

# INTERNATIONAL STUDENT ENROLMENT FORM

## Instructions to Applicants

Please type or use BLOCK LETTERS when completing this form. Return the completed form to:

Glen Institute | E-mail: admissions@glen.edu.au | Website: www.glen.edu.au

ONSHORE  OFFSHORE  INTAKE DATE

Personal Details			
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Indeterminate	Title:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss. <input type="checkbox"/> Other
First Name:		Middle Name:	
Family Name:		Date of Birth:	(dd/mm/yyyy)
Country of Birth:		Nationality:	

Passport & Visa Details			
Non-Australian Passport Number:		Passport Expiry Date:	(dd/mm/yyyy)
Passport issued by:			
Are you currently living in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Have you ever been denied a Visa for Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please provide reason for denial:			
Are you currently studying in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please provide name of Education Institute:			
If yes, what is the type of Visa?		Visa Number:	
Visa Subclass:		Visa Expiry:	

Australian Contact Details (If Known)			
Address:			
Suburb/Town:		State/Postcode:	
Contact Phone:		Email:	

Home Country Contact Details			
Address:			
Suburb/Town:		State/Postcode:	
Country:		Contact Phone:	
Email:			

Person to Contact in an Emergency			
Name:		Relationship:	
Address:			
Contact Phone:		Email:	

Qualifications Achieved			
What is your highest COMPLETED school level?			
Name of Qualification:			
School Attended:			
Year Completed:		State/ Country:	

Language & Cultural Diversity			
Is English your first language:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If no, please list first language:			
English language proficiency* (Tick appropriate)	<input type="checkbox"/> IELTS <input type="checkbox"/> TOEFL <input type="checkbox"/> PTE <input type="checkbox"/> CAE <input type="checkbox"/> Other		
If other, please specify:			
Date of Test:	(dd/mm/yyyy)	Test Score:	

## Entry Requirements for Courses at Glen Institute

### General Entry requirements for VET courses are as below:

- Applicants must be minimum 18 years of age at the time of commencement.
- Successful completion of Australian Equivalent Year 12 qualification or higher.
- Minimum IELTS score of 5.5 or PTE score of 42 or its equivalent. For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the Admissions and student selection policy available in the Students handbook ([www.glen.edu.au](http://www.glen.edu.au)).
- Should meet specific entry criterion listed for entry into each of the desired qualification.

### General Entry requirements for ELICOS courses are as below:

- Applicants must be minimum 18 years of age at the time of commencement.

### In addition:

- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
- Students should be in possession of their personal computers (the minimum configuration should be Intel Core i3 (sixth generation or newer) or equivalent, Operating System: Microsoft Windows 10 Professional x64, Memory: 4 GB RAM, Storage: 120 GB internal storage).
- Hospitality candidates should be able to handle and cook dairy products and non-vegetarian food items including pork and may involve alcohol.
- All VET courses students will be required to undertake LLN test to identify Language, Literacy and Numeracy capabilities at the time of Orientation (prior to commencing the courses). The outcome will help the trainers and Student Support Staff to identify the learning needs and make provisions for additional academic support where required.

### \*In the absence of formal English qualifications GLEN may proffer GLEN English Placement Test (Oxford Placement)

- Glen does not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student.
- Glen does not warrant that enrollment in or completion of the course will enable a student to obtain any employment or to remain in Australia upon completion of the course.
- You may be re-assessed for subsequent courses if you have not successfully completed the currently enrolled course.

## Course Selection

Select Course(s)	Course Code	Qualification	CRICOS Code	Course Duration
<input type="checkbox"/>	ELICOS*	English for Academic Purposes (EAP)	097931K	12 Weeks
<input type="checkbox"/>	ELICOS*	General English Program (Beginner to Upper Intermediate)	097930M	52 Weeks
<input type="checkbox"/>	BSB40215	Certificate IV in Business	095968B	26 Weeks
<input type="checkbox"/>	BSB51918	Diploma of Leadership and Management	098907B	60 Weeks
<input type="checkbox"/>	BSB60915	Advanced Diploma of Management (Human Resources)	095973E	78 Weeks
<input type="checkbox"/>	ICT50118	Diploma of Information Technology	099830K	56 Weeks
<input type="checkbox"/>	ICT60115	Advanced Diploma of Information Technology	095970G	80 Weeks
<input type="checkbox"/>	SIT30816	Certificate III in Commercial Cookery	095972F	58 Weeks
<input type="checkbox"/>	SIT40516	Certificate IV in Commercial Cookery	095963G	76 Weeks
<input type="checkbox"/>	SIT50416	Diploma of Hospitality Management	095962G	76 Weeks
<input type="checkbox"/>	SIT60316	Advanced Diploma of Hospitality Management	095961J	84 Weeks

**\$250 Enrolment fee** (non-Refundable) | Tuition Fees: As posted on the website and individual course flyers.

\*For ELICOS: number of weeks may vary based on Entry Level Placement Test and Exit Level goal.

## Education, RPL & Credit Transfer

Have you enrolled in the same or a similar course elsewhere?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you currently enrolled in any course in Australia including principal course for which you received your current student visa?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide name of Education Institute:	
If yes above, are you doing this course as a concurrent course?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Note: For concurrent studies, the student will need to comply with the visa and institute requirements of all courses in which they are enrolled, such as maintaining satisfactory course progress (and attendance if applicable).	
Are you transferring from another education provider in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
I wish to apply for RPL	<input type="checkbox"/> Yes <input type="checkbox"/> No
I wish to apply for Credit Transfer.	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, I have attached my Credit Transfer form/RPL application form and provided relevant supporting documents along with the application form.	

Study Reason		
<input type="checkbox"/> To get a job	<input type="checkbox"/> To develop my existing business	<input type="checkbox"/> To start my own business
<input type="checkbox"/> To try for a different career	<input type="checkbox"/> To get a better job or promotion	<input type="checkbox"/> It was a requirement of my job
<input type="checkbox"/> I wanted extra skills for my job	<input type="checkbox"/> To get into another course of study	<input type="checkbox"/> For personal interest or self-development
<input type="checkbox"/> Other reasons		

Overseas Student Health Cover			
Do you have current Overseas Student Health Cover (OSHC)?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please provide following details:			
Name of insurance provider (Company):			
What is your Membership Number?		OSHC Expiry Date:	
If no, what type of OSHC will you require?		<input type="checkbox"/> Single (Student only)      Duration:	
<input type="checkbox"/> Dual Family (Student plus spouse or children)		<input type="checkbox"/> Multi Family (Student plus spouse and children)	

Disability Information	
Do you consider yourself to have a disability, impairment or long-term condition?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please state the disability and the kind of support that you require from Glen Institute. Please refer to the Disability supplement in the Student handbook available on the website for an explanation of the disabilities.	

Payment Options
How do you wish to pay your course fees before the start of your Courses?
<input type="checkbox"/> 50% of the courses <input type="checkbox"/> Full Tuition Fee
Note 1: Students are able to pay full fees if they wish to take advantage of favorable exchange rates or have the convenience of only paying once, but they are not required to pay more than 50 per cent up-front prior to the course commencement.
Note 2: The course pricing is subject to change without notice. Please contact Glen Institute for the latest prices.

Bank Details			
Bank:	Bendigo Bank		
Swift Code:	BENDAU3B		
Account Name:	Five Diamonds Group Pty Ltd.		
BSB Number:	633 000	Account Number:	161058599
Note: Please provide student's ID number while transferring the fees and send remittance advices to: admissions@glen.edu.au			

Other Fees at Glen Institute (All fees are in Australian Dollars)			
Enrolment Fee (Non-Refundable)	\$250	Airport Pick-up (if requested)	\$150
Re-Enrolment Fees	\$300	Late Fee Payment	\$50 per week
Repeat Unit Fee (per unit)	\$300	Oxford English Placement Test	\$20
Re-issuing of Student ID	\$20	RPL (per unit)	\$175
Re-issue of an Academic Transcript, Certificate, Diploma		\$50	
Bank Charges		3% Surcharge (Transaction from Credit Card(s))	
Unit re-assessment for theoretical units		\$250	
Unit re-assessment for practical kitchen class unit.		\$500	
Unit re-assessment due to plagiarism or other form of student misconduct		\$300	
OSHC Single/Family		Vary depending on the provider and at the time of application	
Administrative Fee – Changes to enrolment agreement (Change of CoE), change of course prior to completing one term of study		\$250	

Agent Details	
If you are using an Education Agent or representative details of such person/organization:	
Agent Name:	
Agent Email:	
Agent Phone/Mobile Number:	

Airport Pick up & Accommodation	
Would you like us to organise Airport Pick Up ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please fill up Airport pick up request form, available on Glen Institute website	
Would you like us to arrange for student accommodation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please fill up Accommodation request form, available on Glen Institute website.	

