

## Application for Enrolment – International Students

Students are to complete the following 'Application for Enrolment – International Students and return to Australian Health and Management Institute with all supporting documentation required as per published entry requirements

### Instructions:

- Please print in BLOCK LETTERS when completing information required in each section
- Incomplete applications cannot be processed unless all sections have been completed, supporting evidence attached with the student signature
- *Tick boxes where requested and include any required/additional information*
- The student must sign the declaration at the end of the Application for Enrolment – International Students to evidence their understanding and agreement with the course(s) selected and the conditions of enrolment
- For information regarding the requirements to be eligible for simplified student visa framework, please go to the following website <https://www.homeaffairs.gov.au/busi/Educ/simplified-student-visa>
- Visa processing times for an Australian Student Visa can take longer in peak periods. For further information about visa processing arrangements and visa requirements, go to <https://www.homeaffairs.gov.au/Trav/Stud>
- Please read carefully and send the completed application form and relevant documents to [admission@ahmi.edu.au](mailto:admission@ahmi.edu.au)

### Section 1 – Personal and Contact Details

#### Personal Details

Title:  Mr.  Mrs.  Ms.  Miss  Other

Family Name: \_\_\_\_\_

Given Name: \_\_\_\_\_

Date of Birth: DAY / MONTH / YEAR Gender:  Male  Female

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile: \_\_\_\_\_

Country of Birth: \_\_\_\_\_ Nationality: \_\_\_\_\_

Passport Number: \_\_\_\_\_ Passport Expiry Date: \_\_\_\_\_

Student Visa (if applicable): \_\_\_\_\_ Student Visa Expiry Date (if applicable): \_\_\_\_\_

#### Emergency Contact

Emergency Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile: \_\_\_\_\_

### Section 2 – Unique Student Identifier (USI)

From 1<sup>st</sup> January 2015, all students undertaking nationally recognised training must have a Unique Student Identifier (USI) and provide that USI to their Registered Training Organisation for verification. If you do not have a USI number you can apply directly at <https://usi.gov.au/create-your-usi/>

#### Read the permission statements below and tick if consent is provided

- I give my permission to AHMI to apply for a USI on my behalf
- I agree to provide one of the forms of identity required to create a USI (Australian Driving License, Passport, Non-Australian Passport with Australian Visa, Immicard, Citizenship Certificate, and Certificate of Registration by Descent)
- I give permission to AHMI to verify my USI in accordance with section 11 of the Student Identifiers Act 2014, AHMI will securely destroy all personal information which is collected from individuals solely for the purpose of applying for a USI as soon as possible

### Section 3 – AVETMISS Data Collection

(Question numbers below correspond directly with AVETMISS Data Collection Requirements)

1. In which country were you born?

- Australia (1101)  Other (please specify)

2. Do you speak a language other than English at home? *(If more than one language is spoken at home, indicate the one that is spoken most often)*

No, English only (1201) – **(English only go to question 10)**  Yes – please specify\*: \_\_\_\_\_  
*\*what is the language you speak most often*

3. How well do you speak English? *(Tick)*

Very well (1)  Well (2)  not Well (3)  Not at all (4)

4. Are you of Aboriginal or Torres Strait Islander origin? *(Tick ONE)*

No  Yes – Torres Strait Islander  Yes - Aboriginal

**For persons of both Aboriginal and Torres Strait Islander origin, mark both “Yes” boxes**

5. Do you identify yourself as having a disability, impairment or long term condition? *(Please tick)*

Yes  No **(go to question 13)**

6. If you indicated the presence of a disability, impairment or long term condition, please select the area(s) in the following list *(You may indicate more than one area)*

Hearing/deaf (11)  Learning (14)  Vision (17)  
 Physical (12)  Mental Illness (15)  Medical condition (18)  
 Intellectual (13)  Acquired brain impairment (16)  other (please specify) (19)

7. What is your highest COMPLETED school level? *(Tick ONE box only)*

Year 12 or equivalent (12)  Year 10 or equivalent (10)  Year 8 or below (08)  
 Year 11 or equivalent (11)  Year 9 or equivalent (09)  **Never attended school (02) - go to question 16**

8. In which YEAR did you complete that school level?

9. Are you still attending secondary school?

Yes  No

10. Have you successfully completed any of the following qualifications?

Yes  No **(go to question 18)**

10. If YES, tick any of the applicable boxes

Bachelor Degree or Higher Degree (008)  Certificate III or Trade Certificate (514)  
 Advanced Diploma or Associate Degree (410)  Certificate II or Advanced Certificate/Technician (521)  
 Diploma or Associate Diploma (420)  Certificate I (524)  
 Certificate IV or Advanced Certificate/Technician (511)  Certificates other than the above (990)

