



## PART H: EDUCATION & EXPERIENCE

Do you intend to claim Recognition of Prior Learning towards this course?

Yes  No

Do you intend to apply Credit Transfer towards this course?

Yes  No

Have you been employed in the area covered by the course applied for?

Yes  No

*(If your answer is 'Yes' on any of these questions, you may be eligible for Recognition of Prior Learning. Please refer to our website for our policies/procedures on credit transfer and RPL.)*

## PART I: PREVIOUS QUALIFICATION

What is your highest COMPLETED school level? (Tick 1 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're currently undertaking.*

Year 12 or equivalent

Year 11 or equivalent

Year 10 or below

Never attended school

Have you successfully completed any of the following qualifications?

Bachelor Degree or Higher

Advanced Diploma

Diploma

Certificate IV (or Advanced Certificate/Technician)

Certificate III (or Trade Certificate)

Others (including certificates or overseas qualifications not listed above)

I've never completed any qualifications

*Note: Please make sure you refer to the specific entry requirements that apply to the course you are applying for. These requirements are detailed in the student handbook and on our website. All our courses require applicants to be 18 years or older and have proficiency in English equivalent to the level of IELTS 6.0 or higher.*

## PART J: PAYMENT DETAILS

**Name of Bank:** Commonwealth Bank Australia

**Account Name:** Abbey College Australia **SWIFT Code:** CTBAAU2S

**BSB :** 062 033 **Account Number:** 1028 9591

**Reference:** please use Offer ID on your Letter of Offer

Do you wish to pay 100% of tuition fees up front?

Yes  No

*Note: For courses that are more than 25 weeks you are not required to pay more than 50% of tuition fees up front, but you may request to do so.*

## PART K: GENUINE STUDENT REQUIREMENT CHECKLIST

Relationship Status:

Single

Separated

Engaged

Divorced

Married

Widowed

Defacto

Why have you chosen to enrol at Abbey College?

Do you have sufficient information, knowledge and understanding of courses offered at Abbey College and their requirements ?

In which country were you born?

Australia

Other (Please specify): \_\_\_\_\_

Do you speak a language other than English at home?

No, English Only  Yes (Please specify): \_\_\_\_\_

Are you of Aboriginal or Torres Strait Islander origin?

No

Aboriginal

Torres Strait Islander

Do you have the following computer knowledge and skills to complete the course?

Basic Word processing

Basic Excel Spreadsheet knowledge

Basic Email knowledge

PowerPoint Presentation Knowledge

Use of Skype, Webcam, Mobile

Do you need any Language and Literacy (LLN) support?

Yes

No

If Abbey college identifies you need additional LLN support during the placement test, will you be happy to undertake recommended additional support program?

Yes

No

What do you hope to achieve with this qualification and what are your career plans after you finish studying?

Get a job

Continue on for more studies at a higher level

Establish a business

Upgrade or enhance my skills

Increase my confidence

Learn more about this industry

Expand my knowledge

Other: \_\_\_\_\_

Do you have any knowledge of this industry or work experience with this type of course for which you will study? **If Yes, Please describe and provide evidence if applicable:**

Where did you hear about us?

Agents  Advertising  Word of mouth  Other: \_\_\_\_\_

Do you have any disabilities that will effect your learning?

No

If yes, please specify: \_\_\_\_\_

## PART L: APPLICATION CHECKLIST

Please attach the following documents to this application:

A Signed and dated Application Form

Certified copy of your passport

A copy of any further studies offer to an Australian Institution: University, Foundation studies, TAFE/VET (if you hold one)

Certified copy of your official final high school certificate and transcript (if available)

Certified copy of your official college or university certificate and transcript (if available)

Certified copy of your IELTS or any relevant English certificate (including the explanation of levels and grades)

Copy of your current visa (if applicable)

Certified translation of any documents that are not in English

## PART M: TERMS & CONDITIONS

### FEES

A non-refundable Enrolment Fee of \$200.00 and COE Fee of \$50 (excluding Tuition Fees, Material Fees) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of the course.

Students who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$120.00 per term or may be refused training and assessment services and any requests until such times as the fees are paid and up-to-date. Please note that students will be required to maintain academic course progress in consultation with the Course Coordinator. Should fees remain overdue after the due date Abbey College will inform the student of their intention to report them for non-payment of fees to Department of Home Affairs via PRISMS. For more information regarding fees and payments please refer to our website.

### CANCELLATION AND FEE REFUND POLICY

The request for refund must be made in writing to the Principal Executive Officer by using the Refund Application Form.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, Abbey College will make payment of refunds within 28 days of receipt of the Refund Application Form. In the case of default by Abbey College, the provisions of the ESOS Act 2000 and the ESOS Regulations 2009 apply. For further information about the ESOS Act please see:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Enrolment fee .....	Non-Refundable
COE fee .....	Non-Refundable
Visa refused prior to course commencement .....	Full refund less administration fee of \$500 or 5% of course fee received (whichever is the lesser amount)
Visa refused after course commencement .....	Refund of unused tuition fees
Withdrawal at least 28 days (prior to agreed start date) .....	70% refund of tuition fees
Withdrawal less than 28 days (prior to agreed start date) .....	50% refund of tuition fees
Withdrawal after the agreed start date.....	No Refund
Visa cancelled due to actions of the student.....	No Refund
Does not commence .....	No Refund
(i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	
Visa extension is refused .....	Refund of unused tuition fees
Withdrawal from study - current students (of the following term/s) * Refund of unused tuition fees	
Compulsory Health Insurance (Student visa holders only) .....	Refer to OSHC provider
Airport Pick-up (prior to flight arrival) .....	Full Refund if service cancelled

\*Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s. For deferment, No refund will be applicable unless visa has not been granted.

