



APPLICATION FOR ADMISSION

INTERNATIONAL APPLICANTS ONLY Greenhill Institute Pty Ltd (referred as "GI")

1. Complete all sections using BLOCK LETTERS.
2. Attach supporting documents, including copies of your passport and academic documents.
3. Students will be charged AUD \$500.00 (non-refundable) Application Fee.

1. Personal Details (Please choose by placing an X in the boxes that apply to you)

Title:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Other	Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Date of Birth: [Day/month/year]		Country of Birth:	
Surname:		Given Names:	

* 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 Greenhill Institute (GI) to apply for a USI on your behalf, **you must write your name, including any middle names, exactly as written in the identity document** that you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.

2. English Language Proficiency

Do you speak a language other than English at home?	<input type="checkbox"/> No, English only <input type="checkbox"/> Yes, other - please specify	Was English the language of instruction in your secondary/tertiary studies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How well do you speak English?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all	Have you taken the English language test in the last two (2) years e.g., IELTS, PTE, TOEFL or equivalent (if yes please indicate name of test and score)?	<ul style="list-style-type: none"> • Test Name: • Score Achieved: • Date:

☐ Not Required, as I am a citizen and passport holder of (please tick):
☐ United Kingdom ☐ Republic of Ireland ☐ Canada ☐ New Zealand ☐ USA

*Please note that all the students must undertake a Language, Literacy and Numeracy test before the course commencement at Greenhill Institute.
 Refer to Enrolment Kit available on institute's website greenhillinstitute.vic.edu.au for more details.

Are you of Aboriginal or Torres Strait Islander origin?
 (For persons of both Aboriginal and Torres Strait origin, mark both 'Yes' boxes)

<input type="checkbox"/> No	<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torres Strait Islander
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Department of Home Affairs (DHA) Office where you applied for your VISA

<input type="checkbox"/> Onshore (please specify the name)	<input type="checkbox"/> Offshore
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Do you have a Unique Student Identifier (USI) Number?
 Unique Student Identifier (USI):

<input type="checkbox"/> Yes, please specify this below.	<input type="checkbox"/> I will create it myself (visit www.usi.gov.au)	<input type="checkbox"/> I authorise GI to create a USI on my behalf (read the information provided below in Appendix 3)
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Please note that from 1 January 2015, Greenhill Institute 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 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 <http://www.usi.gov.au/create-your-USI>.

Note: Students are required to read Unique Student Identifier (USI) information provided below in "Appendix 3" if the student authorises GI to apply for a Unique Student Identifier. Students will be required to fill up the USI Application form during induction prior to course commencement.



3. Contact Details

Address (Home Country)

Address:			
State/Province:	Country:	Post Code:	
Phone no:	Email:		

Residential Address (Australia)

Address:			
Suburb:	State:	Post Code:	
Phone no (home):	Phone work:		
Mobile no:	Email:		

Postal Address in Australia (if different from Residential)

Address:			
Suburb:	State:	Post Code:	

Preferred method: ☐ Email ☐ Phone

Emergency Contact Details

Name of the person:	Relationship to you:		
Address:	Mobile/phone no:	Email Id:	

4. Passport Details:

Passport no:	Passport Expiry Date:
Country and place of passport issue:	

A true copy of your original documents must be provided as part of your application.

5. Visa Details (if applicable)

Visa Type:	VISA Subclass:
VISA Number:	VISA Expiry date:

6. Education Agent

Did you choose any Education Agent? If yes, please fill in the details of the agent referred.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Name of the Agent:
Address:	Mobile:	
Phone:	Fax:	
Email:	Agent Stamp (if applicable)	

7. Overseas Student Health Cover

OSHC Arranged	Yes (Fill up Part A) <input type="checkbox"/> No (refer to Part B) <input type="checkbox"/>
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Part A-Insurer Details

Name of the Insurer:	Member Number:	Date of expiry:
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Part B

1. The Australian Government requires all persons entering Australia on a Student Visa to have OSHC.
 2. Please refer to the link provided for information on the length of your OSHC - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/length-of-stay>
Note: GI does not apply for OSHC on behalf of students. Students are required to arrange their own health cover. However, GI can assist students in arranging their own OSHC. Please contact GI for assistance in arranging OSHC.