11. Of the following categories, which best describes your current employment status?

Full-time employee (01)  Employed- unpaid worker in family business (05)  
 Part-time employee (02)  Unemployed – seeking full time work (06)  
 Self-employed – not employing others (03)  Unemployed – seeking part-time work (07)  
 Employer (04)  Not employed – seeking employment (08)

12. Of the following categories, which best describes your main reason for undertaking this course? *(Tick ONE box only.)*

To get a job (01)  It was a requirement of my job (06)  
 To develop my existing business (02)  I wanted extra skills for my job (07)  
 To start my own business (03)  To get into another course of study (08)  
 To try for a different career (04)  For personal interest or self-development (12)  
 To get a better job or promotion (05)  Other reasons (11)

**STUDENT SUPPORT:**

Have the AVETMISS Data Collection questions identified a need for student support?

Yes  No

If yes, what support is required? *(Please specify)*

Have arrangements been discussed and arranged for you? *(Please specify)*

Yes  No

## Section 4 – Education Details

A certified copy of original transcripts of all official results must accompany this application. Please include grading system to enable interpretation of academic results. List any studies you have attempted, whether complete or incomplete. If you would like AHMI to consider your employment history in support of your application (for any gaps), please attach your curriculum vitae (resume) & related evidences. Please ensure every document you provide must be in English and any document which is not in English must be translated in English prior to submission.

Course (Eg: Year 10/HSC etc)	Institution Name (School/ College/ Edu. Board/ University)	Country	Commenced (Month & Year)	Completed (Month & Year)	Outcome (Pass/Fail & Marks/Grades)

## Section 5 – Employment History

Please provide details of your employment history in the table below:

Employer	Position	Start Date	End Date	Full-time/Part-time

## Section 6 – Overseas Student Health Cover

Do you have current Overseas Student Health Cover (OSHC)?  Yes  No

If Yes, include the Company & your membership number:

OSHC Expiry Date:

Do you want AHMI to arrange (OSHC)?  Yes  No

If yes, What type of OSHC will you require?  Single  Couple  Family

**Single Membership** – covers the student only.

**Couple Membership** – covers the student and his/her spouse/partner as listed on the student's visa as dependent.

**Family Membership** – covers the student and their dependents (such as their spouse/partner and any dependent children)

## Section 7 – Living Costs and Financial Availability

Students must access AHMI International Student Information Kit for a guide to living costs, tuition fees and policies including the Fees and Refund Policy.

Do you understand the costs associated with studying in Australia and AHMI policies regarding fees, refunds, transfer and conform that you have adequate financial ability to cover all required costs for studying and life in Australia?

Yes  No

**Section 8 – Vocational Course(s) Selection**

Australia Qualification Framework (AQF) Courses:

Place a tick next to the course(s) you choose to enrol in. (√)

