

Application for Enrolment – International Students

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

Instructions:

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

Section 1 – Personal and Contact Details

Personal Details

Title: Mr. Mrs. Ms. Miss Other

Family Name: _____

Given Name: _____

Date of Birth: DAY / MONTH / YEAR Gender: Male Female Town/Place of Birth _____

Address: _____

Email: _____ Mobile: _____

Country of Birth: _____ Nationality: _____

Passport Number: _____ Passport Expiry Date: _____ DAY / MONTH / YEAR

Student Visa (if applicable): _____ Student Visa Expiry Date (if applicable): _____ DAY / MONTH / YEAR

Emergency Contact

Emergency Contact Name: _____

Relationship: _____

Address: _____

Email: _____ Mobile: _____

Section 2 – Unique Student Identifier (USI)

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

Read the permission statements below and tick if consent is provided

I give my permission to AHHI to apply for a USI on my behalf

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

Section 3 – AVETMISS Data Collection

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

1. In which country were you born?

- Australia (1101) Other (Please specify)

2. Do you speak a language other than English at home?

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

- No, English only (1201) – (English only go to question 10) Yes (please specify*: _____)
*What is the language you speak most often?

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

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

4. Have you completed a test of English Language Proficiency?

- No Yes (English language test score _____)

5. 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 – Torres Strait Islander Yes – Aboriginal

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

- Yes No (go to question 8)

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

- | | | |
|---------------------------------------|----------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Hearing/deaf | <input type="checkbox"/> Learning | <input type="checkbox"/> Vision |
| <input type="checkbox"/> Physical | <input type="checkbox"/> Mental Illness | <input type="checkbox"/> Medical condition |
| <input type="checkbox"/> Intellectual | <input type="checkbox"/> Acquired brain impairment | <input type="checkbox"/> other (please specify) |

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

- | | | |
|------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Year 12 or equivalent | <input type="checkbox"/> Year 10 or equivalent | <input type="checkbox"/> Year 8 or below |
| <input type="checkbox"/> Year 11 or equivalent | <input type="checkbox"/> Year 9 or equivalent | <input type="checkbox"/> Never attended school *go to question 10 |

9. In which **YEAR** did you complete that school level?

10. Are you still attending secondary school?

- Yes No

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

- Yes No (go to question 13)

12. If **YES**, tick any of the applicable boxes

- | | |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <input type="checkbox"/> Bachelor’s Degree or Higher Degree (008) | <input type="checkbox"/> Certificate III or Trade Certificate (514) |
| <input type="checkbox"/> Advanced Diploma or Associate Degree (410) | <input type="checkbox"/> Certificate II or Advanced Certificate/Technician (521) |
| <input type="checkbox"/> Diploma or Associate Diploma (420) | <input type="checkbox"/> Certificate I (524) |
| <input type="checkbox"/> Certificate IV or Advanced Certificate/Technician (511) | <input type="checkbox"/> Certificates other than the above (990) |

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

- | | |
|---------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Full-time employee | <input type="checkbox"/> Employed- unpaid worker in family business |
| <input type="checkbox"/> Part-time employee | <input type="checkbox"/> Unemployed – seeking full time work |
| <input type="checkbox"/> Self-employed – not employing others | <input type="checkbox"/> Unemployed – seeking part-time work |
| <input type="checkbox"/> Employer | <input type="checkbox"/> Not employed – not seeking employment |

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

- 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
- Other reasons

STUDENT SUPPORT:

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

- Yes No

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

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

- Yes* No

(*Please specify) _____

Section 4 – Education Details

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

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

Section 5 – Employment History

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

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

Section 6 – Overseas Student Health Cover

Do you have current Overseas Student Health Cover (OSHC)?

- Yes No

If yes, include the company & your membership number: _____

OSHC Expiry Date: DAY / MONTH / YEAR

Do you want AHHI to arrange OSHC?

- Yes No

If yes, what type of OSHC will you require?

- Single Couple Family

Single Membership – covers the student only.

