

# DOMESTIC STUDENT APPLICATION FORM

Please complete this form by computer - no handwriting

Is this the first time you have enrolled at IH Sydney Training Services Pty Ltd?  YES  NO

If YES, then state year study is to commence i.e. 2016 \_\_\_\_\_

USI \_\_\_\_\_

## STUDENT DETAILS

TITLE:  MR  MISS  MRS  MS  OTHER \_\_\_\_\_

GENDER:  MALE  FEMALE  OTHER

FAMILY NAME (SURNAME): \_\_\_\_\_

GIVEN NAME: \_\_\_\_\_

DATE OF BIRTH: DD / MM / YYYY

PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

## ADDRESS

### ADDRESS OF RESIDENCE IN AUSTRALIA

Number and Street: \_\_\_\_\_

Suburb: \_\_\_\_\_

State/Territory: \_\_\_\_\_ Postcode: \_\_\_\_\_

### ADDRESS OF USUAL RESIDENCE (IF DIFFERENT FROM THE ABOVE)

Number and Street: \_\_\_\_\_

Town/City: \_\_\_\_\_

State/Territory: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

### POSTAL ADDRESS

Number and Street: \_\_\_\_\_

PO Box or Roadside Delivery Box: \_\_\_\_\_

Town/City: \_\_\_\_\_

State/Territory: \_\_\_\_\_ Postcode: \_\_\_\_\_

Country: \_\_\_\_\_

## EMERGENCY CONTACT

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

State/Territory: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Please review the information on our website or in our brochures for course details, course fees and sustainability.

**I am seeking to enrol in:**

BUSINESS COURSES	TERMS	Sydney City	Bondi	Darwin	Melbourne	Gold Coast	Byron Bay
BSB30120 Certificate III in Business	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB40120 Certificate IV in Business	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB50120 Diploma of Business	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB60120 Advanced Diploma of Business	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LEADERSHIP COURSES							
BSB40520 Certificate IV in Leadership & Management	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB50420 Diploma of Leadership & Management	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB60420 Advanced Diploma of Leadership & Management	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB80320 Graduate Diploma of Strategic Leadership	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MARKETING COURSES							
BSB40820 Certificate IV in Marketing & Communication	6	<input type="checkbox"/>	<input type="checkbox"/>	TBA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB50620 Diploma of Marketing & Communication	6	<input type="checkbox"/>	<input type="checkbox"/>	TBA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB60520 Advanced Diploma of Marketing & Communication	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROJECT MANAGEMENT COURSES							
BSB40920 Certificate IV in Project Management Practice	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB50820 Diploma of Project Management	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB60720 Advanced Diploma of Program Management	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BSB80220 Graduate Diploma of Portfolio Management	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INFORMATION AND TECHNOLOGY COURSE							
ICT60220 Advanced Diploma of Information Technology	8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DIGITAL MEDIA MARKETING COURSES							
10904NAT Diploma of Social Media Marketing	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10931NAT Diploma of Digital Marketing	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10787NAT Advanced Diploma of Digital Marketing	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CUA60420 Advanced Diploma of Creative Product Development	8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Courses are subject to change.*

### START DATES

- |                                      |                                      |                                      |                                      |                                      |                                      |
|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 24 Jan 2022 | <input type="checkbox"/> 21 Mar 2022 | <input type="checkbox"/> 16 May 2022 | <input type="checkbox"/> 11 Jul 2022 | <input type="checkbox"/> 05 Sep 2022 | <input type="checkbox"/> 31 Oct 2022 |
| <input type="checkbox"/> 23 Jan 2023 | <input type="checkbox"/> 20 Mar 2022 | <input type="checkbox"/> 15 May 2022 | <input type="checkbox"/> 10 Jul 2023 | <input type="checkbox"/> 04 Sep 2023 | <input type="checkbox"/> 30 Oct 2023 |

## WORK PLACEMENT

We help to bridge the gap between theoretical education and what industry needs to provide students with practical experience in their chosen field. ihBC offers internships via **Intern Match**. Start applying your new skills whilst still studying.

