



# INTERNATIONAL STUDENT ENROLMENT FORM



**ALPHA TRAINING COLLEGE**

RTO Number: 45145

CRISCOS ID: 03633J

Email: [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com)

# Enrolment Form

1. Complete all sections using BLOCK LETTERS.
2. Attach supporting documents, including CERTIFIED copies of your passport and academic documents.

1. Personal Details <i>(Please choose by placing an X in the boxes that apply to you)</i>	
Title:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Other:
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Enter your birth date	Day/month/year                      /                      /
Surname:	
Given Names:	
<p>*Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI and want [name of RTO] to apply for a USI on your behalf, <b>you must write your name, including any middle names, exactly as written in the identity document</b> you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.</p>	
Country of Birth:	
English Language Proficiency	
Do you speak a language other than English at home?	<input type="checkbox"/> No English only <input type="checkbox"/> Yes, other - please specify
How well do you speak English?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all
Was English the language of instruction in your secondary/tertiary studies.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you taken language test in last two (2) years e.g. IELTS, PTE, or equivalent (if yes please indicate name of test and score).	Test name:  Score Achieved:  Date:



Not Required. I am from (please tick) <input type="checkbox"/> United Kingdom <input type="checkbox"/> Ireland <input type="checkbox"/> Canada <input type="checkbox"/> South Africa <input type="checkbox"/> USA		
<b>*Please note all students must undertake a Language, Literacy and Numeracy test before enrolment at AICA.</b>		
Are you of Aboriginal or Torrens Straight Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)		
<input type="checkbox"/> No	<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torrens Straight Islander
DHA Office where you applied for your VISA	<input type="checkbox"/> Onshore	
Do you have a Unique Student Identifier (USI) Number?	<input type="checkbox"/> Yes, please specify below this below. <input type="checkbox"/> I will create it myself (visit <a href="http://www.usi.gov.au">www.usi.gov.au</a> ) <input type="checkbox"/> I authorise AICA to create my USI on my behalf (complete application below)	
<b>Unique Student Identifier(USI):</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	



**Please note that from 1 January 2015, we (AICA) 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 USI. In addition, we are required to include your USI in the data we submit to NCVET. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-USI> on a computer or mobile device.**

**If you wish for Alpha International College Australia (AICA) to create a USI on your behalf, be aware of the following:**

AICA will collect information about you for the purpose of creating a USI, this information is collected under the Student Identifiers Act 2014

This information can only be used for:

- Applying, verifying and giving a USI
- Resolving problems with a USI; and
- Creating authenticated vocational education and training (VET) transcripts;

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  - The purpose of administering and auditing VET, VET providers and VET programs;
  - Education related policy and research purposes; and
  - To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organizations to enable them to deliver VET courses to individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- Schools for the purpose of delivering VET courses to the individual and reporting on these courses;
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

**Will not be disclosed without your consent unless authorised or required by or under law.**



**Application for USI**

If you would like us (AICA) to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. You must also provide some additional information as noted below so that we can apply for a USI on your behalf.

I ..... authorize AICA to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.

I have read and I consent to the collection, use and disclosure of my personal information pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>.

Town/City of Birth \_\_\_\_\_  
(please write the name of the Australian or overseas town or city where you were born)

We will also need to verify your identity to create your USI.

**Additional Information for USI Application**

We will need to verify your identity to create your USI. Please provide details for one of the forms of identity below (please tick). Please ensure that the name written in 'Personal Details' section is exactly the same as written in the document you provide below.

