

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
- Tick boxes where requested and include any required/additional information
- Please read carefully and send the completed application form and relevant documents to admission@ahmi.edu.au

Personal details

1. Enter your full name*

☐ Single name only

Tick this box if you have one name only that cannot be written in the following format.
Write your single name in the 'Family name section.'

Title	
Family name (surname)	
First given name	
Other given name/s (middle)	

* 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, you must write your name, including any middle names, exactly as written in the identity document you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.

2. Enter your birth date

DD/MM/YYYY

3. How do you describe your gender? (Tick ONE box only)

(Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.)

☐ Man / Male

☐ Woman / Female

☐ Non-binary

☐ I use a different term

☐ Prefer not to answer

4. Enter your contact details

Home phone	Work phone	Mobile
Email address		
Alternative email address (optional)		

5. Emergency Contact Details

Name	
Relation	
Email address	
Mobile	

6. What is the address of your permanent residence?

The address you live at on a permanent basis.

This is important for international and rural students in particular, who may have a temporary address while studying.

Please provide the physical address (street number and name, not post-office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home.

If you are an international student, provide your overseas address.

Building/property name is the official place name or common usage name for an address site, including the name of a building, building complex, agricultural property, park or unbounded address site.

Building/property name	
Flat/unit details	
Street or lot number (e.g. 205 or Lot 18)	
Street name	
Suburb, locality or town	
State/territory	
Postcode	
Country	

7. Is this the same as your postal address?

☐ Yes
☐ No Go to question 8

8. Postal address

Building/property name	
Flat/unit details	
Street or lot number (e.g. 205 or Lot 18)	
Street name	
Suburb, locality or town	
State/territory	
Postcode	
Country	

9. In which country were you born?

☐ Australia

☐ Other

Please specify

10. Passport & Visa Details

Passport Number

Passport Expiry

Nationality

Town / City of Birth

Student Visa (if applicable)

Student Visa Expiry (if applicable)

11. What language do you speak at home?

(If more than one language, indicate the one that is spoken most often)

☐ English

☐ Other

Please specify

12. Are you of Aboriginal or Torres Strait Islander origin?

(For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)

☐ No

☐ Yes, Aboriginal

☐ Yes, Torres Strait Islander

Disability

13. Do you consider yourself to have a disability, impairment or long-term condition?

- ☐ Yes
- ☐ No | Go to question 14

If you answered Yes to question 11, please select all relevant options from below.

Intellectual/learning

- ☐ Intellectual (including Down syndrome)
- ☐ Specific learning/Attention Deficit Disorder (ADD) (other than intellectual)
- ☐ Autism

Physical/diverse

- ☐ Physical
- ☐ Acquired brain injury
- ☐ Neurological (including epilepsy and Alzheimer's disease)

Sensory/speech

- ☐ Deafblind (dual sensory)
- ☐ Vision
- ☐ Hearing/deaf
- ☐ Speech

Psychiatric

- ☐ Psychiatric

Other

- ☐ Medical condition
- ☐ Other
- ☐ Prefer not to specify

Schooling

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

If you are currently enrolled in secondary education, the *Highest school level completed* refers to the highest school level you have actually completed and not the level you are currently undertaking. For example, if you are currently in Year 10 the *Highest school level completed* is Year 9.

☐ Completed year 12

☐ Completed year 11

☐ Completed year 10

☐ Completed year 9

☐ Year 8 or below

☐ Did not go to school

Never completed any primary or secondary level education – go to question 14

15. Are you enrolled in school (secondary or senior secondary education)?

☐ Yes enrolled in school

☐ No not enrolled in school

Previous qualifications achieved

16. Have you SUCCESSFULLY completed any of the qualifications listed below?

Please select all relevant.

