



TRAINING &
EDUCATION

INTERNATIONAL STUDENT REGISTRATION FORM

Registration for full-time courses is accepted from any student who meets the course entry requirements. To apply for entry to a course, prospective students must:

1. Complete this Registration Form (all sections A – C inclusive)
2. Pay a non- refundable Registration Fee of AUD \$200.00
3. Provide copies of a valid passport, Overseas Student Health Card(OSHC), and Visa
4. Provide certified copies of relevant qualifications, as appropriate.
5. Provide English evidence (e.g.: IELTS or TOEFL or ELICOS records or complete the AHTS Language Literacy and Numeracy test).

My Unique Student Identifier (USI) Number is: _____

I give permission to AHTS to verify my USI number I give permission to AHTS to obtain a USI number for me

NOTE: All students are required to have a USI number. If you do not have a USI number, please apply for one at www.usi.gov.au or ask administration to help you to apply and write your USI number in the boxes above.

Section A: Personal Details

Title Mr Miss Mrs Ms

Family Name

Full Given Name

Preferred Name

Date of Birth Day

Month

Year

Country of Birth

Nationality (As per Passport)

Passport Number

Email

Mobile

Current Visa Type & Expiry Date

Your Address in Australia (if known)

Suburb

Postcode

Permanent Address in Home Country

Suburb/City/State

Postcode

Country

Telephone (Residential)

Mobile (if applicable)

Parent or Closest Relative in Home Country

Name

Telephone

Relationship to Student

Email address

Emergency Contact Person in Australia

Title Mr Miss Mrs Ms

Family Name

Full Given Name

Email

Mobile

Address

Suburb

Postcode

Relationship to Student

Education

Please provide details of recent education and training that you have successfully completed or part-completed and attach certified copies of all formal documents with this application.

English Language Proficiency

Please provide documentary evidence of English language proficiency with your application

IELTS TOEFL iBT Certificate from ELICOS PTE Academic Cambridge English: Advanced (CAE) test

Previous Parchment/Certificate indicates English result Request LLN test by AHTS Other _____

NOTE: If you require, AHTS can assist in coordinating ELICOS programs Yes

Are you ready to complete this course?

AHTS has developed the following self-assessment checklist to see if you are ready to start your course. This self-assessment checklist may identify any English language, literacy and numeracy (LLN) needs you may have.

Please complete the following suitability checklist:

Rate yourself on the following tasks: Answer: **Yes** (I can do this myself) or **No** (I need help to do this)

TASKS	In English? Yes/No	In my first language? Yes/No
I can:		
Read the time on a clock (analogue and digital)		
Add up prices of things in my head		
Work out how much change I should give (without help from the register)		
Look up a phone number in a telephone book or the internet		
Take a phone message and write it down accurately		
Fill in a form (e.g. a timesheet for work)		
Follow spoken instructions for a task		

AHTS will review your answers to this self-assessment and if needed arrange further assessments. We will then let you know if there are any gaps in your LLN skills and determine if you require additional assistance to successfully complete your hospitality or business training course. This assistance will be provided by our trainers, other training providers or LLN specialists. Students are encouraged to discuss any LLN concerns with the Administration Officer or their Trainer prior to enrolment.

Do you require language, literacy and/or numeracy support to complete your studies at AHTS? Yes No

Overseas Student Health Cover (OSHC) for student visas

Do you have OSHC currently? Yes, please attach a copy with your application No

If 'No', how will you arrange OSHC by AHTS by yourself by agent

Request for use of Media Material

I hereby give consent and authorisation to AHTS Training and Education to use any video, photograph, and picture of me or shared by me on related AHTS social media. This could be used in any AHTS publication, website, online media or for commercial purposes. An example of this is my trainer taking a photo of me undertaking an assessment competency task, or a photo of some food you have made and shared on Facebook.

Section B: Programs

Commercial Cookery English/Placement III IV

Hospitality English/Placement III IV Diploma Advanced Diploma

Business IV Diploma

\$ _____ Tuition fee
(Refer to International Fee Schedule)

Tentative Commencement Date:

Year:

Agent Contact Person..... Phone.....

Which embassy will you apply to for your visa?