INDUSTRY	AQF Qualification	FEE INFORMATION			
		ITEM	ON-SHORE	OFF-SHORE	
Management Courses	<input type="checkbox"/> <b>BSB51918 Diploma of Leadership and Management</b> CRICOS Course Code: 098892D (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$6,500.00	\$11,000.00	
		Materials Fees	\$450.00	\$450.00	
	<input type="checkbox"/> <b>BSB61015 Advanced Diploma of Leadership and Management</b> CRICOS Course Code: 094892C (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$6,500.00	\$11,000.00	
		Materials Fees	\$450.00	\$450.00	
	<input type="checkbox"/> <b>BSB80615 Graduate Diploma of Management (Learning)</b> CRICOS Course Code: 099095C (104 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$18,000.00	\$27,000.00	
		Materials Fees	\$1,500.00	\$1,500.00	
Automotive Courses	<input type="checkbox"/> <b>AUR30620 Certificate III in Light Vehicle Technology</b> CRICOS Course Code: 103651H (78 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$15,500.00	\$19,900.00	
		Materials Fees	\$1,900.00	\$1,900.00	
	<input type="checkbox"/> <b>AUR40216 Certificate IV in Automotive Mechanical Diagnosis</b> CRICOS Course Code: 097721J (26 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$6,600.00	\$7,200.00	
		Materials Fees	\$600.00	\$600.00	
	<input type="checkbox"/> <b>AUR50216 Diploma of Automotive Technology</b> CRICOS Course Code: 097724F (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$10,000.00	\$12,000.00	
		Materials Fees	\$600.00	\$600.00	
Building and Construction Courses	<input type="checkbox"/> <b>CPC30220 Certificate III in Carpentry</b> CRICOS Course Code: 104872J (104 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$24,000.00	\$31,500.00	
		Materials Fees	\$2,150.00	\$2,150.00	
	<input type="checkbox"/> <b>CPC30620 Certificate III in Painting and Decorating</b> CRICOS Course Code: 103829J (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$24,000.00	\$31,500.00	
		Materials Fees	\$2,150.00	\$2,150.00	
	<input type="checkbox"/> <b>CPC33020 Certificate III in Bricklaying and Blocklaying</b> CRICOS Course Code: 104820K (94 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$28,000.00	\$38,000.00	
		Materials Fees	\$2,200.00	\$2,200.00	
	<input type="checkbox"/> <b>CPC50220 Diploma of Building and Construction (Building)</b> CRICOS Course Code: 103753B (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$15,500.00	\$21,000.00	
		Materials Fees	\$1,600.00	\$1,600.00	
Hospitality Courses	<input type="checkbox"/> <b>SIT40516 Certificate IV in Commercial Cookery</b> CRICOS Course Code: 0100284 (78 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$15,400.00	\$21,000.00	
		Materials Fees	\$1,900.00	\$1,900.00	
	<input type="checkbox"/> <b>SIT50416 Diploma of Hospitality Management</b> CRICOS Course Code: 0100285 (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$4,500.00	\$11,000.00	
		Materials Fees	\$450.00	\$450.00	
	<b>PACKAGED HOSPITALITY COURSE:</b>		Enrolment Fee*	\$330.00	\$330.00
	<input type="checkbox"/> <b>SIT40516 Certificate IV in Commercial Cookery</b> CRICOS Course Code: 0100284 <b>SIT50416 Diploma of Hospitality Management</b> CRICOS Course Code: 0100285 (104 weeks)	Tuition Fees	\$19,900.00	\$28,000.00	
		Materials Fees	\$2,200.00	\$2,200.00	
Early Childhood Education and Care Courses and Community Service Courses	<input type="checkbox"/> <b>CHC30113 Certificate III in Early Childhood Education and Care</b> CRICOS Course Code: 099091G (52 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$7,200.00	\$12,000.00	
		Materials Fees	\$900.00	\$900.00	
	<input type="checkbox"/> <b>CHC50113 Diploma of Early Childhood Education and Care</b> CRICOS Course Code: 099092F (104 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$14,400.00	\$23,000.00	
		Materials Fees	\$1,600.00	\$1,600.00	
	<b>PACKAGED EARLY CHILDHOOD EDUCATION AND CARE COURSE:</b>		Enrolment Fee*	\$330.00	\$330.00
	<input type="checkbox"/> <b>CHC30113 Certificate III in Early Childhood Education and Care</b> CRICOS Course Code: 099091G <b>CHC50113 Diploma of Early Childhood Education and Care</b> CRICOS Course Code: 099092F (104 weeks)	Tuition Fees	\$14,400.00	\$23,000.00	
		Materials Fees	\$1,600.00	\$1,600.00	
	<input type="checkbox"/> <b>CHC52015 Diploma of Community Services</b> CRICOS Course Code: 099096B (104 weeks)	Enrolment Fee*	\$330.00	\$330.00	
		Tuition Fees	\$14,400.00	\$23,000.00	
		Materials Fees	\$1,600.00	\$1,600.00	

Please note:

\*Enrolment fee is non-refundable

\*\*All fees included in the fee information are in Australian Dollars

### VOCATIONAL COURSE(S) START DATE:

Please select one of the commencement dates below with a tick (√)

- 1<sup>st</sup> February 2021     
  26<sup>th</sup> April 2021     
  19<sup>th</sup> July 2021     
  11<sup>th</sup> October 2021  
 31<sup>st</sup> January 2022     
  26<sup>th</sup> April 2022     
  18<sup>th</sup> July 2022     
  10<sup>th</sup> October 2022

### Section 9 – Concurrent Studies

In the event that a student applies to study an AHMI course while concurrently studying an Australian Qualification with another registered provider listed on CRICOS must be complete all questions in this section.

