b>	\$36,000.00
Certificate III in Carpentry	<b>Tuition Fees Only</b>	\$20,000.00
Diploma of Information Technology (Front End Web Development) (2 Years)	<b>Tuition Fees Only</b>	\$20,000.00
Advanced Diploma of Information Technology (2 Years)	<b>Tuition Fees Only</b>	\$25,000.00
Diploma of Leadership and Management (1.5 Years)	<b>Tuition Fees Only</b>	\$16,000.00



Advanced Diploma of Human Resource Management (2 Years)	<b>Tuition Fees Only</b>	\$20,000.00
Advanced Diploma of Civil Construction Design (2 Years)	<b>Tuition Fees Only</b>	\$25,000.00
Graduate Diploma of Management (Learning) (2 Years)	<b>Tuition Fees Only</b>	\$20,000.00
<b>Compulsory Fees</b>		
<b>OSHC (Overseas Students Health Cover)</b>  It is an Australian Government requirement that all students studying on a student visa are covered by Overseas Student Health Cover (OSHC). Students accompanied by family must pay the OSHC family fee. (Note: for more information please contact us via email: info@iota.edu.au)	AHM (Provider 2016)	Single \$ 438.00/year  Family \$ 4200.00/year
<b>Non-Compulsory Fees</b>		
Recognition of prior Learning (RPL)	AUD 200 Per Unit	\$200.00/unit
Reassessment	Per Unit (In case of re-submission of assignments)	\$ 50.00/unit
Accommodation	Approximately Cost (Per Week)  Must Notify 2-4 Weeks in Advance	\$300.00/week
Airport Pickup Fee	Approximately Charges (1-2 Persons). Must Notify 2-4 Weeks in Advance	\$150.00/Person

#### 5. Payment Mode:

Option	Options	Mode	Details
1	Cash	Deposit	Deposit on ITA Adelaide Director Office or Reception
2	Electronic Transfer	Online	<b>Bank:</b> Westpac  <b>Account Name:</b> Institute of Technology Australia  <b>BSB No.:</b> 033-174  <b>Account No.:</b> 284163
3	BPAY	Online	Biller Code 163121 (within Australia)
4	Bank Draft	Post/Counter	Payable to Universal Network of Infotech Pty Ltd  Post to: PO BOX 3610, Rundle Mall, Adelaide, SA 5000

#### 6. Policy Statement

##### 6.1: FULL REFUND OF UNUSED TUITION FEES

##### 6.1.1 Where the student withdraws from, or does not start a course (Before course commencement)

ITA will make a full refund of unused tuition fees incurred in the application and enrolment process if:

- The student provides documentary evidence that his / her application for a visa has been unsuccessful on valid grounds (letter should include a copy, or copies of any documentation received from the Australian Embassy to confirm the refusal of the visa. The Application Fees will not be refunded.)
- A notice of withdrawal due to special or exceptional circumstances of a compassionate nature is submitted At least 10 weeks prior to commencement of the course and evaluated and accepted by ITA (Student withdraws from a course at least 10 weeks prior to the semester commences, the semester tuition fee will be refunded in full. The Application Fees will not be refunded.)

**Note: Refund will be paid within 4 weeks directly to the Student unless the ITA is advised in writing to pay the refund to someone else.**

#### **6.1.2 Where the ITA defaults**

In cases of Provider default (Where ITA defaults on its obligations as laid out in Part 3, Division 2, Section 27 of the ESOS Act). This includes:

- Where the course does not start on the agreed starting day; or
- Where the course ceases to be provided at any time after it starts but before it is completed
- Where the course is not provided in full to the student because a sanction has been imposed on ITA

**6.1.3** In the unlikely event that the ITA is unable to deliver your course in full, you will be offered a refund of all the course money 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 an alternative course by the ITA at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

**6.1.4** In the unlikely event that the ITA is unable to deliver the course in full, ITA will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director within 3 business days of the default and will then advise the student of the default outcomes within 7 days.

**6.1.5** The student will be offered a place in a suitable alternative course at another college at no extra cost or will be provided with a refund of all unexpended prepaid tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.

