

INTERNATIONAL STUDENT ENROLMENT FORM

ESOS Standard 3,4,5

SECTION 1 – STUDENT PERSONAL DETAILS (AS STATED ON PASSPORT)

FAMILY NAME: _____ GIVEN NAME/S: _____

TITLE: DR MR MRS MS MISS GENDER: MALE FEMALE INDETERMINATE

DATE OF BIRTH:

D	D
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 /

M	M
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 /

Y	Y	Y	Y
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COUNTRY OF BIRTH: _____ CITY OF BIRTH: _____

NATIONALITY: _____ PASSPORT NUMBER: _____

FIRST LANGUAGE: _____

DO YOU CURRENTLY HOLD AN AUSTRALIA VISA?

YES – Visa Type: _____ WHEN DID YOU FIRST ARRIVE IN AUSTRALIA?

D	D
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M	M
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Y	Y	Y	Y
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NO – Where will you apply for your student visa? Australia Overseas

UNIQUE STUDENT IDENTIFIER (USI):

※ From 1 January 2015, all students enrolling in nationally recognised training need to have a Unique Student Identifier (<https://www.usi.gov.au>)

SECTION 2 – STUDENT CONTACT DETAILS

CONTACT DETAILS (IN AUSTRALIA):

ADDRESS

NO. AND STREET NAME: _____ SUBURB: _____

STATE: _____ POSTCODE: _____

HOME PHONE: _____ MOBILE NUMBER: _____

EMAIL: _____

CONTACT DETAILS (OVERSEAS)

ADDRESS

UNIT No./NAME: _____ LEVEL: _____ Street Name: _____ Street No.: _____

SUBURB & CITY _____ STATE _____ POSTCODE: _____ COUNTRY: _____

HOME PHONE: _____ MOBILE NUMBER: _____

EMERGENCY CONTACT DETAILS:

CONTACT FULL NAME: _____

RELATIONSHIP TO YOU: _____ MOBILE: _____

EMAIL: _____

SECTION 3 – OTHER STUDENT SERVICES

DO YOU REQUIRE Qii TO ORGANISE YOUR OVERSEAS STUDENT HEALTH COVER (OSHC)?

YES - Single YES - Couple YES - Family | NO – please attach a copy of valid Visa Length OSHC

※ OSHC will start one week prior to your course commencement date unless other date is requested.

DO YOU REQUIRE Qii TO ORGANISE AN AIRPORT PICK UP AND/OR A HOMESTAY PLACEMENT?

AIRPORT PICK UP: YES NO | HOMESTAY: YES NO

WILL YOU BE UNDER 18 WHEN YOU ARRIVE IN AUSTRALIA?

YES NO

If yes, please complete the Under 18 Care Arrangement Form.

*Please note that this enrolment application will only be processed after the Under 18 Care Arrangement Form is received.

**Please note that Qii will only approve the welfare arrangement (by issuing Confirmation of Appropriate Accommodation and Welfare) to students staying at Qii's approved Homestay.

SECTION 4 – PREVIOUS STUDIES

HAVE YOU PREVIOUSLY STUDIED IN AUSTRALIA? YES NO

ARE YOU TRANSFERRING FROM ANOTHER EDUCATION PROVIDER? YES NO

DID YOU COMPLETE YOUR COURSE? YES NO

DO YOU HAVE A RELEASE LETTER? YES NO

WHAT IS YOUR HIGHEST COMPLETED QUALIFICATION IN AUSTRALIA?

WHAT IS YOUR HIGHEST COMPLETED QUALIFICATION FROM OVERSEAS?

SECTION 5 –EMPLOYMENT HISTORY (please attach certified copies of all records, if applicable)

JOB TITLE	COMPANY	DURATION	CONTACT PERSON

*Please attach a separate sheet if required

SECTION 6 –ENGLISH PROFICIENCY

IELTS - SCORE: PTE - SCORE: CAE-SCORE: OTHER (PLEASE SPECIFY):

* Please note, only test results taken two years prior to commencement will be accepted.

** Please note that Qii reserves the right to ask applicant to sit for an Internal English Test in order to issue a Letter of Offer.

