



# INTERNATIONAL STUDENT ENROLMENT FORM

## SECTION 1: STUDENT PERSONAL DETAILS (AS STATED ON PASSPORT)

|   |  |  |  |
|---|--|--|--|
| GIVEN NAME:   |  | FAMILY NAME:   |  |
| TITLE: <input type="checkbox"/> DR <input type="checkbox"/> MR <input type="checkbox"/> MRS <input type="checkbox"/> MS <input type="checkbox"/> MISS |  | GENDER: <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> INDETERMINATE |  |
| DATE OF BIRTH:  |  |  |  |
| COUNTRY OF BIRTH:   |  | CITY OF BIRTH:   |  |
| NATIONALITY:  |  | PASSPORT NUMBER:   |  |
| FIRST LANGUAGE:   |  |  |  |
| <b>DO YOU CURRENTLY HOLD AN AUSTRALIA VISA?</b>   |  |  |  |
| <input type="checkbox"/> YES Visa Type:   |  |  |  |
| <input type="checkbox"/> NO Where will you apply for your student visa? <input type="checkbox"/> Australia <input type="checkbox"/> Overseas          |  |  |  |

## SECTION 2: STUDENT CONTACT DETAILS

### CONTACT DETAILS (IN AUSTRALIA):

|                      |                |
|----------------------|----------------|
| <b>ADDRESS</b>       |                |
| NO. AND STREET NAME: | SUBURB:        |
| STATE:               | POSTCODE:      |
| HOME PHONE:          | MOBILE NUMBER: |
| EMAIL:               |                |

### CONTACT DETAILS (OVERSEAS)

|                |                |              |             |
|----------------|----------------|--------------|-------------|
| <b>ADDRESS</b> |                |              |             |
| UNIT No./NAME: | LEVEL:         | Street Name: | Street No.: |
| SUBURB & CITY  | STATE          | POSTCODE:    | COUNTRY:    |
| HOME PHONE:    | MOBILE NUMBER: |              |             |
| EMAIL:         |                |              |             |

### EMERGENCY CONTACT DETAILS:

|                      |         |
|----------------------|---------|
| CONTACT FULL NAME:   |         |
| RELATIONSHIP TO YOU: | MOBILE: |
| EMAIL:               |         |

## SECTION 3: OTHER STUDENT SERVICES

### DO YOU HAVE OVERSEAS STUDENT HEALTH COVER (OSHC)?

☐ YES ☐ NO – Please note: it is a requirement of your student visa approval that you show evidence of current OSHC for the duration of student visa. It is student's responsibility to get health coverage.

*\*Please note that this enrolment application will only be processed after the Under 18 Care Arrangement Form is received.*

**SECTION 4: PREVIOUS STUDIES**HAVE YOU PREVIOUSLY STUDIED IN AUSTRALIA? ☐ YES ☐ NOARE YOU TRANSFERRING FROM ANOTHER EDUCATION PROVIDER? ☐ YES ☐ NODID YOU COMPLETE YOUR COURSE? ☐ YES ☐ NODO YOU HAVE A RELEASE LETTER? ☐ YES ☐ NO

WHAT IS YOUR HIGHEST COMPLETED QUALIFICATION IN AUSTRALIA?

WHAT IS YOUR HIGHEST COMPLETED QUALIFICATION FROM OVERSEAS?

**SECTION 5: EMPLOYMENT HISTORY (please attach certified copies of all records, if applicable)**

| JOB TITLE | COMPANY | DURATION | CONTACT PERSON |
|-----------|---------|----------|----------------|
|           |         |          |                |
|           |         |          |                |

\*Please attach a separate sheet if required

**SECTION 6: ENGLISH PROFICIENCY**☐ IELTS - SCORE: ☐ PTE - SCORE: ☐ CAE - SCORE: ☐ OTHER (PLEASE SPECIFY):

\* Please note, only test results taken two years prior to commencement will be accepted.

\*\* Please note that LITC reserves the right to ask applicant to sit for an Internal English Test in order to issue a Letter of Offer.