8. Disability Status (Please choose by placing an X in the boxes that apply to you)

Do you consider yourself to have a disability, impairment, or long-term condition? ☐ Yes ☐ No

If you indicate 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:

<input type="checkbox"/> Hearing/Deafness. <input type="checkbox"/> Physical <input type="checkbox"/> Learning <input type="checkbox"/> Intellectual <input type="checkbox"/> Other	<input type="checkbox"/> Medical Condition <input type="checkbox"/> Medical illness <input type="checkbox"/> Acquired Brain Impairment <input type="checkbox"/> Vision
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If Yes, do you require additional assistance because of this disability or any other support need during your study?
☐ Yes ☐ No
 Please provide details of what support you will require during you study:

9. Course Selection (Please choose by placing an X in the boxes that apply to you)

Please be advised that as part of the application process you will be required to do a pre-training review (Appendix 1).

Intake Applying for:

Please tick	Course Code and Name	CRICOS Course Code	Duration (Weeks) Including holiday breaks)
	CPC31020- Certificate III in Solid Plastering	116816G	56 weeks (including holiday breaks)
	CPC50220- Diploma of Building and Construction (Building)	116757B	56 weeks (including holiday breaks)
	BSB50420 - Diploma of Leadership and Management	110522C	52 weeks (including holiday breaks)
	BSB60420 - Advanced Diploma of Leadership and Management	110523B	78 weeks (including holiday break)
	BSB80120 - Graduate Diploma of Management (Learning)	110524A	78 weeks (including holiday breaks)
	ICT60220 - Advanced Diploma of Information Technology	113847B	94 Weeks (including holiday breaks)
	RII60520 - Advanced Diploma of Civil Construction Design	113846C	94 Weeks (including holiday breaks)

Application Fees - \$500 (Non-refundable) *

*Conditions apply. Please refer Fee Payment and Refund Policy for more details.

Note: Details of course information can be obtained from our Student Handbook or by visiting our website greenhillinstitute.vic.edu.au. Alternatively, students can also contact student's administration on 1300136859.

Material Fees will include printed reading materials and handouts or books only.

Delivery Mode:

- **For all qualifications:** Face to face in a classroom with access to simulated environment.
- **For CPC31020, CPC50220:** Face to Face theory learning in classroom and Practical learning at Greenhill Institute's workshop on campus.

Delivery Location (Campus Location) - Suite 2 - 17 David St Brunswick Vic 3056 Australia

For Solid Plastering, Building and Construction (CPC) Qualifications: Students are required to attend practical training sessions at Greenhill Institute's workshop at - Suite 2 - 17 David St, BRUNSWICK, VIC, 3056 as a part of these qualifications. To undertake practical training, students are required to have a PPE kit. This kit can be purchased from the institute or from any suppliers outside prior to undertaking practical training. Price for the Kit if purchased from the institute will be \$400. Students can contact Greenhill Institute at 1300136859 for any further information.

Please Note: Students are required to attend a minimum of 20 scheduled course contact hours per week.

10. Previous qualification achieved (PLEASE DO NOT LEAVE IT BLANK, IT'S MANDATORY)

Have you successfully completed any of the following qualifications in Australia or hold any overseas qualification? If yes, tick any of the below boxes:



☐ Bachelor's Degree or higher ☐ Advanced Diploma or associate degree ☐ Diploma ☐ Certificate IV ☐ Certificate III
☐ Certificate II ☐ Certificate I ☐ Other education (including certificates or overseas qualifications not listed above) if others, please specify

11. Qualification details:

Name of the Institute: _____ Year Awarded: _____
 In the case of overseas qualification, has the qualification been assessed as equivalent to an Australian qualification?
☐ YES ☐ NO
 Attach documentation including copies of all academic records. Academic records not in English must also be accompanied by a translated copy. If you believe you have relevant work experience, attach details and documentation (e.g. employer reference, curriculum vitae, etc.)