☐ No

☐ Bachelor degree or higher degree

☐ Advanced diploma or associate degree

☐ Diploma (or associate diploma)

☐ Certificate IV (or advanced certificate/technician)

☐ Certificate III (or trade certificate)

☐ Certificate II

☐ Certificate I

☐ Other education (including certificates or overseas qualifications not listed above)

English

17. Have you completed an English Proficiency Test?

☐ No

☐ Yes

Please specify test score

Employment

18. Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).

- | | |
|--------------------------|---|
| ☐ | Full-time employee |
| ☐ | Part-time employee |
| ☐ | Self employed – not employing others |
| ☐ | Self employed – employing others |
| ☐ | Employed – unpaid worker in a family business |
| ☐ | Unemployed – seeking full-time work |
| ☐ | Unemployed – seeking part-time work |
| ☐ | Not employed – not seeking employment |

Study reason

19. Of the following categories, select the reason you are undertaking this course.

- | | |
|--------------------------|--|
| ☐ | To get a job |
| ☐ | To develop my existing business |
| ☐ | To start my own business |
| ☐ | To try for a different career |
| ☐ | To get a better job or promotion |
| ☐ | It was a requirement of my job |
| ☐ | I wanted extra skills for my job |
| ☐ | To get into another course of study |
| ☐ | For personal interest or self-development |
| ☐ | To get skills for community/voluntary work |
| ☐ | To achieve points/credits towards my senior secondary certificate of education |
| ☐ | Other reasons |

Unique Student Identifier (USI)

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

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

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

Unique Student Identifier (USI)										
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USI application through your RTO

Application for Unique Student Identifier (USI) (if you do not already have one)

If you would like AUSTRALIAN HEALTH AND MANAGEMENT INSTITUTE 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/about-us/privacy>. You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

Authorisation

I [NAME]

- authorise AUSTRALIAN HEALTH AND MANAGEMENT INSTITUTE

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 (which may include sensitive information) pursuant to the information detailed at

[TOWN/CITY OF BIRTH]

(please write the name of the Australian or overseas town or city where you were born)

Overseas Student Health Cover (OSHC)

Do you wish to purchase OSHC through Australian Health and Management Institute?

- | | |
|--------------------------|-------------------|
| ☐ | Yes, Single Cover |
| ☐ | Yes, Couple Cover |
| ☐ | Yes, Family Cover |
| ☐ | No |

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)

Living Costs and Financial Availability

Students must access:

Guide to living costs

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

AHMI Schedule of Fees and Charges

<https://ahmi.edu.au/admission/fees>

AHMI Refund Policy

<https://ahmi.edu.au/resources/policies>

AHMI Course Transfer Policy

<https://ahmi.edu.au/resources/policies>

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

- | | |
|--------------------------|-----|
| ☐ | Yes |
| ☐ | No |

Course Selection

Australia Qualification Framework (AQF) Courses:

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

Management Courses

☐

BSB50420 Diploma of Leadership and Management
CRICOS Course Code: 104323E
Duration: 52 weeks
Tuition Fees: \$11,000 Material Fees: \$1,250

☐

BSB60420 Advanced Diploma of Leadership and Management
CRICOS Course Code: 107975M
Duration: 52 weeks
Tuition Fees: \$11,000 Material Fees: \$1,250

Business Courses

☐

BSB50120 Diploma of Business
CRICOS Course Code: 119185J
Duration: 52 weeks
Tuition Fees: \$11,000 Material Fees: \$1,250

☐

BSB60120 Advanced Diploma of Business
CRICOS Course Code: 119186H
Duration: 78 weeks
Tuition Fees: \$16,000 Material Fees: \$1,200

Health Courses

☐

CHC43015 Certificate IV in Ageing Support
CRICOS Course Code: 119185J
Duration: 52 weeks
Tuition Fees: \$12,000 Material Fees: \$1,250

☐

CHC53315 Diploma of Mental Health
CRICOS Course Code: 116931D
Duration: 52 weeks
Tuition Fees: \$12,000 Material Fees: \$1,250

