



**INSTITUTE OF  
INTELLECT BLENDING**  
RTO No. 41282 CRICOS No. 03526A

## ENROLMENT FORM

Please complete and forward your application on to:

By e-mail: [admissions@iib.edu.au](mailto:admissions@iib.edu.au)

In Person or by Mail: Levels 1, 2 & 3, 436-450 Kent Street  
Sydney NSW 2000

For more details, please call: 02 8072 7651

### PERSONAL DETAILS

<b>USI (If known):</b>		
Title: <input type="radio"/> Mr. <input type="radio"/> Ms. <input type="radio"/> Mrs.	Gender: <input type="radio"/> Male <input type="radio"/> Female	
First Name:		
Last Name:		
Date of Birth:	Nationality:	
Passport No:	Expires on:	
Phone Number:		
Email Address:		
<b>Australian Address:</b>		
Suburb:	State:	Postcode:
<b>Overseas Address (Must be applicant's address):</b>		
Postcode:	Country:	
<b>Emergency Contact Name:</b>		
Relationship:	Mobile Phone:	
Email Address		

### VISA DETAILS

Are you currently residing in Australia? <input type="radio"/> Yes <input type="radio"/> No
Which visa type do you plan to study under at IIB?
<input type="radio"/> Student <input type="radio"/> Tourist/Visitor <input type="radio"/> Working <input type="radio"/> Holiday
<input type="radio"/> Other _____
Are you lodging your visa application in Australia? <input type="radio"/> Yes <input type="radio"/> No
If no, please specify: City: _____ Country: _____
Has your visa been cancelled / refused before? <input type="radio"/> Yes <input type="radio"/> No
Number of Dependents: _____

### OVERSEAS STUDENT HEALTH COVER

Do you require Overseas Student Health Cover (OSHC)?
<input type="radio"/> Yes <input type="radio"/> No

### ACCOMMODATION & AIRPORT PICK-UP

Do you require accommodation to be organised? <input type="radio"/> Yes <input type="radio"/> No
<input type="radio"/> Homestay <input type="radio"/> Single Room <input type="radio"/> Share Room <input type="radio"/> Student Residence
<i>If accommodation is required, you must complete an Accommodation Application Form, this will be sent to you with the letter of offer.</i>
Do you require airport transfer on arrival? (AUD\$200 One-way)
<input type="radio"/> Yes <input type="radio"/> No

### CURRENT ENGLISH LEVEL

Have you ever completed any of the following English tests? (IELTS, TOEFL, TOEIC, Cambridge Tests, PTE)
Name of Test: _____ Year of Test: _____ Test Score: _____
Have you ever completed an ELICOS course? <input type="radio"/> Yes <input type="radio"/> No
Level: _____

### COURSE SELECTION

ELICOS Courses Name/Code	Duration	CRICOS Code
<input type="radio"/> General English GE	72 Weeks	096191E
<input type="radio"/> English for Academic Purposes EAP-ADV	36 Weeks	106446M
<input type="radio"/> IELTS IELTS	24 Weeks	096192D
<input type="radio"/> PTE PTE	12 Weeks	096194B
Preferred Starting Date: DD / MM / YYYY		Duration: _____