Please indicate with a tick if you are already studying a course with another education provider (√)

- NO (no additional information required)  
 YES (please complete the information in the chart below:

DETAILS OF CURRENT STUDIES AND EDUCATION PROVIDER	
Course Code and Title	
CRICOS Course Code	
Start Date	
End Date	
Education Provider	
Current Provider Class Day/Time	

### Section 10 – Recognition for Previous Studies

Do you wish to apply for Recognition of Prior Learning? Please tick the following (√)

- Yes     
  No

Do you wish to apply for Credit Transfer?

- Yes     
  No

If you have indicated that you will apply for Recognition of Prior Learning (RPL) or Credit Transfer, please complete the Recognition of Prior Learning Request Application Form or Credit Transfer Request Application Form available from the Australian Health and Management Institute website at [www.ahmi.edu.au](http://www.ahmi.edu.au) or contact AHMI admissions staff

### Section 11 – Conditions of Enrolment

**Please read the following conditions carefully before signing.** Any questions may be referred directly to Australian Health and Management Institute admissions and marketing staff for further information before proceeding with the enrolment. Only the student signature on this application form will be deemed as valid and agreeing to the course selection including fees and conditions of enrolment. **This enrolment will not be processed until Australian Health and Management Institute has received a completed and signed copy of this Application for Enrolment – International Students**

#### Applications

- Prospective applicants seeking to enrol with Australian Health and Management Institute are required to submit acceptable evidence to demonstrate that they meet published entry criteria where required for their chosen course
- Incomplete applications will result in delays in the admission process.
- Successful applicants will receive a Letter of Offer and Acceptance Agreement with course details, conditions of study, payment of tuition and other fees
- Unsuccessful applicants will receive formal notification that their application has been unsuccessful including the reason(s)

#### Deferral of Commencement

Deferral of commencement must be requested in writing prior to the start date of the course (unless exceptional or compassionate grounds apply).

- Deferral of studies can only be granted for the following:
  - Illness and/or misadventure
  - Bereavement
  - Important family matters
  - Delays in providing documentation
  - Certification or other form of written evidence must be provided with the deferral request
- In cases where the student experiences a short delay but commences within the first week, the student will undergo registration and a brief orientation to ensure that they understand the requirements and standards expected of students.

#### Personal and Contact Details

Australian Health and Management Institute collects personal information from students for the purpose of training and assessment only. Australian Health and Management Institute is required to report personal information to relevant Government Authorities without the express permission of the student. In all other cases, the requirements of the Privacy Act 1988 are adhered to. Please refer to Privacy Notice and Student Declaration below.

#### **Change of Address**

Students are required to provide Australian Health and Management Institute with their current address at all times. When a student changes any contact details, students must complete the change of contact details form as soon as practicable.

#### **Unique Student Identifier**

Australian Health and Management Institute students are not permitted to commence training and assessment until they have provided Australian Health and Management Institute with their Unique Student Identifier. In cases where there the student experiences difficulty obtaining a student identifier, Australian Health and Management Institute will allow training and assessment to commence and follow the procedure for ascertaining a correct student identifier from The Registrar.

#### **Code of Conduct**

Students must abide by Australian Health and Management Institute code of conduct at all times; this includes conduct on premises and during mandatory work placement when required for course completion. Australian Health and Management Institute reserves the right to discipline or terminate students whose conduct is unsatisfactory. No refund of tuition fees will be made in the case of termination from AHMI. Students will have the right to access complaints handling and appeals procedures if they disagree with any decision made against them.

#### **Public Holidays**

Australian Health and Management Institute is closed for all New South Wales public holidays. Compensation will not be made for classes offered on public and special holidays.

#### **Fees and Timetable**

Australian Health and Management Institute reserves the right to vary its fees without notice and timetables may be subject to change.

#### **Payment of Fees**

The following must be followed in relation to payment of tuition and non-tuition fees

