

Address:
Ground Floor & Level 3
187-189 Thomas Street, Sydney NSW 2000

Please complete and forward your application to:
email: info@alphaenglish.edu.au
For more details:
please call: +61 2 9055 8558

PART A: PERSONAL DETAILS

USI:	Title: Mr. Ms. Mrs.	Gender: Male Female Other _____
First Name:	Last Name:	
Date of Birth:	Nationality:	Passport No: Expires on:
Australian Address:	Suburb:	State: Postcode:
Mobile:	Email:	
Overseas Address (Must be applicant's address):	Postcode:	Country:
Emergency Contact:	Relationship:	Mobile:

PART B: AGENT DETAILS

Agency Name:
Agency Contact:
Agency Email:
Consultant Name:
Agent's Signature/Stamp:

Date:

PART C: VISA DETAILS

Are you currently residing in Australia? Yes No

Which visa type do you plan to study under at Alpha English Academy?
Student Tourist/ Visitor Working Holiday Other _____

Are you lodging your visa application in Australia? Yes No

If no, please specify: City _____ Country _____

Has your visa been cancelled / refused / suspended before? Yes No

Number of Dependants: _____

PART D: OVEASEAS STUDENT HEALTH COVER (OSHC)

Do you wish Alpha English Academy to arrange your OSHC for you?
Yes No

PART E: ACCOMMODATION AND AIRPORT PICK UP

Do you require accommodation to be organised? Yes No If yes:
Homestay Single Room Share Room Student Residence

If accommodation is required, you must complete an Accommodation Application Form, this will be sent to you with the letter of offer.

Do you require airport transfer? (AUD\$200 One-way) Yes No

PART F: COURSE SELECTION

Will you be continuing your studies in Australia at a vocational or tertiary level?

Yes No Not Sure

Name of Institute : _____

Starting Date: _____

Course Name: _____

GENERAL ENGLISH

Morning Evening

Commencement Date:

Number of Weeks:

Study Breaks:
Each _____ weeks of study, the student wants _____ weeks break

IELTS PREPARATION

Morning Evening

Commencement Date:

Number of Weeks:

Study Breaks:
Each _____ weeks of study, the student wants _____ weeks break

ENGLISH FOR ACADEMIC PURPOSES

Morning Evening

Commencement Date:

Number of Weeks:

Study Breaks:
Each _____ weeks of study, the student wants _____ weeks break

**ELICOS Courses have a weekly intake commencing every Monday*

PART G: 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 ended school

Have you successfully completed any of the following qualifications?

- Bachelor's 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 qualification

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 H: PAYMENT DETAILS

Name of Bank: Commonwealth Bank of Australia

Account Name: Alpha English Academy

SWIFT Code: CTBAAU2S

BSB: 062-010 **Account Number:** 1160 3756

Bank Branch Address: 431-439 Sussex Street, Sydney, NSW 2000

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 I: GENUINE STUDENT REQUIREMENT CHECKLIST

Relationship Status:

- Single
 Engaged
 Married
 Defacto
 Separated
 Divorced
 Widowed

Why have you chosen to enrol at Alpha English Academy?

Do you have sufficient information, knowledge and understanding of courses offered at Alpha English Academy 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

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

- Get a job
 Establish a business
 Increase my confidence
 Expand my knowledge
 Continue for more studies at a higher level
 Upgrade or enhance my skills
 Learn more about this industry
 Other: _____

Where did you hear about us?

Do you have any disabilities that will effect your learning?

No Yes (Please specify): _____

PART J: 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)
 Copy of your current visa (if applicable)
 Certified translation of any documents that are not in English

PART K: TERMS & CONDITIONS

FEES

A non-refundable Enrolment Fee of \$200.00 and COE Fee of \$50 (excluding 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.

