

ABN: 82 138 825 224

RTO No: 91746 CRICOS Provider: 03248G Level 5 & 7, 140 Elizabeth Street, Sydney NSW 2000

Phone: 02 9299 8766

Email: admin@sibn.nsw.edu.au
Web: www.sibn.nsw.edu.au

Written Agreement (International Student)

ALL SECTIONS OF THIS DOCUMENT CONSTITUTE THE WRITTEN AGREEMENT BETWEEN THE STUDENT AND SIBN

SELECT	QUALIFICATION	COURSE DURATION	TUITION FEE	
[]	BSB30120 Certificate III in Business (105567K)	52 Weeks	\$8,000	
[]	BSB40120 Certificate IV in Business (105568J)	31 Weeks	\$6,000	
[]	BSB50120 Diploma of Business (105569H)	52 Weeks	\$8,000	
[]	BSB60120 Advanced Diploma of Business (105570D)	78 Weeks	\$12,000	
[]	BSB40820 Certificate IV in Marketing and Communication (103549F) *	52 Weeks	\$8,000	
[]	BSB50620 Diploma of Marketing and Communication (103550B)*	78 Weeks	\$12,000	
[]	BSB60520 Advanced Diploma of Marketing and Communication (103551A)*	104 Weeks	\$16,000	
[]	BSB40520 Certificate IV in Leadership and Management (103971C)	52 Weeks	\$8,000	
[]	BSB50420 Diploma of Leadership and Management (104238B)	\$8,000		
[]	BSB60420 Advanced Diploma of Leadership and Management (105571C)	78 Weeks	\$12,000	
[]	BSB80120 Graduate Diploma of Management (Learning) (103552M)	78 Weeks	\$12,000	
[]	SIT30821 Certificate III in Commercial Cookery (111009A)	65 Weeks	\$13,000	
[]	SIT40521 Certificate IV in Kitchen Management (109706E)	83 Weeks	\$17,000	
[]	SIT40422 Certificate IV in Hospitality	78 Weeks	\$12,000	
[]	(110323K) SIT50422 Diploma of Hospitality Management (110324J)	104 Weeks	\$12,000	
[]	SIT60322 Advanced Diploma of Hospitality Management (110325H)	135 Weeks	\$20,000	
All of our courses will be delivered at Level 5 &7, 140 Elizabeth Street Sydney NSW 2000 AND 229 Darlinghurst Road, Darlinghurst NSW 2010. Delivery Mode: 20 Scheduled courses contact hours per week. Please also be noted that you (the student) are responsible for keeping a copy of the written agreement as supplied by SIBN College, and receipts of any payments of tuition fees or non-tuition fees. For all the course above except Graduate Diploma of Management (Learning): Commencement Date in 2025: [] 06 January [] 10 February [] 07 Apr [] 12 May [] 07 July [] 11 August [] 06 October [] 10 November				
Commencement Date in 2026: [] 05 January [] 09 February [] 06 Apr [] 11 May [] 06 July [] 10 August [] 05 October [] 09 November Commencement Date in 2027: [] 04 January [] 08 February [] 05 Apr [] 10 May [] 05 July [] 09 August [] 04 October [] 08 November				
Commencement Date in 2028: [] 03 January [] 07 February [] 03 Apr [] 8 May [] 03 July [] 07 August [] 02 October [] 06 November For Graduate Diploma of Management (Learning):				
Commencement Date in 2025: [] 06 January [] 07 Apr [] 07 July [] 06 October				
Commencement Date in 2026: [] 05 January [] 06 Apr [] 06 July [] 05 October				
Commencement Date in 2027: [] 04 January [] 05 Apr [] 05 July [] 04 October				
PART A: PERSONAL DETAILS				