12. Schooling

What is your highest completed Institute level? (Tick ONE box only)
☐ Year 12 or equivalent ☐ Year 11 or equivalent ☐ Year 10 or equivalent
☐ Year 9 or equivalent ☐ Year 8 or below ☐ Never attended school
 Are you still enrolled in secondary or senior secondary education? ☐ Yes ☐ No

13. Employment

Which of the following best describes your current employment status?
☐ Full time employee ☐ Part time employee ☐ Unemployed-seeking full time work
☐ Unemployed-seeking part time work ☐ Self-employed - not employing others ☐ Not employed -not seeking employment
☐ Employed - unpaid worker in a family business ☐ Self-employed – employing others
 Which of the best describes your employment sector?

<input type="checkbox"/> A - Agriculture, Forestry and Fishing	<input type="checkbox"/> K - Financial and Insurance Services
<input type="checkbox"/> B - Mining	<input type="checkbox"/> L - Rental, Hiring and Real Estate Services
<input type="checkbox"/> C - Manufacturing	<input type="checkbox"/> M - Professional, Scientific and Technical Services
<input type="checkbox"/> D - Electrical, Gas, Water and Waste Services	<input type="checkbox"/> N - Administrative and Support Services
<input type="checkbox"/> E - Construction	<input type="checkbox"/> O - Public Administration and Safety
<input type="checkbox"/> F - Wholesale Trade	<input type="checkbox"/> P - Education and Training
<input type="checkbox"/> G - Retail Trade	<input type="checkbox"/> Q - Health Care and Social Assistances
<input type="checkbox"/> H - Accommodation and Food Services	<input type="checkbox"/> R - Arts and Recreation Services
<input type="checkbox"/> J - Information Media and Telecommunications	<input type="checkbox"/> S - Other Services, please specify position: _____

14. Accommodation Requirements

Do you require assistance in finding accommodation options? ☐ Yes ☐ No
 If yes, please specify below.
 What type of accommodation arrangements would you like? ☐ Shared ☐ Private
 Please note that GI's Student support officer can assist students in finding accommodation by conducting an online search, suggesting accommodation sites, real estate agents in a particular area, however, GI doesn't provide accommodation to its students.
 Do you require assistance for Airport pickup? ☐ Yes ☐ No
 GI can provide airport pick up. Students will be required to fill the Airport Pick up form available on GI website greenhillinstitute.vic.edu.au or students can email their request for Airport pick up at info@greenhillinstitute.vic.edu.au Students are requested to contact the institute at 1300136859 prior to 5 working days of their arrival. Airport pick up fees: AU\$300. There is a help desk available at the airport for international students to assist students in finding suitable airport pick up services e.g., UBER and taxi services.
 Any other additional information:

15. Marketing



How did you find out about this course?

☐ Advertisement ☐ Newspaper ☐ Internet ☐ Friends ☐ Search engines/Google ☐ Other, specify: _____

16. Payment Details

☐ Payment by Credit Card (Please fill in the credit authorisation form)

Note: 2% surcharge is charged on every transaction for the payment made by credit card

☐ Bank Cheque made payable to Greenhill Institute (GI)

☐ Bank Transfer to be made to the following bank account:

Account Name: Greenhill Institute

Account Number: 10665616 **BSB Account No:** 063 733

Swift Code: CTBAAU2S

Bank Name: Commonwealth Bank

Bank Address: 121 Exhibition Street, Melbourne, Vic.

17. Application Checklist

☐ Completed all sections of this application
☐ Attached relevant employment documentation
☐ Attached copies of your passport
☐ Attached copies of your qualifications
☐ Filled up PTR questions attached along with the application for as Appendix 1

☐ Attached copies of your English proficiency
☐ Attached any other relevant documentation
☐ Read all the important information provided along with this application form in Appendix 2
☐ Read and signed the declaration

NOTE: Greenhill Institute is required to report students to the Department of Home Affairs based on unsatisfactory course progress for two consecutive study periods. Students must maintain competency in 50% or more units for satisfactory course progress in each study period and attend their classes regularly as the attendance and course progress will be monitored regularly. For CPC (Solid Plastering, Building Construction) qualifications, students must attend all classes including practical workshops to fully develop their practical skills. Detailed information on Attendance and Course progress can be found on Attendance and Course Progress Policy available on GI website or student handbook.