1. All tuition and non-tuition fee payments are clearly outlined in the Letter of Offer and Acceptance Agreement
2. The initial fee deposit cannot be accepted from potential students unless they have signed and submitted the Letter of Offer and Acceptance Agreement.
3. Initial Fee Deposit payments can be made concurrently with or after submission of the signed Letter of Offer and Acceptance Agreement.
4. Students are permitted under the ESOS Act to choose to pay more than 50% of their tuition fees before course commencement where:
  - The student or responsible person paying the fees chooses to pay 50% prior to commencement
  - The course has a duration of 25 weeks or less
5. Students are required to pay the Initial Fee Deposit prior to commencement which includes:
  - Enrolment fee (non-refundable)
  - Materials Fee (non-refundable after commencement)
  - Tuition fees (first term)
  - Overseas Student Health Cover (where applicable)
  - Bank charges (non-refundable)
6. Students will be required to pay for the remaining tuition and materials fees as outlined in the Instalment Schedule in the Letter of Offer and Acceptance Agreement
7. Payments can be in the form of cash, bank transfer, telegraphic transfer or EFTPOS.
  - Telegraphic transfer and credit card payments\* are available for payers transferring the money from overseas.
  - Copy of the telegraphic transfer document must be forwarded to the accounts.
  - Payers wishing to pay via credit card from overseas must fill out the credit card payment form and forward it to the [admission@ahmi.edu.au](mailto:admission@ahmi.edu.au) for processing. (\*applicable Surcharge will apply)
  - AHMI reserves the right to cancel any course prior to the commencement date of the course or during the course, should it be deemed necessary.
  - For fees / payment schedule, please refer to "initial fee deposit" and "Instalment schedules" in the offer letter. AHMI reserves the right to accept or reject any application for enrolment at its discretion.
8. If a student does not pay the remaining tuition and materials fees as outlined in the Instalment Schedule Letter of Offer and Acceptance Agreement by the due date(s), a late payment fee which accrues on a weekly basis is added to the instalment payment until the instalment payment is made
9. Non-financial students will not be included on the class list or allowed to attend classes until the instalment payment has been made
10. Non-financial students may have their CoE cancelled on PRISMS under student default for non-payment of fees
11. Fees may be subject to change without notice.

#### **Refund Conditions**

All refund considerations will be strictly limited to the total amount Australian Health and Management Institute has received from the student. The refund conditions include the following:

1. Enrolment fees are non-refundable
2. Materials fees paid and consumed are non-refundable
3. Bank fees are non-refundable
4. Students are required to pay the published administration processing fee for refund requests
5. Refer to Refunds based on Student Visa Refusal for specific conditions
6. Refer to Cancellation and Refund Conditions – Student Default for specific conditions
7. Refer to Cancellation and Refund Conditions – Provider Default for specific conditions
8. Refunds will be paid to the person or entity that originally paid the fees,
9. Fees will not be refunded directly to a student if it was a third party such as an education agent that originally paid the fees except in

the case of provider default where the refund is paid directly to the student

10. Australian Health and Management Institute reserves the right to exclude students from class when fees are not paid;
11. Tuition fees are not transferable to another person or institution.
12. Australian Health and Management Institute reserves the right to change, alter or amend fees at any time. Such changes, alterations, and amendments will be made and communicated in writing
13. In all circumstances, Australian Health and Management Institute will provide a statement and an explanation of how the refund was calculated and make fully available access to Australian Health and Management Institute Complaints Policy.
14. The Australian Health and Management Institute dispute resolution process does not circumscribe the student's right to pursue other legal remedies

#### **Refunds based on Student Visa Refusal**

Australian Health and Management Institute is not required to provide a refund under the ESOS Act if:

- The student was refused a student visa; and
- The refusal was a reason for one or more of the following acts or omission by the student that directly or indirectly caused the student to default in relation to their course
  - The student's failure to start the course on the agreed start date
  - The student's withdrawal from the course
  - The student's failure to pay an amount they are liable to pay directly or indirectly in order to undertake the course
  - Breach of any student visa condition

#### On - Shore Visa Refusals

In the event an on shore overseas student has had their student visa application refused based on breaches to student visa conditions or any of the above stated reasons from the ESOS Act, AHMI will not be providing the student with a refund.

#### Off- Shore Visa Refusals

In the event an off shore overseas student has had their student visa application refused, AHMI will undertake the following:

- Refund the amount of tuition and materials fees paid in advance
- Charge the published administration processing fee for the refund request
- Retain all non-refundable fees as listed in the Letter of Offer and Acceptance Agreement
- OSHC refunds will be provided as per health cover provider policy
- Refunds will be paid to the person or entity that originally paid the fees and, where possible, in the same currency in which the fees were paid within 28 days

#### **Cancellation and Refund Conditions – Student Default**

Student Default applies as follows:

- the course starts on the agreed start date but the student does not start on the agreed start date and/or has not previously withdrawn or formally deferred the course start date
- the student withdraws from an AHMI course of study before or after the agreed starting day
- Australian Health and Management Institute refuses to provide or continue to provide a course to the student because of one of the following reasons:
  - The student fails to pay an amount they are liable to pay Australian Health and Management Institute directly or indirectly in order to study the course
  - The student has breached a condition of their student visa
  - The student has misbehaved