Unique Student Ident	ifier (USI)	1					
* Please go to Part D to c to apply on your behalf	omplete USI app	olication if	you do no	t alread	y have	one and you	ı would like SIBN
1. Enter your full nam	ie						
Single name only following format. Wri	•						e written in the
Family name (surname	e)						
First given name							
Second given name (n							
* Please write the name t any middle names. If you write your name, includi use for this purpose. See	do not yet have ng any middle n	a USI and	l want SIBN	l to app tten in t	ly for a	USI on you ntity docum	r behalf, you must ent you choose to
2. Enter your birth da	te		1	1			
Day/mo	nth/year						
3. Country of birth:			Nation	ality: _			
4. Gender (Tick ONE b	oox only)						
Male							
Female	<u> </u>					_	
Other						_	
5. Passport No:			Evnired d	ate on		,	,
6. Contact details in A			Lxpii eu u	ate on			
Mobile							
Email							
Australia add							
Suburb:						Postcode:	
Name							
Relationship							
Mobile							
Email address							
7. Overseas Contact of Please provide the pl where you usually resi work or other purpose	hysical addres de rather thar	n any ten	nporary a	ddress			
Mobile							
Email							
Residential add							
Suburb		State				_Postcode	
PART B : ENTRY RE	QUIREMEN'	TS					
What is your highest (COMPLETED s	chool lev					
If you're currently er refers to the highest							
currently undertaking		_					•
Year 12 or equiv Year 11 or equiv			ear 9 or e ear 8 or b		nt		
Year 10 or equiv			ever atte		chool		
Note: Please make sure applying for. These re	you refer to th equirements a	e specific re detail	entry requed	uiremen e stude	ts that	apply to the	ne course you are nd our website

Version 11.8 Dec 2024 Page 1 of 4



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http://www.sibn.nsw.edu.au. All our courses require applicants to be 18 years or older and have proficiency in English equivalent to the level of IELTS 5.5 or higher, except Certificate III Business requires IELTS 5.0 or higher.	Yes No			
PART C: EDUCATION AGENT DETAILS	Does your preferred learning style align with the delivery methods, proposed learning strategies and training materials of the course?			
Agent name:	Yes No			
Name of contact Counsellor:				
Email Address:	What do you hope to achieve with this qualification ar you finish studying?	nd what are your career plans after		
Nominate this Education Agent to be my agent	<u> </u>	nore about this industry		
for the entire duration of enrolment \qquad \qquad No	Get a promotion Increas	e my confidence		
Do you identify yourself as having disability? (Please tick)	1 = '* = '	d my knowledge		
□ No □ Yes, Hearing/Deaf		(please specify)		
Yes, Intellectual Yes, Vision	Continue on for more studies at a higher level			
Yes, Learning Yes, Physical	Do you have any knowledge of this industry or experie	ence with this type of course for		
Yes, Medical Others, Please specify	which you will study?			
International students must maintain Overseas Student Health Cover (OSHC) for the	□ No			
proposed duration of their Student Visa. SIBN College can arrange visa length cover on	Yes. Please describe below and know that you may be asked for further evidence.			
request, with OSHC Insurance , our preferred provider of OSHC.	PART E: USI APPLICATION THROUGH SIBN If you would like us to apply for a USI on your behalf yo	u must authorise us to do so and		
Yes, please arrange OSHC	declare that you have read the privacy information at h	iere.		
☐ Single ☐ Dual Family ☐ Multi Family	You must also provide some additional information as r	noted at the end of this form so		
	that we can apply for a USI on your behalf.			
Dual Family: covers one valid Student Visa holder plus either one adult spouse or recognized de-facto partner or one or more dependent children.	I [NAME]	authorize		
recognized de-racto partitler of one of more dependent children.	[insert RTO name]			
Multi Family: covers one valid Student Visa holder plus more than one dependent which		to apply pursuant to sub-		
can only include on adult spouse or recognized de-facto partner and one or more dependent children.	section 9(2) of the Student Identifiers Act 2014, for a US	SI on mybehalf.		
_	,	,		
No, I will make my own OSHC arrangements for the duration of my Student Visa	I have read and I consent to the collection, use and disclosur may include sensitive information) pursuant to the information d	e of my personal information (which		
If you have a current OSHC, please quote your policy expiry date:				
PART D: ADDITIONAL INFORMATION	Town/City of Birth			
	(please write the name of the Australian or overseas town or cit	ty where you were born)		
Have you SUCCESSFULLY completed any of the following qualifications?	We will also need to verify your identity to create your	r USI.		
☐ Bachelor Degree or Higher Degree	Please provide details for one of the forms of identity	below (numbered 1 to 8).		
Advanced Diploma or Associate Degree	Please ensure that the name written in 'Personal Detai	ls' section is exactly the same as		
	written in the document you provide below.	,,		
☐ Diploma (or Associate Diploma)	1. Australian Driver's License			
☐ Certificate IV (or Advanced Certificate/Technician)	State:License Number:			
☐ Certificate III (or TradeCertificate)	2. Non-Australian Passport (with Australian Visa)			
	Passport number			
☐ Certificate II	Please note:			
☐ Certificate I	In accordance with section 11 of the Student Identifiers Act 2014 information which we collect from individuals solely for the purpo			
Other education (including certificates or overseas qualifications not listed above)	soon as practicable after we have made the application or the in purpose.			
☐ I've never completed any qualifications	PART F: FEES			
, , , , , , , , , , , , , , , , , , , ,	*On accepting the Offer students must pay the first pay	ment installment of tuition fees as		
Do you wish to apply for Credit Transfer or RPL?	listed in the Payment Installment Schedule in the Letter	r of Offer, the materials and		
☐ Yes ☐ No	application fee.			
Language and Cultural Diversity In	* Fees must be paid in order to obtain an eCOE and to s	secure a place prior to course		
Which country were you born?	commencement date.	to as listed in the navement		
☐ Australia ☐ Other (Pleasespecify):	*The remaining tuition fees must be paid by the due da Installment Schedule.	ite as listed in the payment		
Do you speak a language other than English at home? No, English Only Yes (Please specify):	*Tuition fees are to be paid through EFT direct bank de	posit to SIBN (please see bank details)		
in No, English Only in the (Flease specify).	*SIBN College will not be responsible for any money pa	id to agent or third party.		
Are you Aboriginal or Torres Strait Islander origin?	* Tuition fees DO NOT include application fee, according	•		
□ No □ Aboriginal □ Torres Strait Islander	airport pickup, transport, living expenses and stationers *Material Fee cover a ToolKit, Uniform and Learning and	•		
-	information regarding fees and payments, please go to :			
	https://www.sibn.nsw.edu.au/downloads/SIBN_Course_Fee.pdf https://www.sibn.nsw.edu.au/downloads/SIBN_Hospitality_Cours	e Fee ndf		
Do you have the following computer knowledge and skills to complete the course?	https://www.sibn.nsw.edu.au/downloads/SIBN_Hospitality_Cours https://www.sibn.nsw.edu.au/downloads/SIBN_Commericokery_0			
☐ Basic Word Processing ☐ Basic Email knowledge	* Non-Tuition fees	Т		
☐ Basic Excel Spreadsheet knowledge ☐ PowerPoint presentation knowledge	Enrolment Fee	\$200 / non-refund		
☐ Using of Skype, Webcam, Mobile (for Online students)	Material Fee/leadership Marketing	\$50 / 3 months		
If SIBN identifies you need additional Language and Literacy (LLN) support during the	Commercial cookery Material Fee Admin Fee	\$1000 \$250(if visa		
placement test, will you be happy to undertake recommended additional support	Addition	refused)		
program?				

