STUDENT APPLICATION FORM (INTERNATIONAL)

Thank you for your interest in enrolling in GBCA. Please ensure that you answer ALL of the following questions to ensure correct processing of your enrolment. 🗹 Please tick where appropriate

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Personal Details | | | | | | | | | | | |
| Title | Mr  Mrs  Ms  Miss  Others | | | | | | | | | | |
| First Name  (IN CAPITAL) |  | | | | | | | | | | |
| Middle Name  (IN CAPITAL) | Family Name  (IN CAPITAL): | | | | | | | | | | |
| Date of Birth (DD/MM/YYYY): | \_\_\_/\_\_\_/\_\_\_\_ | | | | Sex:  Male  Female | | | | | | |
| Are you under 18? | Yes  No | | | | If yes, do you require GBCA to arrange: (please tick relevant box)  Welfare support arrangements  Homestay accommodation  Airport pick up | | | | | | |
| Passport number: (attach a copy of your passport) |  | | | | | If you are currently in Australia, current visa type: | | | | Student  Temporary  Tourist  Bridging  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| Current visa date of expiry | \_\_\_\_\_\_/\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_ | | | | Do you currently hold OSHC  Yes  No  If yes, date of expiry: (if applicable): \_\_\_\_/\_\_\_\_\_/\_\_\_\_ | | | | | | |
| Are you currently enrolled in any Australian provider? | Yes  No (IF No, please skip to Contact details)  (IF Yes, please specify your provider\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)  Do you plan to leave your current provider?  Yes  No  (IF No, please skip to Contact details)  Reason of leaving your provider:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  When did you last attend class at your current provider: \_\_\_\_\_\_/\_\_\_\_\_ | | | | | | | | | | |
| Contact Details | | | | | | | | | | | |
| Phone number: | Mobile number: | | | | | | | | | | |
| Email address: |  | | | | | | | | | | |
| Country of Birth: | City of birth: | | | | | | | | | | |
| Home country Address: |  | | | | | | | | | | |
| Country: |  | | | | | State: |  |  | | Postcode: | |
| Current address in Australia (if any): | | | | | | | | | | | |
| Suburb: |  | | | | | State: |  |  | | Postcode: | |
| Name of the emergency contact person |  | | | | | Relationship with the applicant | | | |  | |
| Mobile number: |  | | | | | Email address: | | | |  | |
| Please indicate the course/s and intake that you wish to apply for | | | | | | | | | | | |
| English courses:  General English (CRICOS 098218E  English for Academic Purposes (EAP) (CRICOS 098219D)  Vocational courses:  FNS40217 Certificate IV in Accounting and Bookkeeping (CRICOS 098488E)  BSB50215 Diploma of Business (CRICOS 090861J)  PSP50916 Diploma of Interpreting (LOTE- English) (CRICOS 091761E)  PSP60816 Advanced Diploma of Translating (English to Mandarin) (CRICOS 0100865)  BSB50215 Diploma of Business (CRICOS 090861J)  ICT50120 Diploma of Information Technology (CRICOS 106680A)  ICT60220 Advanced Diploma of Information Technology (CRICOS 106679E)  CHC33015 Certificate III in Individual Support (CRICOS 104889M)  Package courses:  CHC30113 – Certificate III in Early Childhood Education and Care (CRICOS 097758G)  CHC50113 Diploma of Early Childhood Education and Care (CRICOS 097270J)  Package Courses to University of Canberra Bachelor Courses in Melbourne  BSB50215 Diploma of Business (CRICOS 090861J) 🡪 Bachelor of Commerce (Accounting)  BSB50215 Diploma of Business (CRICOS 090861J) 🡪 Bachelor of Business (International Business)  (Detailed course information can be found on <http://gbca.edu.au>) | | | | | | | | | | | Preferred start date:  \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_  Preferred start date:  \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_  Preferred start date:  \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_  Preferred start date:  \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_\_ |
| Do you wish to apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL)?  (Please attach evidence for relevant qualification, work experience if applicable) | | | | | | | | | | | Yes  No |
| Do you consider yourself to have a disability, impairment or long term condition that may impact on your learning? (If Yes, please indicate which of the following area/s may impact your learning:  Hearing/Deaf  Physical  Intellectual  Learning  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | Yes  No |
| English Proficiency | | | | | | | | | | | |
| Is English your native language? | Yes  No IELTS/TOEFL score (Attach copy of certificate if applicable): **\_\_\_\_\_\_\_\_\_** | | | | | | | | | | |
| Other English language qualification/certification (If applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | |
| Previous education | | | | | | | | | | | |
| Previous Education (Most recent ones, if applicable))   |  |  |  |  | | --- | --- | --- | --- | | Are you still attending secondary school:  Yes  No  Please tick your highest completed high school level:  Year 12  Year 11  Year 10 | | | | | *Name of college/university* | *Years attended*  *(e.g. 2009 – 2013)* | *Qualification achieved in Australia* | *Degree/Award Attained* | |  |  | Yes  No |  | |  |  | Yes  No |  | |  |  | Yes  No |  | |  |  | Yes  No |  | | | | | | | | | | | | |
| Work Experience   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Are you currently employed? Yes  No,  If Yes, which best describe your current employment status?  Full-time  Part-time | | | | | | *Employer (Name and Location)* | | *Years employed* | | *Position Held* | |  | |  | |  | |  | |  | |  | | Reason for taking this course? | | | | | | To get a job | I want extra skills for my job | | It was a requirement for my job | | | For self development | To try different career | | Other reasons | | | | | | | | | | | | | |
