

A		PERSONAL DETAILS (Please use block letters)			
USI Number		If student does not have USI number, student needs to sign USI – Privacy Declaration Notice			
Title	<input type="checkbox"/> Mr <input checked="" type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other (please specify)				
First Name		Middle Name			
Family Name					
Residential Address					
Flat/Unit Number		Street/Lot Number			
Street Name					
Town/Suburb					
State		Postcode			
Postal Address (Same as residential address: <input type="checkbox"/> Yes)					
Postal address					
Town/Suburb					
State		Postcode			
Phone	Mobile		Home		Work
Email					
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female		Date of Birth		
Country of Birth	<input type="checkbox"/> Australia <input type="checkbox"/> Other, please state:				
Emergency Contact	Relationship to you:				
	Address				
	Phone (Home)		(Mobile)		
Preferred contact methods	<input type="checkbox"/> Home <input type="checkbox"/> Mobile <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> Fax <input type="checkbox"/> In Person				
Employment Status	<input type="checkbox"/> Full Time Employee <input type="checkbox"/> Part Time Employee (includes school based) <input type="checkbox"/> Self Employed – not employing others <input type="checkbox"/> Employer <input type="checkbox"/> Employed – unpaid worker in a family business			<input type="checkbox"/> Unemployed – not seeking employment <input type="checkbox"/> Unemployed – seeking part time employment <input type="checkbox"/> Unemployed – seeking full time employment	
Which best describes your current employment status – select one only					
B		COURSE DETAILS			
Course Code/Name:					
Commencement date:					
Course duration:		Course costs:			
Delivery mode	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Blended <input type="checkbox"/> Online <input type="checkbox"/> Workplace Based <input type="checkbox"/> Short course <input type="checkbox"/> RPL				
Applying for	<input type="checkbox"/> Credit Transfer (CT) <input type="checkbox"/> Recognition of Prior Learning (RPL)				
How did you find out about the course?	<input type="checkbox"/> Website <input type="checkbox"/> Internet <input type="checkbox"/> Smart and Skilled Website <input type="checkbox"/> Other (please specify)				

C	OTHER PERSONAL DETAILS	
<b>Language and Diversity</b>	Are you of Aboriginal or Torres Strait Islander origin? <input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/> Yes, Both Aboriginal and Torres Strait Islander	
	<b>What language do you normally speak at home?</b> <input type="checkbox"/> English <input type="checkbox"/> other, please state below _____	
	If you speak another language at home, how well do you speak English? <input type="checkbox"/> Very well <input type="checkbox"/> Not well <input type="checkbox"/> Well <input type="checkbox"/> Not well at all	
<b>Residency</b>	Were you born in Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No (please specify country of birth)	
	What is your residency status? <input type="checkbox"/> Australian citizen <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Permanent Humanitarian Visa	
	In which year did you arrive in Australia?	_____
<b>Study reasons</b>	<input type="checkbox"/> To get a job <input type="checkbox"/> To develop my existing business <input type="checkbox"/> To start my own business <input type="checkbox"/> To try for a different career <input type="checkbox"/> To get a better job or promotion	<input type="checkbox"/> It was a requirement of my job <input type="checkbox"/> I wanted extra skills for my job <input type="checkbox"/> To get into another course or study <input type="checkbox"/> For personal interest <input type="checkbox"/> For self-development <input type="checkbox"/> Other (please specify)
<b>Student Occupation Identifier</b>	<input type="checkbox"/> 1 Manager <input type="checkbox"/> 2 Professionals <input type="checkbox"/> 3 Technicians and Trade Workers <input type="checkbox"/> 4 Community and Personal Service Workers	<input type="checkbox"/> 5 Clerical and Administrative Workers <input type="checkbox"/> 6 Sales Workers <input type="checkbox"/> 7 Machinery Operations and Drivers <input type="checkbox"/> 8 Labourers
<b>Do you consider you have any disabilities?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	If you have answered "Yes" please tick the relevant boxes:	
	<input type="checkbox"/> hearing/deaf <input type="checkbox"/> acquired brain impairment <input type="checkbox"/> physical <input type="checkbox"/> visual <input type="checkbox"/> intellectual	<input type="checkbox"/> medical condition <input type="checkbox"/> learning <input type="checkbox"/> mental illness <input type="checkbox"/> other, please state below _____
	If yes, would you like to receive advice on support services, equipment and facilities which may assist you? <input type="checkbox"/> Yes <input type="checkbox"/> No	
D	EDUCATION DETAILS	
<b>What is the highest school level you completed?</b>	<input type="checkbox"/> Completed year 12 or equivalent <input type="checkbox"/> Completed year 11 or equivalent <input type="checkbox"/> Completed year 10 or equivalent <input type="checkbox"/> Completed year 9 or lower	In which year did you complete your highest school level? _____  Are you still attending school? <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>What level of qualification have you achieved?</b>	<input type="checkbox"/> Bachelor or higher degree level <input type="checkbox"/> Advanced or Associate Diploma <input type="checkbox"/> Diploma	<input type="checkbox"/> Certificate IV <input type="checkbox"/> Certificate III <input type="checkbox"/> Certificate II <input type="checkbox"/> Miscellaneous education
	In which year did you complete that level?	
	In which country did you complete that level?	

### E STUDENT SELF-ASSESSMENT CHECKLIST

The self-assessment assists The Academy to determine if the course you wish to enrol in is the most suitable one for you based your educational history, existing skills and capabilities, aspirations, interests and career goals. The information you provide in this form will also assist The Academy to identify any learning needs you have and provide any support services you identify to meet your individual needs.

#### ACADEMIC SUITABILITY

All prospective students must meet The Academy's course entry requirements to establish their suitability into the course. Tick the OPTION which is the most appropriate to you:

- I have successfully completed Australian Year 11 qualification or its overseas equivalent
- I have successfully completed Australian Year 12 qualification or its overseas equivalent
- I have successfully completed Certificate II, Certificate III or higher-level qualification in Australia (taught in English)
- I have minimum score of IELTS 5.5 or equivalent
- I have an English proficiency of upper intermediate level or above from a NEAS accredited ELICOS provider
- I will complete a Language Literacy and Numeracy (LLN) test and any follow-up assessment required by The Academy  
(Based on the above, please ensure that you attach evidence such as copies of certificates and transcripts, up-to-date resume, copies of work experience, letters if you hold prior work experience from your employer to validate your work experience).

Have you read the course information pack which is available from our website and explain why are you interested in this course?

How do you think this course will assist you to achieve your career goals?

Do you have relevant work experience? If you have previous work experience can you relate your previous employment to the course you chose, and can demonstrate that you have some understanding of what you will be learning? Please attach evidence e.g. resume, letter from employer or job description.

Do you hold any formal qualifications which will assist you in competing this qualification?  Yes  No  
If yes provide details below and attach certified copies of any academic qualifications, certificates and transcripts.

What are the future opportunities available to you once you complete this course and what is your future career plan? How do you think this course will help you achieve your future career plan?

Do you have any special learning needs?  Yes  No  
Please provide more details to help us provide you with the relevant support to enable you to complete your studies?

If your course involves work placement, have you read the course information pack and understand work placement requirements?  
 Yes  No  Not Applicable as my course does not have any work placement requirements

If your course has work placement requirements will you need assistance in finding employment?  
 Yes  No  Not Applicable as my course does not have any work placement requirements

Provide any additional comments if required?

Why did you choose The Academy to study this course?

All courses require you to work on computers to conduct research, complete assessment tasks and upload onto your student portal. Can you indicate your computer literacy skills so that we can organise sufficient support for you during your studies? (For example can you use programs such as Microsoft Word, Excel, PowerPoint or do you need assistance?)

Do you have any other comments or questions or is there anything else you would like to tell us?