Version 11.8 Dec 2024 Page 2 of 4



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Late Fee	\$100 /perweek(late
	payment)
Late Assessment Fee	\$75 / assessment

Acceptance Procedure:

- 1. As soon as decision is made on your eligibility, you will be informed of the outcome
- If your application is successful you will receive a Letter of Offer stating the course, for which you have been accepted, courses fee to be paid, commencement date and Overseas Student Health Cover Information
- When you have paid your fees, a Confirmation of Enrolment will be sent to you, and SIBN will have Department of Home Affairs advised within 14 days.

PART G: REFUNDS

- The request for refund must be made in writing to the Administration manger by using the Refund Application Form. The Applicant confirms that all the information provided in this application is complete and correct.
- ${\it 2. } \ \ {\it The Applicant agrees to be bound by SIBN rules and regulations in force from time to time and otherwise}$ to follow acceptable codes of behaviour, attendance and academic performance and show a concern
- 3. All fees and charges must be paid in full prior to course commencement unless a "payment plan" is arranged with SIBN. Student tuition fees are safeguarded through the use of insurance and assurance $\frac{1}{2}$ schemes mandated by Australian Legislation.
- 4. A non-refundable Enrolment/Application fee and CoE issuing fee (exclusive of tuition fees and 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.
- 5. 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 \$100.00 per week 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 Academic Coordinator Should fees remain overdue for more than one day after the due date.
- 6. SIBN will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS. 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, SIBN College will make payment of refunds within 28 days of receipt of the Refund Application Form
- 8. In the case of default by SIBN College, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see
- $\underline{\text{https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx}}$ Refund procedure and Amount for student default