**SECTION 7: GENUINE TEMPORARY ENTRANT(GTE)**ARE YOU AWARE OF THE GENUINE TEMPORARY ENTRANT (GTE) REQUIREMENTS PROVIDED BY THE DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP)? ☐ YES ☐ NO**SECTION 8: PROGRAM SELECTION****CRICOS CODE****DURATIONS****Community Services Courses**

|   |         |           |
|---|---------|-----------|
| <input type="checkbox"/> CHC30121 Certificate III in Early Childhood Education and Care | 108820M | 52 weeks  |
| <input type="checkbox"/> CHC33021 Certificate III in Individual Support                 | 112610J | 52 weeks  |
| <input type="checkbox"/> CHC43015 Certificate IV in Ageing Support                      | 091545B | 52 weeks  |
| <input type="checkbox"/> CHC43121 Certificate IV in Disability Support                  | 112611H | 52 Weeks  |
| <input type="checkbox"/> CHC43315 Certificate IV in Mental Health                       | 102535J | 52 Weeks  |
| <input type="checkbox"/> CHC52021 Diploma of Community Services                         | 112612G | 104 weeks |
| <input type="checkbox"/> CHC50121 Diploma of Early Childhood Education and Care         | 108821K | 52 weeks  |

**Business and Management Courses**

|   |         |          |
|---|---------|----------|
| <input type="checkbox"/> BSB50120 Diploma of Business   | 105925D | 52 weeks |
| <input type="checkbox"/> BSB50820 Diploma of Project Management                                 | 112384C | 52 weeks |
| <input type="checkbox"/> BSB50420 Diploma of Leadership and Management                          | 104173C | 52 weeks |
| <input type="checkbox"/> BSB60420 Advanced Diploma of Leadership and Management                 | 105926C | 37 weeks |
| <input type="checkbox"/> ICT50220 Diploma of Information Technology                             | 105928A | 70 weeks |
| <input type="checkbox"/> ICT60220 Advanced Diploma of Information Technology                    | 112385B | 52 weeks |
| <input type="checkbox"/> CHC82015 Graduate Certificate in Client Assessment and Case Management | 095446F | 52 weeks |
| <input type="checkbox"/> BSB80120 Graduate Diploma of Management (Learning)                     | 105927B | 33weeks  |

**Hospitality Courses**

|  |         |          |
|--|---------|----------|
| <input type="checkbox"/> SIT30821 Certificate III in Commercial Cookery      | 109791C | 52 weeks |
| <input type="checkbox"/> SIT40521 Certificate IV in Kitchen Management       | 109662A | 80 weeks |
| <input type="checkbox"/> SIT50422 Diploma of Hospitality Management          | 112304H | 52 weeks |
| <input type="checkbox"/> SIT60322 Advanced Diploma of Hospitality Management | 102532A | 52 weeks |

**SECTION 9: DECLARATION OF FINANCIAL CAPACITY**

- ☐ I DECLARE THAT I AM AWARE OF AND UNDERSTAND MY FINANCIAL OBLIGATIONS RELATING TO STUDYING IN AUSTRALIA AND WITH LITC. I CONFIRM THAT I HAVE ACCESS TO THE FUNDS TO COVER ALL COSTS ASSOCIATED WITH MY STUDY AND LIVING EXPENSES WHILST IN AUSTRALIA REQUIRED AS OUTLINED BY DIBP (<https://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>).

**HOW WILL YOUR STUDIES BE FUNDED?**

- ☐ SELF-FUNDED ☐ PRIVATE SPONSOR ☐ HOME-GOVERNMENT ☐ OTHER

\* Please be advised that LITC reserves the right to ask for additional evidence of financial capacity.

**SECTION 10: APPLICANT CHECKLIST**

- ☐ Completed all sections of the Enrolment Form
- ☐ Copy of current Passport and current Australian Visa (if applicable)
- ☐ Copy of Highest Qualification Certificate and Transcript (Australia and overseas)
- ☐ Copy of English Language Qualification (IELTS, PTE, CAE, etc.)
- ☐ Genuine Temporary Entrant (GTE) Assessment Form and Statement of Purpose
- ☐ Release letter if you are currently enrolled with another Australian Provider (if applicable)
- ☐ Any relevant employment documentation (if applicable)

**SECTION 11: TUITION FEE PAYMENT: YOUR CHOICE**

Do you wish to pay only 25%, or more than 25%, of your tuition fees?