Refunds
<p>The following are the guiding principles for approving and making refunds:</p> <ul style="list-style-type: none"> <li>• The student or prospective student has been/will be provided a copy of the fees, charges and refund policy and acknowledges and agrees to the terms and conditions of the fees, charges and refund policy on signing the student acceptance agreement (reference: Letter of Offer and acceptance agreement) This is also available on Glen's Website (<a href="http://www.glen.edu.au">www.glen.edu.au</a>).</li> <li>• Requests for refund must be made in writing using the applicable form - the Withdraw/Refund Application Form</li> <li>• The application for refund will be reviewed by the RTO Manager as delegated and if warranted will be authorized for payment.</li> <li>• Glen will notify the Secretary via PRISMS of any students that complete their course early, transfer to another provider, defer or are suspended or have their enrolment cancelled or change the expected completion date of study.</li> <li>• Glen will provide a refund of the amount (if any) required by the student acceptance agreement entered with the students under section 47B. (refer student default ESOS Act Section 47D (2)).</li> <li>• The format to be used to work out the amount of unexpended (not spent) pre-paid fees in this case is in accordance with the legislative instrument under subsection 47E (4).</li> </ul>

Reason for Refund	Refund
Student's application for a student visa unsuccessful (Initial visa refusal), prior to the commencement of the course. Refund Request Proof of Visa refusal.	Total course fee minus the <b>lesser</b> of: (i) 5% of the amount of course fees received by the provider or (ii) \$500 Course fees = tuition fees + non-tuition fees received by the provider in respect of the student. Enrolment Fee of \$250 is non-refundable.
Student's application for a student visa unsuccessful after commencing the course. (such as those applying onshore) Refund Request Proof of Visa refusal.	Unspent portion of the Fees. • ***Refund amount = weekly tuition fees* x weeks in default period**. • No refund is payable for non-tuition fees. • If in case the student has not pre-paid for the Units of competency already completed, the student needs to pay unpaid tuition fee.
A student whose visa is cancelled during a study period OR student defaults or withdraws from course during visa processing but already commenced his/her course. (Student default) Refund Request Proof of Visa refusal.	No refund including future courses.
Withdrawal more than 4 weeks before start of the course. Withdrawal request refund request.	Full refund, less A\$250 Enrolment Fee.
Less than 4 weeks from the commencement of the course.	No refund including future courses.

Cancellation due non commencement.	No refund including future courses.
Glen withdraws offer, fails to provide program offered or terminates course before semester commences.	Full refund.
Glen fails to provide program after term commences.	***Refund amount = weekly tuition fee* x weeks in default period**.
Should a Visa be refused due to misleading or fraudulent documents, and the information provided on application to Glen is different.	No refund including future courses.
Glen has withdrawn its offer to applicant or cancels enrolment, where it was found that false or misleading or incorrect or incomplete information has been provided on application.	No refund including future courses.
Transfer to another Provider, prior to 6 months of the Principal course, even if Glen has approved the transfer.	No refund including future courses.
If a student is granted a deferment or temporary suspension of studies after the agreed start date of a “package of courses” GLEN will hold all fees paid in advance for the period of the suspension/deferment. If the student does not return or commence on the agreed date without the approval of GLEN, the student is deemed to have inactively withdrawn, and their enrolment will be cancelled.	No refund including future courses
<p><b>Notes:</b></p> <p>*Weekly tuition fee = (total tuition fee for the course/ number of calendar days in the course) x 7, rounded up to the nearest whole dollar.</p> <p>**Weeks in default period = number of calendar days from the default day to the end of the period to which the payment relates/7</p> <p>***Refund amount = weekly tuition fee x weeks in default period</p>	

## Complaints & Appeals Process

All complaints and appeals are dealt with in a consistent and fair manner.

### Complaints Procedure

- Students are encouraged to seek support from their teacher, student services officer, or the relevant staff member if they feel unhappy with the program, assessments or services. They may write to Glen Institute or speak to a staff member if they prefer.

### Appeal Procedure – Internal

- If the student feels that their problem is dealt with unsatisfactorily by their teacher or student services officer, the issue will be escalated to the CEO.
- A meeting will be scheduled with the CEO, will take place within two weeks, at which time, the student may bring someone along for support. Depending on the nature of the complaints, other members of staff may be present at the discretion of the CEO.
- After the meeting, the decision of the appeal meeting will be conveyed to the student.