Enrolment Fee	No Refund	
Tuition Fees		
Visa rejected (Offshore or onshore student before commencement of the Course)	Refund of tuition fee less A\$250 Admin 100% refund of material fee	
Visa rejected (Onshore student after commencement of the course)	Charged according to the study period and No refund of Material fee Less A\$250	
Withdrawal notified in writing and received by SIBN 28 days or more prior to Course Commencement	70% refund of tuition fee 100% refund of material fee	
Withdrawal notified in writing and received by SIBN less than 28 days prior to Course Commencement and before the commencement date	50% refund of tuition fee 100% refund of material fee	
Withdrawal after the initial course agreed start Date*	No refund	
Visa or CoE cancelled due to student breach of their visa conditions or misbehavior by the student	No refund	
Incorrect, fraudulent or misleading information or document submitted by the student or the authorized education agent	No refund	
Does not commence (i.e Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	No refund	

- Note: \succ * Initial course agreed start date is the date of the First Confirmation of Enrolment (CoE) issued to the student, prior to any deferment, suspension or revisions.
- 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. No refund will be given after an approved deferment or suspension
- 10. This agreement, and the availability of complaints and appeals processes, does not remove th
 - the student to take action under Australia's consumer protection laws.
- 11. 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 tactic such as door-todoor 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.
- 12. It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.

- 10. In the unlikely event that SIBN is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by SIBN at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If SIBN is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will be responsible for providing refunds or providing assistance to locate an alternative.
- 11. Fees not listed in the refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.
- 12. Students wishing to defer the commencement of studies or suspend their studies must complete deferral or suspension form and submit to SIBN. SIBN may decide to suspend or cancel a student's enrolment on its own initiate as a response to misbehavior by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to Department of Home Affairs and may affect the status of a student visa.
- 13. Students must notify SIBN of changes of address, telephone number, email address and fax number within 7 days they occur. Failure to do this may mean student do not receive important information which may affect their course, their enrolment or the visa.

PART H: TERMS AND CONDITIONS

Course commencement

If a student fails to commence the course within 14 days of the nominated course start date, the Institute will notify Department of Home Affairs via PRISM.

Any student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, the student must inform the Institute immediately.

Academic Progress

Students must maintain satisfactory academic progress at all times. All the courses are scheduled 20 Scheduled courses contact hours Students are expected to attend classes regularly to maintain satisfactory course progress each term.

Attendance Monitoring

All students must attend their schedule classes to maintain satisfactory academic progress. They must have a minimum of 80% attendance at all times throughout their enrolment periods. If an overseas student is making satisfactory progress in their course without attending scheduled classes then the course duration will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours (20 hours) per week. Please note that, the regulator (ASQA) may, at any time, require a training provider (SIBN) to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa.

Overseas Student Health Cover (OSHC)

All International Students are required to pay 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

Issuing of Certificates and Delivery

SIBN is solely responsible for the delivery of all courses and for the issuance of their certifications.

Complaints and Appeals Policy

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. 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 <a href="http://www.ombudsman.gov.au/How-ombudsman.gov.au/ elp/overseas-students or phone 1300 362 072 for more information.

Student Code of Conduct

All people associated with SIBN have the same rights. Harassment, bullying and victimisation will not be tolerated at SIBN. Discrimination on any grounds is unacceptable. Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Administration Manager. If the complaint is sufficiently serious, the Principal Executive Officer may establish a formal inquiry and/or refer to external authorities.

Change of Address and Contact Details

Upon arriving in Australia you are required to advise us of your residential and email address, telephone number and of any subsequent changes to these contact details. It is your responsibility to ensure that you always update your contact details at the Institute to ensure you receive important information about your course, fees receipts and any other important information at least every 6 months. **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 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,

Version 11.8 Dec 2024 Page 3 of 4



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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.

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.dese.gov.au/national-vet-data/vet-privacy-notice.

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 SIBN to:

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

SIBN contact details-

Level 5 & 7, 140 Elizabeth St. Sydney, NSW 2000

Tel: +612 9299 8766 E-mail: <u>info@sibn.nsw.edu.au</u> Website:

www.sibn.nsw.edu.au

To access SIBN's privacy policy, please refer to the Student Handbook available on our website

Disclosure of Personal Information

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code, 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 2019 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 can 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 can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

PART I: STUDENT DECLARATION

I understand the terms of this Contract and the refund conditions and confirm that I have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at SIBN. I also consent to the collection, use and disclosure of my personal information in accordance with the National VET Data policy.

Information is collected on this form and during your enrolment in order to meet SIBN obligations under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS). In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Applicant Signature Date / /
PART J: PROVIDER ACCEPTANCE
Accepted by IBN College Pty Ltd T/A SIBN
Signed Date/
Name of the authorized SIBN employee accepting the application

Version 11.8 Dec 2024 Page 4 of 4