All prospective students are required to familiarise themselves with the Enrolment policy and procedures of GI (available inside the Enrolment Kit) and read the student handbook for detailed information about the campus, facilities, equipments, learning resources, fee payable and fee payment, grounds on which enrolment may be deferred, suspended, or cancelled, course progress and attendance requirements, complaints and appeals, GI policies and procedures etc. This will be available on GI's website or can be made available at the reception.

Student Declaration and Consent

- ☐ I declare that the information provided on this form and supporting documentation is true and correct.
- ☐ I have read and understood the information in handbook including Entry requirements (also available in the Enrolment Kit), Privacy policy, Cancellation and Refund policy, Course progress and attendance policy, Complaints and appeals policy and procedures of GI provided to me along with this application form.
- ☐ I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.
- ☐ I have read and understand Greenhill Institute's Enrolment policy and procedures (Available on Greenhill Institute website greenhillinstitute.vic.edu.au inside the Enrolment Kit and student handbook)
- ☐ I acknowledge that the provision of incorrect information or documentation or the withholding of information or documentation relating to my application may result in the cancellation of my enrolment.
- ☐ I confirm that I have been fully advised of the fees, cancellation and refund conditions and I agree to be a student at GI.
- ☐ I have read and understood important information (Appendix 2) provided to me along with this application form.
- ☐ I understand that I am responsible for keeping a copy of written agreements as supplied by Greenhill Institute, and receipts of any payments of tuition fees or non-tuition fees.

STUDENT SIGNATURE

Student.....Date

Appendix 1

Pre-Training Review (PTR)

Pre-Training Review (PTR) is conducted prior to the enrolment on your course of studies to ensure that the training and assessment provided by Greenhill Institute (GI) can meet the student's individual needs.

Before we make an offer, GI is required to review the student's current competencies, student needs, English level, support requirements and oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes.

Guidelines for PTR

1. Students are required to fill up this PTR form and submit it with this application form.
2. Students are required to read all the details of their course, policies, and procedures of the Institute before filling up the answers and complete all the answers of this PTR form in a true and correct manner.
3. Enrolment officer will conduct PTR Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone** (for onshore and off-shore students)-If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained as an evidence of student declaration in lieu of the student's physical signature e.g., through E-mail, call notes, etc. Response of the discussion will be recorded by the Enrolment officer.
 - **PTR Interview conducted Face to Face** (for onshore students) - During face-to-face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.
4. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
 - if the student is aware of the policies, procedures, and other information necessary for the students.
 - if the student has received true and accurate information and if they are suitable to undertake the course/s.

5. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
6. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures, and other information necessary for students to make enrolment decision to study at GI, Enrolment officer will provide necessary information to the student required to make enrolment decision.
7. **For example: If students have answered "No" or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the course undertaken at the institute.
8. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.
9. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Please Note: Enrolment officer will take holistic approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals. Enrolment officer will have a thorough discussion with the student and offer support or guidance if required.

Application Rejection

Student's Application will be rejected if:

- Student does not have the appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with student's educational goals, work/career goals and/or previous experience in that area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake this course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.



Enrolment officer will inform the student before cancelling and discuss reasons for cancellation.

Students are requested to fill all the questions provided in this form below. If any doubt arises, please contact GI administration on 1300136859.

Do you have access to enough information to make an informed decision about your enrolment in this course at GI? Let us know if you have questions or need more information	Where to find this information	Yes (Please tick the relevant box)	No (Please tick the relevant box)
Entry requirements for your proposed course for all the qualifications.	Student Handbook https://greenhillinstitute.vic.edu.au/		
Material and equipment required (for all qualifications)			
Content of your proposed course			
Duration of your proposed course including holidays			
Location at which the classes will be conducted			
Whether or not your course includes a work placement			
Delivery method (i.e. (i.e., classroom based face-to-face/ practical learning)			
How assessment will be conducted during your course.			
The requirement for you to undertake an assessment of your language, literacy, and numeracy (LLN) skills prior to the commencement to determine any support needs you may have during your study. *LLN test will be conducted on			

campus using LLN Robot under the supervision of qualified assessors.			
Did you get information about indicative course-related fees incurred throughout the course, applicable fund withdrawal policies (refund), course progress/attendance monitoring policy, satisfactory academic performance, assessment information and methods?			
“Course progress and Attendance” requirements, procedures for monitoring attendance and course progress. *Course progress: Students must maintain satisfactory course progress requirements i.e., to be successful in completing or demonstrating competency in at least 50% of the units in each study period of the studies. *Attendance requirements: Students must maintain satisfactory attendance i.e., maintain a minimum of 80% of the attendance.			