**YES, I want to apply for the work placement\***

**Important: work placement is COMPULSORY for the Diploma of Social Media Marketing.**

*\*Student can also apply for work placement at a later stage by contacting our Student Services Team.*

## AVETMISS DATA

1. In which country were you born?  **Australia**  **Other - Please Specify** \_\_\_\_\_
2. Do you have permanent residency in Australia?  **YES**  **NO**
3. Are you of Aboriginal or Torres Strait Islander origin?
  - YES, Aboriginal**  **NO**
  - YES, Torres Strait Islander**
  - YES, Both Aboriginal/ATSI**
4. Do you speak a language other than English at home? (if YES and more than one language, indicate the one that is spoken most often).
  - YES, Other - Please specify**  **NO, English Only.....Go to Question 6**
5. How well do you speak English?  **Very Well**  **Well**  **Not Well**  **Not At All**
6. Do you consider yourself to have a disability, impairment or long-term condition?  **YES**  **NO.....Go to Question 8**

If YES, then please indicate the areas of disability, impairment or long-term condition. (You may indicate more than one area).

  - Hearing/Deaf**  **Physical**  **Intellectual**  **Learning**  **Mental Illness**  **Acquired Brain Impairment**
  - Vision**  **Medical Condition**  **Other**
7. IH Sydney Training Services Pty Ltd is committed to helping students with Special Needs. Please make any comments that may assist us in ensuring that your circumstances and or your needs are addressed by us:

8. What is your highest COMPLETED school level? (Tick **ONE** box only)

- Year 12 or Equivalent
- Year 11 or Equivalent
- Year 10 or Equivalent
- Year 9 or Equivalent
- Year 8 or Equivalent
- Never Attended School.....**Go to Question 11**

9. In which **YEAR** did you complete that school level? \_\_\_\_\_

10. Are you still attending secondary school?  **YES**  **NO**

11. Have you attempted or completed any of the following qualifications? Tick **YES** or **NO** to **ANY** applicable boxes.

Level of Qualification	Attempted	Completed
Bachelor Degree or Higher Degree	<input type="checkbox"/>	<input type="checkbox"/>
Advanced Diploma or Associate Degree	<input type="checkbox"/>	<input type="checkbox"/>
Diploma (or Associate Diploma)	<input type="checkbox"/>	<input type="checkbox"/>
Certificate IV (or Advanced Certificate Technician)	<input type="checkbox"/>	<input type="checkbox"/>
Certificate III (or Trade Certificate)	<input type="checkbox"/>	<input type="checkbox"/>
Certificate II	<input type="checkbox"/>	<input type="checkbox"/>
Certificate I	<input type="checkbox"/>	<input type="checkbox"/>
Certificates other than above	<input type="checkbox"/>	<input type="checkbox"/>

12. Of the following categories, which **BEST** describes your current employment status? **(Tick ONE box only)**.

- Full-Time Employee
- Part-Time Employee
- Self-Employed – Not Employing Others
- Employer
- Employed – Unpaid Worker in a Family Business
- Unemployed – Seeking Full-Time Work
- Unemployed – Seeking Part-Time Work
- Not Employed – Not Seeking Employment

13. Your major reason for study? **(Tick ONE box only)**.

- 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, self-development or other reason.

### RECOGNITION OF PRIOR LEARNING

Are you seeking Recognition of Prior Learning?  YES  NO

Are you seeking Credit Transfer?  YES  NO

### VET STUDENT LOANS

Are you seeking to use VET Student Loans to fund your course?  YES  NO

Citizenship Status:  Australian Citizen  Permanent humanitarian visa Holder  New Zealand Citizen\*\*

\*\* New Zealand Citizen eligibility requirements. Please answer the following questions, you will be required to provide evidence.