### **F TUITION PROTECTION SCHEME**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event that The Academy is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. You can access the "Tuition Protection Service Policy" from our website, <http://www.sbta.com.au/student-information/policies-and-procedures/>

### **G REFUND POLICY**

#### **Cancellation Prior to Your Scheduled Course or Package Commencement Date**

- a) When The Academy receives written notification of cancellation 28 days or more before your originally accepted course or package commencement date, a refund equivalent to 75% of the tuition fees will be made. Please note that offers for deferred commencement dates do not extend the period where a refund of 75% can be claimed.
- b) When The Academy receives written notification of cancellation less than 28 days before your originally accepted course or package commencement date, a refund equivalent to 50% of the tuition fees will be made. Please note that offers for deferred commencement dates do not extend the period where a refund of 50% can be claimed.

#### **Withdrawal on or After Your Scheduled Course or Package Commencement Date**

- c) No refund of tuition fees will be made after your scheduled course or package commencement date.
- d) In case of withdrawal from a commenced course or package, you must give The Academy four weeks' written notice prior to your next instalment due date or pay four weeks in lieu of notice. The total number of academic weeks delivered to you will form part of the withdrawal fee calculation.
- e) Any amounts that fall due prior to your withdrawal being submitted must be paid in full at the time your withdrawal is processed. For example, if a tuition payment or late fee is due this must be paid in full at the time you submit your withdrawal.

#### **Refund process**

Refund applications for full or partial refunds must:

- a) Be made in writing on the Refund Request Form
- b) Be accompanied with supporting documents setting out the reasons for the application
- c) Be forwarded to [accounts@sbta.com.au](mailto:accounts@sbta.com.au) or in person to the reception

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 refer to <http://consumerlaw.gov.au/the-australian-consumer-law/> website. The refund policy is subject to review from time to time.

### H COMPLAINTS AND APPEALS

#### COMPLAINTS

The Academy is committed to providing all its students the best possible environment in which to study. The Academy however understands that there may be instances where there may be dissatisfaction and acknowledges that the cause(s) must be addressed and rectified immediately. In such instances, The Academy will invite feedback from the dissatisfied party so that a resolution can be reached which will provide The Academy with an opportunity to review its policies and practices for future continuous improvement purposes.

The Academy's complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

There is no cost for lodging a complaint. All complaints will be treated with integrity and privacy will be maintained at all times as per the *Privacy Act 1988*. The complaints process will give the student the opportunity to formally present his or her case; and be accompanied or assisted by a support person. For more information, please refer to our Complaints policy and procedure from our website at [www.sbta.com.au](http://www.sbta.com.au)

#### APPEALS

The purpose of the Appeals Policy is to ensure that The Academy will ensure that it will address all students' appeals in a way that contributes to The Academy's supportive and fair environment and is consistent with the principles of fairness, equal opportunity and natural justice. There is no cost for lodging an appeal. All appeals will be treated with integrity and privacy will be maintained at all times as per the *Privacy Act 1988*. The appeals process will give the student the opportunity to formally present his or her case; and be accompanied or assisted by a support person. For more information, please refer to our website [www.sbta.com.au](http://www.sbta.com.au)

#### STUDENT CODE OF CONDUCT

Students are expected to adhere to The Academy's policies and procedures at all times. The Academy reserves the right to suspend or expel students for serious breaches of The Academy's policies and procedures. No refunds will be made in such cases. Everyone associated with The Academy have the same rights. Therefore, any form of harassment, bullying, victimization and discrimination will not be tolerated. Students should contact the Student Services Coordinator if they feel they are a victim of bullying and harassment. The Student Services Coordinator might escalate it to the Principal who will establish a formal inquiry if the complaint is serious or might refer it to external authorities within Australia.