Did you get information about the grounds upon which your enrolment or			
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course may be deferred, suspended or cancelled?			
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Are you aware about the institute's policies and procedures including RPL, internal and external complaints procedures, appeals processes?			
Are you aware that the availability of complaints and appeals processes or any such agreement does not remove your rights to act under the Australia's consumer protection laws?			
Are you aware about your obligations regarding study hours commitment and course progress requirements to successfully complete your chosen course & the conditions under which you might be reported to the Department of Home Affairs (DHA)?			
Have you been advised that, as part of the view or audit of your training, you may: a.Receive a survey from the National Centre for Vocational Education Research (NCVER) and/or an invitation to take part in a project endorsed by a funding body. b.Be contacted by someone authorised by the funding body and/or the Regulator to talk to you about your training			
Would you like further information on any of the items listed above?			

Are you willing to commit to undertake a minimum of 20 hours of study and work-related assessments as this qualification requires minimum 20 hours of study week?
The Enrolment Officer will contact students if students feel that they have not been provided with enough information or if students are not aware of it. *If you are facing any problem, please give us a call on 1300136859 or send an email on apply@greenhillinstitute.vic.edu.au *

Suitability of this course for you

1. Reasons for Study <ul style="list-style-type: none"> ○ To get a job ○ To get a better job or promotion ○ It was a requirement of my job ○ To develop my existing business ○ To start my own business ○ To try for a different career ○ To get into another course of study ○ I wanted extra skills for my job ○ For personal interest or self-development ○ To get skills for community/voluntary work ○ Others In case of others, please state the reason: _____
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2. How is this course able to help you in your future career prospective?
3. What previous experience have you had in an area/ industry directly related to this course?
4. Why did you choose Greenhill Institute as your desired course provider for this course?



5. Do you require any kind of support in English language proficiency? If yes, please specify what kind of support?

Students are requested to fill up the questions related to English language proficiency mentioned in the application form-Section 2

6. Do you require any kind of support? If yes, please specify what kind of support. -Refer to the support policy for more details available on the website.

7. Mode of Study/Learning Style: Thinking about how you'll best learn, which method will suit you the best?

- ☐ Classroom based face-to-face ☐ Workplace experience
☐ Mixed mode of online learning and face to face
☐ Practical Training ☐ Others, please specify

8. Computer and Internet Skills

Yes No

Do you have regular access to computer devices and the internet?

Do you use MS Office applications, e.g., Microsoft Word, Power-point etc?

Do you find it easy to use search engines such as Google and using the internet in general?

Do you require any kind of computer related support?
 If yes, please specify below.

- ☐ Yes
☐ No

9. Do you wish to apply for an RPL?

RPL (Recognition of Prior Learning) is a form of assessment that recognises skills and knowledge gained through formal training conducted by industry or education, work experience and life experience.

- ☐ Yes, (please fill RPL application form available on Greenhill Institute website)
☐ No

10. Would you like to apply for CT?

(Credit Transfer) a system whereby successfully completed units of competency contributing towards a degree or diploma can be transferred from one course to another.

- ☐ Yes, (please fill CT Application Form available on Greenhill Institute website greenhillinstitute.vic.edu.au)
☐ No

Student Declaration

☐ I certify that I have filled this PTR Form by myself.

☐ I have completed all the answers of this PTR form in a true and correct manner and provided genuine answers to the best of my knowledge.

Student Signature:

Date:

Appendix 2

Important Information for Students

Please read the below given information carefully before signing the application form. Students may contact the institute for any further information or email us at info@greenhillinstitute.vic.edu.au. It is advisable to read Student's handbook for detailed information available on Greenhill Institute website greenhillinstitute.vic.edu.au.

