

Enrolment Application Form International Students



| PERSONAL DETAILS (Legal name as per photo ID, which will need to be sighted to verify legal name) | | | | | | | | | |
|---|--|----------------------|---|-------------|---------------|--|--|------------------|--|
| Title | <input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Indeterminate | | | | | | | | |
| FAMILY NAME | | | | | | | | | |
| GIVEN NAME | | | | | | | | | |
| DATE OF BIRTH | __/__/____ | Town & city of birth | | | | | 3) SEX (Tick ONE box ONLY) <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Unisex | | |
| Australia: POSTAL ADDRESS | | | | | | | | | |
| SUBURB | | | | | STATE | | | POSTCODE | |
| Overseas: POSTAL ADDRESS | | | | | | | | | |
| SUBURB | | | | | STATE/COUNTRY | | | POSTCODE | |
| PHONE Home | | | | Work | | | | Mobile | |
| Email | | | | | | | | Fax | |
| USI | I give permission for Perth College of Business & Technology to access my Unique Student Identifier (USI) for the purpose of recording my results. If I do not have a USI in place, I am willing for Perth College of Business & Technology to set up my USI on my behalf. | | | | | | USI | _____ | |
| Country of Birth | | | | Citizenship | | | | Passport No: | |
| Are you currently studying in Australia? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | Name of Institute | | | | | | |
| If YES what visa do you currently hold? | | | | | | | | Visa Expiry date | |
| Are you a permanent resident of Australia? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | If you are not a permanent resident of Australia, on what type of visa will you be entering Australia on? | | | | | | |

| COURSE OF ENROLMENT (You may choose more than one course) | | | | |
|---|-----------------|--|------------|------------|
| <input type="checkbox"/> | CRICOS: 103801K | Certificate III in Wall and Floor Tiling - CPC31320 - 24 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 103814E | Certificate III in Solid Plastering – CPC31020 - 24 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 093685G | SIT30816 - Certificate III in Commercial Cookery - 12 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 093686F | SIT40516 - Certificate IV in Commercial Cookery - 6 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 091052A | SIT50416 - Diploma of Hospitality Management - 6 Months / 12 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 093688D | SIT60316 - Advanced Diploma of Hospitality Management - 9 / 6 / 3 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 106307M | BSB40120 - Certificate IV in Business- 7 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 106300G | BSB50120 - Diploma of Business - 12 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 104210C | BSB50420- Diploma of Leadership & Management - 12 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 106301F | BSB60420 - Advanced Diploma of Leadership & Management - 10 Months | Start DATE | __/__/____ |
| <input type="checkbox"/> | CRICOS: 098010K | General English (Beginner to Intermediate) – 9 / 6 / 3 Months / 5 to 9 Weeks | Start DATE | __/__/____ |

| EMERGENCY CONTACT DETAILS (In Australia) | | | |
|--|--|--|--------------|
| Full Name | | | Relationship |
| Contact number | | | Mobile |

In the event of an emergency do you give the Institute permission to organise emergency transport and treatment and agree to pay all costs related to the emergency?
YES / NO

OVERSEAS HEALTH COVER (OSHC) DETAILS

Do you already have OSHC? Provider's Name: _____ Membership Number: _____ Expiry Date: _____

Do you want PCBT to arrange OSHC (Bupa) for you? (If yes then please provide details and copy of passport/s).
 Single Couple Family
Duration: Months

MARKETING

Where did you hear about this course? Agent Website Internet PCBT Student Word of Mouth PCBT Staff Google
 Newspaper Yellow Pages Word of Mouth Radio

AGENT DETAILS (If Enrolled By An Agent)

Name of the Agency/Company: _____

Name of Agent (Staff): _____

Agent's full address: _____ Contact No.: _____

Agent's Email address: _____

Agent's stamp: _____

ENGLISH LANGUAGE PROFICIENCY

Please complete where applicable and attach documentary evidence What is your first language? _____

Recent Use of English Last 12 months 1-2 years ago More than 2 years ago I have satisfactorily completed secondary/tertiary studies in Australia Yes No