### I PRIVACY NOTICE

Under the Data Provision Requirements 2012, The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy (SBTA) (referred to as "SBTA") and The Sydney English Language Academy (referred to as "SELA") herein known as "The Academy", ABN 95 002 965 639, RTO ID: 90412, CRICOS Provider Code: 00181A is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by The Academy for statistical, administrative, regulatory and research purposes. The Academy may disclose your personal information for these purposes to:

- ❖ Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

1. Populating authenticated VET transcripts;
2. Facilitating statistics and research relating to education, including surveys and data linkage;
3. Pre-populating RTO student enrolment forms;
4. Understanding how the VET market operates, for policy, workforce planning and consumer information; and
5. Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### J NOTIFICATION OF COLLECTION STATEMENT

This is the Notification of Collection Statement that SBTA is required to provide you with at the time of obtaining your personal information. This forms part of our Privacy Policy, available at [www.sbta.com.au](http://www.sbta.com.au)

#### PURPOSE

SBTA collects and holds personal information about you for the purposes of delivering training and assessment services under/in line with the VET Quality Framework for Registered Training Organisations (RTO).

**SENSITIVE INFORMATION**

In some circumstances SBTA may collect personal information that is sensitive. This may include information such as any physical or mental illnesses or disabilities you may have, your language, and literacy and numeracy (LLN) level. We collect this information as it is reasonably necessary to enable SBTA to provide training and assessment services to cater for your individual needs and requirements. SBTA will only collect your sensitive information with your consent and will ensure that it is stored securely. If you do not wish for your sensitive information to be collected by SBTA, you should discuss this with a member of SBTA's Student Services team. SBTA's employees will act strictly in accordance with this policy and will be happy to discuss the reasons for seeking to collect your sensitive information. They will also discuss with you any consequences of not providing your sensitive information which may include an effect on the services SBTA can provide to you.

**FAILURE TO PROVIDE INFORMATION**

If you do not wish for your personal information to be collected, you should discuss this with our Student Services Coordinator. SBTA employees will act strictly in accordance with SBTA's Privacy Policy and will be happy to discuss the reasons for seeking to collect your personal information. They will also discuss with you any consequences of not providing your personal information, or providing incomplete or inaccurate personal information, which may include an effect on what services SBTA can provide to you

**ACCESS AND CORRECTION**

You may request access to your personal information at any time in writing. If at any time you believe SBT's record of your personal information is incorrect, please let SBTA know immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up-to-date.

**K STUDENT DECLARATION**

- I declare that the information I have supplied on this form is, to the best of my knowledge, correct and complete.
- I have been informed of fees and charges associated with this course, including the requirements and timelines to withdraw without incurring fees.
- I further undertake to pay any the prescribed fees and charges (if any) within the time allowed by The Academy for such payments.
- I agree to indemnify The Academy against all debt collection costs, solicitors' costs and any disbursements incurred as a result of my non-payment of monies owed to The Academy.
- I understand that the giving of forged, false or misleading information may lead to the cancellation of my enrolment.
- I acknowledge that I will comply with the rules, policies, procedures and by-laws of The Academy.
- I acknowledge that I have access to, and have read the information supplied in the Student Handbook.
- I authorise The Academy to obtain a USI on my behalf, verify a USI supplied by me and view my training records and results on the USI website. I understand that if my USI is not recorded, no certificates or documents can be issued.
- I am aware of the entry requirements for entry into this course.
- I consent to information on this form and supporting evidence supplied by me to be:
  - Released to a third party when required by relevant bodies; and
  - Used by the Australian Skills Quality Authority and any other governing bodies for audit, verification, research, statistical analysis, program evaluation, post-completion surveys and internal management purposes.
- I have read and understood the Privacy and Personal Information Policy available on The Academy's website and intranet and consent to the disclosure of my personal information to relevant bodies outlined in this Policy.
- I understand that The Academy will not disclose the information provided by me on this form to third parties, without my written consent, except to other educational institutions, to government bodies, as required or authorised by law or in accordance with The Academy's Privacy Policy, which is available on [www.sbta.com.au](http://www.sbta.com.au) or upon request.
- I give consent for my photograph and details to be used for Marketing purposes.
- I have read and understand The Academy's Policies and Procedures including Refunds, Complaints, Appeals, Code of Conduct available on the internet and intranet.

Student's full legal name: .....

Student's signature: ..... Date: .....

**L OFFICE USE ONLY**

Enrolment approved by: ..... Date: .....

Details entered into ACAS: ..... Date entered: .....