SECTION 7 – GENUINE TEMPORARY ENTRANT(GTE)

ARE YOU AWARE OF THE GENUINE TEMPORARY ENTRANT (GTE) REQUIREMENTS PROVIDED BY THE DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP)? YES NO

<https://www.border.gov.au/Trav/Stud/More/Genuine-Temporary-Entrant>

SECTION 8 – PROGRAM SELECTION

INTAKE DATE

English Courses (ELICOS)			INTAKE DATE
<input type="checkbox"/>	General English - Starter to Elementary (CRICOS: 095477K)		
<input type="checkbox"/>	Cambridge English Preliminary (PET) Preparation (CRICOS: 095478J)		
<input type="checkbox"/>	Cambridge English First (FCE) Preparation (CRICOS: 095479G)		
<input type="checkbox"/>	Cambridge English Advanced (CAE) Preparation (CRICOS: 095480D)		
English Courses (VET)			INTAKE DATE
<input type="checkbox"/>	10362NAT, CRICOS NO: 091949D, 24 weeks	Certificate I in Spoken and Written English	
<input type="checkbox"/>	10363NAT, CRICOS NO: 086135G, 24 weeks	Certificate II in Spoken and Written English	
<input type="checkbox"/>	10364NAT, CRICOS NO: 086136F, 24 weeks	Certificate III in Spoken and Written English	
Translating and Interpreting Course			INTAKE DATE
<input type="checkbox"/>	PSP50816, CRICOS NO: 094307C, 26 weeks	Diploma of Translating (English - Mandarin)	
<input type="checkbox"/>	PSP50916, CRICOS NO: 094308B, 26 weeks	Diploma of Interpreting (Mandarin - English)	
Business Courses			INTAKE DATE
<input type="checkbox"/>	BSB42015, CRICOS NO: 088616G, 46 weeks	Certificate IV in Leadership and Management	
<input type="checkbox"/>	BSB42415, CRICOS NO: 091939E, 46 weeks	Certificate IV in Marketing and Communication	
<input type="checkbox"/>	BSB51915, CRICOS NO: 088617F, 46 weeks	Diploma of Leadership and Management	
<input type="checkbox"/>	BSB50615, CRICOS NO: 087320J, 46 weeks	Diploma of Human Resources Management	
<input type="checkbox"/>	BSB52415, CRICOS NO: 091940B, 46 weeks	Diploma of Marketing and Communication	
<input type="checkbox"/>	BSB61015, CRICOS NO: 088618E, 46 weeks	Advanced Diploma of Leadership and Management	
<input type="checkbox"/>	BSB60915, CRICOS NO: 087604G, 46 weeks	Advanced Diploma of Management (Human Resources)	
<input type="checkbox"/>	BSB61315, CRICOS NO: 091942M, 46 weeks	Advanced Diploma of Marketing and Communication	
Community Services Courses			INTAKE DATE
<input type="checkbox"/>	CHC33015, CRICOS NO: 091947F, 36 weeks	Certificate III in Individual Support	
<input type="checkbox"/>	CHC43015, CRICOS NO: 091948E, 52 weeks	Certificate IV in Ageing Support	
<input type="checkbox"/>	CHC30113, CRICOS NO: 086137E, 52 weeks	Certificate III in Early Childhood Education and Care	
<input type="checkbox"/>	CHC50113, CRICOS NO: 086138D, 92 weeks	Diploma of Early Childhood Education and Care	
Hospitality Courses			INTAKE DATE
<input type="checkbox"/>	SIT20316, CRICOS NO: 091944J, 31 weeks	Certificate II in Hospitality	
<input type="checkbox"/>	SIT30616, CRICOS NO: 091945G, 31 weeks	Certificate III in Hospitality	
<input type="checkbox"/>	SIT50416, CRICOS NO: 091946G, 52 weeks	Diploma of Hospitality Management	

SECTION 9 – DECLARATION OF FINANCIAL CAPACITY

I DECLARE THAT I AM AWARE OF AND UNDERSTAND MY FINANCIAL OBLIGATIONS RELATING TO STUDYING IN AUSTRALIA AND WITH QII. I CONFIRM THAT I HAVE ACCESS TO THE FUNDS TO COVER ALL COSTS ASSOCIATED WITH MY STUDY AND LIVING EXPENSES WHILST IN AUSTRALIA REQUIRED AS OUTLINED BY DIBP (<https://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds>).

HOW WILL YOUR STUDIES BE FUNDED?

