

## International Student Application Form

Indicate course for which you are applying (tick the course/s being applied for)

- |  |   |
|--|---|
| <input type="checkbox"/> BSB42015 Certificate IV in Leadership & Management  | <input type="checkbox"/> SIT30616 Certificate III in Hospitality        |
| <input type="checkbox"/> BSB51918 Diploma of Leadership & Management         | <input type="checkbox"/> SIT40416 Certificate IV in Hospitality         |
| <input type="checkbox"/> FNS30115 Certificate III in Financial Services      | <input type="checkbox"/> SIT30816 Certificate III in Commercial Cookery |
| <input type="checkbox"/> FNS40217 Certificate IV in Accounting & Bookkeeping | <input type="checkbox"/> SIT40516 Certificate IV in Commercial Cookery  |
| <input type="checkbox"/> FNS50217 Diploma of Accounting                      | <input type="checkbox"/> SIT50416 Diploma of Hospitality Management     |
| <input type="checkbox"/> SIT60316 Advanced Diploma of Hospitality Management |   |

**Please print neatly in Capital Letters.**  
**Where appropriate please provide attachments. Please note application fee (\$250) is payable.**

### Your Personal Details

Title: Mr:  Mrs:  Other:  Student Category: Onshore:  Offshore:

Family Name:  Given Names:

Date of Birth:  Male  Female  Other

Nationality:  Passport Number:

Country of Birth:  City of Birth:

**Unique Student Identifier (USI) - must be supplied**

**Victorian Student Number (VSN) - where applicable**

"where applicable" Students under 25 years of age

### Your Contact Details in Australia

Street No:  Street Name:

Suburb:  Postcode:  State:  Country:

Telephone:  Email:

### Emergency Details

**Emergency Contact (Name):**  Relationship:

Telephone:  Email:

### Contact Details in Your Home Country

Contact Name\*\*:

Home Country Address:

Telephone:  Email:

\*\* Please list one person to contact in your home country-Parent, Spouse, Sibling, Close family member.

International student as referred to in this form can include individuals on Dependant Visa, Temporary Resident or Tourist Visa with study rights

### English Language Ability

- English is my first language
- I have completed IELTS (International English Language Testing System) overall score 5.5, no less than 5 in any module or equivalent English language test
- I have completed an English or academic program in Australia. (Please provide evidence)
- I have studied English or completed another qualification in English. (Please provide evidence)

**Tuition Fees Payable in AUD (Please enter amount below)**

**Education Background**

Qualification	Education Provider	Country	Year Completed	Result

(Attach official verified transcripts of your programs of study)

**Work Experience**

**Present Employment**

Employer Name & Address:

Position / Duties:  Period of employment:

**Previous Employment**

Employer Name & Address:

Position / Duties:  Period of employment:

If you need to you can attach additional information regarding your employment to this application form.

**Course Credit**

Do you want to apply for academic credit based on other studies, life or work experience? **Yes**  **No**

If yes, please ensure that you attach your previous study certificates so that we can calculate and grant you course credit where approved.

**Agent Details**

Your agent's name?  What is your agent's ABN or ACN

Your agent's Trading name/s (if any)

Your agent's business address?

Your agent's postal address (if different to their business address)?

Your agent's phone number?  Your agent's email address?

What is your agent's website address?

Is the agent a body corporate? **Yes**  **No**  If yes, please answer the next question

What is/are the names of body corporate's directors?

Is your agent a registered migration agent? **Yes**  **No**  If yes, please answer the next question

**If your answer to the previous question was yes,**

please provide agent's Migration Agents Registration Number (MARN)

Please provide name/s of your agent's employees/s (if involved in facilitating your enrolment)

Please provide employee/s email address/es (if involved in facilitating your enrolment)

Are they a registered migration agent? **Yes**  **No**  If yes, please answer the next question

If you answered yes to previous question, please provide agent's Migration Agents Registration No. (MARN)

## Transfer

I understand that if I wish to transfer from the Australian College of Trade Pty Ltd to any other educational provider prior to completion of 6 months of study of the Principal Course of Study I need written approval from the Australian College of Trade Pty Ltd.

## Refund Policy Conditions and Processes

### Full Fee Refund

The Australian College of Trade Pty Ltd will make a full refund of course fees paid in the following circumstances:

- i. Application for an initial student visa is unsuccessful.
  - In this case the Australian College of Trade Pty Ltd, reserves the right to retain the application fee of A\$250. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to the Australian College of Trade Pty Ltd upon visa refusal to claim a refund of course tuition fees. This refund of course tuition fees will be paid to the applicant within 28 days of acceptance of the claim.
- ii. The Australian College of Trade reserves the right to cancel or postpone any course prior to its scheduled commencement date. In such circumstances: A full refund of course tuition fees will be made within 14 days of the date the course ceases to be offered by ACOT.