Australian Driver's License State: \_\_\_\_\_

License Number: \_\_\_\_\_

Medicare Card

Medicare card number

Individual reference number (next to your name on Medicare card):

Card colour: (select which applies)

Green - Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_ (MM/YYYY)

Yellow - Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_ (DD/MM/YYYY)

Blue - Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_ (DD/MM/YYYY)

Australian Birth Certificate State/Territory \_\_\_\_\_

Australian Passport Passport number \_\_\_\_\_

Non-Australian Passport (with Australian Visa) Passport number \_\_\_\_\_

Country of issue \_\_\_\_\_

Immicard Immicard Number \_\_\_\_\_

Citizenship Certificate

Stock number \_\_\_\_\_ Acquisition date \_\_\_\_/\_\_\_\_/\_\_\_\_ (DD/MM/YYYY)

Certificate of Registration by Descent

Acquisition date \_\_\_\_/\_\_\_\_/\_\_\_\_ (DD/MM/YYYY)

In accordance with section 11 of the Student Identifiers Act 2014, AICA will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.



3. Contact Details			
Address (Home Country)			
Address:			
State/Province:			
Country:		Postcode:	
Phone:		Mobile:	
Email:			
Residential Address (Australia)			
Building/Property name (if applicable):			
Flat/unit details (if applicable):		Street or lot number (e.g. 205 or lot 118)	
Street name:			
Suburb		State:	
Phone home:		Phone work:	
Phone mobile:		Email:	
Postal Address in Australia (If different from Residential)			
Address:			
Suburb:			
State:		Postcode:	
<b>Preferred contact method:</b> <input type="checkbox"/> Email <input type="checkbox"/> Phone			
<b>Emergency Contact Details</b>			
Name of person:		Relationship to you:	
Address:			
Mobile/phone:		Email:	
4. Passport Details			
Passport Number:		Passport Expiry Date:	



Country and place of Passport Issue:			
<b>A certified true copy of your original documents must be provided as part of your application.</b>			
<b>5. VISA DETAILS</b>			
VISA Type		VISA Subclass	
VISA Number		VISA Expiry Date	
6. Education Agent <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name of Agent:			
Address:			
Phone:		Mobile:	
Email:		Fax:	
Agent Stamp (If applicable)			
<b>7. Overseas Student Health Cover(OSHC)</b>			
OSHC Arranged	Yes (Part A) <input type="checkbox"/>	No (Part B) <input type="checkbox"/>	
Part A - Insurer Details			
Name of Insurer:			
Member Number:			
Date of expiry:			
<p>1. The Australian Government requires all persons entering Australia on a Student Visa to have OSHC.</p> <p>2. The length of your OSHC MUST cover the total length of your course(s).</p> <p>Note: AICA does not apply for OSHC on behalf of students. Students are required to arrange their own health cover. However, AICA can assist students in arranging their own OSHC.</p>			
<b>8. Disability Status</b>			
Do you consider yourself to have a disability, impairment or long-term condition?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Disability, Impairment or Long-Term Condition. If yes then please select the following area:			



<input type="checkbox"/> Hearing / Deafness	<input type="checkbox"/> Intellectual	<input type="checkbox"/> Acquired Brain Impairment
<input type="checkbox"/> Physical	<input type="checkbox"/> Medical Condition	<input type="checkbox"/> Vision
<input type="checkbox"/> Learning	<input type="checkbox"/> Mental Illness	<input type="checkbox"/> Other

If Yes, do you require additional assistance because of this disability or any other support need during your study?  Yes  No  
Please provide details of what support you will require during you study:

### 9. Course Selection (Please chose by placing an X in the boxes that apply to you)

Please be advised that as part of the application process you will be required to do a pre-training review. <b>Course Code and Name</b>	<b>Duration (Weeks) (Including Holiday breaks)</b>	<b>Start Date- End Date</b>	<b>Total fees</b>
CHC30113 Certificate III in Early Childhood Education and Care			
CHC50113 - Diploma of Early Childhood Education and Care			
BSB42015 - Certificate IV in Leadership and Management			
BSB51918 - Diploma of Leadership and management			
BSB50215 - Diploma of Business			

Location of courses:Level-8,500 Collins Street,Melbourne,VIC-3000

Mode of Delivery: Blended-face to face and work based practical learning.

*Note: Details of Intake can be obtained from our Course Guide or by visiting our website:*

\*These qualifications include compulsory workplace training.