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

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

Section 7 – Living Costs and Financial Availability

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

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

Yes No

Section 8 – Vocational Course(s) Selection

Australia Qualification Framework (AQF) Courses:

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

INDUSTRY	AQF Qualification	FEE INFORMATION		
		ITEM	ONSHORE	OFFSHORE
Business Courses	<input type="checkbox"/> BSB50120 Diploma of Business <i>CRICOS Course Code: 111663D</i> (52 weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fee	\$14,000	\$14,000
		Material Fee	\$1,250	\$1,250
	<input type="checkbox"/> BSB60120 Advanced Diploma of Business <i>CRICOS Course Code: 110724D</i> (78 weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fee	\$24,000	\$24,000
		Material Fee	\$1,250	\$1,250
	<input type="checkbox"/> BSB80120 Graduate Diploma of Management (Learning) <i>CRICOS Course Code: 108227F</i> (104 weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fee	\$28,000	\$28,000
		Material Fee	\$2,500	\$2,500
Horticulture Courses	<input type="checkbox"/> AHC30722 Certificate III in Horticulture <i>CRICOS Course Code: 113692E</i> (52weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fees	\$14,000	\$14,000
		Material Fees	\$1,250	\$1,250
	<input type="checkbox"/> AHC40422 Certificate IV in Horticulture <i>CRICOS Course Code: 113693D</i> (52weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fees	\$14,000	\$14,000
		Material Fees	\$1,250	\$1,250
Health and Community Courses	<input type="checkbox"/> CHC33021 Certificate III in Individual Support <i>CRICOS Course Code: 113864A</i> (52weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fees	\$14,000	\$14,000
		Material Fees	\$1,250	\$1,250
	<input type="checkbox"/> CHC43015 Certificate IV in Ageing Support <i>CRICOS Course Code: 111661F</i> (52 weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fee	\$14,000	\$14,000
		Material Fee	\$1,250	\$1,250
	<input type="checkbox"/> CHC52021 Diploma of Community Services <i>CRICOS Course Code: 113865M</i> (94 weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fee	\$28,000	\$28,000
		Material Fee	\$2,500	\$2,500
<input type="checkbox"/> CHC53315 Diploma of Mental Health <i>CRICOS Course Code: 111664C</i> (52 weeks)	Enrolment Fee*	\$200	\$200	
	Admin Fee**	\$100	\$100	
	Tuition Fee	\$14,000	\$14,000	
	Material Fee	\$1,250	\$1,250	
Trade Courses	<input type="checkbox"/> CPC32420 Certificate III in Plumbing <i>CRICOS Course Code: 113690G</i> (94 weeks)	Enrolment Fee*	\$200	\$200
		Admin Fee**	\$100	\$100
		Tuition Fee	\$28,000	\$28,000
		Material Fee	\$2,500	\$2,500

	<input type="checkbox"/> CPC50220 Diploma of Building and Construction (Building) CRICOS Course Code: 113691F (52 weeks)	<i>Enrolment Fee*</i>	\$200	\$200
		<i>Admin Fee**</i>	\$100	\$100
		<i>Tuition Fee</i>	\$14,000	\$14,000
		<i>Material Fee</i>	\$1,250	\$1,250
Hospitality Courses	<input type="checkbox"/> SIT40521 Certificate IV in Kitchen Management CRICOS Course Code: 114230E (94 weeks)	<i>Enrolment Fee*</i>	\$200	\$200
		<i>Admin Fee**</i>	\$100	\$100
		<i>Tuition Fee</i>	\$28,000	\$28,000
		<i>Material Fee</i>	\$2,500	\$2,500
	<input type="checkbox"/> SIT50422 Diploma of Hospitality Management CRICOS Course Code: 114231D (26 weeks)	<i>Enrolment Fee*</i>	\$200	\$200
		<i>Admin Fee**</i>	\$100	\$100
		<i>Tuition Fee</i>	\$7,000	\$7,000
		<i>Material Fee</i>	\$650	\$650

Please note:

*Enrolment fee is non-refundable

**Admin fee is non-refundable

All fees included in the fee information are in Australian Dollars

VOCATIONAL COURSE(S) START DATE:

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

- 28th Jan 2025
 22nd April 2025
 14th July 2025
 7th October 2025
 27th Jan 2026
 20th April 2026
 13th July 2026
 6th October 2026

Section 9 – Concurrent Studies

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

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

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

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

Section 10 – Recognition for Previous Studies

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

- Yes No

Do you wish to apply for Credit Transfer?

- Yes No

If you have indicated that you will apply for Recognition of Prior Learning (RPL) or Credit Transfer, please complete the Recognition of Prior Learning Request Application Form or Credit Transfer Request Application Form along with this application.