In the event a student withdraws from an AHMI course of study, the following applies:

- Students must notify AHMI of their intention to withdraw from their studies using the following forms:
  - Application for withdrawal/Discontinuation
  - Refund Request Form
- Withdrawal 10 weeks or more prior to agreed start date:
  - 80% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee and materials fee for the course(s)
  - Where a student has paid the package CoE fee (AUD\$500 per higher level qualification) and not the entire first term tuition fee and materials fee, no refund will be provided
  - The published administration processing fee will be charged
  - Non refundable fees will be retained
- Withdrawal 9 weeks prior to agreed start date:
  - 70% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee of the course(s)
  - Where a student has paid the package CoE fee (AUD\$500 per higher level qualification) and not the entire first term tuition fee and materials fee, no refund will be provided
  - The published administration processing fee will be charged
  - Non-refundable fees will be retained
- Withdrawal 4 weeks prior to agreed start date:
  - 30% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee of the course(s)
  - Where a student has paid the package CoE fee (AUD\$500 per higher level qualification) and not the entire first term tuition fee and materials fee, no refund will be provided
  - The published administration processing fee will be charged
  - Non-refundable fees will be retained
- Withdrawal 14 working days prior to agreed start date
  - No refunds will be provided 14 working days prior to commencement
  - No refunds will be provided if a student fails to commence on the agreed start date
- Australian Health and Management Institute will make a refund within 28 days of receiving a valid, approved written claim

- All refund considerations will be strictly limited to the monies Australian Health and Management Institute has received and will not include non-refundable fees and bank charges
- Australian Health and Management Institute will make the refund available to the student directly as per source of payment
- Tuition and other fees are not transferable to another student or institution

**Cancellation and Refund Conditions – Provider Default**

- A registered provider defaults when the following occurs:
  - Australian Health and Management Institute fails to provide a course to a student at the location on the agreed starting day; or
  - The course or any current classes for a specific course is cancelled by Australian Health and Management Institute and cease to provide to the student at the location at any time after the course starts but before it is completed with the day the course/class ceases being identified as the default day;**and**
  - The student has not withdrawn from that course before the default day
- In the event that Australian Health and Management Institute fails to continue to provide a course to a student, Australian Health and Management Institute will pay the student a refund of the amount worked out in accordance with any legislative instrument made under subsection (7) ESOS Act for any unspent tuition fees received by Australian Health and Management Institute in respect of the student
- Refunds in situations of Provider Default are covered by the provisions of the Tuition Protection Service (TPS) that include but may not be limited to the following:
  - Australian Health and Management Institute does not offer a course on the advertised start date or
  - terminates a course after the course start date or before the course completion date or
  - does not provide a course as advertised due to sanctions by any authority or
  - does not provide a course in full
- In such a case Australian Health and Management Institute will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default (unspent tuition fees) if an alternative placement with another provider cannot be found to the student’s satisfaction.
- The amount calculated for refund will be paid in 14 days from the date of notification of default
- In the event of provider default, AHMI will give notices to the both the affected students, ASQA and the Director, TPS in accordance with the ESOS Act
- The provider default notice will contain:
  - Circumstances of the default
  - Details of the affected students in relation to whom AHMI has defaulted
  - Advice as to how AHMI is discharging its duties under section 46D, ESOS Act and how AHMI will discharge those obligations
- AHMI will notify ASQA and TPS Director within three (3) business days of the default occurring
- In the event of provider default, AHMI discharges its obligation to students if:
  - The student is offered a place in another AHMI course in accordance with subsection (4) and the student accepts the offer in writing; OR
  - AHMI offers a refund in accordance with subsection (6) which is the amount of any unspent tuition fees received by AHMI in respect of the student

**Refund Request Procedure**

All refund requests must be submitted using the Refund Request Form to initiate the refund process. This form is available from the reception desk or from the Student Support Officer.