Course Monitoring and Attendance Policy

Greenhill Institute has a Course Monitoring and Attendance Policy which states that the students are required to

maintain satisfactory course progress throughout the course. Students are also required to attend their classes and maintain 80% of attendance throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. Under the Education Services for Overseas Students Act 2000 and the National Code 2018, Greenhill Institute is required **to report unsatisfactory course progress**



(failing to complete at least 50% of units for two consecutive study periods) to **the Department of Home Affairs (DHA)** via PRISMS when students are at risk of breaching their Visa requirements. If you continue to fail the course progress requirements for two consecutive study periods, you will be reported to the Department of Home Affairs.

Satisfactory course Progress: where a student can meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the units in each study period.

Note: Students will not be reported based on attendance. However, low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student because this may mean that they already have the skills, knowledge, and experience to progress in their course without receiving structured training.

Institute will reduce the duration of the course to the minimum duration required, given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

For detailed information, kindly refer to the Course Monitoring and Attendance Policy available on the website or refer to the Student Handbook.

Fee Payment

- a) The initial tuition fee, application fee, material fee (as applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the Institute.
- b) Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- c) Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalment amounts with the due dates. All due dates on the tuition fees will be kept at standard 15th of every month.
- d) Student must pay full tuition fees for each term by the due date or as specified in the payment plan unless any other payment plan/arrangement is agreed with the Institute.

e) Tuition fees will be payable to the Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars as agreed by the Institute.

f) Student must pay their fee directly to Greenhill Institute (GI). Student should not pay the fee to the agent and/ or third party in relation to the application for enrolment.

Reminder letter

In case the student's instalment falls on a particular month, a friendly email reminder along with the first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e. 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.

After sending the first warning letter, if the student fails to make the payment again and does not communicate with the accounts/admin department, a second warning letter will be issued to the student after 7 Working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students may call GI on 1300136859 for any further enquiries.

g. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, "Intention to cancel Enrolment" letter will be sent to the student. Student's enrolment will be cancelled after 4 weeks of final notice. The suspension of enrolment will cause following restrictions to apply:

- i. Loss of access to the institute library service, Learning Management System, classroom, computer system including internet and others.
- ii. Loss of access to enrolment records, results, and academic certificates.
- iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on GI's website.

If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

h) If students choose not to appeal against the Institute's decision and makes no further payment or do not contact the Institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.

i) If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.

j) An additional fee for re-assessments will be applicable as: Students will be given total 3 attempts including 1 original, first two reassessment attempts will be free of cost; however, reassessment fee for the third reassessment will incur a fee of \$500.

Cost of reassessment will be as follows:

- 1st Original submission: Free of cost



- 2nd Reassessment fee: Free of cost
- 3rd Reassessment fee: 500

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- \$500.

k) Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

l) Tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subject to change without prior notice. However, fees will not change after the course commencement. Please contact the student administration for updated fees and charges. For all the courses, course material fees will include handouts and printed material only.

m) If student's visa status changes (e.g., becomes a temporary or permanent resident), student will continue to pay full overseas student fees for the duration of the enrolled program.

n) Institute reserves the right to engage in any third party to recover any outstanding fees payable to the Institute. The cost incurred to the Institute for engaging a third party to recover such outstanding fees will be charged to the student.

o) Institute applies the following procedures to ensure all students are treated fairly and with integrity when applying for refunds.

p) All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

q) All 'refunds' will be approved by the Administration Officer and the applications will be processed within 10 working days of the application being placed.

Refund of Tuition fees

A student who wishes to apply for a refund of tuition fees in accordance with the refund and fee payment policy should do so by filling up a Refund Application form available at Institute's reception or on the GI website at greenhillinstitute.vic.edu.au and submit with other supporting documents to:

Administration Officer
 Greenhill Institute,
 Suite 2 - 17 David St Brunswick - 17 David St Brunswick Vic 3056
 Or email us at apply@greenhillinstitute.vic.edu.au.

