

3. Course Commencement Dates

Tick the box of the term in which you wish to begin and write the intake dates you would like to begin:

- For Certificate III in Automotive Mechanical Technology **and** the Diploma of Management (2 years):
- ____ / ____ /20 ____
- For Certificate III in Automotive Mechanical Technology **or** the Diploma of Management (1 year):
- ____ / ____ /20 ____
- English Course Start Date: [_____]

Course starts every week (except when the school is closed for Christmas/New Year Holidays)

4. Transferring Student Info (if applicable)

Are you transferring from another education provider in Australia? YES: NO:
If Yes, have you completed the first 6 months of your principal course? YES: NO:

Name of Institute		
Passport No	Visa Type / Class	
Are you currently enrolled in another institution in Australia	<input type="checkbox"/> Yes	<input type="checkbox"/> No (If yes, please provide a Release Letter)

5. Airport and Accommodation

Do you require pickup at the airport	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you require assistance with accommodation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Length of stay (weeks)	Accommodation start date:	
Accommodation type	<input type="checkbox"/> Homestay	

6. Overseas Student Health Cover (OSHC) details

OSHC Membership number	OSHC Expiry date	
We shall organise OSHC for the duration of your entire program with us. If you elect 12 months only, and your course is longer than this period, you are responsible for ensuring OSHC after the first 12 months and for the rest of your term of your program. Please elect what cover you would like:		
<input type="checkbox"/> Full Duration of Course (if less than 12mths)	<input type="checkbox"/> 12 months	<input type="checkbox"/> Single <input type="checkbox"/> Family

Family Cover:

Spouse Name:
Spouse D.O.B:
Sibling Name:
Sibling D.O.B:

7. English proficiency

(Please tick which of the following options apply and attach documentary evidence)

<input type="checkbox"/> English is my first language		
<input type="checkbox"/> I have undertaken IELTS test	Date taken:	Overall band score:
<input type="checkbox"/> I will sit for an IELTS test	Date:	

Completed English course in Australia (attach evidence)

Name of English Language Course	Name of English Language Centre	Start Date	Finish Date

Intend to complete an English course in The Ashmark Institute of Australia
(If yes, please note the student health cover required (single/family) above at Point 6)

8. Previous education

Please attach certified copies of all academic transcripts and reports. (They must be translated into English)

Name of qualification	
Name of school or institution	
Year awarded	
Country / State	
Name of qualification	
Name of school or institution	
Year awarded	
Country / State	

10. Visa requirements

*Please provide a copy of your visa.

Nationality			
Passport number		Country of issue	
Passport expiry date			
Current visa	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Visa expiry date
Visa type	<input type="checkbox"/> Student <input type="checkbox"/> Tourist <input type="checkbox"/> Working holiday		

11. Agent's Details

Agent's Name	
Agent's Address	
Agent's Email	
Telephone	

12. Other

How did you first hear about The Ashmark Institute of Australia? Advertisements
 Internet Private Friends Exhibition Media Agent Relatives Seminars

13. Refunds Policy

This policy on the refund of tuition fees constitutes a written agreement between AIA and the international student for the purposes of ESOS Act 2000, ESOS Regulations 2001 and the National Code 2007. This agreement is formed when a student delivers his or her acceptance form and program deposit.

Amounts below include any course money collected by education agents on behalf of The Ashmark Institute of Australia	
Visa refused prior to course commencement	Full refund, less no more than the lesser of AUD\$250 (Administrative Fee) and 5% of the Total course money received before default date.
Withdrawal at least 10 weeks prior to course commencement date	Full refund less AUD\$250 (Administrative Fee)
Withdrawal less than 10 weeks prior to course commencement date where visa is granted	No refund
Withdrawal after the course commencement date where the visa is granted	No refund
The Institute is unable to provide the course for which the original offer was made.	Full refund
Course withdrawn by the Institute	Full refund
Visa cancelled due to actions of the student	No refund
Withdrawal from study - current students	No refund
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund

All applications for refund must be made in writing using the Fees Refund Application Form and submitted to the Head of Accounts/Finance as prescribed in this policy. A refund will be paid directly to the student who entered into the agreement with The Ashmark Institute of Australia.

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.

13. Refunds Policy

Refund Application and Payment Information:

Refunds of fees paid, less deductions provided for in this policy, will be made, if students apply in writing to the Head of Accounts/Finance Manager, as prescribed in this policy.