Section 11 – Conditions of Enrolment

Please read the following conditions carefully before signing. Any questions may be referred directly to AHHI 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 AHHI has received a completed and signed copy of this Application for Enrolment – International Students**

Applications

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

Deferral of Commencement

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

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

Personal and Contact Details

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

Change of Address

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

Unique Student Identifier

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

Code of Conduct

Students must abide by AHHI code of conduct at all times; this includes conduct on premises at all times. AHHI 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 AHHI. Students will have the right to access complaints handling and appeals procedures if they disagree with any decision made against them.

Public Holidays

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

Fees and Timetable

AHHI reserves the right to vary its fees without notice and timetables may be subject to change.

Payment of Fees

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

1. All tuition and non-tuition fee payments are clearly outlined in the Letter of Offer and Acceptance Agreement
2. The initial fee deposit cannot be accepted from potential students unless they have signed and submitted the Letter of Offer and Acceptance Agreement.
3. Initial Fee Deposit payments can be made concurrently with or after submission of the signed Letter of Offer and Acceptance Agreement.
4. Students are permitted under the ESOS Act to choose to pay more than 50% of their tuition fees before course commencement where:
 - The student or responsible person paying the fees chooses to pay 50% prior to commencement
 - The course has a duration of 25 weeks or less
5. Students are required to pay the Initial Fee Deposit prior to commencement which includes:
 - Enrolment fee (non-refundable)
 - Materials Fee (non-refundable after commencement)
 - Tuition fees (first term)
 - Overseas Student Health Cover (where applicable)
 - Bank charges (non-refundable)
6. Students will be required to pay for the remaining tuition and materials fees as outlined in the Instalment Schedule in the Letter of Offer and Acceptance Agreement
7. Payments can be in the form of cash, bank transfer, telegraphic transfer or EFTPOS.

- Telegraphic transfer and credit card payments* are available for payers transferring the money from overseas.
 - Copy of the telegraphic transfer document must be forwarded to the accounts.
 - Payers wishing to pay via credit card from overseas must fill out the credit card payment form and forward it to the admission@ahhi.edu.au for processing. (*applicable Surcharge will apply)
 - AHHI reserves the right to cancel any course prior to the commencement date of the course or during the course, should it be deemed necessary.
 - For fees / payment schedule, please refer to "initial fee deposit" and "Instalment schedules" in the offer letter. AHHI reserves the right to accept or reject any application for enrolment at its discretion.
8. If a student does not pay the remaining tuition and materials fees as outlined in the Instalment Schedule Letter of Offer and Acceptance Agreement by the due date(s), a late payment fee which accrues on a weekly basis is added to the instalment payment until the instalment payment is made
 9. Non-financial students will not be included on the class list or allowed to attend classes until the instalment payment has been made
 10. Non-financial students may have their CoE cancelled on PRISMS under student default for non-payment of fees
 11. Fees may be subject to change without notice.

Refund Conditions

All refund considerations will be strictly limited to the total amount AHHI 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. AHHI 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. AHHI 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, AHHI will provide a statement and an explanation of how the refund was calculated and make fully available access to AHHI Complaints Policy.
14. The AHHI dispute resolution process does not circumscribe the student's right to pursue other legal remedies

Refunds based on Student Visa Refusal

AHHI is not required to provide a refund under the ESOS Act if:

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

Onshore Visa Refusals

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

Offshore Visa Refusals

In the event an offshore overseas student has had their student visa application refused, AHHI will undertake the following:

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

Cancellation and Refund Conditions – Student Default

Student Default applies as follows:

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

- The student has breached a condition of their student visa
- The student has misbehaved

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

- Students must notify AHHI of their intention to withdraw from their studies using the following forms:
 - Application for withdrawal/Discontinuation
 - Refund Request Form
- Withdrawal 10 weeks prior to agreed start date:
 - 80% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee and materials fee for the course(s) and 20% will be retained by AHHI
 - The published administration processing fee will be charged
 - Non refundable fees will be retained
- Withdrawal 9 weeks prior to agreed start date:
 - 70% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee of the course(s) and 30% will be retained by AHHI
 - The published administration processing fee will be charged
 - Non-refundable fees will be retained
- Withdrawal 4 weeks prior to agreed start date:
 - 30% of tuition fees paid will be refunded where the student has paid the entire first term tuition fee of the course(s) and 70% will be retained by AHHI
 - The published administration processing fee will be charged
 - Non-refundable fees will be retained
- Withdrawal 5 working days prior to agreed start date
 - No refunds will be provided 5 working days prior to commencement
 - No refunds will be provided if a student fails to commence on the agreed start date
- AHHI will make a refund within 28 days of receiving a valid, approved written claim
- All refund considerations will be strictly limited to the monies AHHI has received and will not include non-refundable fees and bank charges
- AHHI will make the refund available to the student directly as per source of payment
- Tuition and other fees are not transferable to another student or institution