| Do you wish to apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL)?  (Please attach evidence for relevant qualification, work experience if applicable) | | | | | | | | | | | Yes  No |
| Do you consider yourself to have a disability, impairment or long term condition that may impact on your learning? (If Yes, please indicate which of the following area/s may impact your learning:  Hearing/Deaf  Physical  Intellectual  Learning  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | Yes  No |
| Student demographic information | | | | | | | | | | | |
| Main language spoken at home: | | English as first language  Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | How well do you speak English? | | | | | | Very well  Well  Not well  Not at all |
| Have you SUCCESSFULLY completed any of the following qualifications?  Yes  No  If yes, please enter one of these Prior Education Achievement Recognition Identifiers any applicable qualification level.  A – Australian E – Australian equivalent I – International  Note: if you have multiple Prior Education Achievement Recognition Identifiers for any one qualification, use the following priority order to determine which identifier to use:   1. A – Australian 2. E – Australian equivalent 3. I – International   A E I  Bachelor Degree or Higher Degree  Advanced Diploma or Associate Degree  Diploma (or Associate Diploma)  Certificate IV (or Advanced Certificate / Technician)  Certificate III (or Trade Certificate)  Certificate II  Certificate I  Certificates other than the above | | | | | Which best describes your main reason for undertaking this course?  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 | | | | | | Which of the following classifications BEST describes your current or recent occupation? (Tick ONE box only)  1 - Managers  2 - Professionals  3 – Technicians and Trade Workers  4 – Community and Personal Service Workers  5 – Clerical and Administrative Workers  6 – Sales Workers  7 – Machine Operators and Drivers  8 – Labourers  9 – Other |
| Which of the following classifications BEST describes the industry of your current or previous Employer? | | | | | | | | | | | |
| A – Agriculture, Forestry and Fishing  B – Mining  C – Manufacturing  D – Electricity, Gas, Water and Waste Services  E – Construction  F – Wholesale Trade  G – Retails Trade | | | H – Accommodation and Food Services  I – Transport, Postal and Warehousing  J – Information Media and telecommunications  K – Financial and Insurance Services  L – Rental, Hiring and real Estate Services  M – Professional, Scientific and Technical Services | | | | | | N – Administrative and Support Services  O – Public Administration and Safety  P – Education and Training  Q – Health Care and Social Assistance  R – Arts and Recreation Services  S – Other Services | | |
| I have a Unique Student Identification (USI), and my USI is □□□□□□□□□□  I don’t have USI, I will provide later.  I authorise GBCA to apply an USI for me. | | | | | | | | | | | |
| Others | | | | | | | | | | | |
| Would you like GBCA to arrange your health insurance (OSHC)?  Yes  No | | | | Would you like to pay more than 50% of tuition fee before commencing the course?  Yes  No | | | | Please select the payment plan for the remaining tuition fee:  Monthly  Quarterly | | | |
| Would you like to authorise any education agent to represent you in relation to this application?  Yes  No  If Yes, please provide details of the agent:  Agent name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | |
| Self-declaration | | | | | | | | | | | |
| I declare that the information on the student application form is to the best of my knowledge, accurate and complete at the time of this application.  I further acknowledge that any false information and not disclosing relevant information for application of this qualification will result in the refusal of my application at GBCA.  I understand that it is my full responsibility to provide all relevant and required documentation and answer all questions truthfully.  I declare that I am aware of and understand my financial obligations relating to studying in Australia and with GBCA. I declare that I have access to the funds required to cover all costs related to my study while in Australia.  I fully understand and agree with the terms and conditions of enrolment.  I have received/ accessed electronically/hard copies of all of the below:   * Refunds Policy * Student Code of Behaviour * Course Progress and Intervention Strategy Policy and Procedure * Student Complaints and Appeals Policy and Procedure * Deferral suspension and cancellation Policy and Procedure * Student handbook * ESOS Course Progress Policy and Procedures * ESOS Framework factsheet   (These documents are available electronically at <http://gbca.edu.au/students/> under Student Policies and Student Handbook)  (If applicable) I authorize GBCA to verify my USI / apply USI on my behalf.  I further understand that the enrolment fee is *NON-REFUNDABLE and NON-*TRANSFERABLE.  I further acknowledge and provide unconditional consent to my testimonial and/or photograph and/or video to be used in GBCA website, newspaper, poster, television, flyer and/or any other marketing whilst I am a current or former student of GBCA.  Please tick:  Yes  No  Student Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_  For student under 18 at the time of application:  Parent/Legal guardian Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_\_ | | | | | | | | | | | |