1. Do you hold a Special Category Visa 444?  YES  NO
2. Have you been in Australia at least 10 years before your enrolment date?  YES  NO
3. You have been in Australia for at least eight of the 10 years immediately prior to applying and at least 18 months of the last two years.  YES  NO

Tax File Number: \_\_\_\_\_ or I have a Certificate of Application for a TFN

Please state any previous name(s):

Surname/Family name: \_\_\_\_\_ Given Name: \_\_\_\_\_

### AGREEMENT

I have read, understood and accepted the Conditions of Enrolment on this application form.

The information I have provided is correct and complete in every detail, and I understand that inaccuracies or omissions may result in non-acceptance or cancellation of enrolment at any time.

All fees and charges are subject to change and any increase in fees is payable on arrival.

#### CONDITIONS OF ENROLMENT

- I am aware of the training location, campus facilities and relevant information about my training;
- I understand that while I am enrolled, and during any complaint or appeal processes, I must tell Administration/Student Support immediately if I change my address;
- I understand that the information collected in this form is used to determine whether my application to my preferred course will be accepted; and
- Information provided on this form will also be used to administer my enrolment and to provide me with other services.

I have read and accepted the terms and conditions of the fees and refund policy as described in the aforementioned policies.

I give permission for Administration/Student Support to review and report my training progress with representatives from the Department of Education and Department of Industry.

I give permission for the review of my record as contained in the USI register.

I understand that I can authorise others to receive this information only by completing a Privacy Notice.

The information provided by me may be used by or on behalf of the State or Commonwealth Governments for statistical purposes, conducting surveys, enrolment, educational or strategic planning purposes.

I acknowledge that I have read the above and understand the information provided. I confirm that this information is true and correct.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**TERMS AND CONDITIONS**

I, the applicant, note the availability of pre-enrolment information, including at [www.ihSydney.com.au](http://www.ihSydney.com.au) and [www.ihBC.edu.au](http://www.ihBC.edu.au), and have, in making my choice to study with IH Sydney Training Services Pty Ltd (hereinafter called "IH Sydney"), viewed the relevant course outlines and details of the services and facilities of the campus at which I am applying to study and agree to be bound by these Terms and Conditions of Enrolment. I also acknowledge that I am responsible for keeping a copy of this agreement, as well as any receipts of payment.

I verify that all the information I have submitted in and/or with and/or in support of this application is accurate, up to date, and complete and that I have and/or will disclose, prior to commencing my course, any medical or other matters that may affect my ability to participate in and/or complete the course I am applying for so that I can be given appropriate support.

I agree that should this application be accepted, I will behave in a safe, responsible, respectful, and appropriate manner at all times, and will not undertake any activity or action that may be deemed dangerous and/or beyond my ability to carry out safely while on IH Sydney premises and/or while participating in excursions, extracurricular activities and/or events organised by IH Sydney, and/or while in accommodation facilities organised by IH Sydney.

I, the applicant, acknowledge that this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect my rights to take action under the Australian Consumer Law, if applicable.

**ENTRY REQUIREMENTS**

For **ihBC Programs**, students must meet the following entry requirements:

**BSB30120 CERTIFICATE III IN BUSINESS**

1. Be a minimum of 18 yrs. of age,
2. Minimum of ROSA (Record of School Achievement) or equivalent LLN, and
3. Access to a laptop or tablet for home and classroom use.

**BSB40120 CERTIFICATE IV IN BUSINESS, BSB40820 - CERTIFICATE IV IN MARKETING AND COMMUNICATION, BSB40520 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT and BSB40920 - CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE**

1. Be a minimum of 18 yrs. Of age,
2. Year 12 (Higher School Certificate) or equivalent, and
3. Access to a laptop or tablet for home and classroom use.

**10904NAT DIPLOMA OF SOCIAL MEDIA MARKETING**

1. Be a minimum of 18 yrs. of age,
2. Minimum of year 12 higher school certificate or equivalent,
3. Intermediate computer skills, and
4. Access to a laptop or tablet for home and classroom use.