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 Sydney College of English Pty Ltd trading as Alpha English Academy 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, Sydney College of English Pty Ltd trading as Alpha English Academy will make payment of refunds within 28 days of receipt of the Refund Application Form. In the case of default by Sydney College of English Pty Ltd trading as Alpha English Academy, 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	} This refund applies to payments made for a full term (10 weeks or more)
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 date because of health or compassionate reasons)		
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 Sydney College of English Pty Ltd trading as Alpha English Academy 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, provide a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- Sydney College of English Pty Ltd trading as Alpha English Academy defaults if the course they offer does not start on the agreed starting day.
- Sydney College of English Pty Ltd trading as Alpha English Academy 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 Sydney College of English Pty Ltd trading as Alpha English Academy defaults, Sydney College of English Pty Ltd trading as Alpha English Academy will refund to the student within 14 days after the default day and receipt of your RefundApplication Form.
- Sydney College of English Pty Ltd trading as Alpha English Academy will give the student a statement that explains how the refund amount has been worked out. Sydney College of English Pty Ltd trading as Alpha English Academy 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 in 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 Sydney College of English Pty Ltd trading as Alpha English Academy. Sydney College of English Pty Ltd trading as Alpha English Academy is solely responsible for the delivery of all courses and for the issuance of their certifications. Sydney College of English Pty Ltd trading as Alpha English Academy is also solely responsible for its compliance.

INDICATIVE COST OF LIVING IN AUSTRALIA (\$AUD)

According to 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)..... \$29,710 a year^ includes clothing, food, accommodation, transportation, entertainment, and travel costs.

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 courses is set out on the 1st page of the letter of offer. The 20 training hours include 15 hours of face-to-face study and 5 hours of 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 Sydney College of English Pty Ltd trading as Alpha English Academy Australia to assess students' attendance.

The timetable for the corresponding course will be given on 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. Sydney College of English Pty Ltd trading as Alpha English Academy Australia may adjust/shorten the duration of the course of an overseas student if that student already has the skills and knowledge to complete the assessment without attending training.

- **Attendance policy:** attendance is recorded and monitored weekly. Students must maintain a weekly attendance of 80%. Your enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas students.
- **Academic policy:** to level up in General English, you must complete at least 70% of your course with a grade no lower than 50% on each assessment OR receive a recommendation from your teacher confirming your eligibility for class promotion. And maintain a minimum of 80% attendance during that study period.

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 have 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. Rates will be available on the BUPA official website at:

<https://www.bupa.com.au/health-insurance/oshc>. Please see the Overseas Student Health cover fact sheet.

https://www.health.gov.au/sites/default/files/documents/2020/06/overseas-student-health-cover-oshc-fact-sheet_0.pdf

Note: Fees may be subject to change

COMPLAINTS AND APPEALS POLICY

Students have access to the 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 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/](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 favor 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

All people associated with Sydney College of English Pty Ltd trading as Alpha English Academy have the same rights. Harassment, bullying, and victimization will not be tolerated at Sydney College of English Pty Ltd trading as Alpha English Academy. 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 Campus Manager. If the complaint is sufficiently serious, the Principal Executive Officer may establish a formal inquiry and/or refer to external authorities. To read more about Sydney College of English Pty Ltd trading as Alpha English Academy's Student Code of Conduct, please read our Student Handbook at <https://www.alphaenglish.edu.au/>

PRIVACY NOTICE

Why do 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 an ELICOS course with us. Failure to provide certain personal information may result in Sydney College of English Pty Ltd trading as Alpha English Academy not being able to process your enrolment application and hence not being able to enroll you as a student. For more information please refer to your student handbook.

How do we use your personal information?

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

Surveys

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

Contact information

At any time, you may contact Sydney College of English Pty Ltd trading as Alpha English Academy Australia via info@alphaenglish.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

Arrival and orientation

Students are required to attend orientation. Our vocational courses orientation session is normally held one week prior to the commencement date of the course whereas, ELICOS orientation is held on Mondays between 9 a.m. and 4 p.m.

PART L: 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