### Appeals Procedure – External

- Students who feel unhappy with the internal appeals resolution can write to the write to the Ombudsman.  
<http://www.oso.gov.au/contact-us/>

**Refer:** Complaints and Appeals Policy

## Collection of Personal Information

Your personal information (including the personal information contained on this enrollment form and your training activity data) may be used or disclosed by Glen Institute for statistical, regulatory and research purposes, to only authorized agencies.

Glen Institute may disclose your personal information for these purposes to third parties. Personal information is collected solely for the purpose of operating as a Registered Training Organization under the National Vocational Regulator Act 2011 administered by the Federal Government – Australian Skills Quality Authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Tuition Protection Services Director and the Secretary, pursuant to obligations under the ESOS Act and the National Code. It is a requirement of the National Vocational Regulator Act 2011 that students can access personal information held by Glen Institute and may request corrections to information that is incorrect or out of date. You can submit written application to RTO Manager, if you wish to view your own records. For more details please refer to the Students handbook available on the website.



Enrolment Checklist	
<input type="checkbox"/> Completed all sections of the Enrolment form	<input type="checkbox"/> A copy of passport
<input type="checkbox"/> Visa - A copy of the valid visa (if applicable)	<input type="checkbox"/> Evidence of English language (e.g. IELTS)
<input type="checkbox"/> Attached relevant employment details (if applicable)	<input type="checkbox"/> Signed and dated the application
<input type="checkbox"/> Have you kept a copy of this Enrolment for yourself?	<input type="checkbox"/> Work experience (if applicable)
<input type="checkbox"/> Attached certified academic transcripts, (If in another language, submit English translated documents from certified translators)	

Declaration
<p>I understand the terms of this written agreement and the refund conditions and confirm that I have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at the College.</p> <ol style="list-style-type: none"> <li>Information is collected on this written agreement and during my enrollment in order to meet the College obligations under the ESOS Act and the National Code 2018; and 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 2018. Information collected about you on this form and during your enrollment 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 enrollment can be disclosed without your consent where authorized or required by law. <a href="https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx">https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx</a></li> <li>I confirm that all the information provided in this written agreement is complete and correct.</li> <li>I agree to be bound by the College rules and regulations in force from time to time and otherwise to follow acceptable codes of behavior and academic performance and show a concern for other students.</li> <li>I agree that it is my responsibility to advise the college within 7 days of any changes in personal information including change of address, electronic or telephone contact details.</li> <li>All fees and charges must be paid as per the payment plan. I understand that my tuition fees are safeguarded through the membership of a Tuition Assurance Scheme and the ESOS Assurance Fund in accordance with the ESOS Legislation.</li> <li>I agree if I do not commence studies in a course when they are due to commence, and I have not notified the College in writing within 30 days of the course commencement, and then my enrollment will be canceled on the basis of Non-Commencement of studies.</li> <li>I agree that I have been informed about the modes of study of a course and preferred learning style so that I can make informed decisions about the suitability of a course for my need; overall, it's my decision to choose and enroll in a specific course's.</li> <li>I agree that if I do not complete my course and do not return to studies after a break and have not notified the college of any reason within 28 days, it will be considered that I have 'inactively' advised the college that I shall not be continuing my studies and my enrollment shall be canceled.</li> <li>I acknowledge that if I provide any false information and/or fail to disclose any information then this may lead to withdrawal of any course offered, and/or cancellation of enrollment at any time at the discretion of College.</li> <li>I acknowledge that I have informed Glen Institute of any disability, impairment, or a long-term condition at the time of application or through-out the duration of my course.</li> <li>I acknowledge that I have read the payment options and the refund policy included in this agreement.</li> <li>I acknowledge that I have been informed about all the units offered in the qualifications and based on my previous studies or experience I have [ <input type="checkbox"/> ] Applied for credit transfer/RPL [ <input type="checkbox"/> ] Not Applied for credit transfer/RPL.</li> <li>I understand that this agreement and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws.</li> <li>I understand that I am responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.</li> </ol> <p><b>This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to act under the Australian's consumer protection laws"</b></p>

Applicant's Signature	
Signature:	Date: (dd/mm/yyyy)

For Office Use Only	
Application Approved:	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, please specify:	
Staff Name:	Signature:
Date: (dd/mm/yyyy)	