1. Students complete the Refund Request Form available from reception or the Student Support Officer
2. The reason for the refund should be clearly set out in the Refund Request Form and the student must provide documentary evidence relevant to the refund claim.
3. In the case a refund is requested based on withdrawal of studies, the Application for Withdrawal/Discontinuation must be completed and submitted together with the Refund Request form
4. Attach all relevant documents supporting the reason for course withdrawal and ID to confirm student identity
5. Submit the completed and signed forms as stated to the Student Support Officer or email to sso@ahmi.edu.au
6. Incomplete or unsigned applications for course withdrawal and/or refund requests will not be assessed with subsequent delays to processing
7. All complete and signed applications with supporting evidence and verification of identity of applicant will be assessed against the conditions outlined in this policy with approval only being granted by the CEO
8. Approved refunds will be paid no later than 28 days after the application for refund has been made

**Making Payments:**

Payments can be made by direct deposit or internet transfer – including student number as per details in the chart below:

<b>Account Name:</b>	Australian Health and Management Institute Pty Ltd
<b>Account Number:</b>	
<b>Branch Number (BSB):</b>	
<b>Swift Code:</b>	
<b>Bank Name:</b>	
<b>Branch:</b>	
<b>Reference:</b>	Student ID Number



### Complaints Handling

Students are entitled to have a personal representative present at any stage during the complaints handling process. If the student's problem cannot be resolved by Australian Health and Management Institute, students can seek external assistance after the internal appeals process has been completed.

External options available to students include

- ASQA (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- Department of Fair Trading (<http://www.fairtrading.nsw.gov.au>)
- National Training Complaints Service (<https://www.education.gov.au/NTCH>)
- NSW Ombudsman ([www.ombo.nsw.gov.au/contact-us](http://www.ombo.nsw.gov.au/contact-us))

### Consumer Rights

Australian Health and Management Institute will notify students in the event that any of the following changes occur that may affect the services being provided in this agreement. These include:

- A change in ownership of the RTO, and/or,
- Any changes to or new third party agreements that are put in place for the delivery of services outlined in this agreement

This agreement, and the right to make complaints and seek appeals on decisions and actions under various processes, does not affect the rights of the student to take action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

### Student Rights

- In the unlikely event Australian Health and Management Institute ceases to operate as a Registered Training Organisation, students will be assisted to transfer to another Registered Training Organisation that offers the same qualification.
- In the event that Australian Health and Management Institute is not able to provide agreed services that results in early termination of the agreement, students will be refunded the appropriate amount of fees paid upon agreement of training and assessment services provided. Australian Health and Management Institute will notify students of any changes to the agreed services as soon as possible or within 14 days.

### Termination

Australian Health and Management Institute reserves the right to terminate students for any serious breaches including but not limited to:

- academic misconduct
- non-academic misconduct

## Section 12 – Checklist

Please make sure the following are attached (if applicable), documents which are not in English must translated in English.

- Certified Passport biodata page(s)
- Copy of Overseas or Australian qualification and transcripts (as applicable)
- Certified English Language Evidence (IELTS or another equivalent test)
- Certified copy of year 12 certificate
- Related work experience (if any)
- Copy of current Australian Visa (if applicable)
- Course codes or unit outline / syllabus, if you are applying for exemptions (credit transfer) or Statement of attainment. (Student must apply within 28 days of their enrolment)
- For offshore applicants: A GTE - Statement of Purpose explaining the reason to studying the course, relevance to previous study / work experience and future goals, reason for choosing AHMI for study and study in Australia rather than home country
- If you require any language, literacy or numeracy assistance, please provide related evidence

**Please note that in the absence of any of the above documents, your application may be deemed as incomplete or invalid which may not be processed or result in a conditional offer of enrolment. Provide complete applications to avoid any delays.**

\_\_\_\_\_, (Agent/Applicant) hereby declare that I have checked the validity of the above documents and information provided herewith, as true to the best of my knowledge. I understand that any inaccurate or misleading information can lead to delay / rejection of the application and cancellation of enrolment in the event of any offer / COE issuance.

Signature:

Date:

## Section 13 – Student Declaration

In signing and submitting this 'Application for Enrolment International Students' the applicant acknowledges:

1. I declare that the information submitted with this application is true and complete.
2. I acknowledge that failure to provide any document or disclose my academic record may result in AHMI revoking an offer or terminating my studies at any stage.
3. I authorise AHMI to seek verification of my academic and professional qualifications, and work experience. I understand that AHMI reserves the right to inform other tertiary institutions and regulatory agencies and right to cancel the enrollment if any of the material presented to support my application is found to be false.