I have successfully completed an approved ELICOS program at:

Name of Institute: _____

Length of Course: _____ Date of Completion: _____

| | | | |
|---|--------------|---|------------------------------|
| I have undertaken an English test: <input type="checkbox"/> Yes <input type="checkbox"/> No | SCORE: | What Test (Circle One)? IELTS / PTE / iBT / Cambridge/ OET/ DUOLINGO | DATE OF TEST: ___/___/___ |
|---|--------------|---|------------------------------|

PREVIOUS STUDIES

Documentary evidence of qualifications claimed must be attached. Documents not in English must be accompanied by certified translations.

| Name of Qualification | School/Institute | Country | Year Completed |
|-----------------------|------------------|---------|----------------|
| | | | |
| | | | |

Are you currently attempting final year high school? Yes No If YES when do you expect your results to be released?
Date: ___/___/___

PREVIOUS EMPLOYMENT

If you believe you have relevant employment experience, please attach separate documentation to your application, including a Resume and any References that you may have.

STUDY PLAN

Please consider your answers carefully before you sign this application.

Why do you want to study the courses you have applied for at the Institute?

What job do you hope to get when you finish your course?

The course I have applied for is: English language _____ Certificate IV _____ Diploma _____ Advanced Diploma _____

Why have you chosen this course?

| | | |
|--|--|---|
| <p>LANGUAGE & CULTURAL DIVERSITY</p> <p>6) In which country were you born? Australia <input type="checkbox"/>¹¹⁰¹ Other – please specify _____</p> <p>7) Do you speak a language other than English at home? No, English only <input type="checkbox"/>¹²⁰¹ English only – Go to Question 9 Yes, other – please specify _____</p> <p>8) How well do you speak English? Very well <input type="checkbox"/>¹ Well <input type="checkbox"/>² Not well <input type="checkbox"/>³ Not at all <input type="checkbox"/>⁴</p> <p>9) Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes) No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/></p> | <p>DISABILITY</p> <p>10) Do you consider yourself to have a disability, impairment or long-term condition? Yes <input type="checkbox"/> No <input type="checkbox"/> No – Go to Question 12</p> <p>11) If yes, then please indicate the areas of disability, impairment or long-term condition: (you may tick more than one) Hearing/Deaf <input type="checkbox"/>¹¹ Physical <input type="checkbox"/>¹² Intellectual <input type="checkbox"/>¹³ Learning <input type="checkbox"/>¹⁴ Mental Illness <input type="checkbox"/>¹⁵ Acquired brain impairment <input type="checkbox"/>¹⁶ Vision <input type="checkbox"/>¹⁷ Medical condition <input type="checkbox"/>¹⁸ Other <input type="checkbox"/>¹⁹</p> | <p>SCHOOLING</p> <p>12) What is your highest COMPLETED school level? (Please tick ONE box only) Year 12 or equivalent <input type="checkbox"/>¹² Year 11 or equivalent <input type="checkbox"/>¹¹ Year 10 or equivalent <input type="checkbox"/>¹⁰ Year 9 or equivalent <input type="checkbox"/>⁰⁹ Year 8 or below <input type="checkbox"/>⁰⁸ Never attended school <input type="checkbox"/>⁰²</p> <p>13) In which YEAR did you complete that School level? _____</p> <p>14) Are you still attending secondary school? Yes <input type="checkbox"/> No <input type="checkbox"/></p> |
| <p>PREVIOUS QUALIFICATIONS ACHIEVED</p> <p>15) Have you SUCCESSFULLY completed any of the following qualifications? Yes <input type="checkbox"/> No <input type="checkbox"/> No – Go to Question 17</p> <p>16) If YES, please tick ANY applicable boxes</p> <p>Bachelor Degree or Higher Degree <input type="checkbox"/>⁰⁰⁸ Advanced Diploma or Associate Degree <input type="checkbox"/>⁴¹⁰ Diploma (or Associate Diploma) <input type="checkbox"/>⁴²⁰ Certificate IV (or Advanced Certificate/Technician) <input type="checkbox"/>⁵¹¹ Certificate III (or Trade Certificate) <input type="checkbox"/>⁵¹⁴ Certificate II <input type="checkbox"/>⁵²¹ Certificate I <input type="checkbox"/>⁵²⁴ Certificates other than the above <input type="checkbox"/>⁹⁹⁰</p> | <p>EMPLOYMENT</p> <p>17) Of the following categories, which BEST describes your current employment status? (Tick ONE box only)</p> <p>Full-Time employee <input type="checkbox"/>⁰¹ Part-Time employee <input type="checkbox"/>⁰² Self employed - not employing others <input type="checkbox"/>⁰³ Employer <input type="checkbox"/>⁰⁴ Employed - Unpaid worker in a family business <input type="checkbox"/>⁰⁵ Unemployed – Seeking full-time work <input type="checkbox"/>⁰⁶ Unemployed – Seeking part-time work <input type="checkbox"/>⁰⁷ Not employed – Not seeking employment <input type="checkbox"/>⁰⁸</p> | <p>STUDY REASON</p> <p>18) Of the following categories, which BEST describes your main reason for undertaking this course/ traineeship/apprenticeship? (Tick ONE box only)</p> <p>To get a job <input type="checkbox"/>⁰¹ To develop my existing business <input type="checkbox"/>⁰³ To start my own business <input type="checkbox"/>⁰³ To try for a different career <input type="checkbox"/>⁰⁴ To get a better job or promotion <input type="checkbox"/>⁰⁵ It was a requirement of my job <input type="checkbox"/>⁰⁶ I wanted extra skills for my job <input type="checkbox"/>⁰⁷ To get into another course or study <input type="checkbox"/>⁰⁸ For personal interest or self-development <input type="checkbox"/>¹² Other reasons <input type="checkbox"/>¹¹</p> |
| <p>OFFICE USE ONLY</p> | <p>COMMENTS</p> | |

