



INTERNATIONAL STUDENT REGISTRATION FORM

Registration for full-time courses is accepted from any student who meets the course entry requirements. Due to limited places, prospective students are advised to apply early to ensure their place in the course.

To apply for entry to a course, prospective students must:

1. Complete this Registration Form (all sections A – E inclusive)
2. Pay a non- refundable Registration Fee of A\$200.00
3. Provide 2 current passport size photographs with your name and date of birth printed on the back
4. Provide documentation of relevant qualifications as appropriate
5. IELTS or TOEFL evidence

Section A: Personal Details

Please tick the appropriate box: Title

Mr Miss Mrs Ms

Family Name

Full Given Name

Preferred Name

Date of Birth Day Month Year

County of Birth / Nationality

Permanent Address in Home Country

Email

Telephone (Residential)

Passport Number / Issuing Country

Your Address in Australia (if Know)

Visa Sub Class

Street

Suburb

Postcode

Telephone (Residential)

Mobile (if applicable)

Parent or Closest Relative in Home Country

Name

Telephone

Relationship to Student

Email address

Address

Suburb

Postcode

Contact Person in Australia

Title Mr Miss Mrs Ms

Family Name

Full Given Name

Email (if applicable)

Relationship to Student

Address

Suburb

Postcode

Telephone

Education History

Name of last Education Institution Attended

Country / State or Province

Last Year Studied

Highest qualification or level achieved

If English is not your first language, please provide you're TOEFL or IELTS score and attach evidence

Section B: Proposed New Course Detail

Course Title: Hospitality

\$ _____ Tuition fee
(refer to International Fee Schedule)

Commencement Date:

February

Year

July

Year

Course Title: Business

\$ _____ Tuition fee
(refer to International Fee Schedule)

Commencement Date:

February

Year

July

Year

Course Title: Tourism

\$ _____ Tuition fee
(refer to International Fee Schedule)

Commencement Date:

February

Year

July

Year

Please tick the box if you are applying for Fees by instalment (FBI)

Please tick the box if you are applying for Recognition of Prior Learning (RPL)

For Purpose of issuing a Student Concession Card, please supply 2 recent passport size photographs of yourself with your name and date of birth in blue or black ballpoint ink on the back.

Section C: Refund Policy

- Refunds will include any course money collected by Education Agents on behalf of the school.
- The Registration Fee is non-refundable, except in the event of a course not being offered.
- With the exception of the Registration Fee, any fees paid in advance shall be refunded in full should the student fail to obtain a study visa. AHTS must receive written notification within 14 days of the date of the written refusal advice from the Australian High Commission or the Department of Immigration and Citizenship (DIAC). A copy of this advice must accompany the letter informing AHTS of withdrawal from the course.
- If an application for withdrawal from a course is received at least 10 weeks prior to the commencement of the course, all tuition fees and charges shall be refunded in full less an administration fee of \$A550.00 and the non-refundable Registration Fee.
- If an application fee for withdrawal from a course is received less than 10 weeks prior to the commencement of the course, 50 per cent of tuition fees and charges shall be refunded less the non-refundable Registration Fee.
- If a student withdraws from a course in which they have commenced study, a cancellation fee equivalent to 12 weeks study will be deducted from any refund paid.
- Course refunds will be paid within 14 days of receipt of written withdrawal notice.
- In the unlikely event that ASHT Pty Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by ASHT Pty Ltd at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fee, or to accept a place in another course.

- If you choose placement in another course, you will be asked to sign a document to indicate that you accept the placement.
- If ASHT Pty Ltd is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS), OSTAS will place you in a suitable alternative course at no extra cost to you.
- Finally if OSTAS cannot place you in a suitable alternative course, or if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Refunds will only be made payable to the person who paid the fees in the first instance.

A student may be suspended or dismissed at the School's discretion due to unsatisfactory conduct, attitude or failure to follow the conditions contained in the Student Handbook. No refund will be provided in these circumstances.

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.

PROCEDURES

- Student to complete 'Withdrawal of Course' form and provide to Reception who will check to ensure all areas completed.
- Reception will forward the 'Withdrawal of Course' form to Director of International Business, who will advise the student in writing within 5 working days of calculation due to student.
- The refund to the student will be made within 14 days of student completing the 'Withdrawal of Course' form and handing to Reception.
- In the event a student is unsatisfied with decision, and wishes to appeal the decision, the student can access the school's complaints and appeals policy, outlined below.

COMPLAINTS AND APPEALS

Adelaide Hospitality & Tourism School advises you that as a participant involved in a training activity provided by this organisation you have rights regarding the treatment you receive whilst undertaking the activity.

If you feel you have been adversely affected by unsatisfactory training, poor supervision, unfair treatment in training and assessment outcomes, any form of harassment or victimisation or other matters of concern, please refer to the procedures outlined below.

Initially, discuss your concerns informally with the staff member or those who have direct responsibility, such as the Education Manager.