**Note: ITA will provide a full refund of tuition fees to the Student within two weeks of the day on which the course ceased being provided.**

#### **6.2: PARTIAL REFUND OF UNUSED TUITION FEES**

**6.2.1 ITA will partially refund the Tuition fees in the following cases for both new and current students:**

- If a student who has not yet commenced a course informs the ITA in writing of a cancellation not later than 28 days prior to the commencement of the course the application fee plus 20% of the total course money will not be refunded.
- If a student cancels their course in writing within or less than 28 days but still more than 14 days before the commencement date the registration application plus 40% of the total course money will not be refunded.
- If a student provides documentary evidence that his / her application for extension of student visa has been unsuccessful 30% of the total course money paid in advance for the next course or semester will not be refunded.

**Note: the date for calculation of the refund will be the date formally received and acknowledged by ITA**

#### **6.3: NO FEE REFUND**

ITA will not make any refunds in the following cases:

- If a student formally withdraws in writing from a program or course less than two (2) weeks before course or semester commencement date, ITA will not refund any of the fees paid for that program or course for that semester.
- In an event where a student's visa is cancelled or suspended due to the student's non-compliance with his/her visa conditions, ITA will not refund any of the fees paid for that program or course for that semester.
- Overseas Student Health Cover (OSHC) and application fees are non-refundable. Students must apply for an OSHC refund direct to their health insurance provider.
- Application fee is not refundable under any circumstances.
- Costs related to equipment or training materials are non-refundable once the student has collected the equipment or training materials.

#### **6.4: CEASING PROVISION OF EDUCATIONAL SERVICES**

ITA refuses to provide, or continue providing, the course to the student because of one or more of the following events:

- The student failed to pay an amount he/she was liable to pay the provider, directly or indirectly, in order to undertake the course
- The student breached a condition of his/her visa and has received a notice from ITA of intention to report the student
- Misbehaviour by the student has resulted in ITA issuing the student a letter of intention to report the student
- ITA will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director of Student Default within 5 business days and will then advise the student of the default outcomes within 7 days.

### **7. Procedure**

### **7.1: CLAIMING REFUNDS**

- Students wishing to claim a refund must fill in a Refund Application Form
- This form can be obtained from college reception and ITA Adelaide Website at [www.iota.edu.au](http://www.iota.edu.au)
- The form must be forwarded to Director to verify and confirm the final approval of refundable amounts in accordance with this payment policy

### **7.2: PAYMENT OF REFUNDS**

- The refund will be paid to the student in Australian dollars by cheque, and
- The cheque will be sent to the applicant's registered address or given in person
- All refunds will be paid within 28 days of receipt of student claim
- ITA default will pay to students within two weeks of the day on which the course ceased being provided.

## **8. Statement of refunds**

The Student will be provided with a written statement detailing how any refund amount has been calculated.

## **9. Appeals**

- Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome, including reasons for the decision.
- Student should also refer to ITA's "Complaints and Appeals Policy", available with the International Office or online at – [www.iota.edu.au](http://www.iota.edu.au) for information on lodging an appeal against a decision.

## **10. Refund Disputes**

- In the event of dispute between the ITA and the student, that dispute will be resolved by the complaints and appeals process.
- After ITA dispute resolution processes, dispute will be lodged with Training Advocate, South Australia.

## **11. General Provisions**

- No refunds will be paid to a third party (a person other than the student), unless the student requests in writing that the refund is to be transferred to another bank account.
- The refund policy is subject to review from time to time.