Australia Overseas (List embassy)

Are applying for Recognition of Prior Learning (RPL)

Section C: Refund Policy

Reason for Refund of Course Fees Paid	Refund Payable by AHTS
Visa unsuccessful (proof required) – non commencement	100% refund less Registration Fee and \$500 Administration Fee. AHTS must receive written notification within 14 days of the date of the written refusal advice from the Australian High Commission or the Department of Immigration and Border Protection (DIBP). A copy of this advice must accompany the letter informing AHTS of withdrawal from the course.
Visa unsuccessful (proof required) but student has commenced studies.	If student has commenced studies and a visa is not granted, the student will be charged for the week/s student actually attended, in accordance with the weekly charge rate of \$300 per week for Hospitality and Business courses and \$600 per week for Commercial Cookery courses. AHTS must receive written notification within 14 days of the date of the written refusal advice from the Australian High Commission or the Department of Immigration and Border Protection (DIBP). A copy of this advice must accompany the letter informing AHTS of withdrawal from the course.
Student's visa application is delayed by circumstances beyond the student's control and is not ready in time for the student to begin the program for which they applied; and the student presents satisfactory documentation or evidence of the delay (this circumstance does not cover a visa delay caused by the student's own action or inaction).	100% refund less Registration Fee and \$500 Administration Fee.
If the student does not meet the Minimum Entry Requirements, or the conditions set out in the Letter of Offer.	100% refund less Registration Fee and a \$500 Administration Fee.
Student provides false or misleading information	No refund payable (commenced or non-commenced).
Withdrawal/course transfer prior to commencement: 10 weeks or more (70 or more calendar days) before the Agreed Starting Day of the course	100% refund less Registration Fee.
Withdrawal/course transfer prior to commencement: Between 4-10 weeks (29-69 calendar days) before the Agreed Starting Day of the course	75% refund less Registration Fee.
Withdrawal/course transfer prior to commencement: Less than 4 weeks (1-28 calendar days) before the Agreed Starting Day of the course	50% refund less Registration Fee.
Withdrawal/course transfer on or after the Agreed CoE starting date	No refund applies.

Late Arrival.	No refund for missed classes – fees may be charged for re-sit for missed sessions and assessments.
Breach of student visa conditions, visa cancellation or failure to comply with conditions of enrolment and AHTS student related policies.	No refund.
Change of status to Permanent Resident after commencement of studies.	No refund, fees payable in line with the student's Letter of Offer.
Successful Credit or RPL (Recognition of Prior Learning) Assessment reducing study load but not duration	Any refund will be assessed on an individual basis by the CEO
If a student 'fast tracks' and completes their course in a shorter time than what is specified in the Letter of Offer	No refund. Please be aware DIBP will be notified of your early completion of studies
PROVIDER DEFAULT	
In the unlikely event that AHTS is unable to deliver the agreed course in full, or to commence the course on the scheduled/agreed course start date. <i>In these circumstances the student may also be offered enrolment in an alternative program at no extra cost to the student. Students have the right whether to accept the place in the alternative program of the full refund of the tuition fee paid.</i>	100% refund
If AHTS is unable to provide a refund or place you in an alternative course.	No refund. AHTS's Tuition Assurance Scheme (TAS) will place you in a suitable alternative course at no extra cost to you.
If TAS cannot place you in a suitable alternative course, or if this is not possible.	Eligible for a refund as calculated by the Fund Manager.

Procedures for Claiming a Refund

- Student to complete 'Withdrawal of Course Application' form together with the appropriate supporting documents and provide to Reception who will check to ensure all areas completed.
- Reception will forward the 'Withdrawal of Course' form to the CEO, who will advise the student in writing within 5 working days of calculation due to student.
- The refund to the student will be made within 14 days of student completing the 'Withdrawal of Course' form and handing to Reception. Refunds will only be made payable to the person who paid the fees in the first instance. The refund will be paid by cheque or into a bank account (either Australian or International). No cash refunds will be given.
- In the event a student is unsatisfied with decision, and wishes to appeal the decision, the student can access the AHTS's complaints and appeals policy, outlined below.

Complaints and Appeals

AHTS advises you that as a participant involved in a training activity provided by this organisation you have rights regarding the treatment you receive whilst undertaking the activity.

If you feel you have been adversely affected by unsatisfactory training, poor supervision, unfair treatment in training and assessment outcomes, any form of harassment or victimisation or other matters of concern, please refer to the procedures outlined below.

Initially, discuss your concerns informally with the staff member or those who have direct responsibility, such as the Education Manager.