**Guarantee statement:**

International Students studying in Australia are protected by the Education Services for Overseas Students Framework. Should GBCA be unable to provide your course there are measures in place to ensure you can continue to study in Australia, or, receive a refund of any unused tuition fees. Australian CRICOS providers are not allowed to collect more than 50 per cent of the total tuition fees for the whole course before you start, unless your course is 24 weeks or less or you have chosen to do so. Any money you pay to a provider that is not directly related to your course, such as for home stay accommodation, is not protected under the TPS.

For further information provided by the Australia Government visit:

<https://tps.gov.au/StaticContent/Get/StudentInformation> / <https://tps.gov.au/Home/NotLoggedIn>

<https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf>

**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.

***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.

***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 NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER’s behalf.

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

For more information about how the NCVER will handle your personal information please refer to the NCVER’s Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.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 NVETR 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.dese.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 NCVER 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 Global Business College of Australia on (03) 9041 3050 and GBCA’s Policy 25 Privacy Policy at **http://gbca.edu.au/students**

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

**Terms and Conditions of Enrolment**

General

A prospective and/or enrolled international student acknowledges and agrees to the Terms and Conditions of Enrolment on signing the Offer and Acceptance Agreement.

The Terms and Conditions of Enrolment apply equally to a new and/or continuing student unless otherwise specified.

An application for refund for an international student must be authorised by the Chief Executive Officer (CEO) of GBCA or his or her nominee.

GBCA reserves the right to amend the Terms and Conditions of Enrolment at any time.

Where fees are paid by a party on behalf of the student, GBCA reserves the right to notify that party.

GBCA is obliged to inform the Department of Immigration and Border Protection and Department of Education of any change of status where a student completes his or her program early, transfers to another provider, is excluded on academic grounds and fails to meet his or her visa conditions, defers or intermits his or her study or otherwise change the expected completion date of his or her study.

GBCA must not receive more than 50% of the total tuition fees for the program prior to program commencement where total program duration is more than 24 weeks unless the applicant is willing to do so.

Refund Policy (extracted). For full policy, please refer to http://gbca.edu.au/students/)

Student default: Refers to the circumstances where:

• the student does not start the course on the agreed course commencement date (and has not previously withdrawn); or

• the student withdraws from the course at the location (either before or after the agreed course commencement date); or

• GBCA refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:

* the student failed to pay the due amount to the course provider;
* the student breached a condition of his/her student visa;
* misbehavior by the student

Provider default: Refers to the circumstances where GBCA fails to start the course or the course ceases to be provided after commencement and no alternative course can be offered and accepted by the student.

Default day: Refers to the date specified on the student visa refusal letter, in the event that an international student is refused an Australian student visa. This day is not included in the count for the purposes of refund calculations.

Electronic Confirmation of Enrolment (CoE): This definition only applies for students who are in student visa at the time of enrolment. This is an official document printed via the PRISMS system on behalf of the Australian government confirming the enrolment of a student in a course. This document is required for an international student to apply for a student visa

Course Commencement Date for international students: Refers to the start date indicated in the first eCoE issued by GBCA to a student, OR the commencement date in the eCOE for which the student visa is granted. This does not refer to the deferred or subsequent eCoE.

Course Fees: The payment received by GBCA for providing the course to the students, which includes: tuition fees, course material fees and enrolment fee

Other Fees: Other fees include, but are not limited to Overseas Student Health Cover (OSHC) and homestay/airport pickup fees (where applicable).

Non-tuition fees: Non-tuition fees cover items not directly related to tuition; this includes Material Fees.

The refund application will be processed within 20 working days of receipt of application. If application is successful, the refund will be paid to the student or another person nominated in writing by the student. If a credit card was used to make payment(s), GBCA will refund the amount on to that credit card.