**BSB50120 DIPLOMA OF BUSINESS, BSB50420 - DIPLOMA OF LEADERSHIP AND MANAGEMENT & BSB50820 - DIPLOMA OF PROJECT MANAGEMENT**

1. Be a minimum of 18 yrs. of age
2. Year 12 (Higher School Certificate) or equivalent, or
3. Certificate IV from any training package, and
4. Access to a laptop or tablet for home and classroom use.

**BSB50620 DIPLOMA OF MARKETING AND COMMUNICATION**

1. Be a minimum of 18 yrs. of age,
2. Minimum of Year 12 (Higher School Certificate) or equivalent, and
3. Hold BSB42415 Diploma of Marketing and Communications, or
  - Hold the following units (or equivalent competencies):
    - BSBCMM411 Make presentations
    - BSBCRT412 Articulate, present and debate ideas
    - BSBMKG433 Undertake marketing activities
    - BSBMKG435 Analyse consumer behaviour
    - BSBMKG439 Develop and apply knowledge of communications industry; and
    - BSBWR411 Write complex documents; or
    - Have two years equivalent full-time relevant work experience,
4. Access to a laptop or tablet for home and classroom use.

**BSB60120 ADVANCED DIPLOMA OF BUSINESS, BSB60420 - ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT**

1. Be a minimum of 18 yrs. of age
2. Hold Diploma level qualification from the BSB training package; and
3. Access to a laptop or tablet for home and classroom use.

**BSB60520 ADVANCED DIPLOMA OF MARKETING AND COMMUNICATION**

1. be a minimum of 18 yrs. of age
2. minimum of Year 12 (Higher School Certificate) or equivalent; and
3. Hold BSB52415 Diploma of Marketing and Communications, or
  - Hold the following units (or equivalent competencies):
    - BSBMKG541 Identify and evaluate marketing opportunities
    - BSBMKG542 Establish and monitor the marketing mix
    - BSBMKG552 Design and develop marketing communication plans
    - BSBMKG555 Write persuasive copy; and
    - BSBPMG430 Undertake project work; or
    - Have 4 years equivalent work experience
4. Access to a laptop or tablet for home and classroom use.

**BSB60720 ADVANCED DIPLOMA OF PROGRAM MANAGEMENT**

1. Be a minimum of 18 yrs. of age
2. Hold:
  - BSB50820 Diploma of Project Management; or
  - BSB51415 Diploma of Project Management (or a superseded equivalent version), or
  - Have completed two years equivalent full-time relevant workplace experience at a significant level within a project or program environment within an enterprise.
3. Access to a laptop or tablet for home and classroom use.

**BSB80320 GRADUATE DIPLOMA OF STRATEGIC LEADERSHIP**

1. Be a minimum of 18 yrs. of age
2. Have:
  - a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise, or
  - a bachelor's degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of project or program leadership and management responsibility and/or complexity in an enterprise, or

- five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.
- 3. Access to a laptop or tablet for home and classroom use.

**CUA60420 ADVANCED DIPLOMA OF CREATIVE PRODUCT DEVELOPMENT & ICT60220 ADVANCED DIPLOMA OF INFORMATION TECHNOLOGY**

1. Be a minimum of 18 yrs. of age
2. Year 12 (Higher School Certificate) or equivalent
3. Access to a laptop or tablet for home and classroom use.

**10931NAT DIPLOMA OF DIGITAL MARKETING**

1. be a minimum of 18 yrs. of age
2. Year 12 (Higher School Certificate) or equivalent
3. Access to a laptop or tablet for home and classroom use.

**10787NAT ADVANCED DIPLOMA OF DIGITAL MARKETING**

1. be a minimum of 18 yrs. of age
2. Year 12 (Higher School Certificate) or equivalent
3. Access to a laptop or tablet for home and classroom use.