- ☐ Pay 25% (specify amount: \$ \_\_\_\_\_) ☐ Pay more than 25% (specify amount: \$ \_\_\_\_\_)

Lifetime International Training College Bank Details below and email us once payment is completed: [admin@lifetime.qld.edu.au](mailto:admin@lifetime.qld.edu.au).

|              |                                    |                |           |
|--------------|------------------------------------|----------------|-----------|
| ACCOUNT NAME | LIFETIME INTERNATIONAL.COM PTY LTD | BSB            | 114 879   |
|              |                                    | ACCOUNT NUMBER | 468936082 |
| BANK NAME    | ST GEORGE BANK                     | SWIFT CODE     | SGBLAU2S  |

**SECTION 12: STUDENT DECLARATION**

I have read, understood and accept all the terms and conditions of enrolment including any information, policies and procedures and information that may be found on Lifetime International Training College's (LITC) website. I hereby agree to be bound and adhere to all applicable standards of conduct, laws, regulations, policies and procedures of LITC, and acknowledge that failure to do so may result in the suspension or cancellation of my enrolment. I understand that I am not *required* to pay more than 50% of my tuition fees before my studies commence, but that I may do so if I choose. By submitting this application, I declare that all information and documentation provided in support of it is accurate and true. I acknowledge that submission of false, incorrect, incomplete or misleading information may result in the delay or cancellation of my enrolment. I authorise my agent to act on my behalf on all matters related to study and finance.

STUDENT FULL NAME (PLEASE PRINT)

STUDENT SIGNATURE \*

DATE

**SECTION 13: AGENT/STUDENT REPRESENTATIVE****DECLARATION BY THE EDUCATIONAL AGENT**

- ☐ I have provided all relevant and required information including specific entry requirements to the applicant to enable them to make an informed decision about their chosen program
- ☐ I have provided a copy of LITC's Student Handbook or information to access or the Student Handbook from LITC's website
- ☐ I have sighted and/or validated all financial documents and confirm that this applicant has the financial capacity to pay their full program tuition and ongoing living expenses for the entire duration of their studies.
- ☐ I believe the applicant has genuine intention to complete this program in Australia.
- ☐ I am aware that there are implications to LITC and my agency where a student's visa is refused because they do not meet the Genuine Temporary Entrant (GTE) requirement.

|                |  |                         |  |
|----------------|--|-------------------------|--|
| AGENCY         |  | AGENT/COUNSELLOR'S NAME |  |
| ADDRESS        |  |                         |  |
| CONTACT NUMBER |  | EMAIL                   |  |

**SECTION 15: AGENT/STUDENT REPRESENTATIVE**

DATE AND TIME OF INTERVIEW:

FORM OF INTERVIEW:

PERSON WHO CONDUCTED THE INTERVIEW:

**TERMS AND CONDITIONS****SECTION 15: CONDITIONS OF ENROLMENT**

**STUDENT RIGHTS:** This agreement, and the availability of the complaints and appeals processes, does not remove or circumscribe the right of the student to take action under Australia's Consumer Protection Laws or other legal remedies as specified in the National Code 2018.

**INDEMNITY:** By signing this form, I am agreeing to indemnify and keep indemnified Lifetime International Training College (LITC) and all its employees and agents in respect to any loss, damage or injury suffered by myself or to my property, resulting from any breach of this agreement or negligent act, error or omission in connection with the performance of this agreement by any third party, LITC or its employees and agents. Neither I nor any of my executors will make any claims against LITC, its employees or agents for any loss, damage, injury or death that occurs on LITC's campus, any premises rented by LITC or at any recreational or educational event organised by LITC.

**STUDENT RELEASE:** Students, who are enrolled with another provider and have completed less than 6 months of their primary course, must provide LITC with a letter of release before we may issue a COE.

**COURSE PROGRESS:** Students must maintain satisfactory course progress for each study period, please refer to LITC's Course Progress Policy for more information. Failure to maintain satisfactory course progress may result in being reported to the Department of Home Affairs (DOHA) by LITC.

**OVERSEAS STUDENT HEALTH COVER (OSHC):** Under the student visa requirements set by the DIBP, students must have a current OSHC policy for the student and their family (if applicable) for the entire period of their visa. Students who are not applying for OSHC through LITC must provide a copy of their current insurance policy 7 days prior to entry into Australia.

**CONTACT DETAILS:** Under student visa requirements students are obligated to inform LITC in writing within 48 hours of any change in address or contact details.

**PASSPORT STANDARD PHOTOGRAPH:** For your application to proceed you must submit to LITC a good quality, clear, focussed colour image of yourself, with no marks or 'red eye.' Choose a plain, light-coloured background with uniform lighting. Face looking directly at the camera with no tilt in any direction. Keep your hair away from your face, your eyes open and mouth closed. If you usually cover your head for religious reasons, or wear glasses or facial jewellery, your photograph can include these items. Glasses or jewellery must not obscure any part of the face, especially the area around the eyes, mouth and nose. Please send files only in .jpeg, .png, or .tiff format.

**ORIENTATION:** It is a legal requirement that all students must attend their scheduled orientation. If students are unable to attend a \$50 rescheduling fee shall apply.

**STUDENT CONDUCT:** Where a student fails to adhere to LITC's student code of conduct or policies and procedures reserves the right to suspend or cancel the student's enrolment.

**YOUNGER OVERSEAS STUDENTS:** All students under 18 must indicate if a parent or legal guardian will be in Australia to directly provide for the welfare of the students. If neither a parent nor nominated guardian be in Australia, students must stay in LITC's approved homestay to receive the Confirmation of Appropriate Accommodation and Welfare Letter (CAAW).

**COMPASSIONATE AND COMPELLING CIRCUMSTANCES:** Students may apply to the provider for deferment or suspension of their studies if they have good reasons for doing so. LITC will choose to grant or decline such requests by assessing the documents and evidence presented, based on the information presented in Standard 10, of National Code of Practice 2018.



## SECTION 16: REFUND POLICY

### 1 Scope

This policy covers the refunds process for all fees payable for training services provided within Lifetime International Training College's scope of registration, in accordance with ESOS Act and the National Code.

### 2 Purpose

To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies. Details concerning the scope of Lifetime International Training College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

### 3 Policy Statement

Details concerning the scope of Lifetime International Training College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

### 4 General Rules

- 4.1 The refund process reflects the commitment by Lifetime International Training College to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 4.2 The date the written notice is received by Lifetime International Training College is the date used for the calculation of any refund and/or cancellation.
- 4.3 Refunds must be requested in writing to the Administration Manager of Lifetime International Training College. Verbal notification to Lifetime International Training College staff or agents are not valid.
- 4.4 Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Lifetime International Training College.
- 4.5 The Administration Manager of Lifetime International Training College will process refund requests and if approved, arrange payment within 28 days.
- 4.6 Refunds will be paid in Australian Dollars into the nominated bank account.
- 4.7 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Lifetime International Training College until the course start date.
- 4.8 All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- 4.9 The term "commencement" in this policy refers to the first day of the first program attended by the student.



- 4.10 Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Lifetime International Training College. All Refund Requests and issued refunds are to be logged in the Refund Log.
- 4.11 In the event of visa refusal, the enrolment fee is not refundable. There is also an Administration fee charged for processing of the refund. Refund on visa rejection will require a copy of notification from the Australian High Commission. Airport pick up fee is refundable if a visa is refused.
- 4.12 Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, Lifetime International Training College if advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
- 4.13 Student enrolled in packaged courses are NOT qualify for a refund once they commence their studies in Australia.
- 4.14 If the student have given misleading information to an approved agent of Lifetime International Training College or to the college or any Commonwealth Agencies of Australia, no refund will be given.
- 4.15 All refunds will be payable in the same currency in which fees were paid unless otherwise advised. Lifetime International Training College will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- 4.16 No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- 4.17 Lifetime International Training College calculates refunds based on a SEMESTER fee (10 weeks study period plus 2 weeks holidays = 12 weeks).
- 4.18 Lifetime International Training College will give the student a refund statement that explains how the amount has been worked out.
- 4.19 In case of a cancellation by the student to Lifetime International Training College, any outstanding fees to Lifetime International Training College become due with 7 (seven) days.
- 4.20 Any costs incurred by Lifetime International Training College to recuperate outstanding fees will be charged to the student.
- 4.21 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- 4.22 Lifetime International Training College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- 4.23 Provide the student in writing the resulting decision of Lifetime International Training College's management.
- 4.24 Advise the student of their right to appeal the decision of Lifetime International Training College management.
- 4.25 The refund policy is subject to review at least once per year
- 4.26 Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, Lifetime International Training College will recover the paid fees and return to student.
- 4.27 Lifetime International Training College only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

#### Refunds resulting from Lifetime International Training College Default

In the unlikely event of Lifetime International Training College default, within 14 days of the default, Lifetime International Training College will:

- Either offer the student an alternative place at Lifetime International Training College's expense, that is accepted in writing; OR
- Refund the student the unused portion of the prepaid fees.

If Lifetime International Training College is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.



## TABLE OF REFUNDS

| Type  | Timeframe  | Amount Refunded   | Documents                               |
|---|--|---|---|
| <b>VISA Refusal</b>                                     | At any time  | All TUITION FEES minus 5% of the Tuition fees total OR \$AUD500.00 WHICHEVER IS LOWER.                                | Refund Request<br>Proof of VISA Refusal |
| <b>Visa Renewal Refusal</b>                             | After the course has commenced                         | UNSPENT TUITION FEES MINUS 5% OF THE TUITION OR \$AUD500.00 WHICHEVER IS LOWER MINUS AGENT COMMISSIONS PAID           | Refund Request<br>Proof of VISA Refusal |
| <b>VISA CANCELLED for Fraud or breach of conditions</b> | At any time  | Nil   | Refund Request<br>Proof of VISA Refusal |
| <b>Withdrawal</b>                                       | Greater than 28 days before commencement of the course | All tuition fees minus the 5% of the tuition fees OR aud\$500.00 whichever is lower and Minus Agent Commissions Paid. | Refund Request<br>Letter of Offer       |
| <b>Transfer or Enrolment</b>                            | Less than 28 days before commencement of the course    | 50% of Tuition fees minus 5% of the Tuition fees or \$aud500.00 whichever is lower and minus Agent Commissions Paid   | Refund Request<br>Letter of Offer       |
| <b>Cancellation</b>                                     | After the course has commenced                         | Nil   | Nil                                     |
| <b>Cancellation prior to visa decision</b>              | At any time  | All fees deposited Minus 5% of Tuition Fees or \$500 whichever is the Lower and minus Agent Commission Paid           | Withdrawal form<br>Letter of Offer      |



## Responsibilities

The CEO/PEO, Lifetime International Training College is responsible for ensuring compliance with this policy. Administration Manager of Lifetime International Training College will process refund requests, if approved, AND arrange refund payment within 28 days.

The Lifetime International Training College Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the CEO/PEO, Lifetime International Training College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## SECTION 17: COMPLAINTS AND APPEALS

- Students may lodge a complaint or appeal for any grievances by following the LITC Complaints and Appeals Policy.
- Students wishing to access the formal complaints and appeals process must first access the informal complaints and appeals process. All formal complaints must be made in writing and submitted to LITC student services located at our college reception. To access our Complaints and Appeals form, students may find it on our website or approach one of our student services staff at the reception area for a copy.
- Upon the receipt of the formal complaint or appeal, the managing staff member will make reasonable efforts to investigate, resolve and put appropriate corrective/preventive action in place within 7 working days from receipt of the written complaint.
- The student will be given an opportunity to present their case to the panel; they may choose one person to accompany them to this meeting as a support person. If applicable, the relevant staff member involved in the complaint and appeal will also be given an opportunity to present their case to the panel, they may choose one person to accompany them to this meeting as a support person. The complaints and appeals panel will then discuss and assess the complaint and appeal, to try an objective and fair decision. The person managing the complaint and appeal will then communicate the final decision, in writing, to all parties within five working days of making its decision. The complaints and appeals process may take up to 20 working days.
- If at this point, the student is still unsatisfied with the final decision made by LITC or if the matter is unable to be addressed internally, the student may initiate an appeal to the Overseas Student Ombudsman (OSO), [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072.
- The decision or outcome of the student's complaint or appeal will be communicated to the student in writing.
- Nothing in the LITC Complaints and Appeals Policy negates any right of any student to pursue further action or legal remedies.

## SECTION 18: PRIVACY STATEMENT

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; 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 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. 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 Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

### OFFICE USE ONLY

Date Processed: .....

Processed by: .....

Position: .....

☐ Approved

☐ Refused: Please refer to Refusal Letter for reason

### VERSION CONTROL

|            |                |              |           |
|------------|----------------|--------------|-----------|
| VERSION: 4 | DATE APPROVED: | APPROVED BY: | POSITION: |
|------------|----------------|--------------|-----------|