SELF-FUNDED PRIVATE SPONSOR HOME-GOVERNMENT OTHER

* Please be advised that Qii reserves the right to ask for additional evidence of financial capacity.

SECTION 10 – APPLICANT CHECKLIST

- Completed all sections of the Enrolment Form
- Copy of current Passport and current Australian Visa (if applicable)
- Copy of Highest Qualification Certificate and Transcript (Australia and overseas)
- Copy of English Language Qualification (IELTS, PTE, CAE, etc.)
- Genuine Temporary Entrant (GTE) Assessment Form and Statement of Purpose
- Release letter if you are currently enrolled with another Australian Provider (if applicable)
- Any relevant employment documentation (if applicable)

SECTION 11 – TUITION FEE PAYMENT: YOUR CHOICE

For courses greater than 24 weeks in duration: before commencing your studies, do you wish to pay only 50%, or more than 50%, of your tuition fees?

Pay less than 50% (specify amount: \$ _____) Pay only 50% Pay more than 50% (specify amount: \$ _____)

Important note: you are not required to pay more than 50% of your tuition fees before you commence your studies, but you may do so if you wish.

SECTION 12 – STUDENT DECLARATION

I have read, understood and accept all the terms and conditions of enrolment including any information, policies and procedures and information that may be found on Queensland International Institute's (Qii) website, <http://www.qii.qld.edu.au>. I hereby agree to be bound and adhere to all applicable standards of conduct, laws, regulations, policies and procedures of Qii, and acknowledge that failure to do so may result in the suspension or cancellation of my enrolment. I understand that I am not *required* to pay more than 50% of my tuition fees before my studies commence, but that I may do so if I choose. By submitting this application, I declare that all information and documentation provided in support of it is accurate and true. I acknowledge that submission of false, incorrect, incomplete or misleading information may result in the delay or cancellation of my enrolment. I authorise my agent to act on my behalf on all matters related to study and finance.

STUDENT FULL NAME (PLEASE PRINT)

STUDENT SIGNATURE *

DATE

D	D	/	M	M	/	Y	Y	Y	Y
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* If the student is below 18 years of age, this agreement must be signed by the student's parent or legal guardian.

Parent or legal guardian's details

Name: _____ Relation to student: _____ Contact Number: _____

SECTION 13 – AGENT/STUDENT REPRESENTATIVE

DECLARATION BY THE EDUCATIONAL AGENT

- I have provided all relevant and required information including specific entry requirements to the applicant to enable them to make an informed decision about their chosen program
- I have provided a copy of Qii's Student Handbook or information to access or the Student Handbook from Qii's website (http://www.qii.qld.edu.au/downloads/Student_Handbook_International.pdf)
- I have sighted and/or validated all financial documents and confirm that this applicant has the financial capacity to pay their full program tuition and ongoing living expenses for the entire duration of their studies.
- I believe the applicant has genuine intention to complete this program in Australia.
- I am aware that there are implications to Qii and my agency where a student's visa is refused because they do not meet the Genuine Temporary Entrant (GTE) requirement.

AGENCY		AGENT/COUNSELLOR'S NAME	
ADDRESS			
CONTACT NUMBER		EMAIL	

SECTION 14 – INTERVIEW DETAILS

DATE AND TIME OF INTERVIEW:

FORM OF INTERVIEW:

PERSON WHO CONDUCTED THE INTERVIEW:

TERMS AND CONDITIONS

SECTION 15 – CONDITIONS OF ENROLMENT

STUDENT RIGHTS: This agreement, and the availability of the complaints and appeals processes, does not remove or circumscribe the right of the student to take action under Australia’s Consumer Protection Laws or other legal remedies as specified in the National Code 2007.

INDEMNITY: By signing this form, I am agreeing to indemnify and keep indemnified Queensland International Institute (Qii) and all its employees and agents in respect to any loss, damage or injury suffered by myself or to my property, resulting from any breach of this agreement or negligent act, error or omission in connection with the performance of this agreement by any third party, Qii or its employees and agents. Neither I nor any of my executors will make any claims against Qii, its employees or agents for any loss, damage, injury or death that occurs on Qii’s campus, any premises rented by Qii or at any recreational or educational event organised by Qii.

STUDENT RELEASE: Students, who are enrolled with another provider and have completed less than 6 months of their primary course, must provide Qii with a letter of release before we may issue a CoE.