TERMS & CONDITIONS OF ENROLMENT

1. Student Responsibilities - VET

- a) Students must satisfy entry requirements for course of enrolment.
- b) If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given a third and final opportunity for reassessment.
- c) If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to reassessment.
- d) If after three attempts the student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
- e) All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Australian Commonwealth, State or Territory legislation and regulatory requirements.
- f) Students are issued with a Student Handbook & International Student Handbook, which includes the Student's rights and responsibilities that will affect their participation in training.
- g) The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements and the Student Visa requirements, as set out in the Student Handbook and the International Student Handbook.

2. Student Responsibilities – ELICOS

- a) Students will be required to meet a minimum Pass Mark to receive a Certificate of Completion for ELICOS courses as follows:
 - General English - 60% or no less than 50% for each skill
- b) Students must attend a minimum of 80% (or above) of their course to meet the minimum course requirements
- c) If a student does not meet the pass requirements, an intervention strategy will be applied, including Study Corner and Extension of studies to gain a chance for successful completion of each level
- d) Students should refer to the Education Services for Overseas Students (ESOS) legislative framework fact sheet prior to signing this agreement available at <https://www.dese.gov.au/esos-framework>. The purpose of the ESOS framework is to protect the interests of people coming to Australia on student visas and to protect Australia's reputation for delivering quality education services by setting minimum standards and providing tuition and financial assurance.
- e) Refer to the International Student Handbook for more details on monitoring course progress.

3. Visa Requirements

According to Visa requirements, all students are required to undertake full-time study workload and must attend a minimum of at least 80% of classes in their course, as per the duration stated in their Confirmation of Enrolment (CoE).

Failure to meet the minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA) for unsatisfactory attendance, which may result in the cancellation of their student visa.

If a student does not commence studies on the agreed commencement date, after 14 days the Institute will cancel the student's CoE unless a new starting date has been agreed to. Any student who does not commence studies will be reported to the DHA, and this may result in the cancellation of the student's visa.

Students are required to have in place, prior to commencement of studies, Overseas Student Health Cover (OSHC) throughout the duration of their course of studies. Our organisation has agreements in place with OSHC providers and can assist you with accessing health cover.