### RTO DEFAULT

- Under the Tuition Protection Service (TPS) framework, if Abbey College is unable to full its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- Abbey College defaults if the course they offer does not start on the agreed starting day.
- Abbey College defaults if the course stops being provided after it starts and before it is completed, or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If Abbey College defaults, Abbey College will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- Abbey College will give the student a statement that explains how the refund amount has been worked out. Abbey College dispute resolution processes does not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund options in other circumstances, students must refer to the refund policy.
- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

There are no Third Party arrangements with the delivery of courses at Abbey College. Abbey College is solely responsible for the delivery of all courses and for the issuance of their certifications. Abbey College is also solely responsible for its compliance.

### INDICATIVE COST OF LIVING IN AUSTRALIA (\$AUD)

According to [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) The figure below is an estimate only to give an indication of the basic rate of living costs under the Migration regulations. The cost can vary significantly depending on where you live in Australia.

Cost of Living (excluding tuition fees) .....\$21,041 a year^ includes clothing, food, accommodation, transportation, entertainment and travel cost.

### ARRIVAL AND ORIENTATION

Students are required to attend the orientation session. Our Vocational Course's Orientation session is usually held on the Thursday prior to the course commencement date and starts at 9.00 am.

### ATTENDANCE, TRAINING AND ASSESSMENT AND COMPETENCY EXPECTATIONS

The duration of each of your course are set out on the 1st page of the letter of offer. The 20 training hours includes 15 hours face-to-face study and 5 hours online self-paced study. Face-to-face study will be conducted on campus, 187-189 Thomas St, Sydney NSW 2000. The 20 training hours are recorded and monitored by Abbey College Australia to assess students' attendance.

Timetable for the corresponding course will be given at the orientation day. Students must participate in scheduled classes in accordance with course timetables to maintain satisfactory course progress at all times, and if they do not satisfactorily progress in their course, they will be in breach of Student Visa Conditions. Students are expected to attend classes regularly to maintain satisfactory (50%) course progress and satisfactory (80%) attendance each term. Abbey College Australia may adjust/shorten the duration of the course of an overseas student if that student already has the skills and knowledge to complete assessment without attending training.

ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of Student Visa Conditions. The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

<https://www.studyaustralia.gov.au/english/live/visa-compliance>

### OVERSEAS STUDENT HEALTH COVER (OSHC)

All International Students are required to hold Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover. For detailed information and list of OSHC providers in Australia, please visit:

[https://www.privatehealth.gov.au/health\\_insurance/overseas/overseas\\_student\\_health\\_cover.htm](https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm)

### COMPLAINTS AND APPEALS POLICY

Students have access to Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who have any type of complaint should first contact the Administration Manager to address the problem in formally to seek a solution. If necessary, the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer; If students are still dissatisfied with the outcome of the complaint/grievance/appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website: <https://www.ombudsman.gov.au/> or phone 1300 362 072 for more information.

If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, the registered provider must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. The registered provider must give the overseas student the contact details of the appropriate complaints handling and external appeals body.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.

### STUDENT CODE OF CONDUCT

Harassment, bullying and victimisation will not be tolerated at Abbey College. Discrimination on any grounds is unacceptable. Students who believe that they are being sexually harassed or are the victims of any sort of racism should immediately contact the Administration Manager. If the complaint is of serious concern, the Principal Executive Officer may establish a formal inquiry and/or refer to external authorities.

### PRIVACY NOTICE

#### Why we collect your personal information?

As a registered training organization (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Failure to provide certain personal information may result in Abbey College not being able to process your enrolment application and hence not being able to enroll you as a student.

#### 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 regulatory requirements as an RTO.

#### How we disclose your personal information?

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

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

**How the NCVER and other bodies handle your personal information?**

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

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

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

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

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

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

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

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

For information on NSW Privacy Laws, please check the link: <https://www.ipc.nsw.gov.au/privacy/nsw-privacy-laws>

**Surveys**

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

**Contact information**

At any time, you may contact Abbey College Australia via [info@abbeycollege.edu.au](mailto:info@abbeycollege.edu.au) or 02 9055 8558 to:

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

**PART N: DECLARATION**

Information is collected during your enrolment in order to meet our obligations under the ESOS Act 2000 and the National Code 2018, to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. Information collected about you on this form and during your enrolment may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances, information collected during your enrolment may be disclosed where authorised or required by law, this may include any suspected breach by the student of a student visa condition.

**STUDENT DECLARATION**

I have read and accept the conditions of enrolment including the cancellation and refund policy of the Institute as stated above. I also understand the course progress and attendance expectation outlined in the enrolment form. I declare that the information provided by me on this form is true and correct.

Applicant’s Name

Applicant’s Signature:

Date:

**OFFICE USE ONLY**

ACCEPTED BY Abbey College