COURSE PROGRESS: Students must maintain satisfactory course progress for each study period, please refer to Qii’s Course Progress Policy for more information. Failure to maintain satisfactory course progress may result in being reported to the Department of Immigration and Border Protection (DIBP) by Qii.

OVERSEAS STUDENT HEALTH COVER (OSHC): Under the student visa requirements set by the DIBP, students must have a current OSHC policy for the student and their family (if applicable) for the entire period of their visa. Students who are not applying for OSHC through Qii must provide a copy of their current insurance policy 7 days prior to entry into Australia.

CONTACT DETAILS: Under student visa requirements students are obligated to inform Qii in writing within 48 hours of any change in address or contact details.

PASSPORT STANDARD PHOTOGRAPH: For your application to proceed you must submit to Qii a good quality, clear, focussed colour image of yourself, with no marks or ‘red eye.’ Choose a plain, light-coloured background with uniform lighting. Face looking directly at the camera with no tilt in any direction. Keep your hair away from your face, your eyes open and mouth closed. If you usually cover your head for religious reasons, or wear glasses or facial jewellery, your photograph can include these items. Glasses or jewellery must not obscure any part of the face, especially the area around the eyes, mouth and nose. Please send files only in .jpeg, .png. or .tiff format.

ORIENTATION: It is a legal requirement that all students must attend their scheduled orientation. If students are unable to attend a \$50 rescheduling fee shall apply.

STUDENT CONDUCT: Where a student fails to adhere to Qii’s student code of conduct or policies and procedures reserves the right to suspend or cancel the student’s enrolment.

YOUNGER OVERSEAS STUDENTS: All students under 18 must indicate if a parent or legal guardian will be in Australia to directly provide for the welfare of the students. If neither a parent nor nominated guardian be in Australia, students must stay in Qii’s approved homestay to receive the Confirmation of Appropriate Accommodation and Welfare Letter (CAAW).

COMPASSIONATE AND COMPELLING CIRCUMSTANCES: Students may apply to the provider for deferment or suspension of their studies if they have good reasons for doing so. Qii will choose to grant or decline such requests by assessing the documents and evidence presented, based on the information presented in Standard 13, Part D of National Code of Practice 2007.

SECTION 16 – REFUND POLICY

I understand my application to cancel my enrolment may require up to 7 working days to process and that I must return my Qii student card. A fee of \$250 (per course) will apply for the cancellation of the enrolment. Where a student has not completed at least 6 months of their principal course, they are required to follow the Student Release Policy. I understand that cancelling my studies may affect my student visa and that the Secretary of the Department of Education (DOE) will be notified via PRISMS once my cancellation has been finalised and approved.

Where the Cancellation of Enrolment has been initiated by Qii, the student is allowed 20 working days to access our internal complaints and appeals process to refute the decision.

Students may not be eligible for any fee refund if they have not met the terms and conditions stated below.

- a) All requests for fee refunds must be submitted to Queensland International Institute (Qii) using the Refund Fees Form. Students must also complete and submit a Cancellation of Enrolment Form. Both forms are available for download from the Qii website at <http://www.qii.qld.edu.au/student-services/forms-and-policies.html>.
- b) Students may only be eligible for refund as assessed by Qii. Refunds are made in line with the framework of the Tuition Protection Service (TPS) (www.tps.gov.au).
- c) Where a student defaults, student is unable to obtain a visa or there is no written agreement in place between Qii and the student, students may apply for a refund of their unspent pre-paid tuition fees. No refund is eligible for other student defaults such as **the breach of student visa conditions, failure to pay the fees, misconduct, or fails to commence their course without valid reason**. Student default is not confirmed until students have had a chance to access internal or external complaints and appeals processes. The Complaints and Appeals Form and Policy may be found on the Qii website at <http://www.qii.qld.edu.au/student-services/forms-and-policies.html>
- d) In the event that Qii defaults, students will be eligible for a refund of their unspent pre-paid tuition fees. Provider default includes:
 - i. Where Qii is unable to deliver a course or program. In such cases, students will be offered a suitable alternative place at no cost disadvantage. Where this is not possible, Qii will provide students with a refund of their unspent pre-paid tuition fees.
 - ii. Where Qii is unable to complete a program once it has started.
 - iii. Where Qii is unable to complete the course because of a sanction imposed upon it.
- e) Student refunds due to provider default will be processed within 14 days after the default date. All other refunds will be made within 4 weeks of the submission to Qii of a completed Cancellation of Enrolment and Refund Form.
- f) Refunds are subject to deductions, including any outstanding fees to the Institute, such as international bank transfer fees or fees relating to the re-issuance of CoEs. The following table details the status of items of student refund.