1. International students seeking a refund while "in Australia" must complete and submit the Application for Refund Form, available from AIA. Appropriate supporting documentation needs to be included e.g. evidence of arrangements for departure from Australia, acceptance into another program of study, etc.
2. International students seeking a refund while "outside Australia" must complete and submit the application to the Overseas Representative Office in India by the agent or the student. They must include in their refund request letter, their contact details, and the reason for the request for a refund. Appropriate supporting evidence must be provided with the letter.

In order for a refund to be payable, the funds must be available (e.g. cheques are cleared, telegraphic transfers received), and any debts to AIA must be paid in full or the outstanding amounts will be deducted from the refund. Refunds will be made to the person who entered into the contract only.

Refunds will be made to the person who entered into the contract within 4 weeks of receipt of a written application and will include a Refund letter explaining how the refund was calculated. In the case of provider default the refund will be paid within 2 weeks (section 27 ESOS Act 2000) from the date that application received.

AIA reserves the right to retain the amount of any agent fee incurred by AIA in recruiting a student, in addition to any other amount AIA is entitled to.

Full Refund of Pre-Paid Fees for Studies Not Undertaken

A refund of any pre-paid fees will be provided in the following circumstances:

- The course in which the student is enrolled does not start on the agreed starting date indicated in the offer letter; or
- The course stops being provided to student after it starts and before it is completed; or
- The course is not provided fully to the student because the Institute has a sanction imposed by the government regulator; or
- If the student's application for a student visa is refused such that the student cannot undertake studies in Australia, a Full refund will be given, less no more than the lesser of AUD\$250 (Administration fee) and 5% of the Total course money received before default date. The student must provide proof of refusal from the Australian Government or else a refund will not be granted; or
- If 10 weeks or more prior to the student's course commencement date, the student indicates to the Institute in writing, that he or she wishes to withdraw from the course, a Full refund of course fees received by the Institute less AUD\$250 Administrative Fee will be granted.

Please note, in all of the above cases, course commencement date is the date indicated on the student's most current CoE.

Please take note that there will be no refund for the following administrative fees:

1. Bank charges – This will cost within AUD\$25; depending on the bank current overseas bank draft charges.
2. Postage or Courier charges – This will cost within AUD\$15-AUD\$50; depending on the method of postage and/or courier selection.

No Refunds

No refund will be provided in the following circumstances, except where the visa is refused:

- If the student notifies The Ashmark Institute of Australia less than 10 weeks prior to the student's course commencement date that he/she wishes to withdraw from the course; or
- If the student notifies The Ashmark Institute of Australia on or after the commencement date that he/she wishes to withdraw from the course; or
- If the student defaults either before or after the commencement of his/her course. Student default occurs when:
 - The student does not commence the course on the date specified in the student's CoE and does not notify the Institute; or
 - The student fails to pay any monies for which he/she was liable to pay to AIA, directly or indirectly; or
 - The student breaches a condition of student visa; or
 - If after deferring, a student gives written notice that they do not wish to continue their studies.
 - Misconduct or Misbehavior by the student.

Note: The Institute reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.

- A student abandons his/her course without formally cancelling his or her enrolment with AIA. However, the balance of all fees due will be invoiced to the student.
- Where a student has received a packaged offer for a combination of courses, and does not enroll in the second or subsequent course, the deposit paid for those courses shall be retained by AIA.

AIA reserves the right to retain the full fee paid where an offer was made on the basis of fraudulent documents.

Alternative Course Offer

The Ashmark Institute of Australia may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, The Ashmark Institute of Australia will not be liable to refund the money owed for the original enrolment.

This policy on the refund of tuition fees constitutes a written agreement between AIA and the international student for the purposes of ESOS Act 2000, ESOS Regulations 2001 and the National Code 2007. This agreement is formed when a student delivers his or her acceptance form and program deposit.

Deferral of Studies

Students who wish to defer their course commencement date must notify AIA in writing prior to the course commencement date. A new Offer Letter will be issued advising the student of their new course commencement date. (NOTE: A place may only be deferred for up to 6 calendar months)

Where a course deferral is granted, any monies paid to accept the original course will be transferred as a deposit for the deferred course.

Additional Documents

For further clarification and authenticity of the documents submitted along with the refund of fees application a 956 form may be requested from the student. Which means:
⇒ Appointment of a migration agent or exempt agent or other authorized recipient of the information on behalf of the student

Any information on this and the form can easily be downloaded from the Department of Immigration and Citizenship website using the link:

<http://www.immi.gov.au/allforms/pdf/956.pdf>

Grievance Procedure

Students who believe they have been charged an incorrect fee or given an incorrect refund are entitled to dispute the decision using The Ashmark Institute of Australia's Complaints & Appeals procedure.