### Partial Fee Refund

The Australian College of Trade Pty Ltd will make a partial refund of tuition fees to applicants who wish to withdraw provided written notice of withdrawal is received from an applicant at least 28 days prior to the initial course commencement.

Maximum partial refund of the first term's fees will be refunded less application fee of A\$250. Where an applicant has not paid the full course fees at date of withdrawal they will still be liable for 50% of the first semester's fees plus the application fee.

### No Fee Refund

No refund will be paid where written notice of withdrawal is received from the applicant less than 28 days from course commencement or once the course has commenced.

If an extension to your student visa is not granted a refund will not be issued. You are advised not to enrol if you believe your student visa may not be extended.

No refund will be paid to a student that seeks to transfer to another education provider prior to completion of six months study of the principal course enrolled. Students will not be granted approval for a transfer until all fees for which they are liable have been paid.

Should a student's enrolment be cancelled because of infringement of the Australian College of Trade Pty Ltd's disciplinary Policy or for a breach of student visa conditions, no refund of current term fees will be paid. Students who have not paid at the time of cancellation will still be liable to pay all outstanding fees.

### Refund Requests

Application for a refund of fees in accordance with this Refund Policy must be made in writing, using the request for refund pro-forma **VCID.SMS.06** (available from reception) stating reasons and relevant details. This must be submitted to the Administration and Finance Manager at:

Australian College of Trade Pty Ltd  
859 High Street, Thornbury VIC 3071

Or by email, with attached support documents, to [admission@acot.vic.edu.au](mailto:admission@acot.vic.edu.au)

### Approvals

All refunds must be approved by relevant college management. Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the Chief Executive Officer (CEO).

### Payment of Refund

All refunds for which an applicant is eligible will be forwarded to the person who paid the fees in his or her home country, unless the applicant is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution. The Australian College of Trade Pty Ltd will provide the applicant with a statement detailing the calculation of the refund.

## Complaints and Appeals Policy and Process

### Policy

This policy/procedure supports the Standards for RTO's 2015.v2 in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Australian college of trade will be viewed as an opportunity for improvement.

Despite all efforts of Australian College of Trade to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

Australian College of Trade must have a policy for dealing with complaints about our organisation, third parties, staff or other learners. We must also have an appeals policy, in case Australian College of Trade is requested to review or reconsider a decision it has made (e.g. an assessment decision).

We must make these policies publicly available, for example, by including them on Australian College of Trade's website or displaying them in common areas for staff and learners.

Make the process for lodging a complaint or appeal clear and explain what will happen as a result. Ensure people are not disadvantaged.

Allowing learners to easily engage with Australian College of Trade staff about any concerns they have can stop minor issues becoming larger.

**Procedure**

**Informal process**

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

**Formal process**

Any student, potential student, or third party may submit a formal complaint to Australian College of Trade with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints or Appeals Form' **VCID.SMS.05** and state their case providing as many details as possible. This application form can be gained by contacting Student Administration at Australian College of Trade.

All formally submitted complaints or appeals are submitted to the CEO. It is their responsibility to deal with the complaint in the first instance.

The CEO shall then refer the matter to the appropriate staff to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

**Appeals**

All students have the right to appeal decisions made by Australian College of Trade where reasonable grounds can be established.

To activate the appeals, process the student is to complete a 'Complaints or Appeals Form' which is to include a summary of the grounds the appeal is based upon.

The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.

The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate

**External Mediators**

If a student is still dissatisfied with the decision of Australian College of Trade, a student may wish to refer the matter to an external independent / third party mediator. If they are not satisfied with the outcomes of these processes, they should be referred to the National Training Complaints Hotline.

I understand that this agreement and the availability of Australian College of Trade's complaint and appeals processes do not remove my right to take action under Australia's consumer protection laws.