4. Enrolment & Selection (5.3)

- a) This form is just for registering your initial interest into training with the Institute and is not confirmation of your enrolment into the Institute. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.
- b) All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
- c) The student is responsible for notifying the Institute if they have a medical condition or disability or require assistance in their training.
- d) An Enrolment Application Fee must accompany enrolment to enable the students' application to be processed.
- e) It is the student's responsibility to note the date, time and location of the course as advertised.
- f) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- g) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- h) If you are unable to complete your course, due to changed personal circumstances, the Institute will make every effort to ensure you are placed into an alternative pre-scheduled course.
- i) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- j) The Institute reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- k) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The Institute's students are covered by public liability insurance whilst studying on campus.
- l) Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
- m) Completing the Enrolment Application Form does not guarantee a place with the Institute.
- n) The Institute reserves the right to decline an application.
- o) Students from assessment level 3 countries are advised to apply through the Institutes representative (International Student Agent).
- p) Applications will be processed when all required documents are received by the Institute.
- q) Accommodation arrangement/Homestay replacement fee and airport pickup service arrangement fee is payable every time the arrangement request is made. At this time, PCBT does not provide accommodation to its prospects.
- r) When the duration of studies at the Institute needs to be extended to complete the course, the student is required to pay additional fees for this extension.

5. Course Fees and Payments (5.3)

- a) Please refer to the International Student Prospectus and the Letter of Offer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) Fees must be paid in Australian dollars by bank cheque or bank transfer to the Institute's bank account. The Institute will not be responsible for any monies paid to agents.
- c) The Institute reserves the right to vary fees.
- d) Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
- e) The Enrolment Application Fee is non-refundable in any circumstances.
- f) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- g) Fees not paid by the due date will incur a late fee of 5% of the total fee due.
- h) The student puts at risk their CoE being cancelled if their course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with the Institute administration, before the due date.
- i) An **Enrolment Application Fee of \$250** is required to be paid, which is non-refundable once the student accepts the Offer.
- j) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$100** will be charged.
- k) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- l) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
- m) The Institute is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation

6. Refund Policy

Claims for refunds must be made in writing using the Refund Request Form available from Perth College of Business & Technology. Following outlines, the Institutes Policy on Refunds:

- a) If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee) upon evidence being provided by the student that their Visa has been refused.
- b) Students are also eligible for a Refund if the Institute cancels the enrolled course up to the term student currently enrolled or the Principal course application has been denied.

- c) Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as specified on our Refund Policy (<https://pcbt.wa.edu.au/wp-content/uploads/2020/03/PCBT-Refund-Policy-Procedures.pdf>).
- d) There will be no refund issued following commencement of studies.
- e) All Enrolment Application fees are non-refundable.
- f) If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
- g) If the Institute cancels the course (Default by Perth College of Business & Technology). 100% of fees paid will be refunded. (This includes the tuition fees, Overseas Student Health Cover fees, Enrolment Application Fee).
- h) The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
- i) When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
- j) The Institute is only responsible for the refund of the commission received by the student's EA.
- k) To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
- l) Any arrangement fee is non-refundable after the arrangement has been made.
- m) Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the PEO.
- n) Refunds may be made to an immediate family member in the instance that a student has been non-contactable for at least 6 months or in the event of the student's death.
- o) If Perth College of Business & Technology is unable to offer a refund or place the student in an alternative course, the student will be referred to the Tuition Protection Service (TPS) administrator. TPS Administrator will place the student in a suitable alternative course or if a suitable alternative course cannot be offered, TPS Administrator will pay the student a refund as calculated by ESOS legislation. Further information about TPS is available from www.tps.gov.au
- p) This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
- q) If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
- r) 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.