☐

CHC52025 Diploma of Community Services
CRICOS Course Code: 118757H
Duration: 104 weeks
Tuition Fees: \$20,000 Material Fees: \$2,000

Trade Courses

Painting Package

☐

CPC30620 Certificate III in Painting and Decorating
CRICOS Course Code: 103829J
Duration: 52 weeks
Tuition Fees: \$11,000 Material Fees: \$1,250

☐

CPC50220 Diploma of Building and Construction (Building)
CRICOS Course Code: 103753B
Duration: 52 weeks
Tuition Fees: \$14,000 Material Fees: \$1,250

Engineering Package

☐

MEM31925 Certificate III in Engineering - Fabrication Trade
CRICOS Course Code: 119157B
Duration: 52 weeks
Tuition Fees: \$15,000 Material Fees: \$2,000

☐

CPC50220 Diploma of Building and Construction (Building)
CRICOS Course Code: 103753B
Duration: 52 weeks
Tuition Fees: \$14,000 Material Fees: \$1,250

Electrician Package



UEE30820 Certificate III in Electrotechnology Electrician
CRICOS Course Code: 120813J
Duration: 94 weeks
Tuition Fees: \$23, 900 Material Fees: \$2,500



CPC50220 Diploma of Building and Construction (Building)
CRICOS Course Code: 103753B
Duration: 52 weeks
Tuition Fees: \$14,000 Material Fees: \$1,250

Trade Courses

Plumbing Package



CPC32420 Certificate III in Plumbing
CRICOS Course Code: 119083D
Duration: 94 weeks
Tuition Fees: \$22,000 Material Fees: \$2,500



CPC40920 Certificate IV in Plumbing and Services
CRICOS Course Code: 119866F
Duration: 52 weeks
Tuition Fees: \$11,800 Material Fees: \$1,250

Carpentry Package



CPC30220 Certificate III in Carpentry
CRICOS Course Code: 104872J
Duration: 104 weeks
Tuition Fees: \$19,000 Material Fees: \$2,500



CPC50220 Diploma of Building and Construction (Building)
CRICOS Course Code: 103753B
Duration: 52 weeks
Tuition Fees: \$14,000 Material Fees: \$1,250

Please note:

*\$300 Enrolment fee is non-refundable

* \$200 Admin Fee is non refundable

Course Intake

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

- | | | | |
|--|--|---|--|
| ☐ 1 st February 2027 | ☐ 26 th April 2027 | ☐ 19 th July 2027 | ☐ 6 th October 2026 |
| ☐ 31 st January 2028 | ☐ 24 th April 2028 | ☐ 17 th July 2028 | ☐ 11 th October 2027 |
| ☐ 29 th January 2029 | ☐ 23 rd April 2029 | ☐ 23 rd July 2029 | ☐ 9 th October 2028 |
| | | | ☐ 15 th October 2029 |

Recognition of Previous Studies

Do you wish to apply for Recognition of Prior Learning?

☐ No

☐ Yes

Do you wish to apply for Credit Transfer?

- ☐ No
- ☐ Yes

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

How did you hear about us?

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

- | | | |
|--|--|--|
| ☐ Education Agent | ☐ AHMI Website | ☐ Education Expo |
| ☐ Friend | ☐ Advertisement | ☐ Other (Google, Social Media, etc) |

Enrolment Terms and Conditions

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 Student.**

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.

Privacy Notice

Why we collect your personal information

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

How we use your personal information

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

How we disclose your personal information

We may be required by law, under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act), to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). We may also be required to provide personal information to a state training authority which may then disclose that information to NCVER. NCVER is the National VET Data Custodian and is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act), the *NVETR Act*, and the *Student Identifiers Regulation 2014*. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose your personal information to the Australian Government Department of Employment and Workplace Relations (DEWR), other relevant Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

Commonwealth and State and Territory government authorities who deal with or have responsibility for VET also have contracted IT operators that design, build, test, operate, maintain and host a VET data system used to collect and/or store VET data. VET data system operators are subject to a range of strict privacy, security, and confidentiality obligations. Your personal information may be used by VET data system operators to fulfil their contractual obligations, including ensuring that the VET data system is operating properly. VET data system operators and their contractors will be required to abide by the Australian Privacy Principles.

Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

For more information about how NCVER will handle your personal information please refer to NCVER's Privacy Policy at

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil its functions and activities, including:

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

DEWR may be authorised by law to share "public sector data" with third parties, including under the *Data Availability and Transparency Act 2022* (Cth) (DAT Act). "Public sector data" is defined in the DAT Act to mean "data lawfully collected, created or held by or on behalf of a Commonwealth body..." and therefore includes any data collected by the department as part of performing VET related functions.

For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Contact information

At any time, you may contact *Australian Health and Management Institute* to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled

Change of Address

A student must immediately advise AHMI of any changes in address/ contact details and/or in any circumstances within 7 days.

Change of Provider

National Code 2018 Standard 7 sets out that Registered Providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course.

A student on a student visa is not permitted to change his or her primary provider during the first six months unless exceptional circumstances apply.

Subject to the Student Transfer Policy, we reserve the right to refuse an application for a letter of release permitting a transfer to another registered training provider prior to the completion of the initial six months of the student's principal course.

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 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.

Study Timetable

AHMI makes every reasonable effort to maintain a steady study timetable. However, students acknowledge and agree that class days, class times and timetables may be amended from time to time to meet operational, regulatory, academic, or scheduling requirements.

AHMI reserves the right to make such changes where necessary. Students will be notified of any significant changes as soon as reasonably practicable. It is the student's responsibility to ensure they are able to attend classes in accordance with the revised timetable and continue to meet their student visa conditions, including attendance and satisfactory course progress requirements.

Payment of Fees

The following conditions apply to the payment of tuition and non-tuition fees:

1. All tuition fees and non-tuition fees payable by the student are outlined in the **Letter of Offer and Acceptance Agreement**.
2. AHMI will not accept an **Initial Fee Deposit** until the student has signed and returned the **Letter of Offer and Acceptance Agreement**.
3. The Initial Fee Deposit may be paid **at the same time as**, or **after**, the signed Letter of Offer and Acceptance Agreement has been submitted.
4. In accordance with the **Education Services for Overseas Students (ESOS) Act 2000**, students are **not required** to pay more than 50% of their total tuition fees before commencing their principal course. However, a student (or the person responsible for paying the fees) may choose to pay more than 50% of the tuition fees before commencement. This restriction does not apply to courses with a duration of **25 weeks or less**.
5. Unless otherwise specified in the Letter of Offer, the **Initial Fee Deposit** payable prior to course commencement includes:
 - Enrolment Fee (non-refundable);
 - Materials Fee (non-refundable after course commencement);
 - Tuition Fees for the first study period;
 - Overseas Student Health Cover (OSHC), where applicable; and
 - Bank or payment processing charges, where applicable (non-refundable).
6. The remaining tuition fees and any applicable materials fees must be paid in accordance with the **Instalment Schedule** specified in the Letter of Offer and Acceptance Agreement
7. AHMI accepts payment by:
 - Cash;
 - EFTPOS;
 - Bank Transfer;
 - Telegraphic Transfer (TT); and
 - Credit Card (applicable surcharge may apply).

For overseas payments:

- A copy of the Telegraphic Transfer receipt must be provided to the Admissions Team.
 - Credit card payments from overseas require completion of the Credit Card Payment Authorisation Form.
8. Students who fail to pay any instalment by the due date may incur a late payment fee, which accrues weekly until the outstanding amount has been paid.
 9. Students with overdue fees may have access to AHMI services, including LMS and class attendance, restricted or suspended until their account is brought up to date.

