

## Personal Completing this Enrolment Application Form:

- Please write clearly in black ink using CAPITAL LETTERS in English.
- Include a copy of all required supporting documents with this application including passport and English level/certificate (If applicable) etc.
- All supporting documents for this application must be certified as true copies.

## NOTES:

1. Completed and signed Enrolment Application Forms with all relevant/required support documentation are to be submitted to the Marketing Manager at: [admissions@aihm.au](mailto:admissions@aihm.au)

**\*\* Information contained within this document is managed in accordance with Australian Institute of Hospitality and Management's (AIHM) Privacy Policy and in accordance with the ESOS Act 2000.**

<b>1. PERSONAL DETAILS (Please choose by placing an X in the boxes that apply to you)</b>					
<b>Title:</b>	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Other
<b>Single name only:</b> <input type="checkbox"/> (Tick this box if you have one name only that cannot be written in the following format. Write your single name in the "Family Name" Section)					
<b>Gender:</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other	<b>Date of Birth:</b>	____ / ____ / ____
<b>* Family Name (Surname):</b>					
<b>* First Given Name:</b>					
<b>* Second Given Name (Middle):</b>					
* Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI and want <b>Australian Institute of Hospitality and Management (AIHM)</b> to apply for a USI on your behalf, <b>you must write your name, including any middle names, exactly as written in your identity document</b> provided by you to use for this purpose. See section on the USI at the end of this form for a further details and explanation.					
<b>Nationality:</b>		<b>Country of Birth:</b>			
<b>Are you a permanent resident of Australia?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Do you speak a language other than English at home?</b>		<input type="checkbox"/> No, English only <input type="checkbox"/> Yes, other – please specify	
<b>Are you of Aboriginal or Torres Strait Islander origin?</b> (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)	<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander				
<b>2. CONTACT DETAILS</b>					
<b>Part 2A Address (In Your Home Country)</b>					
<b>Building/Property Name:</b>					
<b>Flat/Unit details:</b>					
<b>Street or Lot Number:</b>					
<b>Street Name:</b>					
<b>Suburb, Locality or Town:</b>					
<b>State/Territory:</b>					
<b>Document Name:</b> Enrolment Application Form				<b>RTO Code:</b> 46113	<b>CRICOS Code:</b> 04207H
<b>Version:</b> 1.0		<b>Approved: Date</b> Jan 24		<b>Review Date:</b> April 25	<b>Page</b> 1 of 28

<b>Post Code:</b>						
<b>Email:</b>						
<b>Phone (Home):</b>		<b>Mobile:</b>				
<b>Part 2B Address (In Australia)</b>						
Please provide the physical address (street number and name <b>not</b> post-office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home.						
Building/property name is the official place name or common usage name for an address site, including the name of a building, Aboriginal community, homestead, building complex, agricultural property, park or unbounded address site.						
<b>Building/Property Name:</b>						
<b>Flat/Unit Details:</b>						
<b>Street or Lot Number:</b>						
<b>Street Name:</b>						
<b>Suburb, Locality or Town:</b>						
<b>State/Territory:</b>						
<b>Post Code:</b>						
<b>What is your postal address?</b> (if different from above)						
<b>Home Phone Number:</b>		<b>Mobile:</b>				
<b>Email Address:</b>						
<b>Alternative Email Address:</b> (optional)						
<b>WHICH ADDRESS DO YOU WANT YOUR CORRESPONDENCE SENT TO?</b>						
<b>Send Correspondence to:</b>	<input type="checkbox"/> <b>My current Australia Address</b> (Part 2B above)			<input type="checkbox"/> <b>My current Agents Address</b> (Refer to section 6. Below)		
<b>3. ENROLMENT/COURSE SELECTION AND FEE SCHEDULE</b>						
<b>PLEASE NOTE: Course Fees may be subject to change without notice</b>						
<b>Commencing – (Intake date):</b> Month _____ / Year _____						
Select	Course Code	Course Title	Course Duration (in weeks)	Tuition Fee (AUD)	Non Tuition Fee (AUD)	Application Fee per application (AUD)
<b>Perth Campus Only</b> (Place an "X" in the relevant box for the Qualification/s (Course/s) that you wish to apply to study at Australian Institute of Hospitality and Management.)						
<input type="checkbox"/>	SIT30821	Certificate III in Commercial Cookery	52	\$8,000	500	250
<input type="checkbox"/>	SIT40521	Certificate IV in Kitchen Management	78	\$12,500	500	250
<input type="checkbox"/>	SIT50422	Diploma of Hospitality Management (Culinary Stream)	78	\$18,500	500	250
<input type="checkbox"/>	SIT50422	Diploma of Hospitality Management (F&B Stream)	78	\$18,500	\$1,000	\$250

# Enrolment Application Form

<input type="checkbox"/>	SIT60322	Advanced Diploma of Hospitality Management (Culinary Stream)	104	\$24,500	\$1,000	\$250
<input type="checkbox"/>	SIT60322	Advanced Diploma of Hospitality Management (F&B Stream)	104	\$24,500	\$1,000	\$250
<input type="checkbox"/>	BSB50120	Diploma of Business	52	\$8,500	\$500	\$250
<input type="checkbox"/>	BSB60120	Advanced Diploma of Business	52	\$10,500	\$500	\$250
<input type="checkbox"/>	BSB80120	Graduate Diploma of Management (Learning)	52	\$14,500	\$500	\$250

## Please Note:

- A \$250 Application fee is charged for the processing of each enrolment application received at Australian Institute of Hospitality and Management.

## Definition of Tuition and Non-Tuition Fees payables

Tuition Fees Include the following:

Delivery of the course learning and assessments Sessions and activities, tutorials, student tutoring sessions, session preparations, marking and course/class administration activities, practical simulated activities/experiences that form part of your course/s (currency/relevance), or are intended to assist you to progress in your course/s.

Non-Tuition fees include the following:

- Course reference resources, Manuals and Books, Additional Resources and Materials – as applicable.

## IMPORTANT NOTE:

The **Enrolment Application Fee** is **NON-REFUNDABLE** once An Application to enrol has been received by Australian Institute of Hospitality and Management.

All other refunds will be processed in accordance with the Australian Institute of Hospitality and Management Refund and Cancellation Policy - please refer to the Australian Institute of Hospitality and Management policy and procedures a detailed below and/or accessible via the Australian Institute of Hospitality and Management website at: [www.aihm.au](http://www.aihm.au).

Where did you hear about this course? ☐ Newspaper ☐ Website ☐ Internet ☐ Yellow Pages  
☐ Word of Mouth ☐ Radio ☐ Google

## 4. PASSPORT DETAILS

<b>Passport Status:</b>	<input type="checkbox"/> My Passport Issued	<input type="checkbox"/> My Passport is Pending
<b>Country Passport was Issued By:</b>		
<b>Passport Number:</b>		<b>Passport Expiry Date:</b>
<p>*** NOTE: A certified true copy of All your original documents (Including a copy of your current passport - must be provided as part of your application) ***</p>		
<b>Passport was Verified By (write Name):</b>		<b>Signature:</b>
<b>Date Verified:</b>		<b>Contact Number:</b>

## 5. VISA DETAILS

Are you Currently Studying in Australia? ☐ No ☐ Yes Name of Training Provider: .....

What VISA Type do you Currently Hold (If Any)?	<input type="checkbox"/> No Visa Held <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Working <input type="checkbox"/> Bridging <input type="checkbox"/> Other (provide Details).....			
	VISA Status:	<input type="checkbox"/> Issued <input type="checkbox"/> Pending	VISA Number:	
	VISA Expiry Date:		Are you a permanent resident of Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you in Australia NOW?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	<b>IF NO</b> current valid VISA held - please complete the following:			
Country of Visa Lodgement:		City of Visa Lodgement:		
Date you have/will Apply for a Visa:				
<b>NOTE:</b> A certified true copy of All your original documents (Including a copy of your current passport - must be provided as part of your application)				
<b>6. Education Agent Details (If applying through an education agent)</b>				
Agent Company Name:				
Your Agents Name:				
Agents Full Address:				
Phone Number:		Agent's Stamp:		
Mobile:				
Email:				
<b>How did you hear about Australian Institute of Hospitality and Management?</b>				
<input type="checkbox"/> Agent <input type="checkbox"/> Exhibition <input type="checkbox"/> Events <input type="checkbox"/> Newspapers/Magazines	<input type="checkbox"/> Google Search <input type="checkbox"/> Government Websites <input type="checkbox"/> Instagram/Linked In/Google+ <input type="checkbox"/> Facebook	<input type="checkbox"/> Radio <input type="checkbox"/> Travel agents <input type="checkbox"/> Friends <input type="checkbox"/> Relatives		
<b>7. OVERSEAS STUDENT HEALTH COVER</b>				
Have you arranged your own Insurance (OSHC)?	<input type="checkbox"/> If Yes complete (Part A Below)		<input type="checkbox"/> If No complete (Part B Below)	
<b>Part A – Provide Your Insurer Details</b>				
Document Name: Enrolment Application Form		RTO Code: 46113	CRICOS Code: 04207H	
Version: 1.0	Approved: Date Jan 24	Review Date: April 25	Page 4 of 28	

<b>Name of Insurer:</b>		<b>Member Number:</b>	
<b>Insurer Contact Number:</b>		<b>Date of Expiry:</b>	
<b>Part B</b> – You are requesting <b>Australian Institute of Hospitality and Management</b> to assist in arranging your Insurance for You <input type="checkbox"/> Yes <input type="checkbox"/> No (You must advise <b>Australian Institute of Hospitality and Management</b> which Insurance you Require – from Below)			
Cover Type – Single:	<input type="checkbox"/> 6 Months	<input type="checkbox"/> 12 Months	<input type="checkbox"/> 18 Months
Cover Type – Couple:	<input type="checkbox"/> 6 Months	<input type="checkbox"/> 12 Months	<input type="checkbox"/> 18 Months
Cover Type – Family:	<input type="checkbox"/> 6 Months	<input type="checkbox"/> 12 Months	<input type="checkbox"/> 18 Months
<b>NOTES:</b> 1. The Australian Government requires all persons entering Australia on a Student Visa to have Overseas Student Health Cover (OSHC). 2. The length of your OSHC <b>MUST</b> cover the total length of your course(s)			
<b>8. ENGLISH LANGUAGE PROFICIENCY (Please choose by placing an X in the boxes that apply to you)</b>			
Which English test have you completed in the last 2 years?			
<input type="checkbox"/> IELTS <input type="checkbox"/> TOEFL <input type="checkbox"/> PTE <input type="checkbox"/> CAE <input type="checkbox"/> Other (provide details)			
Provide results of above test	<b>NOTE: Please attach a certificate to confirm this test result and date of results</b>		
Have you completed an English Course in Australia?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If YES,</b> please attach relevant evidence of attending this course	
Have you completed an Australian Certificate III level course or above within Australia – issued <u>no longer than 2 years ago</u> ?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If YES,</b> please attach relevant evidence of the Certificate issued and the Academic Record/Results	
<b>9. PREVIOUS EMPLOYMENT/WORK EXPERIENCE</b>			
Do you have previous/prior employment experience relevant to the above qualifications you are applying to enrol in?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If YES,</b> provide brief details below and any supporting documents – If applicable:  <b>NOTE:</b> You <b>MUST</b> attach separate documentations to your application that will support this previous employment/experience - including a Resume <u>and</u> a Reference/s	

**Note:** Please consider your answers carefully before you sign this application.

1. Please provide details of relevant prior employment/work experience within the past 2 years:

---



---



---



---



---

2. Why do you want to study the course/s you have selected above with Australian Institute of Hospitality and Management?

---



---

3. What employment/job do you hope to secure/get when you have successfully completed the above selected course/s with Australian Institute of Hospitality and Management?

4. Confirm (Check (X) the relevant box/es below) for the Qualification course/s and level/s that you have applied to enrol at Australian Institute of Hospitality and Management:

- ☐ Certificate III Level
 ☐ Certificate IV Level
 ☐ Diploma Level
 ☐ Advanced Level
 ☐ Graduate Diploma Level

*Please explain briefly – Why have you chosen the above courses and levels?*

5. Will you be applying for a “Credit Transfer” (an exemption) or “Recognition of Prior Learning” for and equivalent unit/s of competence in the qualification you are applying to enrol into which you have successfully completed/achieved competence in and been issued an Academic Record or Statement of Attainment, issued by an Australian Registered Training Organisation (including **Australian Institute of Hospitality and Management**)?

- ☐ YES... I will
 ☐ NO... I will not

**If YES,**

please refer to the **AIHM** Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedures and ensure you complete the **Australian Institute of Hospitality and Management** Application Form for RPL or CT, attaching all relevant evidence and supporting documentation before submitting to **AIHM** PRIOR to attending your **AIHM** Orientation Session. Policy, Procedures and application form available via the **AIHM** website at: [www.aihm.au](http://www.aihm.au).

## 10. SUPPORT SERVICES (Please choose by placing an X in the boxes that apply to you)

Providing information about any disability or medical condition you may have – Note, this should not disadvantage your application; however, in order for Australian Institute of Hospitality and Management to ensure you have the relevant support and assistance available for you to assess and to determine if/what reasonable adjustments may be suitable to accommodate your disability or medical condition and advise you accordingly. In some cases, there may be a cost.

Do you consider yourself to have a disability, impairment or long-term condition?

- ☐ No  
☐ Yes

<p><b>If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:</b></p> <p>(You may indicate more than one area) Please refer to the Disability supplement for an explanation of the following disabilities.)</p>		<input type="checkbox"/> Hearing/deaf <input type="checkbox"/> Intellectual <input type="checkbox"/> Mental Illness <input type="checkbox"/> Acquired brain impairment <input type="checkbox"/> Other		<input type="checkbox"/> Physical <input type="checkbox"/> Learning <input type="checkbox"/> Vision <input type="checkbox"/> Medical condition	
<b>11. ACCOMMODATION REQUIREMENTS</b>					
Do you require <b>Australian Institute of Hospitality and Management</b> to arrange accommodation?				<input type="checkbox"/> Yes <input type="checkbox"/> No	
What type of accommodation arrangements would you like?				<input type="checkbox"/> Shared <input type="checkbox"/> Private	
Do you require <b>Australian Institute of Hospitality and Management</b> to arrange for Airport pickup: <i>This service has an additional cost \$150.00 AUD</i>				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have any other additional Accommodation Needs?					
<b>12. EMERGENCY CONTACT DETAILS (In Australia)</b>					
<b>Full Name:</b>				<b>Relationship:</b>	
<b>Contact Number:</b>				<b>Mobile:</b>	
In the event of an emergency do you give <b>Australian Institute of Hospitality and Management</b> permission to organise emergency transport and treatment and agree to pay all costs related to the emergency? <input type="checkbox"/> YES <input type="checkbox"/> NO (Tick your response)					
<b>13. PAYMENT DETAILS</b>					
<ul style="list-style-type: none"> <li>All fees and charges are to be in Australian Dollars (AUD) if this is not possible then approval from <b>Australian Institute of Hospitality and Management</b> may be granted for the use of American Dollars (USD)</li> <li>Applications submitted to <b>Australian Institute of Hospitality and Management</b> must be accompanied by a <b>NON-REFUNDABLE</b> Enrolment Application Fee of AUD \$250.</li> <li>This Application fee applies to all enrolment application forms submitted directly to <b>Australian Institute of Hospitality and Management</b> or through an <b>Australian Institute of Hospitality and Management</b> Agent.</li> </ul> <p><b>Note: Students <u>must include</u> their payment details within this Enrolment Application form.</b></p>					
Complete the following section/s in order to make the required payment for the <b>AIHM Enrolment Application Fee</b> (Payment required is for this Application = AUD \$250)					
<b>Select Payment method from the following Options:</b>					
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX <input type="checkbox"/> Diners <input type="checkbox"/> Other (provide details):					
<b>Credit Card Number:</b>					
<b>Cardholder Name:</b>				<b>Expiry Date:</b>	

Cardholder Signature:			CSC/ID Code:	
<input type="checkbox"/> Bank/Internet Funds Transfer for AUD \$250 made payable to <b>Australian Institute of Hospitality and Management Pty Ltd</b>				
Account Name:	Australian Institute of Hospitality and Management Pty Ltd			
BSB:	TBA			
Account Number:	TBA			
SWIFT Code:	TBA			
Bank Name:				
Branch:				
Bank Address:				
Reference:	Enter <Applicant Surname>&<Date of Birth>			
Applicant Payment Authorisation/Approval:				
Applicant Name:		Applicant Signature:		
Applicant Date:		Applicant Contact Number:		
<b>14. SCHOOLING/ACADEMIC LEVEL</b>				
<b>What is your highest COMPLETED school level? (Tick ONE box only)</b>  (If you are currently enrolled in secondary education, the <i>Highest school level completed</i> refers to the highest school level you have actually completed and not the level you are currently undertaking. For example, if you are currently in Year 10 the <i>Highest school level completed</i> is Year 9).		<input type="checkbox"/> Year 12 or equivalent <input type="checkbox"/> Year 11 or equivalent <input type="checkbox"/> Year 10 or equivalent <input type="checkbox"/> Year 9 or equivalent <input type="checkbox"/> Year 8 or equivalent <input type="checkbox"/> Never attended school		
		Year completed school:		
<b>Are you still enrolled in secondary or senior secondary education?</b>		<input type="checkbox"/> No <input type="checkbox"/> Yes		
<b>15. PREVIOUS QUALIFICATIONS ACHIEVED</b>				
<b>Have you SUCCESSFULLY completed any of the qualifications listed in question 15?</b>		<input type="checkbox"/> No – Go to Employment <input type="checkbox"/> Yes		



<b>If YES, tick ANY applicable boxes.</b>		<input type="checkbox"/> Bachelor degree or higher degree <input type="checkbox"/> Advanced diploma or associate degree <input type="checkbox"/> Diploma (or associate diploma) <input type="checkbox"/> Certificate IV (or advanced certificate/technician) <input type="checkbox"/> Certificate III (or trade certificate) <input type="checkbox"/> Certificate II <input type="checkbox"/> Certificate I <input type="checkbox"/> Other education (including certificates or overseas qualifications not listed above)
<b>16. EMPLOYMENT - ONSHORE</b>		
<b>Of the following categories, which BEST describes your current employment status?</b> (Tick ONE box on the right side only)		<input type="checkbox"/> Full-Time employee <input type="checkbox"/> Part-Time employee <input type="checkbox"/> Self-employed – not employing others <input type="checkbox"/> Self-employed – employing others <input type="checkbox"/> Employed – unpaid worker in a family business <input type="checkbox"/> Unemployed – seeking full-time work <input type="checkbox"/> Unemployed – seeking part-time work <input type="checkbox"/> Not employed – Not seeking employment
<b>17. STUDY REASON</b>		
<b>From the list of categories to the right, select the one which BEST describes the main reason you are undertaking this course (Tick ONE box only)</b>		<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 or study <input type="checkbox"/> For personal interest or self-development <input type="checkbox"/> To get skills for community/voluntary work <input type="checkbox"/> Other reasons
<b>18. UNIQUE STUDENT IDENTIFIER (USI)</b>		
<p>Australian Institute of Hospitality and Management can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <a href="https://www.usi.gov.au/students/create-your-usi">https://www.usi.gov.au/students/create-your-usi</a> - this can be achieved via a computer or a mobile device.</p> <p><b>Enter your Unique Student Identifier (USI) (if you already have one)</b></p> <p>You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <a href="https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/">https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/</a></p>		
USI Number:		

<p>USI application through your RTO (If you do not already have one)</p>	<p>If you would like <b>Australian Institute of Hospitality and Management</b> to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information at:  <a href="https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf">https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf</a></p> <p>You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.</p> <p>I [NAME] .....authorise <b>Australian Institute of Hospitality and Management</b> to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.</p> <p><input type="checkbox"/> I have read and I consent to the collection, use and disclosure of my personal information - which may include sensitive information) pursuant to the information detailed at:  <a href="https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf">https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf</a></p> <p>Town/City of Birth _____  <small>(please write the name of the Australian or overseas town or city where you were born)</small></p>
<p><b>Verifying USI</b></p>	

**Verifying USI**

We will also need to verify your identity to create your USI.

**Please provide details for one of the forms of identity below (numbered 1 to 8).**

**Please ensure that the name written in 'Personal Details' section is exactly the same as written here.**

**Please Note:**

In accordance with section 11 of the *Student Identifiers Act 2014*, **Australian Institute of Hospitality and Management** will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application, or the information is no longer needed for that purpose.

**Australian Driver's Licence**

State: \_\_\_\_\_ Licence Number: \_\_\_\_\_

**Medicare Card**

Medicare card number \_\_\_\_\_

Individual reference number (next to your name on Medicare card): \_\_\_\_

Card colour: (select which applies)

Green ☐ Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_ (format MM/YYYY)  
(month/year)

Yellow ☐ Blue ☐ Expiry date \_\_\_\_/\_\_\_\_/\_\_\_\_ (format DD/MM/YYYY)  
(day/month/year)

**Australian Birth Certificate**

State/Territory \_\_\_\_\_

*Details vary according to State/Territory (see note above)*

**Australian Passport**

Passport number \_\_\_\_\_

**Non-Australian Passport (with Australian Visa)**

Passport number \_\_\_\_\_

**Immi card**

Immi card Number \_\_\_\_\_

**Citizenship Certificate**

Stock number \_\_\_\_\_ Acquisition date \_\_\_\_/\_\_\_\_/\_\_\_\_  
(day/month/year)

**Certificate of Registration by Descent**

Acquisition date \_\_\_\_/\_\_\_\_/\_\_\_\_ (format DD/MM/YYYY)

**19. DISABILITY SUPPLEMENT**

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

**If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:**

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

**Hearing/deaf**

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

## *Physical'*

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

## *Intellectual'*

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

## *Learning'*

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

## *Mental illness'*

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

## *Acquired brain impairment'*

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

## *Vision'*

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

## *Medical condition'*

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

## *Other*

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

**20. RECOGNITION OF PRIOR LEARNING(RPL) / CREDIT TRANSFER (CT)**
**Credit Transfer (CT)**

*Students who have achieved a “Competent” outcome for a unit of competency are not required to enrol in the same/equivalent unit again (unless approval granted by **Australian Institute of Hospitality and Management**)*

Students who have evidence (an Academic Record or a Statement of Attainment) that they have successfully completed and achieved competence in a unit of competency issued by an Australian Registered Training Organisation (including **Australian Institute of Hospitality and Management**) are to apply for a “Credit Transfer” (an exemption) from the equivalent unit of competency in the qualification you are applying to enrol into – **PRIOR** to accepting an enrolment offer. Failure to declare their prior achievements may result in the student incorrectly repeating a unit/s of competency and not being entitled to a refund for the relevant unit/s.

**Recognition of Prior Learning (RPL)**

*Students who believe that they may have prior learning and/or experience gained via informal and non-formal or other formal methods, relevant to a unit of competency.*

Students who believe that they may have prior learning and/or experience gained via informal and non-formal or other formal methods, should apply for RPL and provide sufficient, relevant evidence and supporting documentation with their application to **Australian Institute of Hospitality and Management** – **PRIOR** to accepting an enrolment offer or commencing their enrolled course. Failure to apply and gain approval prior to your course commencement may result in the student incorrectly repeating a unit/s of competency and not being entitled to a refund for the relevant unit/s.

**NOTE:** when the granting of RPL/credit results in shortening of the student’s course, **Australian Institute of Hospitality and Management** will notify the Department of the change of course duration, this is achieved via **AIHM** ensuring the students CoE is updated within the PRISMS.

Please provide details of any CT or RPL you have/will have in this application to enrol. Application Forms for CT and RPL are available via the **Australian Institute of Hospitality and Management** website at: [www.aihm.au](http://www.aihm.au) and on or on request via your Agent or directly from **Australian Institute of Hospitality and Management** enquiries and reception.

Will you be applying to Australian Institute of Hospitality and Management for RPL or CT of any units/qualifications

☐ Yes  
☐ No

**If yes,** please ensure you complete the **Australian Institute of Hospitality and Management** Application Form for RPL or CT and attach all relevant evidence and supporting documentation

**Note:** You can download the **Australian Institute of Hospitality and Management** RPL/CT Application located on our website at: [www.aihm.au](http://www.aihm.au) or request one from your agent or from the Australian Institute of Hospitality and Management’s reception staff.

**21. TERMS AND CONDITIONS**

## TERMS & CONDITIONS OF ENROLMENT

**1. Student Responsibilities**

2. Students must satisfy the entry requirements for each course they enrol in with **Australian Institute of Hospitality and Management**.
3. If a student is deemed not yet competent in a unit of competency, 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.

4. If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to the commencement of any reassessment activities.
5. If after three attempts the student is deemed competent in some but not all the units of competencies required for the qualification course they are enrolled in, a Statement of Attainment will be issued only for those units of competence that the student has been deemed competent in.
6. All international students must attend a scheduled orientation session prior to commencing their course at AIHM which will include details of the student's rights and responsibilities against the relevant Australian Commonwealth, State or Territory legislation and regulatory requirements.
7. Students are issued with an International Student Handbook & Pre-Departure International Student Handbook, which includes the student's rights and responsibilities that will affect their attendance, participation and study progress during their course enrolments.
8. The student acknowledges that they must observe and comply with; the Australian Institute of Hospitality and Management's policies and procedures, in according with relevant State and Federal Government legislative and regulatory requirements and their Student Visa requirements, as advised in this Application to Enrol with Australian Institute of Hospitality and Management, the AIHM Letter of Offer, within the AIHM International Student Handbook, the Pre-Departure Handbook and at the students scheduled AIHM Orientation Session.
- 9. Visa Requirements**
10. According to the Student Study Visa requirements in Australia, all students are required to undertake full-time study workload and must attend a minimum of 20 contact hours per week of study and at least 80% of all scheduled classes in their course for the duration stated in their Confirmation of Enrolment (CoE)
11. Failure to meet the minimum attendance and participation 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 study visa.
12. If a student does not commence studies on the agreed commencement date, after 14 days Australian Institute of Hospitality and Management 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.
13. Students are required to have in place, prior to commencement of studies, Overseas Student Health Cover (OSHC) for the duration of their course of studies. Our organisation has agreements in place with OSHC providers and can assist students with arranging access to appropriate health cover.

## 14. Enrolment & Selection

15. This Enrolment Application Form is the first step in registering your initial interest into possibly enrolling to study with AIHM and is not confirmation of your enrolment into Australian Institute of Hospitality and Management. The purpose of the application form is to gather the initial relevant and required information and details from the applicant to determine their suitability for possible enrolment into their course of choice.
16. All courses at Australian Institute of Hospitality and Management require international students on student study visas to undertake a minimum of 20 scheduled contact hours of study per week.
17. Students are responsible for notifying AIHM admissions staff if they have a medical condition, or disability, or require assistance during their training at AIHM.

18. An Enrolment Application Fee (non-refundable) must accompany all completed enrolment application forms to enable the students' application to be processed.
19. **Australian Institute of Hospitality and Management** may cancel a future course intake in circumstances where there are low enrolments numbers, every effort will be made to contact applicants and prospective students prior to the planned course commencement date, to assist, please ensure your contact details in this application form are accurate.
20. If you are unable to commence your chosen course due to changed personal circumstances beyond your control, **AIHM** will make every effort to assist you with being placed into a suitable alternative course.
21. Students may only join a scheduled course after the course scheduled commencement date if they meet all the course prerequisites and have prior written approval of the Academic Manager or CEO of **AIHM**. Full course fees are still payable for late enrolments.
22. **AIHM** 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.
23. Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
24. Completing an **AIHM** Enrolment Application Form does not guarantee a place with **Australian Institute of Hospitality and Management**.
25. **Australian Institute of Hospitality and Management** reserves the right to decline an application.
26. Applications will be processed only once all required documents, and the non-refundable enrolment application fee have been received by **Australian Institute of Hospitality and Management**.
27. **Course Fees and Charges**
28. Please refer to the **Australian Institute of Hospitality and Management** course flyers, **Australian Institute of Hospitality and Management's** Policies and procedures and the International Student Handbook located on the **Australian Institute of Hospitality and Management's** website at: [www.aihm.au](http://www.aihm.au) for further and detailed information regarding areas such as; course fees and refunds including any required deposit payable; application fee; tuition fees, non-tuition fees, refund policy, and other relevant information.
29. Fees must be paid in Australian dollars via electronic funds transfer to the **Australian Institute of Hospitality and Management's** stated bank account. **AIHM** will not be responsible for any monies paid to agents directly by applicants/prospective students.
30. **AIHM** reserves the right to vary fees without prior notice.
31. **AIHM** enrolment application fee and course fees do not cover students' personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
32. An enrolment application fee is payable for the receiving and processing of all completed applications submitted to **AIHM** for course enrolments - this fee is **not refundable in all circumstances**.
33. **Australian Institute of Hospitality and Management** is Certificates, Academic Records and/or Statements of Attainment are issued to students who have been assessed and deemed to be competent in one, or some, or all the required units of competency within each enrolled qualification. An initial award/Certificate (including the Academic Record) or a Statement of Attainment will be issued to enrolled student – as applicable, at no additional cost to the student as it is included in the student's payable course fees and will only be issued once full course fees have been paid by the student. Replacement or re-printing of a student Certification will incur a cost – Please refer to the **Australian Institute of Hospitality and Management** Fees and Charges Policy and Procedures, or the **Australian Institute of Hospitality and Management** Students Letter of Offer, the



International Student Handbook – all accessible via the **Australian Institute of Hospitality and Management** website at:

[www.aihm.au](http://www.aihm.au).

34. Fees not paid by the due date will incur a late fee of 5% of the total fee payable.
35. Student's may risk their CoE being cancelled if their course fees are not paid by the due date. Student having problems in paying their course fees on time or in accordance with their approved **Australian Institute of Hospitality and Management** payment plan or Letter of Offer/Acceptance, are responsible for contacting the Academic Manager or Supervisor, Student Services to discuss options available for alternative payment arrangements before the due date for a payment has passed.
36. Students may request a re-issue of their qualification certificate, and/or academic record or Statement of Attainment – however, there is a fee chargeable for the re-issuing of **AIHM** Certification documentation. Please refer to the **Australian Institute of Hospitality and Management** Fees and Charges Policy and Procedures, in the **Australian Institute of Hospitality and Management** Students Letter of Offer, the International Student Handbook – accessible via the **Australian Institute of Hospitality and Management** website at: [www.aihm.au](http://www.aihm.au).
37. **Australian Institute of Hospitality and Management** is responsible for the quality of the training and assessment delivered at **AIHM** and to always ensure compliance with the SRTOs 2015, and for the issuance of all **Australian Institute of Hospitality and Management** AQF certification documentation.
38. **Australian Institute of Hospitality and Management** Bank account details for payment of all fee's relevant application and course fees and charges are as follows:

**Campus**

Account Name: Australian Institute of Hospitality and Management Pty Ltd  
Bank: ANZ  
BSB: 016-412  
Account Number: 661 487 717  
Swift Code: ANZBAU3M535

**39. Refund Policy**

40. 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, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused.
41. Students are also eligible for a Refund if **Australian Institute of Hospitality and Management** cancels the enrolled course, or the principal course application has been denied.
42. Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
  - a. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.
  - b. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid.
  - c. There will be no refund issued following commencement of a student's course of study.
43. All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees (if applicable) are non-refundable.
44. If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.



45. If **Australian Institute of Hospitality and Management** is unable to commence the course or cancels a course on the grounds of "Provider Default", 100% of the course fees paid will be refunded (This excludes the Enrolment Application Fee previously paid – as this fee is non-refundable).
46. **Australian Institute of Hospitality and Management** is not responsible for students - Agent fees – this service is paid between the student and the students nominated Education Agent (EA) – where applicable.
47. To request a refund, the student must submit a completed and signed **Australian Institute of Hospitality and Management** Refund Request Form. The students complete refund request form will be processed within 4 weeks from the date the completed refund request form has been received by **Australian Institute of Hospitality and Management** eg: date of email with completed refund request form attached is received by Australian Institute of Hospitality and Management.
48. Any support arrangement fees (including arrangements for Accommodation, Insurance, airport Transfers and Homestay fees) are non-refundable after the arrangement/booking confirmation has been made on behalf of the student.
49. Refunds of Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of **Australian Institute of Hospitality and Management** on written request including supporting evidence/documentation from the student.
50. No refund or fund transfers will be made to third parties without the explicit written approval of the relevant student **Australian Institute of Hospitality and Management** policy – for student refund entitlements to be made directly into the relevant students registered bank account (as per the student's records held by **Australian Institute of Hospitality and Management**). This policy may be waived by **Australian Institute of Hospitality and Management** in exceptional circumstances and assessed on a case-by-case basis at its absolute discretion and the decision of **Australian Institute of Hospitality and Management** is final.
51. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision. Student should refer to **Australian Institute of Hospitality and Management's** Complaints and Appeals Policies and Procedures in their International Student Handbook or go to **Australian Institute of Hospitality and Management's** website for further information and form - at: [www.aihm.au](http://www.aihm.au).
52. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
53. **Deferring, Suspending, or Cancelling Enrolments**
54. Deferring, Suspending, or Cancelling of an enrolment **MUST BE MADE IN WRITING**. Please refer to **Australian Institute of Hospitality and Management** Deferring, Suspending, or Cancelling Policy and Procedure and the Refund and Cancellation policy and Procedures available on the **Australian Institute of Hospitality and Management** website at: [www.aihm.au](http://www.aihm.au) or from the **AIHM** Reception staff at: [admission@aihm.au](mailto:admission@aihm.au)
55. Students need written permission from **Australian Institute of Hospitality and Management** to defer their course. In cases where permission is granted, DHA will be advised by **AIHM** via PRISMS. Student enrolments will be deferred or temporarily suspended by **AIHM** 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.
56. 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, within the **AIHM** website content at: [www.aihm.au](http://www.aihm.au) or on request from the Reception at **Australian Institute of Hospitality and Management**.
57. **Australian Institute of Hospitality and Management** 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 may affect his or her student visa. All data entries

Document Name: Enrolment Application Form	RTO Code: 46113	CRICOS Code: 04207H
Version: 1.0	Approved: Date Jan 24	Review Date: April 25
		Page 17 of 28

within PRISM are to be made by authorised and appointed **AIHM** Staff who have successfully completed the PRISMS induction and training session/s.

58. 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 until the next available commencement date for the course.
59. Evidence of assessment of applications received for deferment or suspension of enrolment will be retained on student record.
60. **Australian Institute of Hospitality and Management** 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 they should access and read the **Australian Institute of Hospitality and Management** Complaints and Appeal policy and Procedures located on the **AIHM** Website at: [www.aihm.au](http://www.aihm.au), or request a copy from the **AIHM** reception, or refer to their International Student Handbook for further information regarding the process, a copy of the Complaints and Appeals Form etc.
61. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision. Student should refer to **Australian Institute of Hospitality and Management's** Complaints and Appeals Policies and Procedures located on the **Australian Institute of Hospitality and Management's** website for in their International Student Handbook for further information and a form.
62. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
63. **Accommodation and Airport Pickup Service**
64. If you require assistance with making arrangements for Accommodation and/or Airport Pickup Service, **Australian Institute of Hospitality and Management** will require a minimum 28 days' notice to seek possible accommodation opportunities and 14 days for an airport pick-up service.
65. **Students Contact Details**
66. While enrolled at **Australian Institute of Hospitality and Management** students are required to register their current and active individual email address and contact details with **AIHM** Student Services Staff prior to arrival, during their scheduled Orientation Session or on commencement of their initial course and ALL communications between **Australian Institute of Hospitality and Management** and the enrolled student will only be received and sent via this registered email address.
67. All enrolled international students are required to inform **Australian Institute of Hospitality and Management** of any changes and updates to their Australian residential address and all contact details/numbers within seven (7) days of arrival in Australia and must advise student services staff at **Australian Institute of Hospitality and Management** about ALL changes and updates of address or other contact details such as contact number, email address, etc, within 7 days of the occurrence.
68. **Right to Expel**
69. **Australian Institute of Hospitality and Management** reserves the right to expel a student for breaching enrolment or/and visa conditions. In these circumstances, students will not be provided any refund of fees and their CoE will be cancelled immediately after the student is notified. This may result in cancellation of the student's visa.
70. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision. Student should refer to **Australian Institute of Hospitality and Management's** Complaints and Appeals Policies and Procedures or go to **Australian Institute of Hospitality and Management's** website for further information and a form - at: [www.aihm.au](http://www.aihm.au) or refer to their International Student Handbook.

**71.** This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

**72. Privacy Statement**

**73.** Australian Institute of Hospitality and Management respects the importance of securing any form of personal information which is collected from prospective students, student(s) and/or other Stakeholders. Information collected 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.

**74.** Students enrolled on a study visa are required – in accordance with their visa requirements, to ensure their personal information and contact details are maintained and current Students have a right to access and alter their personal information.

**75. Privacy Notice**

**76.** Under the Data Provision Requirements 2012, Australian Institute of Hospitality and Management is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

**77.** Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by AIHM for statistical, regulatory, and research purposes. AIHM may disclose your personal information for these purposes to third parties, including:

- a. Commonwealth and State or Territory government departments and authorised agencies.
- b. NCVER.
- c. Organisations conducting student surveys; and
- d. Researchers.

**78.** Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- a. Issuing a VET Statement of Attainment, VET Qualification, or populating Authenticated VET Transcripts facilitating statistics and research relating to education, including surveys and data linkage
- b. pre-populating RTO student enrolment forms
- c. understanding how the VET market operates, for policy, workforce planning and consumer information, and administering VET, including program administration, regulation, monitoring, and evaluation.

**79.** You may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. You may opt-out of the survey at the time of being contacted.

**80.** NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (CT), the VET Data Policy, and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

**81. Surveys**

**82.** You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

**83. Australian Institute of Hospitality and Management Contact Details:**

**84. Australian Institute of Hospitality and Management Pty Ltd**

**ABN: 34 667 732 372**

85. RTO No: 46113

86. CRICOS No: 04207H

**Address:**

87. 150 Adelaide Terrace

East Perth WA 6004

88. Phone: +61 489 188 824

89. Email: [connect@aihm.au](mailto:connect@aihm.au)

**90. Changes to Agreed Services**

91. Where there are any changes to the agreed services that will affect AIHM Students, including in the unlikely event of Australian Institute of Hospitality and Management ceasing operations, Australian Institute of Hospitality and Management will advise its students 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.

92. Australian Institute of Hospitality and Management will notify the designated authority (ASQA) and all enrolled and prospective students of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

**93. Complaints and Appeals**

94. If a student is experiencing any difficulties, they are encouraged to discuss their concerns with their Trainer or a Student Services Officer. Australian Institute of Hospitality and Management's Student Services staff will make themselves available at a mutually convenient time should a student seek assistance.

95. If a student wishes to make a complaint, they are required to complete the Australian Institute of Hospitality and Management Complaints and Appeals Form, which is available via Australian Institute of Hospitality and Management's website at: [www.aihm.au](http://www.aihm.au) or on request from Australian Institute of Hospitality and Management reception staff. Once the form has been completed, the form should be submitted to Australian Institute of Hospitality and Management Compliance Manager: [compliance@aihm.au](mailto:compliance@aihm.au) for registering then to the PEO for further processing and/or actioning – as per the AIHM Complaints and Appeals Policy and Procedures.

96. Please refer to the International Student Handbook and the Australian Institute of Hospitality and Management's Complaints and Appeals Policy and Procedures for further information and details on the process which are all available via Australian Institute of Hospitality and Management's website or on request from Australian Institute of Hospitality and Management reception staff. Australian Institute of Hospitality and Management website: [www.aihm.au](http://www.aihm.au).

**97. Credit Transfer**

98. Australian Institute of Hospitality and Management recognises - Australian Qualifications Framework (AQF) certification issued by another registered training provider within Australia (as per the National Register at: [www.training.gov.au](http://www.training.gov.au))

99. A Credit Transfer for units of competency that directly align with the unit/s required to be undertaken in order for an enrolled AIHM student to successfully complete their enrolled qualification/course. Students are responsible for providing original evidence and/or supporting documentation of their previously gained competencies to Australian Institute of Hospitality and Management with their completed AIHM Application for Credit Transfer. Australian Institute of Hospitality and Management will assess each application and supporting evidence in accordance with Australian Institute of Hospitality and Management policy and procedures. Student will be notified in writing of the application outcome/s.

**100.** Please refer to the International Student Handbook and/or the **AIHM** RPL and CT policy and procedures – available via the **Australian Institute of Hospitality and Management's** website at: [www.aihm.au](http://www.aihm.au) or **contact Australian Institute of Hospitality and Management's** reception staff for further information and any documentation.

#### **101. Student Support Services**

**102.** **Australian Institute of Hospitality and Management** students are encouraged to express their views and talk to an **Australian Institute of Hospitality and Management** Trainer or staff member about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion.

**103.** Whilst **Australian Institute of Hospitality and Management** students are required to meet the minimum course entry requirements which includes the minimum English language skills requirements, the academic level requirements, and the Language, Literacy and Numeracy assessment requirements etc, students may on occasion require further assistance and support – Students requiring assistance and/or support or those students identified as requiring assistance by **Australian Institute of Hospitality and Management** will be invited to an intervention meeting and/or **Australian Institute of Hospitality and Management** will offer support where possible both internally or via an appropriate referral to an external support agency.

**104.** **Australian Institute of Hospitality and Management** is committed to providing students with support, advice or assistance while training with **AIHM**. Please see the International Student Handbook, refer to the **AIHM** Student Support Services policies and Procedures and/or further information contained within the **Australian Institute of Hospitality and Management's** website, including information and contact details on various relevant support available.

**105.** In addition to this and to ensure the quality of our training delivery, **Australian Institute of Hospitality and Management** provides vocational training and assessment support and mentoring sessions for students to improve and achieve their training outcomes. Students are advised to seek an appointment with their trainer in the first instance, if required the student can then schedule an appointment with **AIHM** for further support and/or assistance.

#### **106. Enrolment and Study Visa Legislative and Regulatory Requirements**

**107.** All international students are required will undergo a scheduled Orientation session with **Australian Institute of Hospitality and Management**, which provides students with relevant information and details including the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are provided with access and use of various **Australian Institute of Hospitality and Management** documents and reference materials as well as an introduction and walk through **the Australian Institute of Hospitality and Management** website and content.

**108.** Throughout the students application and enrolment process, their orientation and course participation, **Australian Institute of Hospitality and Management** International students studying on an approved student visa will be advised and reminded of their course participation, attendance and progress requirements in accordance with their study visa requirements including students required to attend their enrolled course for a minimum of 20 contact hours per week during each course scheduled study term and may undertake employment opportunities outside of their enrolled course scheduled study terms for up to a maximum of 48 hours per fortnight and unrestricted hours during any scheduled course breaks

**109.** Students are required to acknowledge and agree to abide by the **Australian Institute of Hospitality and Management's** policies and procedures, and all relevant State and Federal Government legislative and regulatory requirements.

#### **110. Student with Dependents**

**111.** Students accompanied by school age dependants, are responsible for the payment of any primary or secondary school fees. Student dependants are not eligible to attend government schools free of charge.

**112.** School age dependants of an international student on a study visa, must be enrolled and attending school during the period that the student is studying with **Australian Institute of Hospitality and Management**.

<b>Document Name:</b> Enrolment Application Form	<b>RTO Code:</b> 46113	<b>CRICOS Code:</b> 04207H
<b>Version:</b> 1.0	<b>Approved: Date</b> Jan 24	<b>Review Date:</b> April 25
		<b>Page</b> 21 of 28

## 113. Australian Institute of Hospitality and Management Business Hours

114. Business Hours are 9:00 AM to 5:00 PM by appointment only. Australian Institute of Hospitality and Management is not able to take calls or reply to emails outside of office hours, weekends and public holidays.

## 115. Australian Institute of Hospitality and Management After Hours - Emergency Contact

116. In an emergency (24/7), the following Point of Contact (POC) is available to be contacted by Australian Institute of Hospitality and Management Students and Staff:

117. Emergency POC: Australian Institute of Hospitality and Management CEO – Ingrid Ursua      Mobile No: +61 412 260 438

## 118. Pre-Departure when Travelling to Australia Information

119. If this is your first time studying in Australia, we recommend that you visit the following website:

<https://www.studyaustralia.gov.au/en/plan-your-move/preparing-to-travel>, which provides useful information regarding travelling and living in Australia.

120. Australian Institute of Hospitality and Management has a Pre-Departure Handbook available to all prospective student to read – which is accessible via the AIHM website at: [www.aihm.au](http://www.aihm.au).

## 121. Submitting your Enrolment Application to Australian Institute of Hospitality and Management

122. Fill in the Australian Institute of Hospitality and Management Enrolment Application Form - available from the website at: [www.aihm.au](http://www.aihm.au), your education agent, or by contacting Australian Institute of Hospitality and Management at [connect@aihm.au](mailto:connect@aihm.au) and along with all the requested and/or required supporting documentation and information, send it to Australian Institute of Hospitality and Management via: [admissions@aihm.au](mailto:admissions@aihm.au) or submit to your Australian Institute of Hospitality and Management approved Education Agent, or in person at the Australian Institute of Hospitality and Management Reception.

## 123. Enrolment Application and The Australian Institute of Hospitality and Management Letter of Offer/Student Acceptance

124. On receipt of your correctly completed Enrolment Application Form, Australian Institute of Hospitality and Management's Admissions Staff will conduct an initial review of the application and support documentation, when the application and support documentation have been checked for accuracy and completeness and are acceptable, the students application and support documentation will then be submitted to the Marketing Manager for their final review process in accordance with the Australian Institute of Hospitality and Management Student Selection and Enrolment Policy and Procedures.

125. Successful applicants will be approved and processed to the next stage where the Admissions staff will then generate an Australian Institute of Hospitality and Management Letter of Offer (LOO)/Student Enrolment Acceptance Agreement, and an Australian Institute of Hospitality and Management Confirmation of Enrolment (COE) document which will then be emailed to the applicant/student via their approved education agent or directly via their nominated email.

## 126. Entry Requirements

**SIT30821 Certificate III in Commercial Cookery**

### English Language

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

### Academic Level

Year 12 or equivalent

### Language, Literacy and Numeracy (LLN)



Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

### **SIT40521 Certificate IV in Kitchen Management**

#### **English Language**

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

#### **Academic Level**

Year 12 or equivalent

#### **Language, Literacy and Numeracy (LLN)**

Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

### **SIT50422 Diploma of Hospitality Management**

#### **English Language**

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

#### **Academic Level**

Year 12 or equivalent

#### **Language, Literacy and Numeracy (LLN)**

Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

### **SIT60322 Advanced Diploma of Hospitality Management**

#### **English Language**

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

#### **Academic Level**

Year 12 or equivalent

#### **Language, Literacy and Numeracy (LLN)**

Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

- **BSB50120 Diploma of Business**

#### **English Language**

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

#### **Academic Level**

Year 12 or equivalent

## Language, Literacy and Numeracy (LLN)

Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

- **BSB60120 Advanced Diploma of Business**

## English Language

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

## Academic Level

Year 12 or equivalent

## Language, Literacy and Numeracy (LLN)

Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

- **BSB80120 Graduate Diploma of Management (Learning)**

## English Language

IELTS 6.0 or higher in each band

Or

Equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP) English language test scores

## Academic Level

Year 12 or equivalent

## Language, Literacy and Numeracy (LLN)

Complete a Language, Literacy and Numeracy (LLN) assessment.

## Age

18 years or over at the time of commencement.

## 127.English Language

IELTS 6.0 or higher in each band

## Course Delivery and Student Study Hours

**128.** **Australian Institute of Hospitality and Management** Courses are delivered in English. Delivery methods for all courses will be:  
Face-to-face, within the **AIHM** campus classrooms and simulated business environment.

**129.** As well as the on-campus component, students are to complete up to 6 additional hours of study hours each week outside of scheduled on campus sessions, including homework, private study, assignment preparation, and research.

**130.** Classes are scheduled to meet the minimum student study visa requirements of 20 Contact hours per week (equiv to 2.5 days per week).

**131.** Current courses conducted **at Australian Institute of Hospitality and Management** do not require students to undertake any work placement requirement.

## 132.Head Office and Campus Location

### Perth Offices and Campus



Ground Floor  
150 Adelaide Terrace  
East Perth WA 6004  
**Telephone:** +61 489 188 824  
**Email:** admissions@aihm.au  
**Website:** [www.aihm.au](http://www.aihm.au)

## 22. APPLICANT ACKNOWLEDGEMENT AND DECLARATION

I, {Enter Full Name} knowledge that the information provided in this Enrolment Application Form and other supporting documents provided to me contain accurate, true and correct information.

I declare that I have read and agree to the Terms and Conditions of Enrolment at **Australian Institute of Hospitality and Management** as presented above within this application form including, but not limited to; the course durations, the fees payable, my study visa attendance requirements of 20 contact hours per week at **Australian Institute of Hospitality and Management**, the Refund and cancellation Policy and Procedures, the Complaints and Appeals Policy and Procedures and to be bound by the Conditions of Enrolment presented, and to abide by the **Australian Institute of Hospitality and Management** policies and procedures

I acknowledge and understand that **Australian Institute of Hospitality and Management** reserves the right to vary or reverse any decision regarding admission made on the basis of incorrect, incomplete or fraudulent information and:

- ☐ I confirm the information supplied in this application in relation to my course of study and enrolment application requirements is true and accurate. I understand that any changes to my study plans may be considered detrimental to your course enrolment/s at **Australian Institute of Hospitality and Management** and to your Student Study Visa conditions.
- ☐ I acknowledge and confirm that I understand that this Enrolment Application Form includes questions to enable **Australian Institute of Hospitality and Management** to collect and provide AVETMISS compliant records to meet their National VET Provider Collection Data Requirements. Additional information about AVETMISS Records and **Australian Institute of Hospitality and Management's** Privacy Statement were included above and are available on request from the AIHM reception staff or via the **Australian Institute of Hospitality and Management** website located at: [www.aihm.au](http://www.aihm.au).
- ☐ I acknowledge and confirm that I understand **Australian Institute of Hospitality and Management** respects the importance of securing any form of personal information which is collected from prospective students, student(s) and/or other Stakeholders. Information collected 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.
- ☐ I acknowledge and confirm that I understand that under the Data Provision Requirements 2012, **Australian Institute of Hospitality and Management** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
- ☐ I acknowledge and confirm that I understand that my personal information (including the personal information contained on this enrolment form and your training activity data) may be used or

disclosed by AIHM for statistical, regulatory, and research purposes. **AIHM** may disclose your personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys; and
- Researchers.

- ☐ I acknowledge and confirm that I understand that NCVER will collect, hold, use and disclose my personal information in accordance with the Privacy Act 1988 (CT), the VET Data Policy, and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).
- ☐ I understand that **Australian Institute of Hospitality and Management** will apply for my Unique Student Identifier (USI), on my behalf, unless I have secure one for myself prior. I understand that they will use the ID I have provided as part of my application process. Furthermore, I agree that my (the one I have provided to **AIHM** in my Enrolment Application Form) email account will be used as part of this registration process, and that I am required to authenticate my USI myself and must maintain my up to date contact details with **Australian Institute of Hospitality and Management** within 7 days of any changes/updated occurring. More information on the requirement for a USI is available via [www.usi.gov.au](http://www.usi.gov.au)
- ☐ I understand that when **Australian Institute of Hospitality and Management** performs a search to locate my USI, that I will receive a notice regarding the use of this function to confirm my USI.
- ☐ I consent to DHA providing **Australian Institute of Hospitality and Management** with any information about my visa status from the time of my application to the time of my departure from Australia.
- ☐ I understand that I will be required to pay an Enrolment Application Fee with the submission of this Enrolment Application Form and that the Enrolment Application Fee is non-refundable.
- ☐ I understand that this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- ☐ I understand and allow **Australian Institute of Hospitality and Management** to use photographs, testimonials and videos taken of me for advertising and/or marketing purposes.

**APPLICANTS SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**AGENT NAME:** \_\_\_\_\_ **ONSHORE or OFFSHORE?** \_\_\_\_\_

**AGENT BUSINESS NAME:**

\_\_\_\_\_

**AGENT CONTACT NAME (WHO):** \_\_\_\_\_ **MOBILE NUMBER:**

\_\_\_\_\_

**AGENT EMAIL ADDRESS:**


---

**23. AGENTS DECLARATION**

- ☐ I have assessed the applicant as a Genuine Temporary Entrant and a Genuine Student as defined by the Department of Immigration and Border Protection as per [www.border.gov.au](http://www.border.gov.au) to the best of my knowledge, the applicant is genuine in making this application to enrol at **Australian Institute of Hospitality and Management** and has every intention of completing all courses listed in this Enrolment Application Form.
- ☐ I have made every effort to verify the authenticity and validity of the supporting documents provide to me by the applicant which are submitted as part of this application.
- ☐ I am satisfied that the applicant has genuine access to the total funds required while in Australia to study at **Australian Institute of Hospitality and Management** and to cover all relevant travel costs, insurances, course tuition, non-tuition fees, and living costs for themselves and any dependents (if applicable).
- ☐ I recommend that **Australian Institute of Hospitality and Management** proceed with the assessment of this Prospective Student's Application to enrol at **Australian Institute of Hospitality and Management**.
- ☐ I confirm that the applicant has signed this application form in my presence.
- ☐ I have verified the student's listed email addresses and residential addresses.
- ☐ I declare and confirm that I have provided the applicant with copies and links for all **relevant Australian Institute of Hospitality and Management** supporting information and documentation including the **Australian Institute of Hospitality and Management** Website address that is relevant and supportive of this individual's application.

Agent's Name: 

---

Agent's Signature: 

---

Agents Business Name: 

---

Agents Business Address: 

---

Agent's Contact Number: 

---

Date Signed: (dd/mm/yyyy) 

---

# Enrolment Application Form

OFFICE USE ONLY					
<b>Application Received at Australian Institute of Hospitality and Management</b>	(Name)	(Signature)	<b>Date Received</b>		
<b>Request given to Admissions Officer</b>	By who? (Position)	(Signature)	<b>Date Given</b>		
<b>Admissions Officer Action Notes:</b>	Application to be registered and processed as per Recruitment & Selection P&P and Application Checklist Comments/Actions:				
<b>Admissions Officer Completed Application Review and Check</b>	Date Completed	Initials	<b>Submitted to Marketing Manager for final review and processing</b>	YES /NO	Date sent to Marketing Mngr
<b>Marketing Manager Final Review</b>					
<b>Decision/ Outcome:</b>	<input type="checkbox"/> Approved	<input type="checkbox"/> Declined	<b>Notes:</b>	Name/Initials:	Date of Decision:
<b>Admission Officer Action</b>	Entered into SMS as per the SMS User Manual <b>Yes / No</b> Init:                      Date:	Entered into PRISMS and CoE Created as per PRISMS User Manual <b>Yes / No</b> Init:                      Date:	<input type="checkbox"/> Created a Student Record on <b>Australian Institute of Hospitality and Management</b> Dropbox. <input type="checkbox"/> Saved a copy of Enrolment Application and all support Documents onto student folder in DropBox.		