4. I understand that at the time of enrolment I will be required to supply originals of all documents used to support this application.
5. I acknowledge that AHMI reserves the right to alter any course, subject, admission requirement or fee without prior notice.
6. I understand that the personal information I have provided may be released to government agencies as required by law. I further understand that it may be disclosed to third parties for the purpose of this application. I also undertake to update about any address/contact detail change within 5 working days in writing to the institute.
7. I acknowledge that I have read and understand the description of the courses(s) that I am applying for on AHMI's website.
8. I agree to pay the applicable tuition fees prior to COE Issuance, term commencement and subsequent installments of nominated studies set out on Offer Letter and I agree to be personally liable to the debt arising from fees owing. I understand that AHMI may seek the services of external debt collection agencies for the collection purpose. I will be liable to pay for any legal or linked charges for any such agencies.
9. I authorised AHMI to access the Australian immigration Visa Entitlements Verification Online (VEVO) system at any time to obtain information on my visa status.
10. I declare that I am a genuine temporary entrant and genuine student and that I have read and understood conditions relating to requirements outlined on <http://www.homeaffairs.gov.au>.
11. I am aware of the tuition and living costs of my stay in Australia and have the financial capacity to meet such costs for the duration of my course. I will make timely payments of any fees or associated costs.
12. I have read and understand the description of the ESOS framework made available at: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>
13. I declare that the information provided in this application and the documentation supporting it is true and complete
14. I declare that my signature is true and correct and matches the signature in my passport.

I acknowledge and agree to the terms in the student declaration.

Name:

Signature:

Date:

Passport No:

### Section 14 – Where did you hear about AHMI

Where did you hear about AHMI? Please tick the following (√)

- Education Agent
- AHMI website
- Education Exhibition
- Friend
- Advertisement
- Other (search engine, social media, etc)

### Section 15 – For Education Agent Use Only

Please tick yes or no the following Application Checklist Chart (√)

ITEM	Yes	No
Complete all sections of the application form		
Attach certified/verified copy of visa (if applicable)		
Original supporting documents sighted, and copies stamped by assessing agent		
Attach certified/verified copy of passport		
Statement of purpose		
Attach certified/verified copy of documents as per checklist in Section 13 Checklist		

### To be completed by the Education Agent

Please tick yes or no to the following (√)

	ITEM	Yes	No
1	Applicant has the minimum English language requirement to undertake their chosen course (if applicable)		
2	Applicant meets the academic requirements for their chosen study pathway.		
3	Applicant has researched their career goals and prospects in their home country.		

4	Applicant has done adequate research on AHMI courses, support services, facilities and locations		
5	Applicant has demonstrated a clear understanding of the benefits of undertaking their chosen study pathway at AHMI		
6	Applicant has strong family support		
7	Applicant has a clear understanding of the Australian Student Visa conditions including GTE.		
8	Applicant has a confirmed source of funding and contingencies in place should their source of funding suddenly cease		
9	Supporting documentation has been sighted and is available upon request.		
10	Applicant has realistic expectations of all costs for the duration of their studies		
11	Applicant has realistic expectations about their ability to find work and their likely part-time income while studying		

I Declare that:

- I have assessed the applicant as a Genuine Temporary Entrant (GTE) and a Genuine Student (GS) as defined by the Department of Home Affairs at <http://www.homeaffairs.gov.au/>;
- To the best of my knowledge the applicant is genuine in making this application and has every intention of completing all courses that have been offered in the study package;
- I have made every effort to verify the authenticity and validity of the documents which form part of this application;
- I am satisfied that the applicant has genuine access to the total funds required while in Australia to cover all travel, overseas student health cover, tuition and living costs for themselves and any accompanying family members;
- The applicant has read and understood the AHMI Australia Health and Management Institute's "Student Handbook".
- I confirm that the student has signed this application form.

Application Approval from Education Agent:  Yes  No

Agent's comments on the application:

Agency Name:

Agent Branch Office:

Agent Staff Member Name:

Signature:

Date:

## Section 16 – Application Submission

### Return Application for Enrolment – International Students to:

Australian Health and Management Institute

43 Marion Street

Parramatta NSW 2150

Email: [admission@ahmi.edu.au](mailto:admission@ahmi.edu.au)

Tel: + 61 2 96873323

ABN: 33 151 238 685

RTO ID: 70252

CRICOS Provider Code: 03595K

## Section 17 – AHMI Office Use Only

### Office Use Only:

Application Received: \_\_\_\_\_ Please include any other comments:

Proposed Course Start Date: \_\_\_\_\_

Details entered into RTO Manager \_\_\_\_\_

Letter of Offer and Acceptance Agreement Issued: \_\_\_\_\_

Letter of Offer and Acceptance Agreement Received: \_\_\_\_\_

Invoice Issued: \_\_\_\_\_

Payment Received: \_\_\_\_\_

RPL/Credit Transfer (revised end date recorded): \_\_\_\_\_