# Check List

**Have you? (Please respond Yes - Y, No - N, Not Applicable - NA)**

Read the course details carefully and understood its contents (see website for details) <a href="https://www.acot.vic.edu.au">https://www.acot.vic.edu.au</a>	
Read pre-departure information section on ACOT website	
Completed all relevant spaces on the application form including USI and where required VSN	
Read & understood all issues regarding fee payment and fee reimbursement	
Understood the visa conditions for International Students in Australia	
<b>Attached all relevant documents (Please see documents list below)</b>	
Passport	
Other Immigration Documents (for example Visa)	
High school Certificate and transcripts of results (Minimum Year 11)	
Post-Secondary Academic Qualification documents including certificate and transcript of results (Australian and Overseas)	
English Language results such as ELICOS, IELTS, TOEFL or equivalent	
Release letter/Cancelled COE from previous education provider	
Valid Overseas Student Health Cover	
<b>Offshore applicants - additional documents, where applicable and required:</b>	
International Student Financial Declaration	
Documentary Evidence of Financial Capacity	
Genuine Student & Genuine Temporary Entrant Evaluation Form	

## Statements specific to the course you are applying to enrol (PLEASE READ CAREFULLY):

We want you to be well informed and comfortable that you have applied to enrol in a course that suits you!

Why are we doing this? So that you are aware that studying in this strictly regulated Licensed course is unique and different to anything you have studied before.

So, before you apply, we want you to read and understand the following:

1. We conduct your induction, including the Language Literacy and Numeracy Test (LL & N) prior to you commencing your first class.

This will be scheduled on a day prior to your first class and you will be asked to set aside 2 hours to complete this session. It is mandatory as part of our compliance obligations to all regulators including ASQA and LRD.

2. All classes must be attended and at the times listed for your group. Under current COVID 19 restrictions all classes will be conducted within a virtual classroom using ZOOM meeting technology. Your trainer must always be able to see you and hear you in each ZOOM class. If you do not have the necessary technology to achieve this, **PLEASE DO NOT CONTINUE WITH YOUR APPLICATION**. Please note that you will be invited to attend a refresher class (at no cost to you) within 12 months of completing your online course. Once restrictions are eased, we will conduct classes face to face under directions of the Victorian Government's Chief Health Officer.

We are under the regulation of Licensing and Regulation Division (LRD) of Victorian Police in this course and cannot be as flexible as you may be accustomed to in other courses that you have previously studied. To be clear the class times are as follows:

- i. Weekday classes run from 8.30 am– 4.30 pm Monday to Friday. 18 classes spread over 3 weeks plus 3 days
- ii. Night Classes run from 5.30 pm – 10 pm Monday to Friday. 36 Classes spread over 7 weeks
- iii. Weekend classes run from 9 am – 5 pm Saturday and Sunday. 18 classes spread over 9 weeks

**If you do not have the time or cannot make all class sessions, you will need to make up each missed class session with another group of students when the same course material is next taught. These will not be arranged as special catch up classes for an individual. This can substantially extend the length of your course. There is also the possibility that you will incur additional fees for repeating unit/s of competency. Additional fees are detailed in your Student Acceptance Agreement.**

3. The course material you are being taught is to prepare you to work effectively in an industry that is challenging, confrontational and has the potential for dangerous situations to occur. There will be class activities that attempt to create conditions that will prepare you for some of the most difficult real-life security situations. These will be confronting and may cause you distress.

If you attend all your classes and satisfactorily complete all your assessments you will be eligible to receive your completion documents including the Statement of Results that you must provide LRD to apply for your security license.

The processing time for completion documents will be approximately **10 working days** from the date your group has satisfactorily completed the course.

Where a student has been deemed to have experienced extenuating circumstances that have caused them to miss classes or submit incomplete assessments, they will have two choices of completing their course:

1. Attend revision sessions that will provide additional classes to help complete the course as per their enrolment. These will be provided after the course ends for the group, for up to three full days. These sessions are being offered as a chance to repeat any missed classes or to resubmit incomplete assessment work..
2. Wait until the classes that were missed are taught to another group. This may delay course completion by up to 3 weeks plus three days if a student is enrolled in a weekday day course, or 7 weeks if enrolled in a night course.

Each student that has been deemed as eligible to apply under this provision, will need to advise us of their preference so that we can schedule additional classes and/or assessment where required.

**If this course is not for you, please do not continue with this application.**

## Privacy Notice

Under the *Data Provision Requirements 2012*, Australian College of Trade 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), may be used or disclosed by Australian College of Trade for statistical, administrative, regulatory and research purposes. Australian College of Trade may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

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

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO 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 a student survey which may be administered by a government department or NCVET employee, agent or third-party contractor or other authorised agencies. Please note 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 National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVET's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Disclaimer (Mandatory)	
<input type="checkbox"/> I agree	<b>I/My agent have read, understood and accept the above conditions. Australian College of Trade reserves the right to cancel my admission in case of any misrepresentation of data and/or fraudulent information submitted by me or my agent.</b>
<input type="checkbox"/> I do not agree	

Signature:

Date:

**PRINT FORM**