**THE ENTRY REQUIREMENTS FOR VSL STUDENTS ARE:**

1. Be an Australian Citizen, New Zealand Citizen or Humanitarian Visa Holder,
2. Be a minimum of 18 yrs. of age,
3. Enrolling in a Diploma or Advanced Diploma on the VSL Course list,
4. Meet the specific entry requirements described in the Training package (as listed above),
5. A Year 12 (Higher School Certificate) or equivalent, or
6. A Certificate IV in any qualification; or
7. Achieve a minimum of ACSF Level 3 in an approved LLN Test, and
8. Access to a laptop or tablet for home and classroom use

**NSW FUNDING AGREEMENT (SMART AND SKILLED)**

Eligibility requirements are based on the cohort as determined by the eligibility groups listed below:

Note: Applicants must be either:

- An Australian Citizen
- Permanent Resident
- New Zealand Citizen or
- Humanitarian Visa Holder

**CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING**

Course Credit and Recognition of Prior Learning (RPL) is part of a system to allow students to gain recognition for prior learning by providing the appropriate evidence of relevant professional experience and training and of other RTO qualifications and statements of attainment.

Students need to apply for Course Credit in writing, with supporting evidence as required, before their course starts. If the Course Credit is granted before the student visa is granted, the actual course duration (as reduced by Course Credit) will be acknowledged in the Confirmation of Enrolment issued for that student for that course.

All applicants can apply for Recognition of Prior Learning (RPL) for any of the units in the course for which they are applying. Applicants can have their prior learning recognised by IH Sydney if they submit an application for the RPL prior to the course starting date. Students can request an RPL kit to prepare for their application. Each application will be assessed within two weeks of being received by the college and a written response accepting or rejecting the application will be issued as soon as practicable. Payment of \$500 per unit is required at the time of applying for RPL.

Where a student gains RPL it will lead to the duration of the course being reduced accordingly. Where such a student is on a student visa, IH Sydney will calculate the final, shortened course length and issue a Confirmation of Enrolment accordingly. If RPL is granted after visa issue, IH Sydney will inform the appropriate Australian government departments. This may result in changes to the student's visa and the student will need to seek advice on any potential impacts on their visa.

Acceptance onto any course with IH Sydney is subject to successful completion of a selection and/or interview process and IH Sydney, in its absolute discretion, may accept or reject any application to undertake a course.

Once a place has been offered, it can only be secured when the required deposit or the relevant fee(s), as stated in the invoice, has/have been paid. Where any fees payable prior to commencements have not been received 14 days prior to course commencement, that position on the course may be offered to another candidate.

**CANCELLATIONS, DEFERRALS, SUSPENSIONS AND REFUNDS**

If a student wishes to delay the start date of their course, they must apply, in writing, for the deferral at least two weeks before the previously agreed course start date. Students should check the course calendar and contact IH Sydney admissions to ensure that the delay is possible.

The following may affect a student's grade and may be grounds for dismissal from the course:

- failure to co-operate reasonably with other trainees, students, IH Sydney personnel and third parties such as, but not limited to, work experience providers.
- Non-compliance with the IH Sydney code of conduct. This includes, but is not limited to, activities or behaviours that endanger others, are in any way illegal, negatively impact the wellbeing of others or might reasonably be distressing for others, including various forms of discrimination or bullying.
- Failure to meet minimum attendance and/or course progress requirements as per the IH Sydney policies

Where a student wishes to defer, suspend, or cancel their course prior to commencement, they must apply in writing. A Cancellation Fee of \$250 applies.

\*Note that where a student defers their course start date and later cancels the enrolment, the course start date will be taken to be the original start date agreed to in the student's signed Letter of Offer & Written Agreement.

\*Note: The refund will be made once the payment is cleared and within 28 days (or 4 weeks) of receiving a completed

I, \_\_\_\_\_ (Student name), accept these terms and conditions.

Student signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

"Refund Application Form" and certified evidence of the rejected visa application from the Department of Home Affairs.

There will be no refund on enrolment fee, accommodation arrangement fee and airport pickup service fee, if not used.

No refund will be provided in any circumstances where it is demonstrated that the student has supplied fraudulent, forged or deliberately misleading documents.

All refunds will be sent to the account from which the fees were originally paid or to the party nominated in writing by the student at the time of application for the refund. No refunds will be transferred to other current or future students or to bank accounts not adequately identified.

