CITY COLLEGE
College for Careers

RTO CODE: 91770 CRICOS CODE: 04234E

STAFF-IN-CONFIDENCE (When completed)

Enrolment Application Form

Thank you for your interest in seeking enrolment into RTO. This application for enrolment form must be completed in English. If you require any assistance in completing this form, please contact us by phone or email.

You can send this form to us by post or email at admissions@citycollege.edu.au. Please provide a copy of your passport, your visa (if relevant), your High School Certificate, proof of English language proficiency as specified in the entry requirements and any other requested documents referred to in the course brochure.

Diversity and Inclusion Statement

Our RTO values diversity and is committed to fostering a culturally safe, inclusive, and respectful learning environment for all students. We recognise and celebrate the contributions of people from all backgrounds, including First Nations peoples, culturally and linguistically diverse communities, people with disability, LGBTIQ+ communities, and those from varied faiths, genders, and socio-economic groups. We are dedicated to ensuring every learner feels supported, valued, and empowered to succeed.

Person 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.

***** Information contained within this document is managed in accordance with City College's Privacy Policy and in accordance with the ESOS Act 2000.***

1. PERSONAL DETAILS *(Please choose by placing an X in the boxes that apply to you)*			
Title:	☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other	**Gender:**	☐ Male ☐ Female ☐ Non-Binary
Single name only: ☐ (Tick this box if you have a single name that cannot be written in the following format. Write your single name in the 'Family Name' section exactly as it appears on your passport.)			
*** Family Name (Surname):**			
*** First Given Name:**			
*** Second Given Name (Middle):**			
Date of Birth (DDMMYYYY):	_____/_____/_____		
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 City College to apply for a USI on your behalf, **you must write your name, including any middle names, exactly as written in your identity document** 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.			
Unique Student Identifier (USI) No: (visit www.usi.gov.au or ask ADMIN Officer at orientation day)			
Nationality:		**Country of Birth:**	
2. CONTACT DETAILS			
Part 2A Address (In Your Home Country)			
Address:			
Suburb:			
State		**Post Code:**	
Email:			
Phone (Home):		**Mobile:**	
Part 2B Address (In Australia)			

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Please provide the physical address (street number and name not post-office box) where you usually reside.			
Address:			
Suburb:			
State		**Post Code:**	
What is your postal address? (if different from above)			
Home Phone Number:		**Mobile:**	
Email Address:			
Alternative Email Address: (optional)			

3. EMERGENCY CONTACT DETAILS (In Australia)			
Full Name:		**Relationship:**	
Address:		**Mobile Number:**	

In the event of an emergency do you give City College permission to organise emergency transport and treatment and agree to pay all costs related to the emergency? ☐**YES** ☐**NO** *(Tick your response)*

WHICH ADDRESS DO YOU WANT YOUR CORRESPONDENCE SENT TO?		
Send Correspondence to:	☐ **My** current **Australia Address** (Part 2B above)	☐ My current **Agents** Address (Refer to section 6. Below)

3. ENROLMENT/COURSE SELECTION AND FEE SCHEDULE

PLEASE NOTE: Course Fees may be subject to change without notice

Commencing – (Intake date): **Month** _____ **/ Year** _____

Select	Course Code	CRICOS Course Code	Course Title	Course Duration (in weeks)	Tuition Fee (AUD)	Material Fee (AUD)
Perth Campus Only Place an **"X"** in the relevant box for the Qualification/s (Course/s) that you wish to apply to study at City College.						
SOLID PLASTERING						
☐	CPC31020	119353J	Certificate III in Solid Plastering **(Fast Track)**	52 Weeks	$13,500	$2,000
☐	CPC31020	119353J	Certificate III in Solid Plastering	97 Weeks	$24,000	$2,000
COMMERCIAL COOKERY AND HOSPITALITY MANAGEMENT						
☐	SIT30821	119346H	Certificate III in Commercial Cookery	52 Weeks	$14,000	$2,000
☐	SIT40521	119347G	Certificate IV in Kitchen Management **(Packaged with Cookery)**	26 Weeks	$6,000	$500
☐	SIT50422	119348F	Diploma of Hospitality Management **(Packaged with Kitchen Management)**	26 Weeks	$6,000	$500

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☐	SIT60322	119349E	Advanced Diploma of Hospitality Management **(Packaged)**	26 Weeks	$6,000	$500
☐	SIT50422	119348F	Diploma of Hospitality Management **(Standalone)**	52 Weeks	$15,000	$2,000
☐	SIT60322	119349E	Advanced Diploma of Hospitality Management **(Standalone)**	52 Weeks	$15,000	$2,000
AUTOMOTIVE COURSES						
☐	AUR30620	116733K	Certificate III in Light Vehicle Mechanical Technology	78 Weeks	$17,000	$2,000
☐	AUR40216	116734J	Certificate IV in Automotive Mechanical Diagnosis **(Packaged)**	26 Weeks	$6,000	$1,000
☐	AUR50116	116735H	Diploma of Automotive Management **(Packaged)**	52 Weeks	$11,000	$1,500
INFORMATION TECHNOLOGY						
☐	ICT40120	115371F	Certificate IV in Information Technology	52 Weeks	$8,500	$1,000
☐	ICT50220	115372E	Diploma of Information Technology (Cyber Security)	52 Weeks	$11,000	$1,000
☐	ICT60220	115372E	Advanced Diploma of Information Technology (Telecommunications Network Engineering)	52 Weeks	$12,800	$1,000
LEADERSHIP AND MANAGEMENT						
☐	BSB50420	115368A	Diploma of Leadership and Management	52 Weeks	$9,500	$500
☐	BSB60420	115369M	Advanced Diploma of Leadership and Management	52 Weeks	$9,500	$500
☐	BSB80120	115370G	Graduate Diploma of Management (Learning)	104 Weeks	$19,400	$1,000

Please Note:

- A non-refundable **$250 Application fee** is charged for the processing of **each enrolment application** received at City College.

Definition of Tuition and Non-Tuition Fees (Material Fee) 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. or are ancillary to the activities that form part of your enrolled course/s.

Non-Tuition Fees / Course Material Fees include the following:

- Your course books, resources via LMS including LMS fee, Additional Resources and Materials – as applicable.

Additional non-tuition fees where applicable including:

- The Student's Health Insurance costs will be applied if City College has made the arrangements.
- Airport pick up charges

IMPORTANT NOTE:

The **Enrolment Application Fee** is **NON-REFUNDABLE** once an application to enrol has been received by City College. All other refunds will be processed in accordance with the City College Refund and Cancellation Policy - please refer to the City College policy and procedures a detailed below and/or accessible via the City College website at: www.citycollege.edu.au

4. PASSPORT DETAILS

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Passport Status:	☐ Issued ☐ Pending	**Country Passport was Issued By:**	
Passport Number:		**Passport Expiry Date:**	
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			
Passport was Verified By (write Name):		**Signature:**	
Date Verified:		**Contact Number:**	

5. VISA DETAILS

Are you Currently Studying in Australia?	☐ **No** ☐**Yes**	**Name of Training Provider:**	
What VISA Type do you Currently Hold (If Any)?	☐ No Visa Held ☐ Student ☐ Visitor ☐ Working ☐ Bridging ☐ Other (provide Details) _____		
VISA Status:	☐ Issued ☐ Pending	**VISA Number**:	
VISA Expiry Date:		**Are you in Australia NOW?**	☐ Yes ☐ No

IF NO current valid VISA held - please complete the following:

Country of Visa Lodgement:		**City of Visa Lodgement:**	
Date you have/will Apply for a Visa:			

6. Education Agent Details (If applying through an education agent)

Agent Company Name:		
Your Agents Name:		
Agency Full Address:		
Phone Number:		**Agent's Stamp:**
Mobile:		
Email:		

7. How did you hear about City College?

☐ Agent	☐ Google Search	☐ Radio
☐ Exhibition	☐ Government Websites	☐ Travel agents
☐ Events	☐ Instagram/Linked In/Google+	☐ Friends
☐ Newspapers/Magazines	☐ Facebook	☐ Relatives

8. OVERSEAS STUDENT HEALTH COVER

Have you arranged your own Insurance (OSHC)?	☐ **If Yes** complete (Part A Below)	☐ **If No** complete (Part B Below)

Part A – Provide Your Insurer Details

Name of Insurer:		**Contact Number:**	
Member No:		**Date of Expiry:**	

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Part B – Do you want City College to assist you in arranging your health cover? ***(You must advise City College which Insurance your Require – from Below)***			☐**Yes** ☐**No**
Cover Type	☐ Single ☐Couple ☐ Family	**Duration** (in months)	☐ 6 ☐ 12 ☐ 18 ☐ 30
NOTES: 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 MUST cover the total length of your course(s) (+7 days before start of Course and + 2 months after finish)*			

9. ENGLISH LANGUAGE PROFICIENCY (Please choose by placing an X in the boxes that apply to you)			
Which English test have you completed in the last 2 years?			
☐ IELTS ☐ TOEFL ☐ PTE ☐ CAE ☐ Other (provide details)			
Provide results of above test		**Date test taken:**	
Have you completed an English Course in Australia?			☐ YES ☐ NO
Have you completed an Australian Certificate IV level course or above within Australia – *issued no longer than 2 years ago?*			☐ YES ☐ NO
If YES, please attach evidence of Statement of Attainment, Certificate, academic record/results, and English test result with date.			

10. PREVIOUS EMPLOYMENT/WORK EXPERIENCE	
Do you have previous/prior employment experience relevant to the above qualifications you are applying to enrol in?	☐ YES ☐ NO
You MUST attach separate documentations to your application that will support this previous employment/experience - including a Resume and 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 3 Years and How does this course relate to your previous study or work?**

2. **Why do you want to study the course/s you have selected above with City College?**

3. **What employment/job do you hope to secure/get when you have successfully completed the above selected course/s with City College?**

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4. **Financial Capacity – Please confirm how you will fund your tuition fees and living expenses while studying in Australia. Attach supporting evidence (bank statements, sponsorship letter, scholarship confirmation, etc.).**

5. **Confirm (Check (X) the relevant box/es below) for the Qualification course/s and level/s that you have applied to enrol at City College:**

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

☐ I declare that the information above is true and correct, and I understand that providing misleading information may result in cancellation of my enrolment and/or visa.

11. 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 City College)*

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 City College) 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 City College – 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.

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 City College website at: http://www.citycollege.edu.au and on or on request via your Agent or directly from City College enquiries and reception.

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 City College)?	☐ **YES, I will** ☐ **NO, I will not**

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If yes, If yes, please complete the City College **Application Form for RPL or CT** and attach all relevant evidence and supporting documentation. Refer to the City College's Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedures, ensuring you submit your application PRIOR to attending your City College Orientation Session.

Note: The policy, procedures, and application form are available on the City College website: http://www.citycollege.edu.au or can be requested from your agent or the reception staff.

12. EQUITY / 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 City College 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		
If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list: (You may indicate more than one area) Please refer to the Disability supplement for an explanation of the following disabilities.)	☐ Hearing/deaf	☐ Mental Illness	☐ Other: ....
	☐ Physical	☐ Vision	
	☐ Intellectual	☐ Acquired brain impairment	
	☐ Learning	☐ Medical condition	

13. ACCOMMODATION REQUIREMENTS

Do you require City College to provide information and references related to accommodation?	☐ Yes	☐ No
Do you require City College to arrange for Airport pick up? **This service has an additional cost**	☐ Yes	☐ No
Other additional information regarding Accommodation Needs?		

14. PAYMENT DETAILS

All fees and charges are to be in Australian Dollars (AUD) if this is not possible then approval from City College may be granted for the use of American Dollars (USD)

Note: Students must include their payment details within this Enrolment Application form.

☐ **Bank/Internet Funds Transfer Must be in Australian Dollars (AUD) made payable to:**

Account Name:	**City College Pty Ltd**
BSB:	067873
Account Number:	10788544
SWIFT Code:	CTBAAU2S
Bank Name:	Commonwealth Bank Australia
Branch:	Canning Vale
Bank Address:	257, Bannister Road, Canning Vale, WA 6155
Reference:	Enter <Applicant Surname>&<Date of Birth>

15. SCHOOLING/ACADEMIC LEVEL

Are you still enrolled in secondary or senior secondary education?	**☐ No ☐ Yes**

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What is your highest COMPLETED school level? (Tick ONE box only) (If you are currently enrolled in secondary education, the *Highest school level completed* 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 *Highest school level completed* is Year 9).	☐ Year 12 or equivalent ☐ Year 11 or equivalent ☐ Year 10 or equivalent ☐ Year 9 or equivalent ☐ Year 8 or equivalent ☐ Never attended school

16. PREVIOUS QUALIFICATIONS ACHIEVED

Have you SUCCESSFULLY completed any of the qualifications? (tick ANY applicable boxes)

☐ No – Go to Employment Section – Question 17
☐ Bachelor degree or higher degree
☐ Advanced diploma or associate degree
☐ Diploma (or associate diploma)
☐ Certificate IV (or advanced certificate/technician)
☐ Certificate III (or trade certificate)
☐ Certificate II
☐ Certificate I
☐ Other education (including certificates or overseas qualifications not listed above)

17. EMPLOYMENT - ONSHORE

Of the following categories, which BEST describes your current employment status? (Tick ONE box on the right side only)

☐ Full-Time employee
☐ Part-Time employee
☐ Self-employed – not employing others
☐ Self-employed – employing others
☐ Employed – unpaid worker in a family business
☐ Unemployed – seeking full-time work
☐ Unemployed – seeking part-time work
☐ Not employed – Not seeking employment

Are you a permanent resident of Australia?	☐ Yes ☐ No
Do you speak a language other than English at home?	☐ No, English only ☐ Yes, other – please specify .....

Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)	☐ Yes, Aboriginal ☐ Yes, Torres Strait Islander ☐ No

18. STUDY REASON

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)

☐ To get a job
☐ To develop my existing business
☐ To start my own business
☐ To try for a different career
☐ To get a better job or promotion
☐ It was a requirement of my job
☐ I wanted extra skills for my job
☐ To get into another course or study
☐ For personal interest or self-development
☐ To get skills for community/voluntary work
☐ Other reasons

19. UNIQUE STUDENT IDENTIFIER (USI)

City College 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 https://www.usi.gov.au/students/create-your-usi - this can be achieved via a computer or a mobile device.

Enter your Unique Student Identifier (USI) (if you already have one)

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 https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/

20. TERMS AND CONDITIONS

TERMS & CONDITIONS OF ENROLMENT

1. **Student Responsibilities**
   a) Students must satisfy entry requirements for course of enrolment.

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

2. Visa Requirements

a) According to Visa requirements, all students are required to undertake full-time study workload and must attend a minimum of at least 80% of classes in their course, as per the duration stated in their Confirmation of Enrolment (CoE)
b) Failure to meet the minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA) for unsatisfactory attendance, which many results in the cancellation of their student visa.
c) If a student does not commence studies on the agreed commencement date, after 7 - 14 days the college will initiate the cancelation process of 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.
d) Students are required to have in place, prior to commencement of studies, Overseas Student Health Cover (OSHC) throughout the duration of their course of studies. Our organization has agreements in place with OSHC providers and can assist you with accessing health cover.

3. Enrolment & Selection

a) This form is just for registering your initial interest into training with the college and is not confirmation of your enrolment into the college. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.
b) All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
c) The student is responsible for notifying the college if they have a medical condition or disability or require assistance in their training.
d) An Enrolment Application Fee must accompany enrolment to enable the students' application to be processed.
e) It is the student's responsibility to note the date, time and location of the course as advertised.
f) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
g) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
h) If you are unable to complete your course, due to changed personal circumstances, the college will make every effort to ensure you are placed into an alternative pre-scheduled course.
i) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
j) The college reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
k) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. the college 's students are covered by public liability insurance whilst studying on campus.
l) Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
m) Completing the Enrolment Application Form does not guarantee a place within the college.
n) The college reserves the right to decline an application.
o) Students from assessment level 3 and 4 countries are advised to apply through the college's representative (Education Agent).
p) Applications will be processed when all required documents and the non-refundable enrolment fee are received by the college.

q) Airport pickup service arrangement fee is payable every time the arrangement request is made.

r) When the duration of studies at the College needs to be extended to complete the course, the student is required to pay additional fees for this extension.

4. Course Fees and Charges

a) Please refer to the International Student Prospectus and the relevant City College Policies and procedures located on the City College website at: http://www.citycollege.edu.au for information on course fees, including any required deposit; tuition fees, course material fee, non-tuition fees, refund policy, and any other relevant information and/or possible charges (if applicable).

b) Fees must be paid in Australian dollars by bank cheque or electronic bank transfer to the College's stated bank account. The College will not be responsible for any monies paid to agents.

c) The college reserves the right to vary fees without prior notice.

d) Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.

e) Certificates, Academic Records and Statements of Attainment are issued to students who have been assessed and deemed to be competent in all the required units of competency within each enrolled qualification. The initial award/Certificate (including the Academic Record) and/or a Statement of Attainment to an enrolled student is at no additional cost to the student as it is included in the students PAID course fees. All replacement or re- printing of a student's Certification will incur a cost – being, a certificate re-issue fee of $100 per certificate. – Refer to the City College Fee and Charges Policy in the City College Student Handbooks, or go to the City College Website at: http://www.citycollege.edu.au

f) Fees not paid by the due date will incur a late fee of 5% of the total fee due.

g) The student may risk their CoE being cancelled if their course fees are not paid by the due date. If a student has any problem paying fees on time on accordance with their approved City College payment requirements and/or Plan, it is the student's responsibility to discuss alternative arrangements with the college Student Support Officer/s or Finance Department, before the due date for a payment has passed.

h) An Enrolment Application Fee of $250 may be required to be paid with this Enrolment Application Form, which is non-refundable.

i) If a student requires a re-issue of their Certificate or Statement of Attainment, however, there is a fee chargeable for the re-issuing of City College Certification documentation. Please refer to the City College Fees and Charges Policy and Procedures, in the City College Students Letter of Offer, the International Student Handbook – accessible via the City College website at: http://www.citycollege.edu.au

j) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

k) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.

l) The College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation

m) Prepaid fees will be protected in accordance with AC City College's approved fee protection measures under Clause 18 of the Compliance Standards 2025 and the Tuition Protection Service (TPS) for international students.

n) City College Bank account details for payment of relevant application and course fees and charges are as follows:

City College Bank Account Details	
Account Name:	City College Pty Ltd
Bank:	Commonwealth Bank Australia
BSB:	067873
Account Number:	10788544
Swift Code:	CTBAAU2S

5. Refund Policy

a) If a student's visa application is rejected prior to course commencement date, 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.

b) Students are also eligible for a Refund if City College cancels the enrolled course, or the principal course application has been denied.

c) Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund for this please refer to City College Refund Policy at the college Website: http://www.citycollege.edu.au

d) There will be no refund issued following commencement of a student's course of study.

e) All Enrolment Application fees and airport pickup service fees are non-refundable.

f) If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.

g) If City College 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).
h) The College is not responsible for Agent fees – this service is paid between the Student and the students nominated Education Agent (EA) – If applicable.
i) When a refund is applicable and the student has paid the course fees through an agent, the commission deducted from the student's course fees - by the students Agent, will be refunded to the student, by the student's agent as part of the Agents refund procedures.
j) To request a refund, the student must submit a completed and signed City College Refund Request Form. The students written refund request will be processed within 4 weeks from the date of application being received at admissions@citycollege.edu.au
k) Any Support arrangement fee (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.
l) Refunds and Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of City College on written request including supporting evidence/documentation.
m) No refund or transfer will be made to third parties – all student refund entitlements will be made directly in to the relevant students registered bank account (as per the student's records held by City College). This policy may be waived by the college in exceptional circumstances and assessed on a case-by-case basis at its absolute discretion and the decision of the college is final.
n) 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 the City College Complaints and Appeals Policies and Procedures in their Student Handbook, or go to the City College Website at: www.citycollege.edu.au
o) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australian consumer protection law.

6. Deferring, Suspending or Cancelling Enrolment

a) Withdrawals, Deferrals and Amendments MUST BE MADE IN WRITING. Please refer to the City College Withdrawal, Deferral & Amendment Policy and the Fees & Refunds Policy on the City College website www.citycollege.edu.au
b) Students need written permission from City College to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehavior by the student.
c) 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.
d) City College is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.
e) Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.
f) Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.
g) City College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access City College's internal Complaints and Appeals Procedure.

7. Accommodation and Airport Pickup Service

a) If you require assistance with Airport Pickup Service, the college will require a minimum 14 days for airport pick-up service.
b) If the student has requested an Airport Pickup Service, on arrival the student will be accompanied from the airport by an approved delegate of City College if required.

8. Students Contact Details

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

9. Termination

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

10. Privacy Statement

a) City College 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 utilized 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.

b) City College has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's 2025 and/or the National Code 2018.

c) 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.

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

11. Privacy Notice

a) Under the *Data Provision Requirements 2012*, City College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

b) Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by City College for statistical, administrative, regulatory and research purposes. City College may disclose your personal information for these purposes to:

c) Commonwealth and State or Territory government departments and authorized agencies; and NCVER.

d) Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

e) You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorized agencies. Please note you may opt out of the survey at the time of being contacted.

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

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

Why we collect your personal information

As a registered training organization (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analyzing and communicating research and statistics about the Australian VET sector.

We are also authorized by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorized to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organizations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage

E: info@citycollege.edu.au
W: www.citycollege.edu.au
T: +61 497 834 448
ABN: 66 114 139 570

- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at: www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DESE is authorized by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

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

Contact information

At any time, you may contact Admin City College (Emergency Student Services) via:

Mobile: +61497834448 or **Email** info@citycollege.edu.au to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

12. Changes to Agreed Services

a) Where there are any changes to the agreed services that will affect the student, including in the event of City College closing down, the college will advise the learner in writing as soon as practicable, this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third-party arrangements.

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

13. Consumer Guarantee

a) The College guarantees that the services provided by the College will be:

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

14. Cooling Off Period

a) The College protects the rights of the student including but limited to the Statutory requirements for cooling-off periods.

b) Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the student support Officer (a letter or email is acceptable) within 10 business days of the student having signed and accepted the City College Letter of Offer. Unless the student has already commenced the training – In this circumstance, please refer to the City College Refund Policy and Procedures for full details of the refund process and requirements.

15. Complaints and Appeals

a) If a student is experiencing any difficulties, they are encouraged to discuss their concerns with the Training Coordinator or the Student Support Officer /admin. The College's Student Support staff/admin will make themselves available at a mutually convenient time should a student seek assistance.

b) If a student wishes to make a complaint, they are required to complete the City College Complaints and/or Appeals Form, which is included in the Student Handbooks, available via the City College website or on request from the City College admin staff. Once the form has been completed, the form should be submitted to the college for Further action.

c) Please refer to the Student Handbooks or the City College Complaints and Appeals Policy and Procedures for more information on the process located at: www.citycollege.edu.au

16. Credit Transfer

a) The college recognizes the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organization.

b) Credit Transfer will be awarded for units of competency that directly align with the unit/s required to be undertaken in order to successfully complete the City College qualification that the student has enrolled in. Student are responsible for providing original

evidence and/or supporting documentation of their previously gained competencies to City College with their application for Credit Transfer. City College will assess each application and supporting evidence in accordance with the City College policy and procedures. Student will be notified in writing of the application outcomes.

c) Please refer to the Student Handbooks, or go to the City College website at: www.citycollege.edu.au or contact the City College Perth office for further information and an application.

17. Support Services

a) The college caters to diverse client learning needs and aims to identify and respond to the learning needs of all its students. Students are encouraged to express their views and talk to a City College 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.

b) All students are required to meet the minimum English language skills requirements and Academic levels as part of their enrolment however, students may require further educational assistance and support. Students requiring assistance and/or support or those students identified as requiring assistance by the college will be invited to an intervention meeting and or City College will offer support where possible both internally or via an appropriate referral to an external support agency.

c) The college is committed to providing students requiring additional support, advice or assistance while training. Please see the Student Handbooks and or information contained within the City College website for further information on the types of support available.

d) To achieve this and to ensure the quality delivery of training and education, the College provides vocational training and assessment support and mentoring sessions for students to improve and extend their training outcomes. Students are advised to seek and make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the college for further support and/or assistance.

18. Legislative and Regulatory Requirements

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

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

19. Age Dependents

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

b) Any school age dependent of a student must be enrolled and attending school during the period that the student is studying with the college.

20. City College Contact Hours

a) Office Hours are 8:00 AM to 5:30 PM Monday - Friday. Email correspondence is made during weekdays only and not weekends and public holidays. The college does not take calls or reply to emails outside of office hours, weekends and public holidays.

21. Pre-Departure when Travelling to Australia Information

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

22. Submitting your Application to City College

a) Fill in the Enrolment Application Form provided by City College and send it through email admissions@citycollege.edu.au or submit to City College approved Education Agent or in person at the Reception of City College.

23. Enrolment and Acceptance

a) On receipt of your application to Enrol Form, the City College Admission Staff/admin will review and assess the Enrolment Application and all supporting evidence/documentation for accuracy and completeness. IF the application and all supporting documentation is completed correctly and sufficient, the application will be approved and processed to the next stage where a City College Letter of Offer (LOO) will be issued to the applicant via email.

24. City College After Hours - Emergency Contact

a) In an emergency (24/7), the following Point of Contact (POC) is available to be contacted by City College Students and Staff:

b) a) **Emergency POC:** City College CEO **Mobile No:** +61 497 834 448

25. Entry Requirements

City College Course entry/pre-requisite enrolment requirements

Courses

- **SIT30821 - Certificate III in Commercial Cookery**
- **SIT40521 - Certificate IV in Kitchen Management**
- **SIT50422 - Diploma of Hospitality Management**
- **SIT60322 - Advanced Diploma of Hospitality Management**
- **ICT40120 - Certificate IV in Information Technology**
- **ICT50220 - Diploma of Information Technology**
- **ICT60220 – Advanced Diploma of Information Technology**
- **AUR30620 - Certificate III in Light Vehicle Mechanical Technology**
- **AUR40216 - Certificate IV in Automotive Mechanical Diagnosis**
- **AUR50116 - Diploma of Automotive Management**
- **BSB50420 - Diploma of Leadership and Management**
- **BSB60420 - Advanced Diploma of Leadership and Management**
- **BSB80120 - Graduate Diploma of Management (Learning)**
- **CPC31020 - Certificate III in Solid Plastering**

Course Pre-requisites/Entry Requirements

Minimum academic level:

- Completion of Australian Year 11 or other equivalent Australian qualification/s, or an Australian qualification from a minimum of a Certificate III level. (For **Certificate IV)**
- Year 12 (For **Diploma and Advanced Diploma**)
- Completion of a recognized degree or diploma or advanced diploma or equivalent. (Any field) for Graduate Diploma of Management (Learning)
- Prior employment or work experience that demonstrates the required entry level knowledge, skills and experience within a business, leadership, management or other relevant industry sector/level.

Minimum English proficiency requirements

- Evidence of an IELTS test Score of 6.0 or equivalent for a Certificate IV qualification, or
- Evidence of an IELTS test Score of 6.0 or equivalent for a Diploma and/or Advanced Diploma qualification.
- Evidence of an IELTS test Score of 6.0 or equivalent for a Graduate Diploma of Management (Learning)

Minimum Age for students to enrol at City College

- 18 years of age and above

26. Course Delivery and Student Study Hours

All classes are delivered in English. Delivery method is Face-to-Face with some structured external learning. Classes are scheduled to meet the minimum student study visa requirements of 20 hours Face-to Face per week (2.5 days per week of classes).

27. Head Office and Campus Location

Perth Offices and Campus: Level 2, 150-152 Adelaide Terrace East Perth, WA 6004

Carlisle Campus: 33 Archer Street, Carlisle, WA 6101

Telephone:	+61497834448 / +61863888988	**Email:**	admissions@citycollege.edu.au	**Website:**	www.citycollege.edu.au

STAFF-IN-CONFIDENCE (When completed)

Enrolment Application Form

21. APPLICANT ACKOWLEDGEMENT AND DECLARATION

I, _____knowledge that the information provided in this Enrolment Application Form and other supporting documents provided to me contain accurate, true and correct information.

- I agree that I have read and agree to the Terms and Conditions of Enrolment and presented in this application (above), the fees payable, the Refund Policy and Procedures of the college, and to be bound by the Conditions of Enrolment and policies and procedures of City College. I acknowledge that City College reserves the right to vary or reverse any decision regarding admission made on the basis of incorrect, incomplete or fraudulent information.
- I confirm the information supplied in this application in relation to my study plan is true and accurate. I understand that any changes to my study plan may be considered detrimental.
- I acknowledge and confirm that I understand that this Application Form includes questions to enable City College to collect and provide AVETMISS compliant records to meet their National VET Provider Collection Data Requirements. Additional information about AVETMISS Records and City College Privacy Statement is available at the reception Desk, and via the City College website.
- I acknowledge and confirm that I understand that City College recognizes and respects my privacy. City College collects, stores, and uses personal information only for the purposes of administering student and prospective student admissions, enrolment and education.
- I acknowledge and confirm that I understand that the information collected is confidential and will not be disclosed to third parties without my consent, except to meet government, legal or other regulatory authority requirements and/or to authenticate information provided to us as part of City College's application process. City College's Privacy Policy reflects the National Privacy Principles set out in the Privacy Act 1988 as well as the Information Privacy Principles set out in the Information Privacy Bill 2007 (WA). Further information about our Privacy Policy is available in the conditions of enrolment section of this application form.
- I understand that they will use the ID I have provided as part of my application process. More information on the requirement for a USI is available via www.usi.gov.au. I understand that when City College 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 DoHA providing the college 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 this Enrolment Application Form and that the Enrolment Application Fee is non- refundable.
- I understand that this agreement and the availability of the College's Complaint and Appeals processes does not remove my right to take action under
- Australia's Consumer Protection Laws
- I understand and allow City College to use photographs, testimonials and videos taken of me for advertising and/or marketing purposes.

APPLICANTS SIGNATURE: _____ **DATE:** (DD/MM/YYYY)_____

ONSHORE or OFFSHORE? _____

22. AGENTS DECLARATION

I have assessed the applicant as a Genuine Student as defined by the Department of Immigration and Border Protection as per www.border.gov.au to the best of my knowledge, the applicant is genuine in making this application and has every intention of completing all programs listed on this application. I have made every effort to verify the authenticity and validity of the documents which form part of this application.

I am satisfied that the applicant has genuine access to the total funds required while in Australia to cover all travel, OSHC, tuition and living costs for themselves and any dependents.

I recommend that City College proceed with the assessment of this Prospective Student's Application to enrol at City College. I confirm that the applicant has signed this application form.

I have verified the student's listed email address and residential address.

I declare that I will forward all relevant correspondence related to this application to the student.

Agent's Name: _____

Agent's Signature: _____

Date Signed: (DD/MM/YYYY) _____

STAFF-IN-CONFIDENCE (When completed)

Enrolment Application Form

Version No	Approval Date & Review Date	Comment	Reviewed/Approved By
1.0	July 2024	Enrolment Form Created	CEO
1.1	Sep 2024	Added Automotive Course Details	CEO
2.0	Dec 2024	Fee updated + added Address	CEO
2.1	April 2025	Fees (Tuition + Material) Updated Added AUR 5- 26 weeks course	CEO
3.0	July 2025	Updated according to Standard 2025 + Formatting Changes	CEO
3.1	Dec 2025	Commercial Cookery, Solid Plastering and Hospitality Management Courses added	CEO
3.2	Dec 2025	Courses Fees (Promotional) 2026 added	CEO

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