10. Continued non-payment of tuition fees may result in AHMI commencing the process to cancel the student's Confirmation of Enrolment (CoE) on PRISMS for student default due to non-payment of fees, in accordance with the ESOS Act, the National Code, and AHMI policies.
11. AHMI reserves the right to cancel a course prior to commencement or discontinue a course where necessary due to operational, regulatory, or other exceptional circumstances. In such cases, students will be managed in accordance with AHMI's Refund Policy and the ESOS Act.
12. AHMI reserves the right to accept or decline any application for enrolment at its discretion.

Review of Fees

AHMI reserves the right to review and update its tuition fees, non-tuition fees and other charges from time to time.

Once a student has accepted a Letter of Offer and commenced a course, the tuition fees for that course will not increase for the duration of the course, unless permitted by law.

If a student enrolls in a future course or qualification, the fees applicable at the time of the new enrolment will apply. The student must pay the tuition fees and other charges specified in the new Letter of Offer and Written Agreement.

In summary:

- **Current course:** Tuition fees are fixed for the duration of the course.
- **Future courses:** Tuition fees and other charges may change.

The current Schedule of Fees is available from AHMI and may be reviewed and updated from time to time.

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 Following Student Visa Refusal

Refunds relating to student visa refusals will be assessed in accordance with the Education Services for Overseas Students (ESOS) Act 2000, the student's Letter of Offer and Acceptance Agreement, and AHMI's Refund Table.

Onshore Student Visa Refusal

Where an onshore student has commenced their course and their student visa is subsequently refused, cancelled, or ceases due to the student's actions or circumstances, no refund is payable, as outlined in the Refund Table.

- This includes, but is not limited to, circumstances where the student:
- fails to comply with the conditions of their student visa;
- withdraws from the course after commencement;
- fails to commence the course on the agreed commencement date;
- fails to pay tuition fees or other fees required under the Letter of Offer and Acceptance Agreement; or
- otherwise defaults under section 47A of the **ESOS Act 2000**.

Offshore Student Visa Refusal Prior to Course Commencement

Where an offshore applicant is refused a student visa before commencing the course, AHMI will assess the refund request in accordance with the Refund Table.

Eligible students will receive:

- a refund of 100% of all unused prepaid course fees (tuition fees and non-tuition fees);

less:

- the Refund Processing Fee;
- the Non-refundable Enrolment Fee; and
- the Non-refundable Administration Fee.

Refunds will:

- processed back to the original source of payment,, unless otherwise authorised in writing by the original payer;
- normally be processed within 4 week timeframe of AHMI receiving a completed Refund Request Form together with the official Department of Home Affairs visa refusal notification and all required supporting documentation.

Where Overseas Student Health Cover (OSHC) has been arranged through AHMI, any refund of the OSHC premium will be subject to the terms and conditions of the relevant health insurance provider.

Evidence Required

Students requesting a refund due to a visa refusal must provide:

- a completed Refund Request Form;
- a copy of the official Department of Home Affairs visa refusal notification; and
- any other documentation reasonably requested by AHMI to assess the application.

All refund requests will be assessed in accordance with AHMI's Refund Policy, the student's Letter of Offer and Acceptance Agreement, and the ESOS Act 2000.

Cancellation and Refund Conditions - Student Default

Under section 47A of the Education Services for Overseas Students (ESOS) Act 2000, a student default occurs where an overseas student or intending overseas student:

- fails to commence the course on the agreed commencement date and has not previously withdrawn;
- withdraws from the course before or after the agreed commencement date;
- notifies AHMI that they no longer wish to undertake the course;
- has their enrolment cancelled by AHMI due to:
 - non-payment of tuition or other outstanding fees;
 - a breach of the conditions of their student visa;
 - unsatisfactory attendance or course progress, where applicable;
 - misconduct or other serious breaches of AHMI's policies and procedures; or
 - any other circumstance that constitutes student default under the ESOS Act.

Where a student defaults, refunds will be determined in accordance with AHMI's Refund Policy, the Letter of Offer and Acceptance Agreement, and the ESOS Act 2000. Students should note that, depending on the circumstances of the default, they may not be entitled to a refund of tuition fees or non-tuition fees already paid.

Cancellation and Refund Conditions – Provider Default

Provider Default occurs where AHMI:

- does not commence the course on the agreed commencement date;
- ceases to provide the course after it has commenced but before it is completed;
- is unable to deliver the course as agreed due to regulatory action or other circumstances; or
- otherwise fails to deliver the course in accordance with the student's Written Agreement.

In the event of Provider Default, AHMI will meet its obligations under the ESOS Act 2000 and the Education Services for Overseas Students (TPS Levies) Act 2012.

Where Provider Default occurs, AHMI will, at no additional cost to the student:

- offer the student a suitable alternative course (at AHMI or another registered provider), subject to the student's written acceptance; or
- provide a refund of the student's **unspent tuition fees** if a suitable alternative course is not available or is not accepted by the student.

Any refund payable under Provider Default will be made within the timeframe prescribed by the ESOS Act.

AHMI will notify the Tuition Protection Service (TPS) and the relevant government authorities within the statutory timeframes and provide all required information, including:

- the circumstances giving rise to the Provider Default;
- details of the affected students;
- the arrangements made to discharge AHMI's obligations; and
- any alternative course offers or refund arrangements.

AHMI's obligations under the ESOS Act are discharged when:

- the student accepts, in writing, an offer of a suitable alternative course; or
- AHMI refunds the student's unspent tuition fees in accordance with the ESOS Act.

Nothing in this policy limits or excludes any rights available to students under the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, or the Australian Consumer Law.

Refund Request Procedure

All requests for a refund must be submitted using AHMI's **Refund Request Form** to commence the refund assessment process. The Refund Request Form is available from Reception, the AHMI website, or by emailing admission@ahmi.edu.au.

The following procedure applies:

1. Complete and sign the Refund Request Form.
2. Clearly state the reason for the refund request and provide sufficient details to support the application.
3. Attach all relevant supporting documentation (e.g. visa refusal notice, medical certificate, compassionate or compelling evidence, or other applicable documentation).
4. Where the refund request relates to a withdrawal from studies, the student must also complete and submit an Application for Withdrawal/Discontinuation together with the Refund Request Form.
5. Submit the completed forms and supporting documentation to the Admissions Team or email them to admission@ahmi.edu.au.
6. Refund applications that are incomplete, unsigned, or not supported by the required documentation may not be assessed until all required information has been received, which may delay processing.
7. AHMI will assess all completed applications in accordance with the student's Letter of Offer and Acceptance Agreement, this Refund Policy, and the applicable requirements of the ESOS Act 2000. AHMI may request additional information where necessary to assess the application.
8. Where a refund is approved, payment will be made to the student or the person who originally paid the fees, unless otherwise authorised in writing by the payer.
9. Approved refunds will normally be processed within 4 weeks timeframe of AHMI receiving a completed Refund Request Form together with all required supporting documentation.
10. Students who are dissatisfied with the outcome of their refund application may access AHMI's Complaints and Appeals Policy without prejudice to their enrolment or visa status.

Making Payments:

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

Account Name:	Australian Health and Management Institute
Account Number:	2610 8486
Branch Number (BSB):	067 873
Bank Name:	Commonwealth Bank of Australia
Swift Code:	CTBAAU2S
Branch:	Sydney NSW 2000 Australia
Reference:	Student Application Number (SAP ID) / Student Name / Student ID

Complaints Handling

Students are entitled to be accompanied and assisted by a support person or nominated representative at any stage of the complaints and appeals process.

If a complaint or appeal cannot be resolved through AHMI's internal complaints and appeals process, students may seek an external review or lodge a complaint with an appropriate external organisation. Accessing an external complaints process does not affect the student's right to pursue any other legal remedies available under Australian law.