### 10. Previous qualification achieved (PLEASE DO NOT LEAVE THIS SECTION BLANK)

Have you successfully completed any of the following qualifications in Australia or hold any overseas qualification? If yes, tick any of the below boxes:

- Bachelor Degree or higher       Advanced Diploma or associate degree       Diploma  
 Certificate IV       Certificate III       Certificate II       Certificate I  
 Other education (including certificates or overseas qualifications not listed above)

### 11. Qualification details:





Name of Institute:	
Year Awarded:	
In the case of overseas qualification, has the qualification been assessed as equivalent to an Australian qualification?	<input type="checkbox"/> YES <input type="checkbox"/> NO
<i>Attach documentation including certified copies of all academic records. A certified copy is a photocopy stamped and signed by a public notary or a AICA education agent representative. Academic records not in English must also be accompanied by a certified translated copy. If you believe you have relevant work experience, attach details and documentation (e.g., employer reference, curriculum vitae, etc.)</i>	
<b>12. Schooling</b>	
What is your highest COMPLETED school level? (Tick ONE box only)	
<input type="checkbox"/> Year 12 or equivalent	<input type="checkbox"/> Year 11 or equivalent
<input type="checkbox"/> Year 10 or equivalent	<input type="checkbox"/> Year 9 or equivalent
<input type="checkbox"/> Year 8 or below	<input type="checkbox"/> Never attended school
<b>Are you still enrolled in secondary or senior secondary education?</b>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>13. Employment</b>	
Which of the following best describes your current employment status?	
<input type="checkbox"/> Full time employee	<input type="checkbox"/> Part time employee
<input type="checkbox"/> Unemployed-seeking full time work	<input type="checkbox"/> Unemployed-seeking part time work
<input type="checkbox"/> Self-employed - not employing others	<input type="checkbox"/> Not employed - not seeking employment
<input type="checkbox"/> Employed - unpaid worker in a family business	<input type="checkbox"/> Self-employed – employing others
<b>Which of the best describes your employment sector?</b>	



- A - Agriculture, Forestry and Fishing
- B - Mining
- C - Manufacturing
- D - Electrical, Gas, Water and Waste Services
- E - Construction
- F - Wholesale Trade
- G - Retail trade
- H - Accommodation and Food Services
- J - Information Media and Telecommunications
- K - Financial and Insurance Services
- L - Rental, Hiring and Real Estate Services
- M - Professional, Scientific and Technical Services
- N - Administrative and Support Services
- O - Public Administration and Safety
- P - Education and Training
- Q - Health Care and Social Assistances
- R - Arts and Recreation Services
- S - Other Services, please specify: \_\_\_\_\_

Please specify position:

#### 14. Reasons for study

- To get a job
- To get a better job or promotion
- It was a requirement of my job
- To develop my existing business
- To start my own business
- To try for a different career
- To get into another course of study
- I wanted extra skills for my job
- For personal interest or self-development
- To get skills for community/voluntary work
- Other

In case of Others, please state reason: \_\_\_\_\_

Note: AICA does not offer or guarantees any employment or job outcomes.

#### 15. Recognition of Prior Learning /Credit Application

Would you like to make an application for RPL/ Credit transfer:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
--------------------------------------------------------------------	------------------------------	-----------------------------

If you are seeking credit transfer/recognition of prior learning, you must attach certified translated (English) copies of the course outline/syllabus and other relevant documents such as academic transcripts, graduation certificates, grading system information , etc., so that AICA can assess your eligibility for credit recognition. Also attach certified copies of previous relevant qualifications or experience. Complete the RPL/CT Form available online at AICA website or at AICA reception.



## 16. Accommodation Requirements

Do you require assistance in finding accommodation options?

Yes       No

If yes please specify below.

What type of accommodation arrangements would you like:

Shared       Private

Please note that AICA student support officer can assist students in finding accommodation by conducting online search, suggesting accommodation sites, real estate agents in particular area, however, AICA does not provide accommodation to its students.