In the unlikely event that IH Sydney is unable to deliver a course in full, the student will be offered a choice of enrolment in an alternative course at no extra cost or a refund of any as-yet-unused, pre-paid fees. If for any reason no alternative course or refund is possible, the Tuition Protection Service (TPS), an initiative of the Australian Government to assist VSL students whose education providers are unable to fully deliver their course of study, will provide the student with access to their preferred option of:

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

### COMPELLING AND COMPASSIONATE CIRCUMSTANCES

Compelling and compassionate circumstances include, but are not necessarily limited to, death of close family such as parents, siblings, children and grandparents, serious illness and life-threatening conditions, or involvement in a traumatic event such as experiencing or witnessing a crime. In such cases IH Sydney may, at its sole discretion, choose to vary any of the above conditions to provide more appropriate support for the student.

Should a student need to apply for consideration of compelling and compassionate circumstances, they can do so initially in person, but this must be supported by valid documentation and the relevant request form.

### COMPLAINTS AND APPEALS

Where a student is not satisfied with the nature of any service provided by IH Sydney (a complaint), or a decision made by IH Sydney or one of its staff (an appeal), the student should address their concerns with a relevant staff member as soon as it is practical.

Should the matter not be resolved to their satisfaction, the student can make a complaint to their State Manager (VET Courses) or Student Services Manager.

If the matter is still not resolved to the student's satisfaction, the student will be provided with the means to escalate the complaint in writing to the Quality and Assurance Manager. The student is welcome to bring a person of their choice to support them at any meeting or discussion of the complaint or appeal.

Should the matter still not be resolved to the student's satisfaction, he or she may lodge an external appeal or complaint through a mediation service.

Further details regarding complaints and appeals policies and procedures can be accessed via the related policy and procedure documents located on the IH Sydney website.

### PUBLIC HOLIDAYS AND VARIATIONS

Students will not be compensated for missed lessons when IH Sydney is closed on public holidays.

These dates are specified on the IH Sydney website as:

IH Sydney City, IH Bondi & IH Byron Bay: 03/01, 26/01, 15/04, 18/04, 25/04, 13/06, 01/08, 03/10, 26/12

IH Darwin: 03/01, 26/01, 15/04, 18/04, 25/04, 02/05, 13/06, 01/08, 26/12

IH Melbourne: 03/01, 26/01, 14/03, 15/04, 18/04, 25/04, 13/06, 30/09, 01/11, 26/12

IH Gold Coast: 03/01, 26/01, 15/04, 18/04, 25/04, 02/05, 26/08, 03/10, 26/12

Xmas 24/12/2022 - 02/01/2023; IH reopens 03/01/2023

Trainees/students on IH Sydney courses will have different trainers/teachers during their courses and class sizes and timetables may vary.

### ADDITIONAL FEES

In addition to the fees cited in the letter of offer, the following administrative fees may apply should a student choose to make changes to his or her enrolment:

- Course Deferral Deposit: \$350.00
- Change of Course: \$100.00
- Late Payment Fee (Applies for payments made after Due Date): \$100.00
- Replacement Fee (For IH Sydney property borrowed but not returned): fair replacement cost of item
- RPL Fee: \$500
- Student ID cards- reissuing - \$50.00
- Reprint costs of credentials- Qualification, Transcripts: \$50.00
- Resit/Reassessment charges: \$100.00 per unit.
- Re-enrolment fee: \$200 (when students re-enrol after IH has cancelled their enrolments)
- Delivery of certificate fee: \$30.00

IH Sydney reserves the right to increase fees at any time.

### PRIVACY

To process and manage your enrolment, in accordance with the requirements of the ESOS Act 2000, the National Code 2018, and the NVET Act, and to ensure compliance with the conditions of your visa(s) and the associated obligations under Australian immigration laws, IH Sydney must collect certain personal information on all applicants. In doing so, IH Sydney is committed to only collecting personal information by fair and lawful means and as necessary for it to perform its functions and comply with its obligations.