Any appeal regarding decisions relating to this policy should be lodged in writing with AIA within 10 working days of the student receiving the original decision from AIA. Written appeals should be addressed to the Head of Administration.

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.

The Ashmark Institute of Australia's Complaints & Appeals procedure does not circumscribe the student's right to pursue other legal remedies.

14. General Information

- a. Information on course content and duration, qualifications offered, recognition of prior learning (RPL), modes of study, assessment methods, campus locations, a general description of learning facilities, information on living in Australia including indicative living costs and accommodation options, can all be found on the Institute's website www.ashmark.edu.au
- b. Information on relevant legislation (ESOS Framework) relating to overseas students studying in Australia can be viewed on http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf
- c. The student is entitled to defer, on the basis of compassionate or compelling circumstances. Please contact Admissions for more information.
- d. Information on the requirements for entry into a course including minimum English and academic requirements can be found in the Institute's Student Prospectus and on www.ashmark.edu.au.
- e. Any children aged 5-15 accompanying international students to Australia for a period of 3 months or longer, must enrol in a school in Australia. These children can enrol in either a public or private school and full-fees must be paid.
- f. As a student on an international student visa, you are required to have overseas student health cover (OSHC) for the duration of your studies in Australia.
- g. If a student changes residential addresses, the Institute must be notified of the new address within 7 days.
- h. Applicants must 18 years of age or older.

15. Release of Personal Information

Personal Information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework, and administered by the National Audit and Registration Agency, who is the registering authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies and the Fund Manager of the Tuition Assurance Scheme and ESOS Assurance Agency. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

It is a requirement of the Australia Quality Training Framework that students can access personal information held by Ashmark Institute of Australia and may request corrections to information that is incorrect or out of date. Apply to the Administration Department, if you wish to view your own records.

16. Agreement and Contract

1. The Applicant confirms that all the information provided in this application is complete and correct.
2. The Applicant agrees to be bound by the Ashmark Institute of Australia's rules and regulations and otherwise to follow acceptable codes of conduct, attendance and academic performance and show a concern for other students and teachers.
3. Ashmark Institute of Australia reserves the right to terminate this agreement in the case of serious misconduct by the student.
4. This agreement, and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australian Consumer Protection laws.
5. All information and conditions detailed in this Enrolment Application form part of the terms of the contract.

17. Student's Declaration

- I understand the terms of this contract and the refund conditions and confirm that I have been fully advised of the fee, refund entitlements and conditions of enrolment and agree to be a student at Ashmark Institute of Australia.
- I am aware of the visa conditions attached to my Student Visa issued by the Department of Immigration and Citizenship (DIAC). I have also been advised to visit www.immi.gov.au for any information related to student visas and requirements.
- If I instruct an agent to complete this application form on my behalf, I do so on the basis that the agent is acting for me and it remains my responsibility to read the terms and conditions of enrolment.
- I am solely responsible and accept the consequences for any incorrect or fraudulent information provided with this application.
- The Ashmark Institute of Australia has neither procured nor helped me to procure submitted documents.
- The Ashmark Institute of Australia will not be held responsible any documents misplaced during the visa process and/or transit nor for the granting or otherwise of a student visas from the Australian High Commission or Embassy.

I certify that all information I have provided on this form is correct and true and understand that if this is not so the application may be rejected. I have:

- Completed all sections of this Application Form
- Read and understood the Cancellation & Refund policy
- Attached certified copies of my academic qualifications (Transcripts must be in English)
- Attached evidence of English language proficiency
- Included a copy of my passport/visa

Student signature: _____

Date (DD/MM/YYYY): ____/____/____

Information is collected on this form and during your enrolment in order to meet our obligations under the Education Services for Overseas Students Act 2000, and the National Code 2007, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. This information may be provided to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

The Ashmark Institute of Australia operates under the ESOS Framework. Further information can be found here: <http://aei.dest.gov.au/ESOS>

Office Use Only

Date received: _____

Letter of Offer: _____

Signature: _____

Submit Your Application

Please send this completed application to:
The Ashmark Institute of Australia
Level 1, 459 Little Collins Street Melbourne VIC 3000 Australia
Or email to admissions@ashmark.edu.au or Fax to +61 3 9670 1855