If grievance of any nature cannot be resolved informally the School adopts the following complaints procedure:

Recording and documenting process - *At each stage of any complaints, appeals and grievance process all details will be recorded in writing. A copy will be placed in student and/or staff file and in the Complaints, Appeals and Grievances Register.*

- Any complaint or appeal relating to a complaint, made by a student or staff member which cannot be resolved internally will be recorded in writing from the first notification. All students and staff who wish to lodge a complaint, grievance or appeal, will be able to present their case fully, verbally and in writing to either the Chief Executive Officer or an independent Executive Officer of the organization.
- If the complaint or appeal relates to a facilitator teaching a unit of competency, the matter should be addressed to the Chief Executive Officer, who will table the matter at the next monthly QAG meeting, and any minutes discussing or deciding on the matter will be made available to the staff member or student. The Chief Executive Officer will write to the student within 10 working days of receipt of the complaint, outlining his/her proposed solution.
- If the complaint or appeal relates to a member of staff, the student should approach the Chief Executive Officer. A confidential, minuted meeting with the member of staff concerned, the student and the Chief Executive Officer would be made to aid further discussion.
 - each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself,*
 - each party may be accompanied and assisted by a support person at any relevant meetings*
 - the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and;*
 - the process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.*
- Any student who feels that she/he is not able to achieve an adequate outcome from these steps may refer the matter externally. The organisation directly related to the school as a registered training organisation is:

**Training Advocate: Ground floor 55 Currie Street, Adelaide 5000 Phone 1800 006 488*

- The School will investigate if any corrective action is required to improve the main issues raised as a result of the complaint or appeal by the client or staff member.

The School will instigate corrective action for any processing or system errors that may have occurred as a result of the complaint or appeal. Monitor and improve progressively any situations that may be necessary due to the complaint or appeal.



Section D: Disclaimers

EXCURSIONS

I am fully aware that I undertake all excursions at my own risk. AHTS is not liable in any way and I may organise my own insurance or take part at my own risk.

QUALITY ASSURANCE

AHTS is externally audited at regular intervals to ensure it can maintain its accreditation as a Registered Training Organisation. A part of this process involves an auditor contacting some of the School's past and current students. Please tick the box and initial next to it if you do NOT wish to be contacted for this purpose.

Please Initial

PRIVACY

I authorise AHTS to make relevant inquires where necessary and in accordance with legislation regarding my academic qualifications and work experience in relation to my application for undertaking a study course

Use of Personal Information

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

I have read, understood and agree to comply with the Terms and Conditions of Enrolment.

Signature

Date Day Month Year

Section E: Survey

Please complete the following questions:

Have you previously undertaken studies at AHTS (Yes/No) If yes, course and year of completion

Q1 In which country were you born?.....

Q2 Are you of aboriginal or Torres Strait islander origin? Yes No

Q3 Do you speak a language other than English? Yes No (Please specify.....)

Q4 How well do you speak English? Very well (1) Well (2) Not well (3) Not at all (4)

Q5 Do you consider yourself to have a disability, impairment or long-term condition? Yes No

If yes please specify. (You may indicate more than one area.)

- Hearing/deaf Physical Intellectual Learning Acquired brain impairment
 Vision Medical condition Mental illness Other

Q6 Are you still attending secondary school? Yes No

Q7 What is your highest completed school level? (Tick one only)

- Year 12 or equivalent Year 11 or equivalent Year 10 or equivalent
 Year 9 or equivalent Year 8 or below Never attended school

Q8 In which year did you complete that school level?.....

Q9 Have you successfully completed any of the following qualifications? Yes No

- Bachelor degree (or higher) Advanced diploma (or associate degree) Diploma Certificate IV
 Certificate III (or trade certificate) Certificate II Certificate I Other

Q10 Which best describes your current employment status? (Tick one only)

- Full time Part time Employer Self employed Employed – unpaid worker in family business
 Unemployed – seeking full time work Unemployed – seeking part time work Not employed – not seeking employment

Q11 Your major reason for study? (tick one only)

- Get a job Develop my existing business Start my own business Try for a different career
 To get a better job or promotion It was a requirement of my job

Q12 Have you previously commenced or successfully completed any qualifications relevant to your chosen qualification? Yes No

- Bachelor degree (or higher) Advanced diploma (or associate degree) Diploma Certificate IV
 Certificate III (or trade certificate) Certificate II Certificate I Other

Q13 Have you or are you working in the industry relevant to your chosen qualification? Yes No

If yes, please provide details

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I am aware that the information in this enrolment form may be provided to the State Training Authority and National Council Vocational Education Research for statistical purposes.

Signature: Date:/...../.....

Thank you. You will be advised of the status of your application within 14 days.

Adelaide Hospitality and Tourism School

Level 2, 97 Pirie Street

Adelaide 5000 South Australia

Australia

T +61-8- 8223 1818

F +61-8- 8223 1802

E international@ahts.sa.edu.au

www.ahts.sa.edu.au

_____ This is the final page of the Registration Form _____