IH Sydney is also committed to ensuring the confidentiality and security of the information provided to it, in accordance with Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs). IH Sydney may also disclose personal information to Commonwealth and State or Territory government departments and authorised agencies, including the education department, the VET regulator (ASQA), the Tuition Protection Scheme (TPS).

We are required under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVET 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 NVET Act) to disclose your personal information to the relevant state or territory training authority.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. 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, the 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) and on the DESE website at <https://www.desegov.au/national-vet-data/vet-privacy-notice>).

Your personal information may be used or disclosed for the following purposes:

- issuing statements of attainment or qualification, and populating VET transcripts;
- facilitating statistics and research relating to education, including surveys;

- developing VET market understanding, policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

IH Sydney will not disclose your personal information to another person or organisation except or unless:

1. you are made aware that information of that kind is usually passed to that person or organisation (see above examples); or
2. you have given written consent to the disclosure; or
3. IH Sydney believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person; or
4. the disclosure is required or authorised by or under law; or
5. the disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

As well as communicating directly with you, IH Sydney may communicate with your parents, legal guardians, and representative agents in cases of unsatisfactory attendance, course progress, late payments, or failure to adhere to the Student Code of Conduct.

IH Sydney may send you information about our centre or other courses. You may request not to receive further information at any time.

IH Sydney will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, and is accurate, up-to-date, complete, and not misleading. All records containing personal information will be stored securely and reasonable security measures taken to protect it from unauthorised access, misuse or disclosure.

Any personal information you provide in this application and during your enrolment at IH Sydney is available for your review within 10 days of IH Sydney receiving a written request from you. Should you indicate at that time any incorrect, incomplete, out of date, or misleading information, appropriate corrections will be made.

You acknowledge and agree that any testimonials by you or photos of you which are used by IH Sydney are property of the IH Sydney and may be used for the Institute's promotional material, unless otherwise indicated in a written request.

### INDEMNITY AND RELEASE

I, the candidate/trainee, am aware that certain risks and dangers may be associated with any study undertaken and participation in associated activities including but not limited to participation in compulsory practice teaching and observation activities, travel and optional recreational activities.

In consideration of IH Sydney accepting my application as a candidate and/or trainee, I agree that I will not hold IH Sydney responsible or liable for and will not make any claim against IH Sydney by reason of any injury, damage or loss which I may suffer as a result of or in connection with or during the period of:

1. My attendance at IH Sydney and /or
2. My participation in activities whether educational, social, recreational or otherwise, conducted or arranged by or on behalf of or by arrangement with IH Sydney or in any way associated with IH Sydney and/or
3. Whilst in accommodation whether short term or long term arranged for me by IH Sydney.

On behalf of myself, my executors, administrators and assigns, I hereby release IH Sydney from all liability to myself or to any other person for any such injury, damage or loss and from any actions, claims or demands which, if I had not entered into this Agreement, I might hereafter have been entitled to take or make against IH Sydney in respect of any such injury, damage or loss and I hereby indemnify IH Sydney against any such liability.

I agree that this Agreement shall be governed in all respects by and interpreted in accordance with the law of the State of New South Wales in the Commonwealth of Australia. I certify that the information I have given is true and correct and that I have read the 'Terms and Conditions' and 'Indemnity and Release' above and agree to be bound by them.

### PHOTO AND VIDEO CONSENT

By signing this form, you consent to IH Sydney Training Services using and publishing your name and the photographs and/or videos in any of its publications and materials (including written, electronic, or multimedia materials) for distribution anywhere in the world, on International House and Business College at International House's website and social media channels, for educational, promotional, or reporting purposes.

When giving your permission you should be aware that any information published on the internet is accessible to millions of users from all over the world, that it will be indexed by search engines and that it may be copied and used by any web user. This means that once the photograph or internet is published on the internet, we will have no control over its subsequent use and disclosure.

You also acknowledge that you are not entitled to any remuneration, royalties, or any other payment from IH Sydney Training Services Pty.

I, \_\_\_\_\_ (Student name), accept these terms and conditions.

Student signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_