## **12. Refund Explanation Table**

	Explanation	Type	Application fee (non-refundable)
<b>Full Refund of Unused Tuition Fees</b>			
<b>A</b>	<b>Where the student withdraws from, or does not start, a course (Before course commencement):</b>  <b>(REFUND PROCESS TIME: FOUR WEEKS)</b>		
1	If a visa application is rejected for a student applying for enrolment, provided that the rejection is certified.	Full Refund	-\$250.00
2	At least 10 weeks prior to the course commencement	Full Refund	-\$250.00
<b>B</b>	<b>Where the ITA defaults</b>  <b>(REFUND IN TWO WEEKS)</b>		
1	Course does not delivered on the agreed starting day	Full Refund	-\$250.00
2	Course stops being provided after course starts and		

3	Course is not provided fully to the student because ITA has had sanctions imposed.		
<b>C</b>	<b>Partial Refund of unused Tuition Fees</b>  <b>(REFUND PROCESS TIME: FOUR WEEKS)</b>		
1	Not later than 28 days prior to the commencement of the course	-20% of the total course money paid	-\$250.00
2	Less than 28 days but still more than 14 days before the commencement date	-40% of the total course money paid	-\$250.00
3	Extension of student visa has been unsuccessful (fees paid for the next course or semester)	-30% of the total course money paid	N/A
<b>D</b>	<b>No Fee Refund</b>		
1	Two weeks or less prior to the course commencement	No Refund	N/A
2	Student's visa is cancelled or suspended due to the student's non-compliance with his/her visa conditions	No Refund	N/A
3	Application Fee (under any circumstances)	No Refund	N/A
4	Books/Material Fees (Less than 2 months)	No Refund	N/A
<b>E</b>	<b>Ceasing Provision of Educational Service</b>		
1	The student failed to pay an amount he/she was liable to pay the provider	No Refund	N/A
2	The student breached a condition of his/her visa and has received an intention notice to report the DEEWR	No Refund	N/A
3	Misbehaviour by the student has resulted in ITA issuing the student a letter of intention to report the student to DEEWR	No Refund	N/A
	<b>Compulsory Health Cover for Students - STUDENT VISA HOLDERS ONLY - ASK OSHC PROVIDER</b>		
	<b>Non-compulsory Fee</b>  (Notification of Withdrawal (Refund Application Form) for following must be received 2 weeks prior to term commencement by ITA)		

# Enrolment Application Form



## STUDENT DECLARATION

I acknowledge that I have read the ITA prospectus. I further acknowledge that all the information provided in this application form is correct I have read the all ITA rules and procedures containing notice of the refund policy and declare that I will abide by the terms and conditions therein.

- A. I have read and accepted the "Terms and Conditions" of admission and Fees Refund Policy of ITA hereby attached with Admission Form.
- B. I understood and consent to the Terms and Conditions of Enrolment and the Fee Payment and Refund Procedures at ITA.
- C. I have read and understood Terms and conditions of enrolment hereby attached with this form.
- D. I confirm that I have received and read a copy of ITA International Student Handbook and information available on <http://www.iota.edu.au>, and fully understand the requirement of the course.
- E. I declare that the information contained in this application is true.
- F. I consent to DIBP providing ITA with any information about my visa status from the time of my application to the time of my departure from Australia.
- G. I confirm the information supplied on this form in relation to my study plan is true and accurate. I understand that any changes to my study plan may be considered detrimental.
- H. Access to student records and student's personal information may be given to identified government or other representative agencies but not limited to DIBP (Department of Immigration and Border Protection), DEEWR (Department of Education Employment and Workplace Relations), Commonwealth, ASQA (Australian Skills Quality Authority) and State Government Departments and ACPET (Australian Council for Private Education and Training), if relevant, the Tuition Assurance Scheme and The ESOS Assurance Fund Manager for the purposes of audit against requirements. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.
- I. Access to a copy of student or staff records by a third party can only be obtained by written permission of the relevant person whose file has been requested. Such permission will identify the sections of the file to be available.
- J. I understand this agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

**I declare that the information provided by me on this form is true and correct, and I understand that this information will be treated as private and confidential and will not be divulged without my written consent, except where ITA is legally obliged to do so.**

APPLICANTS SIGNATURE: \_\_\_\_\_ DATE: \_\_/\_\_/\_\_\_\_

RTO REPRESENTATIVE: \_\_\_\_\_

PHOTO ID SIGHTED: ☐ Drivers Licence ☐ Passport ☐ Photo ID ☐ Other: \_\_\_\_\_

Phone: 08 8212 6799 | Email: [info@iota.edu.au](mailto:info@iota.edu.au) | Website: [www.iota.edu.au](http://www.iota.edu.au)  
Address: Level 10, 90 King William Street Adelaide South Australia 5000 | RTO ID: 40295 CRICOS: 03042K