Do you require assistance for Airport pickup?

Yes       No

AICA does not provide airport pick up, however, it can provide information regarding international student help desk at airport and assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

Any other additional information:

## 17. Marketing

How did you find out about this course?

Advertisement       Newspaper       Internet  
 Friends       Search engines/Google       Other, specify: \_\_\_\_\_

## 18. Payment Details

**Payment by Credit Card (Please fill in the credit authorization form)**

**Bank Cheque made payable to Alpha International College Australia**

**Bank Transfer to be made to the following bank account:**

Account Name:

Account Number:

BSB:  
ACCOUNT NUMBER:

SWIFT Code:

Bank Name:



Bank Address:	
<b>19. Declaration</b>	
I declare that the information on this form and supporting documentation is true and correct. I have read and understood the Entry Requirements, the Privacy Policy and the Cancellation and Refund Policy of AICA provided to me along with this application. I confirm that I have been fully advised of the fees, cancellation and refund conditions and I agree to be a student at AICA. I acknowledge that the provision of incorrect information or documentation or the withholding of information or documentation relating to my application may result in the cancellation of my enrolment.	
Name:	
Signature: Date:	
<b>20. Application Checklist</b>	
<input type="checkbox"/> Completed all sections of this application	<input type="checkbox"/> Attached certified copies of your English Proficiency
<input type="checkbox"/> Attached relevant employment documentation	<input type="checkbox"/> Attached any other relevant documentation
<input type="checkbox"/> Attached certified copies of your Passport	<input type="checkbox"/> Read and signed the declaration
<input type="checkbox"/> Attached certified copies of your qualifications	

NOTE: AICA will report to the Department of Home Affairs based on student's course progress. Satisfactory Attendance should be maintained to maintain satisfactory course progress. Students must maintain 50% or more for better course progress in each study period and must maintain a minimum of 80% attendance.

**I have read and understood AICA's policy and procedure.**

### **Course Progress and Attendance Requirements**

Students are required to maintain satisfactory course progress and attendance so that they can complete the course within the nominated course duration.

AICA will regularly monitor course progress and attendance of the students.

- Students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa.



- if students don't attend scheduled classes, AICA may need to reassess their course duration, and AICA may shorten their course duration.
- Australian Skills Quality Authority (ASQA) may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa
- the Department of Home Affairs may cancel a student's visa if students fail to maintain their enrolment.

## Refund of Tuition fees

### A. COURSE WITHDRAWAL

- Where a written notice of withdrawal is received by the college **at least 12 full weeks before the agreed start date** of the course or term, the college will refund 100% of the fee received except application fee.
- Where the college receives a written notice of withdrawal within **6 to 11 full weeks before the agreed start date of the course or term**, the college will refund 50% of the fee received except application fee.
- Where the college receives a written notice of withdrawal within **5 full weeks or less before the agreed start date of the course or term**, no refund will be provided.
- Where the college receives a written notice of withdrawal after the start date of the course or term, no refund will be provided.
- Where the student defaults, including withdrawing from a course, after the course/term start date, student are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- It should also be noted that if your enrolment falls within no refund time lines before the agreed start date of the course, then there will be no refund before.

For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund as enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.

- If the refund application is approved, Refund will be paid within the period of 28 days (20 working days) after receiving written notification/claim from student and relevant forms duly signed by the student.
- The college must have received funds in order for any refunds to be made available (i.e., cheques are cleared)

### B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at a location, if the student himself/herself initiates termination of enrolment like:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (after the agreed starting day);  
or



- c. the college refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
- the student failed to pay an amount payable to the college for the course;
  - the student breached a condition of his/her student visa;
  - misbehavior by the student (Note: the student is entitled to natural justice under subsection 47A(3))

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the college defaults in relation to the course at the college. No refund is payable for student default.