Vocational Courses Name/Code	Duration	CRICOS Code
<input type="radio"/> Diploma of Project Management BSB50820	104 Weeks	104586D
<b>2023 Intakes</b> <input type="radio"/> 09 Jan <input type="radio"/> 10 Apr <input type="radio"/> 15 May <input type="radio"/> 10 Jul <input type="radio"/> 14 Aug <input type="radio"/> 09 Oct		
<b>2024 Intakes</b> <input type="radio"/> 08 Jan <input type="radio"/> 12 Feb <input type="radio"/> 08 Apr <input type="radio"/> 08 Jul <input type="radio"/> 12 Aug <input type="radio"/> 07 Oct		
<b>2025 Intakes</b> <input type="radio"/> 06 Jan <input type="radio"/> 07 Apr <input type="radio"/> 12 May <input type="radio"/> 07 Jul <input type="radio"/> 11 Aug <input type="radio"/> 06 Oct		
<input type="radio"/> Certificate IV in Business BSB40120	78 Weeks	106751B
<b>2024 Intakes</b> <input type="radio"/> 08 Jan <input type="radio"/> 12 Feb <input type="radio"/> 08 Apr <input type="radio"/> 13 May <input type="radio"/> 08 Jul <input type="radio"/> 12 Aug <input type="radio"/> 07 Oct <input type="radio"/> 11 Nov		
<b>2025 Intakes</b> <input type="radio"/> 06 Jan <input type="radio"/> 10 Feb <input type="radio"/> 07 Apr <input type="radio"/> 12 May <input type="radio"/> 07 Jul <input type="radio"/> 11 Aug <input type="radio"/> 06 Oct <input type="radio"/> 10 Nov		
<input type="radio"/> Diploma of Business BSB50120	78 Weeks	105662M
<b>2023 Intakes</b> <input type="radio"/> 09 Jan <input type="radio"/> 13 Feb <input type="radio"/> 10 Apr <input type="radio"/> 15 May <input type="radio"/> 10 Jul <input type="radio"/> 14 Aug <input type="radio"/> 09 Oct <input type="radio"/> 13 Nov		
<b>2024 Intakes</b> <input type="radio"/> 08 Jan <input type="radio"/> 12 Feb <input type="radio"/> 08 Apr <input type="radio"/> 13 May <input type="radio"/> 08 Jul <input type="radio"/> 12 Aug <input type="radio"/> 07 Oct <input type="radio"/> 11 Nov		
<b>2025 Intakes</b> <input type="radio"/> 06 Jan <input type="radio"/> 10 Feb <input type="radio"/> 07 Apr <input type="radio"/> 12 May <input type="radio"/> 07 Jul <input type="radio"/> 11 Aug <input type="radio"/> 06 Oct <input type="radio"/> 10 Nov		
<input type="radio"/> Advanced Diploma of Business BSB60120	104 Weeks	105663K
<b>2023 Intakes</b> <input type="radio"/> 09 Jan <input type="radio"/> 10 Apr <input type="radio"/> 10 Jul <input type="radio"/> 14 Aug <input type="radio"/> 09 Oct		
<b>2024 Intakes</b> <input type="radio"/> 08 Jan <input type="radio"/> 08 Apr <input type="radio"/> 13 May <input type="radio"/> 08 Jul <input type="radio"/> 07 Oct		
<b>2025 Intakes</b> <input type="radio"/> 06 Jan <input type="radio"/> 07 Apr <input type="radio"/> 07 Jul <input type="radio"/> 11 Aug <input type="radio"/> 06 Oct		
<input type="radio"/> Diploma of Leadership & Management BSB50420	78 Weeks	106752A
<b>2023 Intakes</b> <input type="radio"/> 09 Jan <input type="radio"/> 13 Feb <input type="radio"/> 10 Apr <input type="radio"/> 15 May <input type="radio"/> 10 Jul <input type="radio"/> 14 Aug <input type="radio"/> 09 Oct <input type="radio"/> 13 Nov		
<b>2024 Intakes</b> <input type="radio"/> 08 Jan <input type="radio"/> 12 Feb <input type="radio"/> 08 Apr <input type="radio"/> 13 May <input type="radio"/> 08 Jul <input type="radio"/> 12 Aug <input type="radio"/> 07 Oct <input type="radio"/> 11 Nov		
<b>2025 Intakes</b> <input type="radio"/> 06 Jan <input type="radio"/> 10 Feb <input type="radio"/> 07 Apr <input type="radio"/> 12 May <input type="radio"/> 07 Jul <input type="radio"/> 11 Aug <input type="radio"/> 06 Oct <input type="radio"/> 10 Nov		