INTERVIEW QUESTIONS – To determine student suitability for entering into the course		
QUESTION	POSSIBLE ANSWERS	OTHER COMMENTS – Interviewer is to add additional notes here, which should expand on the “Possible Answers”
Why have you decided to enrol into this course?	<input type="checkbox"/> To get a job <input type="checkbox"/> To develop new skills <input type="checkbox"/> Work in the industry currently <input type="checkbox"/> Want to develop my existing skills	
What level is your current skills and knowledge of the course you wish to enrol?	<input type="checkbox"/> <i>Limited Experience</i> - I am new to the industry <input type="checkbox"/> <i>Some Experience</i> - I have worked in the industry for 1-3 years <input type="checkbox"/> <i>Intermediate Experience</i> - I have worked in the industry for 3-6 years <input type="checkbox"/> <i>Extensive Experience</i> - I have over 6 years' experience in the industry	
What is your expectation upon completion of training?	<input type="checkbox"/> To get a job <input type="checkbox"/> To get a pay rise <input type="checkbox"/> To be able to apply for a higher position <input type="checkbox"/> To get a better job <input type="checkbox"/> To learn new skills	
Are there any specific training needs you may have?	<input type="checkbox"/> I may require flexibility in my training to meet my personal needs <input type="checkbox"/> I may require adjustment to training to meet my learning needs <input type="checkbox"/> I have a disability and would like further assistance <input type="checkbox"/> I do not have access to materials and equipment to assist with my learning and assessment <input type="checkbox"/> I may need adaptive technology or specific equipment to assist with my learning <input type="checkbox"/> I have a cultural need and training may need to be adapted to meet my needs <input type="checkbox"/> I would like to be referred to a support service to assist me with my learning (ie language and literacy) <input type="checkbox"/> I have a physical disability and may need the training and assessment environment to be adjusted <input type="checkbox"/> I have difficulty with language, literacy and/or numeracy and may need some assistance <input type="checkbox"/> I have financial difficulties and would like to negotiate a payment plan	
We provide a range of Support Services for our students, are there any special needs that you need help with?	<input type="checkbox"/> I may need equipment to be modified due to physical disability (eg. Ramps, disability toilets and classes held in rooms accessible to persons with disabilities) <input type="checkbox"/> I may need equipment to be modified to assist my learning (eg. lowering benches, enlarging computer screens, providing chairs with support) <input type="checkbox"/> I may need assessment tools to be modified to assist with my disability (eg. Oral exam instead of written or allowing additional time for a scribe to write an exam for person with a disability) <input type="checkbox"/> I may need the course delivery to be adjusted, as I have a disability or a personal need (eg. Providing student notes or research materials in different formats or by accessing a Sign Language Interpreter) <input type="checkbox"/> I may need assistance from disability organisation that represents or provide services to people with a disability <input type="checkbox"/> English is not my first language, I will need assistance with language <input type="checkbox"/> I am currently working and would like to complete assessments within the workplace <input type="checkbox"/> I will need support with my learning <input type="checkbox"/> I will need specialist support equipment or personnel <input type="checkbox"/> I am interested in undertaking tutorials to assist with my learning <input type="checkbox"/> I will need assistance with using technology <input type="checkbox"/> Referral to LLN training or assistance	
We offer Recognition of Prior Learning and Credit Transfer, are you interested in applying for either of these?	<input type="checkbox"/> <b>RPL</b> – Need to explain to the student what is the RPL process and the type of evidence that will need to be collected <input type="checkbox"/> <b>CT</b> – Student currently holds an equivalent unit	
<b>Office Use Only</b>	<input type="checkbox"/> <b>LLN testing required prior to course commencement</b> <input type="checkbox"/> <b>Reasonable adjustment. Please state specific needs</b> <input type="checkbox"/> <b>RPL/CT granted</b>	