If grievance of any nature cannot be resolved informally the School adopts the following complaints procedure:

Recording and documenting process - *At each stage of any complaints, appeals and grievance process all details will be recorded in writing. A copy will be placed in student and/or staff file and in the Complaints, Appeals and Grievances Register.*

1. Any complaint or appeal relating to a complaint, made by a student or staff member which cannot be resolved internally will be recorded in writing from the first notification. All students and staff who wish to lodge a complaint, grievance or appeal, will be able to present their case fully, verbally and in writing to either the Chief Executive Officer or an independent Executive Officer of the organization.
2. If the complaint or appeal relates to a facilitator teaching a unit of competency, the matter should be addressed to the Chief Executive Officer, who will table the matter at the next monthly QAG meeting, and any minutes discussing or deciding on the matter will be made available to the staff member or student. The Chief Executive Officer will write to the student within 10 working days of receipt of the complaint, outlining his/her proposed solution.
3. If the complaint or appeal relates to a member of staff or a third party providing services on AHTS's behalf, the student should approach the Chief Executive Officer. A confidential, minuted meeting with the member of staff concerned, the student and the Chief Executive Officer would be made to aid further discussion.
 - a) each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself,
 - b) each party may be accompanied and assisted by a support person at any relevant meetings
 - c) the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and;
 - d) the process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
4. Any student who feels that she/he is not able to achieve an adequate outcome from these steps may refer the matter externally. The organisation directly related to the school as a registered training organisation is:
 *Training Advocate: Ground floor 55 Currie Street, Adelaide 5000 Phone 1800 006 488
5. The School will investigate if any corrective action is required to improve the main issues raised as a result of the complaint or appeal by the client or staff member.

The School will instigate corrective action for any processing or system errors that may have occurred as a result of the complaint or appeal. Monitor and improve progressively any situations that may be necessary due to the complaint or appeal.

Section D: Disclaimers

EXCURSIONS

I am fully aware that I undertake all excursions at my own risk. AHTS is not liable in any way and I may organise my own insurance or take part at my own risk.

CHECK YOUR DETAILS

Please check ALL enrolment details before submitting this form. AHTS cannot be liable for any incorrect details. For example, you may be charged for the re-issuing and/or re-directing of your certificates if incorrect details provided and you do not notify AHTS. For more information see the [Re-issue of a Certificate and/or Statement of Attainment Application](#) available on our website.

QUALITY ASSURANCE

AHTS is externally audited at regular intervals to ensure it can maintain its accreditation as a Registered Training Organisation. A part of this process involves an auditor contacting some of the School's past and current students. Please tick the box and initial next to it if you do NOT wish to be contacted for this purpose.

Please Initial

PRIVACY

I authorise AHTS to make relevant inquiries where necessary and in accordance with legislation regarding my academic qualifications and work experience in relation to my application for undertaking a study course

Use of Personal Information

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; 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.

I have read, understood and agree to comply with the Terms and Conditions of Enrolment.

Signature

Date Day Month Year

Section E: Survey

Please complete the following questions:

Have you previously undertaken studies at AHTS? Yes No If yes, course and year of completion

Q1 *In which country were you born?*

Q2 *Are you of aboriginal or Torres Strait islander origin?* Yes No

Q3 *Do you speak a language other than English?* Yes No Please specify (e.g. Chinese).....

Q4 How well do you speak English? Very well Well Not well Not at all

Q5 Do you consider yourself to have a disability, impairment or long-term condition? Yes No

If yes please specify: (You may indicate more than one area.)

- Hearing/deaf Physical Intellectual Learning Acquired brain impairment
 Vision Medical condition Mental illness Other

Q6 Are you still attending secondary school? Yes No

Q7 What is your highest completed school level? (Tick one only)

- Year 12 or equivalent Year 11 or equivalent Year 10 or equivalent
 Year 9 or equivalent Year 8 or below Never attended school

Q8 In which year did you complete that school level? (e.g. 2014).....

Q9 Have you successfully completed any of the following qualifications? Yes No

- Bachelor (or higher degree) Advanced diploma (or associate degree) Diploma Certificate IV
 Certificate III (or trade certificate) Certificate II Certificate I Other

Q10 Which best describes your current employment status? (Tick one only)

- Full time Part time Employer Self employed Employed – unpaid worker in family business
 Unemployed – seeking full time work Unemployed – seeking part time work Not employed – not seeking employment

Q11 Your major reason for study? (Tick one only)

- Get a job Develop my existing business Start my own business Try for a different career
 To get a better job or promotion It was a requirement of my job Other

Q12 Have you or are you working in the industry relevant to your chosen qualification? Yes No

If yes, please provide details

I am aware that the information in this enrolment form may be provided to the State Training Authority and National Council Vocational Education Research for statistical purposes.

Signature of Applicant:

Date:/...../.....

Signature of Parent/Guardian (if under 18):

Date:/...../.....

* Students under 18 years of age at time of course commencement will need to have appropriate welfare arrangements approved by AHTS and Department of Immigration and Border Protection (DIBP). Please contact AHTS before enrol and refer to <http://www.border.gov.au> for further information.

Please send completed application to: (the status of your application will be advised within 14 days)

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