Refunds will be paid in Australian dollars (AUD$) and a written statement detailing how any refund amount has been calculated will be provided.

Refund calculation in case of Provider Default and Student Visa Refusal After Course Commencement

The refund amount = weekly tuition fee x the number of weeks in the default period

The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7.

Refunds for international students in case of student default or withdraw will be made according to the following refund table.

|  |  |  |
| --- | --- | --- |
| **Reason for refund** | **Refund amount** | **Other conditions applied** |
| Student was refused an Australian Student Visa and has not started the course (refusal letter required) | Total course fee minus the lesser of:   * 5% of the amount of course fees received by GBCA before the default day, or * $500 | 3 and 4 |
| Student refused an Australian Student Visa and the course has started (refusal letter required to determine default date). (Applied to students whose student visa was refused and they had commenced their courses) | 100% refund of unused tuition fee according to the calculation in clause 5.20 | 2, 4 and 5 |
| GBCA fails to start course or the course ceases to be provided after it starts (provider default) | 100% refund of unused tuition fee according to the calculation in clause 5.20 | 2 and 5 |
| Withdrawals notified in writing and received by GBCA at least 6 weeks before, on or after the course commencement date or student did not commence study at campus location identified (student default) | No refund of fees paid |  |
| Student visa cancelled due to actions of student | No refund of fees paid |  |
| Other circumstances including but not limited to:   * Changes occur in student work hours, student changes/leaves work * It becomes inconvenient for a student to travel to class * A student moves to a different location * A student enrolment is cancelled for misbehavior / breach of the GBCA’s Student Code of behavior. | No refund of fees paid |  |
| Student’s enrolment is suspended or cancelled by GBCA due to the student being in breach of the student acceptance agreement (student default) | No refund of fees paid |  |
| **Other conditions**  1. indicates amount minus $500 refund processing fee;  2. indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).  3. Student defaults if the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course at the location (either before or after the agreed starting day); or GBCA refuses to provide, or continue providing, the course to the student at the location because of one or more of the following: student fails to pay an amount payable to GBCA for the course; the student breached a condition of his/her student visa; misbehaviour by the student.  4. Refunds for OSHC purchased from other agencies will need to be applied for directly with the supplier.  5. Materials fee are not refundable after a course commencement date. | | |

Students may transfer on one occasion to another GBCA course commencing within 15 working days of their original course without penalty. Refunds following cancellation of a transferred course will attract a further penalty of 20% of the total course fees in addition to the refund guidelines outlined above.

In some exceptional circumstance, students may apply to GBCA to transfer to the next intake of the same GBCA course. GBCA may approve the case at its discretion without applying penalty. Refund following cancellation of the same course will attract a further penalty of 20% in addition to the refund guidelines outlined above. For the refund calculation purpose, the course commencement date will be the original course commencement date.

Fee refunds will be made 14 calendar days after demand when GBCA defaults and within 28 calendar days after demand when the student defaults.

Students study more than one (1) course at GBCA

Students applying to start another course with GBCA are not allowed to commence until:

• The minimum payment related to tuition fee and material fee required as per the offer letter has been paid; and

• Any outstanding debts have been paid; and

• Has attended orientation at GBCA

Regulations governing International students

GBCA does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

GBCA can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more as indicated in the application form.

GBCA can request any remaining fees as per the payment plan set out in the written agreement with the student.

GBCA is obliged to inform the Department of Immigration and Border Protection (DIBP) in the events where an international student: completes his/her course(s) early; or transfers to another provider; or is excluded on academic grounds and consequently fails to meet his/her visa conditions; or defers or suspends his/her study or otherwise changes the expected duration of his/her study.

Should an international student, who commences the course whilst awaiting an approval for a student visa, decides to withdraw prior to receiving the visa approval, the student will not be entitled to a refund (refer to refund table).

In the unusual circumstance where an international student has not entered into a student acceptant agreement but already paid the tuition fees, the refund specifications as detailed in the refund table still apply.

An international student may not submit an application for refund at the same time of applying for a letter of release. A refund application will be accepted once the student has been granted a letter of release; in which case, the refund calculation will be based on the date the student was granted the letter of release.

Complaints and Appeals (For full policy, please refer to http://gbca.edu.au/students)

If a student is dissatisfied with the outcome of the refund application, he/she may access the process outlined in the Complaints and Appeals Policy and Procedure 7.

This policy, the student acceptance agreement and the availability of complaints and appeals processes, do not remove students’ right to take action under Australia's consumer protection laws.

|  |
| --- |
| Official Use Only |
| Application ID# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Special program code (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Comment (if any)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ­­ |
| Staff Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |