



## PART G: EDUCATION & EXPERIENCE

Do you intend to claim recognition of prior learning towards this course?  Yes  No

Have you enrolled in a similar course elsewhere?  Yes  No

Have you been employed in the area covered by the course applied for?  Yes  No

(If your answer is 'Yes' on any of these questions, you may be eligible for Recognition of Prior Learning. Please contact us for further information and attached certified copies of any relevant documents.)

## PART H: ENTRY REQUIREMENTS

What is your Highest COMPLETED school level? (Tick 1 box only)

If you're currently enrolled in secondary education, the Highest school level completed refers to the highest school level you have actually completed, not the level you are currently undertaking.

- Year12 or equivalent  Year11 or equivalent  Year10 or equivalent  
 Year9 or equivalent  Year8 or equivalent  Never attended school

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 our website. 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.

## PART I: ADDITIONAL INFORMATION

Have you **SUCCESSFULLY** completed any of the following qualifications?

- Bachelor Degree or Higher Degree  Certificate IV (or Advanced Certificate/Technician)  
 Advanced Diploma or Associate Degree  Certificate III (or Trade Certificate)  
 Diploma (or Associate Diploma)  Certificate II  
 Other education (including certificates or overseas qualifications not listed above)  Certificate I  
 I've never completed any qualifications

Will you be continuing your studies in Australia at a higher Education

- Yes  No  Not Sure

Name of Institute: \_\_\_\_\_  
 Course Name: \_\_\_\_\_ Starting Date: \_\_\_\_\_

Tell us the reason you want to take our course:

- Career  Academic  Personal  Other \_\_\_\_\_

Where did you hear about us?

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

Do you have any disabilities that will affect your learning?

- Yes, please specify below.  No  
 Hearing (Deaf)  Physical  Acquired brain impairment  
 Intellectual  Learning  Mental Illness  
 Medical Condition  Vision  Other \_\_\_\_\_

Why have you chosen to enrol at WIA? Do you have sufficient information, knowledge and understanding of courses offered at WIA and their requirements?

Language and Cultural Diversity

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 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 Email knowledge  
 Basic Excel Spreadsheet knowledge  
 PowerPoint presentation knowledge  
 Use of Skype, Webcam, Mobile (for Online students)

Do you need any Language and Literacy (LLN) support?  Yes  No

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

Does your preferred learning style align with the delivery methods, proposed learning strategies and training materials of the course?  Yes  No

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

- Get a job  Learn more about this industry  
 Get a promotion  Increase my confidence  
 Upgrade or enhance my skills  Expand my knowledge  
 Establish a business  Other (please specify) \_\_\_\_\_  
 Continue on for more studies at a higher level \_\_\_\_\_

Do you have any knowledge of this industry or experience with this type of course for which you will study?  Yes  No

If yes, Please describe below and know that you may be asked for further evidence.

## PART J: PAYMENT DETAILS

Payment should be forwarded by bank transfer to the following:

**Bank:** Commonwealth Bank **Account Name:** Warwick Institute of Australia  
**BSB:** 062 016 **Account Number:** 1103 0904  
**Bank SWIFT Code:** CTBAAU2S **Reference:** Your Name & Student Number

Tuition fees must otherwise be paid in the form of a bank draft or bank cheque made payable to "Warwick Institute of Australia" only. Warwick Institute of Australia is not responsible for any tuition fee paid to a third party's bank account. All payments must be made to an authorised education agent or directly to our bank account

## ENROLMENT TERMS & CONDITIONS

**Course commencement**

If a student fails to commence the course within 14 days of the nominated course start date, the Institute will notify the Department of Home Affairs via PRISMS. Any student who 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 and Attendance**

Students must maintain satisfactory academic progress at all times. All the courses are scheduled 20 hours per week (14 hours of face-to-face classroom based and 6 hours of online based delivery). Students are reminded that attendance of these scheduled hours is a requirement of their Visa. Students who fail to attend at least 80% of scheduled hours in each study period are at risk of not meeting satisfactory course progress and/or attendance. Students who fail to attend at least 80% of scheduled hours for two consecutive study periods during their enrolment will be reported to DHA, unless compassionate or compelling circumstances can be demonstrated.

Additional to the attendance requirements, students who fail more than 50% of the units/subjects delivered in a study period are at risk of not meeting satisfactory course progress. Students who fail more than 50% of units/subjects delivered in two consecutive study periods during their enrolment will be reported to DHA, unless compassionate or compelling circumstances can be demonstrated.

**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 cover.

Rates (Single): 6 months: \$271.00 | 12 months: \$543.00 | 24 months: \$1087.00

Note: Fees are indicative only. Refer to Fees and Charges as published by each service provider

**Fees**

A non-refundable Enrolment/Application fee of \$200.00 (exclusive of Tuition fees, material fees and CoE issue fee) 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 \$200 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 for more than one day after the due date WIA will inform the student of their intention to report them for non-payment of fees to the Department of Home Affairs via PRISMS. For more information regarding fees and payments please refer to <http://warwick.edu.au/pre-enrolment/fees-payment/>

**Student Fees & Charges\*\***

Enrolment/ Application fee* (non-refundable)	AUD \$200.00
Re-enrolment fee	AUD \$200.00
Administration fee	AUD \$500.00
Confirmation of Enrolment (COE)	AUD \$50.00
Duplicate document/ Re-issue fee	AUD \$50.00
Deferment/ Suspension/ Cancellation fee	AUD \$350.00
Change of Course/ Course Location fee (Course variation fee)	AUD \$200.00

Material fee (per term)	Certificate II in Workplace Skills Other Courses	AUD \$100.00 AUD \$50.00
Re-assessment fee (per subject/unit)		AUD \$200.00
RPL Application fee		AUD \$200.00
Priority Processing fee		AUD \$50.00
Student Card & Lanyard (New student)		AUD \$5.00
Student Card & Lanyard Replacement		AUD \$10.00
Photocopy Service		AUD \$0.10 (B/W)/ AUD \$1.00 (color)
Airport Pick-up & Homestay placement fee	Refer to Service Provider quote upon booking	

\*Non-refundable application fee; Warwick Institute of Australia reserves the right to change conditions and prices at anytime without notice. If you require Homestay & Airport pick-up service, you must give us at least 3 weeks in advance notice. In addition, you must also pay in advance, airport pick up fee, placement fee and the first 4 weeks rent.

\*\* Read in conjunction for full details with refund policy.

### 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, Warwick Institute of Australia will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by Warwick Institute of Australia, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see

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

Withdrawal request must be made in writing to our administration office by using the Deferment, Suspension or Cancellation of Enrolment Application Form.

Enrolment fee	No Refund
<b>Tuition Fees</b>	
Visa refused prior to course commencement	Full refund less an administration fee of \$500
Withdrawal at least 28 days prior to the initial course agreed start date	50% refund of tuition fees less an administration fee of \$500
Withdrawal less than 28 days prior to the initial course agreed start date*	No Refund
Withdrawal after the initial course agreed start date*	No Refund
Visa or CoE cancelled due to student breach of their visa conditions or misbehaviour by the student	No Refund
Incorrect, fraudulent or misleading information or document submitted by the student or the authorised 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
Visa extension is refused after course commencement	No Refund
Withdrawal from any continuing study, include any continuing CoE	No Refund
Compulsory Health Insurance (Student visa holders only).....	Refer to the Terms and
Airport Pick-up .....	Conditions of Third
Homestay placement fee .....	Party Service Providers

- Note:
- \* 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.
  - In the event where enrolment fee was waived at time of application, WIA shall withhold an amount equivalent to WIA's published enrolment fee from any refund made

### RTO DEFAULT

- Under the Tuition Protection Service (TPS) framework, if Warwick Institute of Australia is unable to fulfil its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- Warwick Institute of Australia defaults if the course they offer does not start on the agreed starting day.
- Warwick Institute of Australia 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 Warwick Institute of Australia defaults, WIA will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- Warwick Institute of Australia will give the student a statement that explains how the refund amount has been worked out. Warwick Institute of Australia dispute resolution processes does not circumscribe the student's right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- 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-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund option 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>

### Issuing of Certificates and Delivery

Warwick Institute of Australia is solely responsible for the delivery of all courses and for the issuance of their certifications. Warwick Institute of Australia is also solely responsible for compliance.

### 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 <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

### Student Code of Conduct

All people associated with Warwick Institute of Australia have the same rights. Harassment, bullying and victimisation will not be tolerated at Warwick Institute of Australia. 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.

### Packaged Courses

Note, this clause is only applicable to students on packaged courses. Confirmation of Enrolments (CoEs) for students on packaged courses may be issued with a shorter nominal duration, where the shorter CoE duration is conditional on students successfully completing their preceding course, therefore reducing the nominal duration of subsequent CoEs by Credit Transfer. In circumstances where students do not successfully complete their entire preceding course in a package of courses, or only successfully complete parts thereof, this will result in the revision of the shorter CoE to appropriately reflect the duration of enrolment required towards completion. Students are advised that any such revision may affect their Student Visa.

### 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. If personal information is not collected enabling us to enrol you in your chosen course/s, we will not be able to proceed with your application to enrol you as a student.

#### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our 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.

Information is further collected here 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 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 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.

#### How the NCVER and other bodies handle your personal information

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

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities,

State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

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

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

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at [www.ncvet.edu.au/privacy](http://www.ncvet.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 NVET 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.des.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 NCVET 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 the Institute 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

For more information please refer to the Privacy Policy available at [www.warwick.edu.au](http://www.warwick.edu.au) or contact [info@warwick.edu.au](mailto:info@warwick.edu.au)

## PART K: DECLARATION

### STUDENT DECLARATION

I have read and accept the conditions of enrolment including the cancellation and refund policy of the Institute as stated above. I declare that the information provided by me on this form is true and correct. I authorise the Education Agent nominated by me on this form to act on my behalf in all matters relating to my enrolment. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice in this form and the Privacy Policy available at [www.warwick.edu.au](http://www.warwick.edu.au)

### STUDENT INFORMATION

Applicant Name:	
Applicant's Signature:	Date: / /

This agreement must be signed by the student

### REFERRAL / EDUCATIONAL AGENCY INFORMATION

Agency Name:	
Agent's Signature:	Date: / /

**AGENT STAMP**

### OFFICE USE ONLY

ACCEPTED BY Warwick Institute of Australia
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