☐ **Advanced Diploma of Leadership & Management BSB60420** 104 Weeks 106753M

**2023 Intakes** ☐ 09 Jan ☐ 10 Apr ☐ 10 Jul ☐ 14 Aug ☐ 09 Oct

**2024 Intakes** ☐ 08 Jan ☐ 08 Apr ☐ 13 May ☐ 08 Jul ☐ 07 Oct

**2025 Intakes** ☐ 06 Jan ☐ 07 Apr ☐ 07 Jul ☐ 11 Aug ☐ 06 Oct

☐ **Diploma of Information Technology ICT50220** 78 Weeks 108283J

**2023 Intakes** ☐ 09 Jan ☐ 06 Feb ☐ 10 Apr ☐ 22 May ☐ 10 Jul ☐ 28 Aug ☐ 09 Oct ☐ 27 Nov

**2024 Intakes** ☐ 08 Jan ☐ 12 Feb ☐ 08 Apr ☐ 08 Jul ☐ 05 Aug ☐ 07 Oct ☐ 18 Nov

**2025 Intakes** ☐ 06 Jan ☐ 24 Feb ☐ 07 Apr ☐ 26 May ☐ 07 Jul ☐ 11 Aug ☐ 06 Oct

☐ **Advanced Diploma of Information Technology ICT60220** 104 Weeks 108284H

**2023 Intakes** ☐ 22 May ☐ 10 Jul ☐ 21 Aug ☐ 09 Oct ☐ 13 Nov

**2024 Intakes** ☐ 08 Jan ☐ 05 Feb ☐ 08 Apr ☐ 08 Jul ☐ 07 Oct ☐ 11 Nov

**2025 Intakes** ☐ 06 Jan ☐ 07 Apr ☐ 19 May ☐ 07 Jul ☐ 18 Aug ☐ 06 Oct ☐ 10 Nov

☐ **Graduate Diploma of Management BSB80120** 52 Weeks 108282K

**2023 Intakes** ☐ 10 Jul ☐ 14 Aug ☐ 09 Oct ☐ 13 Nov

**2024 Intakes** ☐ 08 Jan ☐ 05 Feb ☐ 08 Apr ☐ 13 May ☐ 08 Jul ☐ 12 Aug ☐ 07 Oct ☐ 11 Nov

**2025 Intakes** ☐ 06 Jan ☐ 03 Feb ☐ 07 Apr ☐ 12 May ☐ 07 Jul ☐ 11 Aug ☐ 06 Oct ☐ 10 Nov

Please visit [https://iib.edu.au/student\\_services/fees-and-charges/](https://iib.edu.au/student_services/fees-and-charges/) for full list of tuition and non-tuition fees.

## EDUCATION & EXPERIENCE

### Previous Qualifications (completed in Australia or overseas)

Course	Country	Year completed

### Work Experience

Details of Employment (job title .etc.)	Country	Year

## CREDIT TRANSFER APPLICATION

You may apply for credit from previous studies either via credit transfer or RPL (Recognition of Prior Learning). Credit transfer applications must be indicated at the point of application. The application form for Recognition of Prior Learning details the process for requesting RPL and how it is assessed.

Do you want to apply for RPL? (Fees apply)

☐ Yes ☐ No

If yes, you need to talk to college representative for application process and further details

Do you want to apply for **credit transfer** for the units of competency you previously completed at another RTO in Australia? (Credit transfer is free of charge)

☐ Yes (please complete the table below) ☐ No

Please write down the course/s for which you have an AQF certificate or record of results and wish to apply for credit transfer of units. You must provide official and authentic copies of these documents in this application.

Qualification	Certificate	Record of Results

## ENTRY REQUIREMENTS

What is your highest COMPLETED school level? (Tick 1 box only) If you're currently enrolled in secondary education, the highest level completed refers to the highest school level you have completed, not the level you are currently undertaking.

☐ Year 12 or equivalent ☐ Year 11 or equivalent

☐ Year 10 or equivalent ☐ Never attended school

Have you completed Diploma or Advanced level BSB Qualification or 2 years full-time related work experience? (Required for applications for the **Advanced Diploma of Business** and **Advanced Diploma of Leadership and Management** courses)

☐ No ☐ Yes, please specify: \_\_\_\_\_

Note: Please make sure you refer to the specific entry requirements that apply to the course you are applying for. These requirements are detailed in the student handbook and our website. All our courses require applicants to be 18 years or older and have proficiency in English equivalent to the level of IELTS 5.5 or higher.

## ADDITIONAL INFORMATION

1. Will you continue your studies in Australia at a higher education?

☐ Yes ☐ No

Name of Education Provider: \_\_\_\_\_

Course Name: \_\_\_\_\_ Starting date: \_\_\_\_\_

2. Tell us the reason you want to take our course:

☐ Career ☐ Academic ☐ Personal

☐ Other: \_\_\_\_\_

\_\_\_\_\_

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

☐ Yes ☐ No

Note: If Yes, please specify the areas of disability, impairment, or long-term condition. You may indicate more than one area. Please attach documentation describing your disability, impairment, or long-term condition in more detail.

☐ Hearing/Deafness ☐ Mental illness ☐ Medical condition

☐ Brain impairment ☐ Physical ☐ Intellectual

☐ Learning ☐ Visual/blindness

☐ Other: \_\_\_\_\_

4. Why have you chosen to enrol at IIB? Do you have sufficient information, knowledge and understanding of courses offered at IIB and their requirements?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. In which country were you born?

☐ Australia ☐ Other: \_\_\_\_\_

6. Do you speak a language other than English at home?

☐ No ☐ Yes (please specify): \_\_\_\_\_

7. Are you of Aboriginal or Torres Strait Islander origin?

☐ No ☐ Aboriginal ☐ Torres Strait Islander

8. Do you have the following computer knowledge and skills to complete the course?

- ☐ Basic Word processing
- ☐ Basic Email knowledge
- ☐ Basic Excel Spreadsheet knowledge
- ☐ Powerpoint presentation knowledge
- ☐ Use of Skype, Webcam, Mobile (for online students)

9. Do you need any Language and Literacy (LLN) support?

☐ Yes ☐ No

10. If IIB identifies you need additional LLN support during the placement test, will you be happy to undertake the recommended additional support program?

☐ Yes ☐ No

11. Does your preferred learning style align with the delivery methods, proposed learning strategies and training materials of the course?

☐ Yes ☐ No

12. Do you have any knowledge of this industry or experience with this type of course for which you will study?

☐ Yes ☐ No

If yes, please describe below and know that you may be asked for further evidence.

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13. What do you hope to achieve with this qualification and what are your career plans after you finish studying?

- ☐ Get a job ☐ Learn more about this industry
- ☐ Get a promotion ☐ Increase my confidence
- ☐ Upgrade or enhance my skills ☐ Expand my knowledge
- ☐ Establish a business ☐ Other (please specify): \_\_\_\_\_
- ☐ Continue or more studies at a higher level \_\_\_\_\_

## PAYMENT DETAILS

Payment should be forwarded by bank transfer to the following:

**Bank:** Commonwealth Bank **Account Name:** Institute of Intellect Blending

**BSB:** 062759 **Bank Address:** World Square NSW

**Account NO:** 10448835 **Swift Code:** CTBAU2S

- ☐ I would like to pay half of the tuition fees of above course(s) before the start of the course(s)
- ☐ I would like to pay more than half of the tuition fees of above course(s) before the start of the course(s)

## APPLICATION DOCUMENT CHECKLIST

Documents to be attached with the Application for Enrolment must either be certified as 'True Copy' and/or verified. All documents must be English translated.

- ☐ Passport including photo & signature page
- ☐ Evidence of English language proficiency
- ☐ Evidence of highest academic qualifications
- ☐ Related work experience if any
- ☐ Copy of current Australian Visa (if applicable)

## TERMS & CONDITIONS

### Conditions of Enrolment

- An individual is deemed to be an enrolled student at the college when he/she has an active CoE (Confirmation of Enrolment as determined by PRISMS) which is delineated by a start date and an end date and corresponds to a course or courses of study. Subsequent to the commencement of the course, maintaining enrolment in a course of study is subject to the following conditions. Failure to meet each and all these conditions may result in your enrolment being suspended or cancelled.
- Notifying the College of change of contact details: You are obliged to notify IIB immediately of any change of address, phone number, email address, and emergency contact while enrolled at the college. This is primarily to ensure that any notifications sent to you of visa breaches are sent to your current address. It is also important for ensuring you receive other important notifications from the college, especially those that relate to the College's course progress intervention strategy.
- Meeting all Student Visa conditions as prescribed by the Department of Home Affairs (DHA): You must comply with the conditions of your visa. Notably, these include, but are not restricted to:
  - Maintaining a full-time enrolment in your registered course.
  - Maintaining a minimum of 20 scheduled course contact hours.
  - Maintaining satisfactory course progress throughout the course. To maintain satisfactory course progress, the student must be deemed to be Competent in at least 50% of the units in a study period.
  - Maintaining satisfactory course attendance throughout the course. To have satisfactory attendance, students must maintain at least 80% of attendance in a study term.
  - Maintaining Overseas Student Health Cover membership.
  - Informing the College of change of address.
- Failure to maintain satisfactory course progress and attendance will result in receiving warning letters, and consequently might result in the student being reported to the Department of Home Affairs (DHA) for breaching student visa conditions.
- Abiding by the college's Code of Practice: Disruptive behaviour in class and failure to observe the IIB Code of Practice may result in your enrolment being cancelled. In such a case you will not receive a refund of fees, and all outstanding fees and charges will become due at the date of your enrolment being cancelled.
- Attending student orientation session: students must attend a scheduled student orientation session upon commencement of their studies or, in the case of late arrival, attend the next scheduled student orientation session.
- Please refer to the college's *Student Handbook* for full details of attendance and course progress monitoring and reporting policies and procedures

### Terms of Enrolment

- Any students wanting to enrol at IIB ELICOS courses must meet the entry requirements. The required IELTS (or equivalent) proficiency level must be demonstrated in accordance with the course entry requirements specified by IIB.
- You may apply for credit from previous studies either via credit transfer or RPL (Recognition of Prior Learning). Credit transfer applications must be indicated at the point of application. The application form for Recognition of Prior Learning details the process for requesting RPL and how it is assessed. Applications for RPL must be submitted at least two weeks prior to the commencement of your course.
- Applications are usually processed within 2 weeks of submission, and there might be fees applicable as identified under non-tuition fees. NOTE: There is no reduction in course fees for RPL applications. Before a subject can be repeated the tuition fees in relation to the subject must be paid in full regardless of any fees that may have been paid in advance for other subjects.
- Under exceptional circumstances, and at the discretion of the College, you may be permitted to commence a course up to two (2) weeks after the course start date. If you arrive later than two (2) weeks after the course start date, you will need to defer to the next term. This deferral must be formally granted by the College.
- The College reserves the right to change or replace trainers at any time, cancel a course or subject prior to commencement of each semester and make changes to the syllabus or timetable at any time.
- Course fees for an individual student will not increase during the duration of the course(s) as indicated in this agreement. If your visa status changes (e.g., you become a temporary or permanent resident), you will continue to pay full overseas student course fees for the duration of the enrolled course.
- The delivery location of all courses is Levels 1, 2, and 3, 436 – 450 Kent Street Sydney, NSW 2000, Australia.
- Students are enrolled in a full-time VET course. A full-time course consists of a minimum of 20 contact hours per week. Students must comply with course progress and attendance requirements in line with their visa conditions.

- Timetables are sent to students prior to the commencement of the term. The College might change timetables during the term without notice
- The delivery mode includes 15 hours of face to face, and 5 hours of online learning per week.
- Each course has entry requirements for international students. Entry requirements applicable to all courses are below:
  - Applicants must be 18 years of age or over
  - Applicants must have at least Upper Intermediate level of English, or IELTS 5.5 (or equivalent).
  - Applicants must have completed year 10 or equivalent.
- Some courses have additional entry requirements, and these are given in the following table:

Qualification	Additional Entry Requirement
BSB60120 Advanced Diploma of Business	Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions), or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise
BSB60420 Advanced Diploma of Leadership and Management	Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions), or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
BSB80120 Graduate Diploma of Management (Learning)	Have IELTS 6.0 or equivalent, and Have completed Advanced Diploma level (AQF6) or equivalent, or Have completed Australian year 12 or equivalent and have 5-year full time work experience in a relevant position/role.

- Student is responsible for keeping a copy of the written agreement as supplied by the IIB, and receipts of any payments of tuition fees or non-tuition fees.
- To understand the rights and responsibilities for student visa holders it is recommended that prior to enrolment, students should read the ESOS Framework: <https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>
- If permitted under the ESOS Act, the student may choose to pay more than 50 per cent of their tuition fees before their course commences
- 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.

## Privacy

- Information is collected on this written agreement and during your enrolment in order to meet the College obligations under the ESOS Act the National Code 2018, Tuition Protection Scheme and Standards for RTO's; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.
- The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Secretary and TPS Director.

## Consumer protection

The ESOS legislation provides consumer protection if a student or college defaults on the course the student is enrolled in. It is amply covered under IIB's refund policy.

## Transfer between Providers

- Except in the case of limited circumstances or at the discretion of the college, a student cannot transfer to another registered provider prior to the completion of six months of his/her principal course of study. The principal course is the main course on the student's visa, and it is the final course where a student is enrolled in multiple courses at IIB. The policy of the college is to ensure that it does not enrol any transferring international Student prior to the 6 months of their principal course being completed unless that Student has a valid letter of release agreeing to such a transfer.
- This policy applies to all students enrolled at the College. Those Students who have not commenced their 'principal' course will also need a letter of release (from both the college and further education provider) to be able to enrol in another institution. Our broad policy is to agree to all transfer requests unless there are some factors that need to be taken into consideration. These include but may not be restricted to:
  - A student requesting a transfer has an inaccurate understanding of what the transfer represents to their study options.
  - The student still owes the college course fees.
  - It is suspected that the student is seeking transfer only to avoid being reported to DET for failure to meet course progress.
  - A student requesting a transfer has an inaccurate understanding of what the transfer represents to their study options.
  - It is suspected that the student is seeking transfer only to avoid being reported to DET for failure to meet course progress.
  - The College considers this transfer to be detrimental to the student's interests.
  - The reasons stated for the request to transfer have not been adequate.
  - The transfer does not appear to be for the purpose of an educational or career-oriented benefit.
  - The course you have requested transfer to is the same as your currently enrolled principal course.
  - The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated work commitments.

## Plagiarism

- Plagiarism is when you take someone else's work and submit it for assessment as your own. This can include copying blocks of text from sources such as reference books into your own assignment and neglecting to reference or 'credit' the original source.
- Plagiarism is a very serious offence in Australia and there are harsh penalties for the practice, which may include an automatic failure of your unit. This will put your student visa in jeopardy. If you wish to use someone else's work, you must reference it and explain how it relates to and supports your own work and the case you are trying to build. You must never submit another student's work as your own. For help on using correct referencing please contact the IIB staff.

## Student Entitlement

Students are entitled at no additional cost, to a formal Statement of Attainment (SOA) on withdrawal, cancellation, or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

## Appeal Policy and External Grievance Procedure

Complaint: a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- training and assessment delivered by trainers/assessors
- assessment outcomes
- services provided by education agents acting on behalf of the college

Appeal: A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a trainer/assessor

You can submit an internal complaint or appeal using Complaint form/Appeal Form. The College will start the assessment of complaint/appeal within 10 working days after the date of submission of the complaint/appeal, and will finalise the outcome as soon as practicable. If you are not satisfied with the outcome of the internal appeal process, you can lodge an external appeal to NSW Ombudsman through <https://www.ombo.nsw.gov.au/complaints>. For further details, please refer to Complaints and Appeals Policy on the IIB website.

## Refund Policy

A refund of tuition fees will only be granted in accordance with the refund policy set out below:

### Refund Conditions and Application Process

Fees paid prior to the course commencement date will only be refunded as detailed below:

- Refund applications must be made in writing on the Application for Refund Form; and set out the reasons for the application; and be accompanied by supporting documents as may be appropriate; and be forwarded directly to Student Admissions at IIB.
- If you defer commencement date of a course and then cancel the course, the original start date before your request for deferment(s), will be used as the original course start date to determine whether a refund is to be made.
- Refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Refunds will be made in Australian Dollars (AUD) for the on-shore applicants in Australia.
- Payment of refunds will not be made in cash directly to the student but transferred to the nominated bank account or through the appointed agent.
- Course Fees are not transferable to another student or institution.
- Refunds will be made to the bank details nominated in the Application for Fees Refund form.
- Bank charges are deducted for refunds made by bank draft or electronic transfer.
- Refund applications will not be processed where the signature on the Application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to the College and the Student agreement.
- All debts to IIB must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- Where a student is dissatisfied with a decision to provide or not to provide a refund, he or she may appeal that decision in accordance with the Complaints and Appeals Procedures of IIB.

### Refund Conditions - Visa Refusal

- If a visa application to study in Australia is refused by the DHA because of reasons considered as unlawful by the DHA, including but not limited to fraudulent, and/or forged documents, and/or incomplete and/or incorrect information, no refund whatsoever of any money paid to the college will be made. The reasons on visa refusal letter are to be taken into consideration to determine whether refusal is because of unlawful reasons.
- If a visa application is refused by the DHA before or after the course commences because of reasons other than the ones stated in clause 1 of this section, IIB will process refund in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- The application for a refund must be made in writing to IIB together with a copy of visa rejection notification from the Australian Embassy/ High Commission/ Department of Home Affairs.
- In any case of visa refusal, Administration and Processing Fee for Refunds of \$500 will be applied by IIB.

### Refund Conditions - Student Default

- No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
  - Failure to maintain satisfactory course progress
  - Failure to maintain satisfactory attendance
  - Failure to pay course fees
  - Any behaviour identified as resulting in enrolment cancellation as outlined in IIB's Deferral, Suspension or Cancellation of an Overseas Student Enrolment Policy.