TABLE OF REFUNDS

| Type | Timeframe | Tuition Fees Refunded | Non-Tuition Fees | Documents |
|---|--|--|---|---|
| VISA Refusal | Before the Course Commences | Full Refund | Material Fees- Refunded Application Fee- Non-refundable | Refund Request Proof of VISA Refusal |
| VISA Refusal | After the course has commenced | Deposit – (Weekly tuition fee × weeks in default period)= Refund amount | Material Fees- No Refund Application Fee- Non-refundable | Refund Request Proof of VISA Refusal |
| VISA Cancellation based on Breach of Conditions | At any time | Nil. | Material Fees- No Refund Application Fee- Non-refundable | Refund Request Proof of VISA Refusal |
| Withdrawal, Transfer or Enrolment Cancellation | Greater than 28 days before commencement of the course | Full Refund – Agent Fees (if applicable) | Material Fees- Refunded Application Fee- Non-refundable | Refund Request Letter of Offer DSC Form |
| | Less than 8-28 days before commencement of the course | 75% Refund of Term 1, Full Refund of Subsequent Terms – Agent Fees (if applicable) | Material Fees- Refunded Application Fee- Non-refundable Cancellation Fee of \$250 Applies | Refund Request Letter of Offer DSC Form |
| | Less than 0-7 days before commencement of the course | 50% Refund of Term 1, Full Refund of Subsequent Terms – Agent Fees (if applicable) | Material Fees- Refunded Application Fee- Non-refundable Cancellation Fee of \$250 Applies | Refund Request Letter of Offer DSC Form |
| | After the course has commenced | Nil. | Material Fees- Non-refundable Application Fee- Non-refundable Cancellation Fee of \$250 Applies | Nil |
| Default by Perth College of Business & Technology | At any time | Please refer to New calculation under section 7 of the Education Services for Overseas Students (Calculation of Refund https://www.legislation.gov.au/Details/F2014L00907). 7 Method for working out amount of refund of tuition fees in event of provider default For subsection 46D(6) of the Act, the amount of a refund of tuition fees received by a registered provider in respect of a student is calculated as follows: <i>refund amount = weekly tuition fee × weeks in default period</i> | | Nil |

7. Deferring, Suspending or Cancelling Enrolment

Students need written permission from Perth College of Business & Technology to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook (<https://pcbt.wa.edu.au/downloads/>).

Perth College of Business & Technology is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Perth College of Business & Technology will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Perth College of Business & Technology's internal Complaints and Appeals procedure.

8. Accommodation and Airport Pickup Service

PCBT does not provide arrangements for accommodation and airport pick up at this time.

9. Students Contact Details

All international students are required to inform the Institute of their Australian residential address within seven (7) days of arrival in Australia and must advise any changes of address or other contact details such as contact number, email address, etc, within five (5) working days.

10. Termination

Perth College of Business & Technology reserves the right to expel a student for breaching enrolment or/and visa conditions. Fees will not be refunded and the CoE will be cancelled immediately after the student is notified. This may result in cancellation of the student's visa.

11. Privacy Protection

Perth College of Business & Technology respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

Perth College of Business & Technology has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's and/or the National Code. No student files will be removed from the Institute's site, unless a student is notified beforehand.

Students have a right to access and alter their personal information.

The Institute has the right to all the media images taken by the Institute during the student's studies at the Institute, this includes photographs, video and DVD images.

12. Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of Perth College of Business & Technology closing down, the Institute will advise the learner in writing as soon as practicable, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

The registered provider will notify the designated authority (ASQA) and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

13. Consumer Guarantee

the Institute guarantees that the services provided by the Institute will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

14. Cooling Off Period

the Institute protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the Admissions Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy and cancellation policy for process on acquiring a refund or relevant costs and policies. Cancellation and Refund policy follows PCBT Refund and Cancellation Policies available on <https://pcbt.wa.edu.au/downloads/>

15. Complaints and Appeals

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with the Academic Manager. the Institute's administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the Institute for actioning.

Please refer to the Student Handbook for more details on the complaints and appeals process.

16. Credit Transfer

The Institute recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (ie presentation of original certificate or transcript).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

17. Language, Literacy and Numeracy (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning is to be identified upon enrolment. Trainers and staff within the Institute can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students are required to meet English language skills as part of their enrolment, but may be required to undertake further LLN assessment if identified as being required by the Institute.