Cancellation and Refund Conditions – Provider Default

A registered provider defaults when the following occurs:

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

Refund Request Procedure

All refund requests must be submitted using the Refund Request Form to initiate the refund process.

1. Students complete the Refund Request Form
2. The reason for the refund should be clearly set out in the Refund Request Form and the student must provide documentary evidence relevant to the refund claim.

3. In the case a refund is requested based on withdrawal of studies, the Application for Withdrawal/Discontinuation must be completed and submitted together with the Refund Request form
4. Attach all relevant documents supporting the reason for course withdrawal and ID to confirm student identity
5. Submit the completed and signed forms as stated to the Chief Executive Officer
6. Incomplete or unsigned applications for course withdrawal and/or refund requests will not be assessed with subsequent delays to processing
7. All complete and signed applications with supporting evidence and verification of identity of applicant will be assessed against the conditions outlined in this policy with approval only being granted by the CEO
8. Approved refunds will be paid no later than 28 days after the application for refund has been made

Making Payments:

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

Account Name:	AHHI
Account Number:	10453310
Branch Number (BSB):	062 452
Bank Name:	Commonwealth Bank of Australia
Branch:	Parramatta NSW 2150
Reference:	Student Application Number/ Student Name/Student ID Number

Complaints Handling

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

External options available to students include

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

Consumer Rights

AHHI will notify students in the event that any of the following changes occur that may affect the services being provided in this agreement. These include:

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

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

Student Rights

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

Termination

AHHI reserves the right to terminate students for any serious breaches including but not limited to:

- academic misconduct
- non-academic misconduct

Section 12 – Checklist

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

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

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

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

Signature:

Date: DAY / MONTH / YEAR

Section 13 – Student Declaration

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

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

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

Name: _____

Signature

Date: DAY / MONTH / YEAR

Passport No: _____

Section 14 – Where did you hear about AHHI

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

- Education Agent
- AHHI website
- Education Exhibition
- Friend

- Advertisement
- Other (search engine, social media, etc)

Section 15 – For Education Agent Use Only

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

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

To be completed by the Education Agent

Please tick yes or no to the following (√)

	ITEM	Yes	No
1	Applicant has the minimum English language requirement to undertake their chosen course (if applicable)		
2	Applicant meets the academic requirements for their chosen study pathway.		
3	Applicant has researched their career goals and prospects in their home country.		
4	Applicant has done adequate research on AHHI course, support services, facilities and locations		
5	Applicant has demonstrated a clear understanding of the benefits of undertaking their chosen study pathway at AHHI		
6	Applicant has strong family support		
7	Applicant has a clear understanding of the Australian Student Visa conditions including GTE.		
8	Applicant has a confirmed source of funding and contingencies in place should their source of funding suddenly cease		
9	Supporting documentation has been sighted and is available upon request.		
10	Applicant has realistic expectations of all costs for the duration of their studies		
11	Applicant has realistic expectations about their ability to find work and their likely part-time income while studying		

I declare that:

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

Application Approval from Education Agent: Yes No

Agent's comments on the application:

Agency Name: _____

Agent Branch Office: _____

Agent Staff Member Name: _____

Signature:

Date: DAY / MONTH / YEAR

Section 16 – Application Submission

Return Application for Enrolment – International Students to:

Australian Health and Horticulture Institute Pty Ltd
31/70-74 Philip St Parramatta NSW 2150
Email- admission@ahhi.edu.au
Tel: + 61 422 657 983

Section 17 – AHHI Office Use Only

Office Use Only:

Application Received: _____ Please include any other comments:

Proposed Course Start Date: _____

Details entered into RTO Manager: _____

Letter of Offer and Acceptance Agreement Issued: _____

Letter of Offer and Acceptance Agreement Received: _____

Invoice Issued: _____

Payment Received: _____

RPL/Credit Transfer (revised end date recorded): _____