### C. VISA REFUSAL

If a student visa application or visa renewal is refused by the Australian Government, a refund of course fees, less enrolment, will be made and visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4).

The calculation under subsection 47E (4) is as follows:

The amount of unspent pre-paid fees that the college must refund the student for the purpose of

Subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount the lesser of:

- a. 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b. the sum of \$500.

Students must provide the College with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

*The refund amount = weekly tuition fee x the number of weeks in the default period*

- a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x seven (7). This amount is rounded up to the nearest whole dollar.
- b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / seven (7).

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

### D. PROVIDER DEFAULT



- i. In the unlikely event that the college is unable to start or deliver the course (known as provider default), the student can choose to accept either:
  - A refund of course fees, which will be issued to the student within 14 days. or
  - Be placed in an alternative course with the college or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- ii. If the student chooses to receive a refund of course fees, the college will calculate the unspent portion of tuition fees paid to date (i.e., tuition fees the student has paid for, but which has not been delivered by the college). The refund will be paid within 14 days after cessation of the course.
- iii. If the college is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

## **E. SPECIAL CIRCUMSTANCES**

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

### **REFUND PROCESS**

- a. The Student must apply for refund using the Refund Application Form/Course withdrawal form (Appendix 1) along with the evidence and supporting documents. Such documents may include, but are not limited to:
  - a completed Course Withdrawal Form provided by the college,
  - a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
  - Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full supporting document by the college.
- c. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

### **PAYMENT OF REFUNDS**

Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.

Refund to International banks are made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.



**Note: Timeline for refund**

It is to be noted that refund will be made available to students differently based on student's default and providers default.

**In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.

**In case of Provider's default:** Refund will be paid within the period of 14 days after cessation of the course.

**Please refer to the course refund table below for details:**

AICA COURSE FEE REFUND TABLE			
Refund circumstances	Refund of Tuition Fees paid	Refund of Material Fees	Application/enrolment Fee
Withdrawal at least <b>12</b> full weeks prior to agree start date.	100%	100%	No refund
Withdrawal between <b>6</b> to <b>11</b> full weeks prior to the agreed Start Date.	50%	100%	No refund
Withdrawal in <b>5</b> full weeks or less	No refund	No refund	No refund
Withdrawal after course start date	No refund	No refund	No refund
Course withdrawn by the college	100%	100%	100%
Application rejected by the college	100%	100%	100%
The course is not provided fully to the student because the college has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund





<p>Visa refused prior to course commencement</p>	<p>Total amount of the pre-paid fees received by AICA for the course in respect of the student course less the following amount</p> <p>(a) 5% of the total amount of pre-paid fees that the college received in respect of the student for the course before the default day; or</p> <p>(b) a maximum sum of \$500 whichever is lesser</p>	<p>100%</p>	<p>100%</p>
<p>Visa is refused after commencement of studies due to not meeting visa requirements</p>	<p>The refund amount = weekly tuition fee x the number of weeks in the default period</p> <p>a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7</p>	<p>The refund amount = weekly material fee x the number of weeks in the default period</p> <p>a. The weekly material fee = total material fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7</p>	<p>No refund</p>
<p>RPL fee</p>	<p>No refund if 'Statement of Attainment' is provided</p>	<p>No refund</p>	<p>No refund</p>
<p>Visa refused due to submission of fraudulent documents by or on behalf of the student</p>	<p>No refund</p>	<p>No refund</p>	<p>No refund</p>
<p>Withdraws from the course without notification or breaches their Visa conditions</p>	<p>No refund</p>	<p>No refund</p>	<p>No refund</p>



Withdrawal after the agreed start date	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The college cancels an enrolment due to serious student misconduct	No refund	No refund	No refund

Note: If a student's enrolment falls within no refund time lines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund. For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls in no refund time period of 5 weeks prior to the agreed start date of the course.