18. Support Services

the Institute caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or Student Support Officer.

The Institute is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by the Institute.

To achieve this and to ensure the quality delivery of training and education, the Institute provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the Institute for further counselling and/or assistance.

19. Legislative and Regulatory Requirements

All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with an International Student Handbook and Student Handbook, which also includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

20. Age Dependents

Should the student be accompanied by school age dependants, the student must accept responsibility for any primary or secondary school fees. The dependants are not eligible to attend government schools free of charge.

Any school age dependant of a student must be enrolled and attending school during the period that the student is studying with the Institute.

21. Perth College of Business & Technology Contact Hours

Office Hours are 8:30 AM to 4:30 PM by appointment only. Email correspondence is made during weekdays only and not weekends and public holidays. The Institute does not take calls or reply to emails outside of office hours, weekends and public holidays.

22. Pre-Departure Information

If this is your first time studying in Australia, we recommend that you visit the following website: <https://www.studyinaustralia.gov.au/english/live-in-australia>, which provides useful information regarding travelling and living in Australia.

DECLARATION

1. I declare that the information contained in this application is true and correct.
2. I have read, understood and consent to the Terms and Conditions of Enrolment and the Fee Payment and Refund Procedures at the Institute
3. I consent to DHA providing the Institute with any information about my visa status from the time of my application to the time of my departure from Australia.
4. I understand that I will be required to pay an Enrolment Application Fee with this Enrolment Application Form and that the Enrolment Application Fee is non-refundable.
5. I understand that this agreement and the availability of the Institute's Complaint and Appeals processes does not remove my right to take action under Australia's Consumer Protection Laws.
6. I agree that the Institute may disclose information in relation to my enrolment status, visa status, including any possible breach of visa conditions along with copies of my course progress and results to the relevant Australian Government Authority
7. I understand that my photo/video may be used in the Institute's promotional material and consent for this to be done.
8. I confirm the information supplied on this form in relation to my study plan is true and accurate. I understand that any changes to my study plan may be considered detrimental.

I also agree that I understand the following and declare to abide by:

- The terms and conditions of enrolment and agree to be bound by them.
- I agree to pay fees as they become due. I understand that my qualification will be withheld until my account is finalised.
- I declare that I have financial capacity to meet tuition fees, course material fee and tools fee.
- I understand that I am required to have a Unique Student Identifier (USI) and I authorize PCBT to apply for USI on my behalf unless provided.
- The information on this form is true and correct. This information may be used for monitoring, program planning and statistical purposes.
- I understand that assessments need to be regularly submitted to ensure successful progression through the course.
- I understand that in the event of my enrolment cancellation any further submissions of assessments will not be marked and a Statement of Attainment will be issued for the competent units.
- I declare that I will notify the college any change of contact details within 7 working days.
- I declare that I will abide by policies and procedure of PCBT given in the prospectus and college website.
- I declare that I will be solely responsible for meeting the conditions listed on my current student visa and liaise with DHA and my agent (if applicable).
- If I am intending to change education provider, I should contact my current education provider for information. (In most circumstances the new education provider will be restricted from enrolling you if you have not completed six months of the main course of study for which your visa was granted).
- If I want to change provider before completing the first six months of my main course of study, I must contact my current education provider for permission and receive a release letter. (You will need a letter of offer from the new provider in order to apply for a letter of release from your original education provider).
- I give consent to Perth College of Business and technology to forward my application / enquiry to their authorised agents/third parties to assist me in my application if I am a direct applicant (without an appointed agent).
- I declare that I have also read and understand the ESOS Act provided by the PCBT also available on <https://pcbt.wa.edu.au/downloads/>
- and read relevant policies and procedures prior to enrolment (<https://pcbt.wa.edu.au/downloads/>).

APPLICANT'S SIGNATURE: _____ **DATE:** ___/___/_____

Phone: 08 9202 1003 | Email: admissions@pcbt.wa.edu.au | Website: <https://pcbt.wa.edu.au>
Address: 110 Brown Street East Perth WA 6004 | CRICOS ID: 03051J | RTO ID: 52014