	More than 7 days BEFORE start date	Less than 7 days BEFORE start date	Upon start date
Enrolment Fee	Non refundable	Non refundable	Non refundable
Homestay, Accommodation and Guardianship Placement Fees	Non refundable	Non refundable	Non refundable
Administration Fee (if applicable)	Non refundable	Non refundable	Non refundable
Airport Pick up Fees	Non refundable	Non refundable	Non refundable

Materials	100%	100%	Non-refundable
Tuition Fee	80%	50%	Non refundable
Overseas Student Healthcare Cover (OSHC)	100%	100%	Pro rata [†]
Guardianship Fee	100%	Pro rata [#]	Pro rata [#]

- † Once a policy has been purchased refunds of OSHC are made on a pro rata basis by the provider of the OSHC
- # Please note the guardianship fee is calculated based on the welfare start and finish dates. The guardianship fee refund will be calculated based on the number of the unused week/s.
- g) All student refunds due to visa refusal will be documented and reported to the Secretary of the Department of Education, via PRISMS. This information includes the date and amount of refund.
- h) Students who have commenced their course (according to the date stated on their current CoE), and subsequently wish to cancel their course will forfeit the balance of their fees for that course.
- i) Refunds will be made only to the student enrolled in the course with Qii, or to a designated person with written consent from the student.
- j) All fees must be paid, and will only be refunded, in Australia Dollars.
- k) Homestay Placement fees, Guardianship Placement fees, Airport Pick-Up fees and Administration fees, are not eligible for refund (see overleaf).
- l) Those cases in which a student seeks a refund of fees paid to Qii due to individual circumstances beyond the control of the student which have been detrimental to the student’s studies should be discussed personally with Qii Student Services. In such situations, each case shall be judged on its own merit.
- m) Students unsatisfied with the fees refunded to them, or with Qii’s refund policy, may at no extra cost to the student access Qii’s internal complaints and appeals process.
- n) 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 Law.
- o) Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2017; 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 2017. 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 Protection Service 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.

SECTION 17 – COMPLAINTS AND APPEALS

- a) Students may lodge a complaint or appeal for any grievances by following the Qii Complaints and Appeals Policy.
- b) Students wishing to access the formal complaints and appeals process must first access the informal complaints and appeals process. All formal complaints must be made in writing and submitted to Qii student services located at our college reception. To access our Complaints and Appeals form, students may find it on our website or approach one of our student services staff at the reception area for a copy.
- c) Upon the receipt of the formal complaint or appeal, the managing staff member will make reasonable efforts to investigate, resolve and put appropriate corrective/preventive action in place within 7 working days from receipt of the written complaint.
- d) The student will be given an opportunity to present their case to the panel; they may choose one person to accompany them to this meeting as a support person. If applicable, the relevant staff member involved in the complaint and appeal will also be given an opportunity to present their case to the panel, they may choose one person to accompany them to this meeting as a support person. The complaints and appeals panel will then discuss and assess the complaint and appeal, to try an objective and fair decision. The person managing the complaint and appeal will then communicate the final decision, in writing, to all parties within five working days of making its decision. The complaints and appeals process may take up to 20 working days.
- e) If at this point, the student is still unsatisfied with the final decision made by Qii or if the matter is unable to be addressed internally, the student may initiate an appeal to the Overseas Student Ombudsman (OSO), www.oso.gov.au or phone 1300 362 072.
- f) The decision or outcome of the student’s complaint or appeal will be communicated to the student in writing.
- g) Nothing in the Qii Complaints and Appeals Policy negates any right of any student to pursue further action or legal remedies.

SECTION 18 – PRIVACY STATEMENT

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.

OFFICE USE ONLY

Date Processed: Approved
 Processed by: Position: Refused: Please refer to Refusal Letter for reason

VERSION CONTROL

VERSION: 5.1	DATE APPROVED: 06/07/2017	APPROVED BY: Jasmine Haynes	POSITION: General Manager-Quality Assurance and Business Development
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