- The student will be deemed to have defaulted if he/she cancels their course prior to commencement, does not commence the course on the commencement date, and/or fails to comply with Terms and Conditions of Enrolment and/or conditions of their visa conditions.
- In cases where the student defaults prior to commencement, IIB will refund fees paid by or on behalf of the student in accordance with the Cancellation and Refund Policy within 28 days after receiving written notice.
- Administration and Processing Fee for Refunds of \$500 will be applied in any case of student default.
- The amounts of refund depend on the date when the written notification for cancellation is received by the College and are given below:

Written notice is received	Amount to be refunded
<ul style="list-style-type: none"> <li>more than 28 days prior to the commencement of the first course</li> </ul>	<ul style="list-style-type: none"> <li>75% of the fees paid in advance minus administration and processing charge</li> </ul>
<ul style="list-style-type: none"> <li>more than 14 days and less than 28 days prior to the commencement of the first course</li> </ul>	<ul style="list-style-type: none"> <li>50% of the fees paid in advance minus administration and processing charge</li> </ul>
<ul style="list-style-type: none"> <li>less than 14 days prior to the commencement of the course</li> </ul>	<ul style="list-style-type: none"> <li>25% of the fees paid in advance minus administration and processing charge</li> </ul>
<ul style="list-style-type: none"> <li>after the course commencement date</li> </ul>	<ul style="list-style-type: none"> <li>No refund</li> </ul>

- If a student defaults after the course commencement, breaches his/her visa conditions, does not pay fees on time, or has their enrolment suspended or cancelled, no fees will be refunded to the student.
- Where 2 or more courses are packaged, the conditions apply to all elements. The course start date for packaged courses is taken to be the start date of the first course in the package.
- The aforementioned course commencement date refers to the first day of the course enrolled, not the commencement of the term. No refunds will be issued after the course starts irrespective of instalment plan and term start dates.

#### Refund Conditions - Provider Default

- IIB reserves its right to cancel a course and/or enrolment prior to commencement date. If IIB cancels a course prior to commencement date, cannot commence a course on agreed date and/or cannot deliver a course in full, these cases will be classified as Provider Default.
- In the unlikely event that IIB is unable to deliver a course in full, the student will be offered a refund in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. Refunds will be paid to students within 28 days of the default day.
- Situations where a provider default may occur include:
  - The course does not start of the agreed starting date which is notified in the Offer Letter.
  - The course stops being provided after it starts and before it is completed.
  - The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
- Alternatively, the student may be offered enrolment in an alternative course by IIB at no extra cost to him/her. The student has the right to choose between a refund as outlined above, or to accept a place in another course. If the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at IIB's expense, then IIB is relieved of its liability to make the payment.
- The student must advise IIB in writing whether or not they agree to the alternative arrangement.
- All refunds will include a statement explaining how the refund amount was calculated.
- If IIB is unable to provide a refund or place the student in an alternative course, the Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost to the student.
- If The TPS cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

#### Appeals

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome, including reasons for the decision.

### DECLARATION

Have you ever had a visa application refused or visa cancelled for Australia or any other country? ☐ Yes ☐ No

Have you ever been reported to DHA for failing to meet visa conditions? ☐ Yes ☐ No

Have you ever been convicted of a crime or offence in Australia or any other country? ☐ Yes ☐ No

### STUDENT INFORMATION

Applicant Name:	
Applicant's Signature:	Date: <i>DD / MM / YYYY</i>

**By providing their signature, the applicant agrees that all information provided in this form are true and correct. The applicant agrees that failing to provide correct information might result in the enrolment application being rejected. The applicant understands the conditions of enrolment and requirements of their student visa. The applicant has read and acknowledged all tuition and non-tuition fees relevant to their course.**

### REFERRAL / EDUCATIONAL AGENCY INFORMATION

Agency Name:	
Agent's Signature:	Date: <i>DD / MM / YYYY</i>
	

### OFFICE USE ONLY

The student has been deemed to be <b>suitable / unsuitable</b> to enrol for the qualifications (Please tick all that apply)	
<input type="radio"/> Previous qualifications are related to the course/s	
<input type="radio"/> Previous employment is related to the course/s	
<input type="radio"/> Future and career plans are consistent with the course outcomes	
<input type="radio"/> Applicant has a genuine interest to study the chosen course	
<input type="radio"/> Other (please specify):	
<hr/> <hr/>	
Officer Name:	Officer Signature:
Date: <i>DD / MM / YYYY</i>	