External agencies include:

- **National Student Ombudsman** – for complaints about higher education and vocational education providers. <https://www.nso.gov.au>
- **Australian Skills Quality Authority (ASQA)** – for complaints relating to the compliance of registered training organisations with the Standards for RTOs. <https://www.asqa.gov.au/complaints>
- **NSW Fair Trading** – for consumer-related matters and disputes. <https://www.fairtrading.nsw.gov.au>
- **NSW Ombudsman** – where the matter falls within its jurisdiction. <https://www.ombo.nsw.gov.au>

Nothing in AHMI's Complaints and Appeals Policy limits a student's right to seek advice or pursue any other remedies available under Australian law.

Consumer Rights

AHMI will notify students in writing as soon as reasonably practicable if there are any significant changes that may affect the training and assessment services provided under the student's Written Agreement. These changes may include, but are not limited to:

- a change in the ownership or legal entity of AHMI;
- changes to the delivery of training or assessment services, including the engagement of, or changes to, third-party service providers;
- changes to campus locations, delivery modes, study timetables, or course schedules that may affect students; or
- any other material change that may impact the student's enrolment or the services to be provided.

Nothing in this Student Agreement, or AHMI's policies and procedures, limits or excludes a student's rights under the Australian Consumer Law, the Education Services for Overseas Students (ESOS) Act 2000, or any other applicable Australian legislation.

Students retain the right to make a complaint, seek an internal or external appeal, or pursue any other remedies available under Australian law.

Student Rights

Students have the right to:

- receive the training and assessment services outlined in their Letter of Offer and Acceptance Agreement;
- be treated fairly, respectfully and without discrimination;
- access AHMI's Complaints and Appeals process without fear of disadvantage or victimisation;
- receive written notification of any significant changes affecting their course or enrolment; and
- access accurate information about their course, fees, policies and student support services.

In the unlikely event that AHMI ceases to operate as a Registered Training Organisation (RTO), or is unable to deliver the agreed training and assessment services, AHMI will meet its obligations under the **ESOS Act 2000** and applicable legislation by:

- assisting affected students to transfer to a suitable alternative registered provider where possible; or
- providing a refund of any **unspent tuition fees** where required under the ESOS Act and the Tuition Protection Service (TPS) arrangements.

Where AHMI is unable to provide the agreed services, students will be notified in writing as soon as practicable, together with details of the available options, including alternative study arrangements and any applicable refund entitlements.

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

Checklist

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.

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

- ☐ Passport biodata page(s)
- ☐ Copy of Overseas or Australian qualification and transcripts (as applicable)
- ☐ Evidence of English Language proficiency (IELTS or another equivalent test)
- ☐ Copy of year 12 certificate
- ☐ Related work experience (if any)
- ☐ Copy of 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 – Genuine Student Statement, Evidence of Financial Capacity

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.

Student Declaration

By signing and submitting this International Student Application Form, I declare and acknowledge that:

1. The information and supporting documentation I have provided in this application are true, accurate, complete and not misleading.
2. I have been provided with sufficient information about AHMI, my proposed course, tuition fees, refund arrangements, student support services, and my rights and obligations to make an informed decision about my enrolment.
3. I have read, understood and agree to comply with AHMI's policies and procedures, including the Privacy Notice, Student Handbook, Refund Policy, Complaints and Appeals Policy, and other relevant policies available on the AHMI website.
4. I understand that failure to disclose relevant information, including my academic history, previous visa history, or submission of false, fraudulent or misleading documents, may result in AHMI refusing my application, withdrawing an offer of admission, cancelling my enrolment, or reporting the matter to relevant government authorities.
5. I authorise AHMI to verify the authenticity of any information or documentation submitted in support of my application, including academic qualifications, employment history, English language proficiency, visa status and any other relevant information. I understand AHMI may contact educational institutions, employers, government agencies or other relevant organisations for verification purposes.
6. I authorise AHMI to access the Australian Government's Visa Entitlement Verification Online (VEVO) system at any time during my enrolment to verify my visa status and conditions.
7. I acknowledge that I have read and understood the course information published on the AHMI website, including course duration, delivery methods, assessment requirements, entry requirements and expected learning outcomes.
8. I agree to pay all tuition fees and non-tuition fees in accordance with the Letter of Offer and Acceptance Agreement. I understand that I am personally responsible for all fees payable and that overdue fees may result in the suspension of services, cancellation of my Confirmation of Enrolment (CoE), and recovery action, including referral to an external debt collection agency. I acknowledge that I may also be liable for any reasonable costs associated with recovering outstanding debts.
9. I acknowledge that AHMI reserves the right to amend its courses, units of competency, admission requirements, tuition fees (for future courses only), policies, study timetables, class schedules, trainers, delivery modes and campus locations where necessary to meet operational, regulatory or academic requirements.
10. I understand that study timetables, including class days and class times, may change during my course. I agree to attend classes in accordance with any revised timetable and to comply with the conditions of my student visa.
11. I declare that I am a Genuine Student (GS), that I intend to undertake the course for which I have applied, and that I understand the student visa requirements published by the Australian Government.
12. I acknowledge that I am responsible for ensuring I have sufficient financial capacity to pay my tuition fees, living expenses, Overseas Student Health Cover (OSHC) (where applicable), and all other costs associated with studying and living in Australia for the duration of my studies.
13. I acknowledge that I have read and understood information relating to the Education Services for Overseas Students (ESOS) Framework, available on the Australian Government website.

14. I understand that my signature on this application constitutes my acceptance of the declarations contained in this form and certify that my signature is genuine and matches the signature contained in my passport or other official identification.
15. I understand that AHMI's collection, storage and use of my personal information is governed by the Privacy Act 1988 (Cth) and AHMI's Privacy Policy.

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

Name	
Signature	
Date	
Passport Number	

Education Agent Declaration

I declare that, to the best of my knowledge, the information and supporting documents submitted with this application are true, accurate and complete. I understand that providing false, misleading or fraudulent information or documentation may result in delays, refusal of the application, withdrawal of any Letter of Offer, cancellation of the student's enrolment or Confirmation of Enrolment (CoE), and notification to relevant government authorities.

I further declare that:

- I have taken reasonable steps to verify the authenticity and validity of the documents submitted in support of this application.
- I have interviewed the applicant and assessed them as a **Genuine Student (GS)** in accordance with the requirements of the Australian Government Department of Home Affairs.
- To the best of my knowledge, the applicant has a genuine intention to undertake and complete the proposed course(s) of study.
- I have explained the course information, entry requirements, tuition fees, refund arrangements, attendance and course progress requirements, student visa conditions, and the student's rights and obligations while studying in Australia.
- I am satisfied that the applicant understands the financial commitment associated with studying in Australia and has genuine access to sufficient funds to cover tuition fees, Overseas Student Health Cover (OSHC) (where applicable), travel expenses, living costs, and any costs for accompanying family members.
- I have provided the applicant with access to, and encouraged them to read, the AHMI **Student Handbook**, relevant policies, and pre-enrolment information before submitting this application.
- I confirm that the applicant has personally completed and signed this Application Form, and that the signature is, to the best of my knowledge, genuine.
- I understand that AHMI reserves the right to request additional information or documentation at any stage of the admissions process and may refuse or cancel an application where concerns arise regarding the authenticity of the application or supporting evidence.

Education Agent Name	
Agency	
Signature	
Date	
Stamp	

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

ITEM	Yes	No
Complete all sections of the application form	☐	☐
Attach copy of visa (if applicable)	☐	☐
Attach all supporting documents e.g. transcripts, IELTS	☐	☐
Attach copy of passport	☐	☐
Statement of Purpose (if applicable)	☐	☐

Return Application for Enrolment – International Students to:

Australian Health and Management Institute
87 Fennell Street
North Parramatta NSW 2151
Email: admission@ahmi.edu.au
Tel: +61 2 9687 3323