### STUDENT'S RIGHTS TO APPEAL

- a. Any student who is refused a refund by the college may appeal within 14 days in writing to the Compliance Manager and follow the complaints and appeal process of AICA.
- b. The college appeal process does not restrict the student's right to pursue other legal avenues.
- c. This written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

### Media Consent

From time to time, AICA staff may request to take photographs/videos or verbal/written interviews/testimonials of students at AICA or at places where the student is involved in an activity. These creations may be used in a classroom, or at on-the-job work activities or could be published by AICA in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times, request students to provide any of the above of the students' own creation for the same purposes.

I do consent to the use of my photos / videos / testimonials / interviews to be used in AICA's promotional materials prepared for marketing purposes in Australia and overseas.

### Media Consent withdrawal option

You have a right to refuse the use of your image or work. You may also decline the media consent by ticking no consent option below or withdraw your consent any time by sending an email or contacting AICA's administration department.



- I do not consent to the use of my photos/videos/testimonials/interviews to be used in AICA's promotional materials prepared for marketing purposes in Australia and overseas.

### **Complaints and Appeals Policy**

AICA has a Students Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing AICA's informal and formal complaints processes, a student dissatisfied with the outcome may lodge an internal appeal. If dissatisfied with the outcome, the student may request mediation through the Overseas Student Ombudsman, which is free of cost. Please refer to a detailed complaints and appeals procedure in student's handbook. Alternatively, it can be obtained from Administration or viewed at website <https://www.alphatrainingcollege.edu.au/>. Refer to a detailed complaints and appeals policy and procedures available on AICA's website <https://www.alphatrainingcollege.edu.au/>.

IMP NOTE: The Overseas Students Ombudsman is a free and independent service (phone 1300 362 072).

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counselors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

### **The Overseas Students Ombudsman (OSO)**

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: <http://www.ombudsman.gov.au/>.

### **Privacy Notice**

Personal information may be collected and disclosed to relevant bodies which may include verification of a student's previous qualifications, Commonwealth and State Agencies and Department of Home affairs regarding change in enrolment details or in case of a breach of the visa conditions such as unsatisfactory course progress.

Alpha International College (AICA) will endeavor to take all reasonable steps to protect personal information from misuse, loss or unauthorized access, modification or disclosure.

AICA stores and uses personal information only for the purposes of administering Student enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

Information is collected on this form and during your enrolment in order to meet the obligations of college under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the



National Code of Practice for Providers of Education and training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law.

Under the Data Provision Requirements 2012, AICA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this Enrolment form, USI and your training activity data) may be used or disclosed by AICA for statistical, administrative, regulatory and research purposes.

AICA may disclose your personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorized agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information that has to be disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating AICA's student enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

#### **Access, correction and complaints**

You have the right to seek access to or correction of your own personal information. You may also complain if you believe that your privacy has been breached.

#### **Emergency Medical Indemnity**

I also authorise AICA or their representative to obtain Medical Treatment in the event of an emergency. I indemnify AICA or their representative.



# Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

**STUDENT SIGNATURE**

**PARENT/GUARDIAN SIGNATURE**

[or electronic acknowledgement]

[or electronic acknowledgement]

.....

.....

Date .....

Date .....

*\*Parental/guardian consent is required for all students under the age of 18.*

*Note: Students are responsible for keeping a copy of the written agreements as supplied by AICA, and receipts of any payments of tuition fees or non-tuition fees.*

<b>OFFICE USE ONLY</b>			
<b>Staff Member</b>		<b>Student Activated</b>	<b>PRISMS Updated</b>
<b>Signature</b>		<b>ID Card Issued</b>	<b>New Student</b>
<b>Date:</b>	<b>Student ID:</b>	<b>SMS Updated</b>	<b>Existing Student</b>
<p><b>Any support need identified on application form are discussed with student and forwarded to relevant support officer to make arrangement for support</b></p>			





**ALPHA  
INTERNATIONAL COLLEGE**

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Email : [alphatrainingcollege@gmail.com](mailto:alphatrainingcollege@gmail.com)