All students' refunds are conditional; please refer to the course refund table below for details:

GREENHILL INSTITUTE COURSE FEE REFUND TABLE			
Refund circumstances	Refund of tuition fees paid	Refund of material fees	Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 6 to 11 full weeks prior to the agreed start date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%		
Application rejected by the Institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by GI for the course in respect of the student course less the following amount. (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period	No Refund	No refund



	a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7		
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
<p>Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.</p> <p>For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time of 5 weeks prior to the agreed start date of the course.</p>			

COOLING OFF PERIOD

GI will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at GI and pays GI relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify GI in writing within 7 days of the signed agreement date.

STUDENT'S RIGHTS TO APPEAL

- Any student who is refused for a refund by the Institute may appeal within 4 weeks in writing to the student Administration Officer and follow the complaints and appeal process of GI.
- The Institute's appeal process does not restrict the student's right to pursue other legal avenues.

The 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.

Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (GI) default.

- In case of Student default:** Refund will be paid within the period of 4 weeks after receiving written notification/claim from student and relevant forms duly signed by the student.
- In case of Provider's (GI) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to detailed information on fee payment and refunds on the Fee payment and Refund policy available on GI's website or student's handbook.

Tuition Protection Services

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fee

For more information, please visit <https://tps.gov.au/Home/NotLoggedIn>



Media Consent

From time to time, GI staff may request to take photographs/videos or verbal/written interviews/testimonials of students at GI or at places where the student is involved in an activity. These creations may be used in a classroom, or for activities or could be published by GI in print, digital or broadcast media such as documents, the website, YouTube, social media platforms, newsletters, displays, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes.

☐ I consent to the use of my photos / videos / testimonials / interviews to be used in GI's promotional materials prepared for marketing purposes in Australia and overseas.

Media Consent withdrawal option

You have the right to refuse the use of your image or work. You may also decline the media consent by choosing "no consent" option below or withdraw your consent any time by sending an email or contacting GI student administration.

☐ I do not consent to the use of my photos/videos/testimonials/interviews to be used in GI's promotional materials prepared for marketing purposes in Australia and overseas.

Complaints and Appeals Policy

GI has student's "Complaints and Appeals Policy and Procedure" to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing GI's informal and formal complaints processes, a student dissatisfied with the outcome may lodge an internal appeal. If dissatisfied with the outcome, the student may lodge an appeal externally i.e., request mediation through the Commonwealth Ombudsman, which is free of cost. It is important that the student refers to a detailed complaints and appeals procedure in the student's handbook. Alternatively, it can be obtained from the Administration or viewed at website greenhillinstitute.vic.edu.au

IMP NOTE: The Commonwealth Ombudsman is a free and independent service (phone 1300 362 072).

Examples of an external or independent body or person may include:

- Private conciliators or dispute resolution counsellors
- A complaints and appeals body established by a peak industry body.
- Representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

The Commonwealth Ombudsman

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent, and impartial. You can find out more about this service on their website: <http://www.ombudsman.gov.au/>.

Privacy Notice

Personal information may be collected and disclosed to relevant bodies which may include verification of a student's previous qualifications, Commonwealth and State Agencies and Department of Home affairs regarding change in enrolment details or in case of a breach of the visa conditions such as unsatisfactory course progress.

Greenhill Institute (GI) will endeavor to take all the reasonable steps to protect personal information from misuse, loss or unauthorised access, modification, or disclosure.

Greenhill Institute stores and uses personal information only for the purposes of administering student enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

Information is collected on this form and during your enrolment to meet the obligations of Institute under the ESOS Act and the National Code 2018; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for 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 Tuition Protection Scheme and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by the law.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 GI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

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

- Commonwealth and State or Territory government departments and authorised agencies.
- National Centre for Vocational Education Research (NCVER).



- Personal information that must be disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- populating authenticated VET transcript
- pre-populating GI's student application/enrolment forms
- facilitating statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and Administering VET, including programme administration, regulation, monitoring, and evaluation.

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

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

Appeals policy and procedures is available on GI's website and can also be made available from the reception.

Emergency Medical Indemnity

I _____ also authorise GI or _____ their representative to obtain Medical Treatment in the event of an emergency. I indemnify GI or their representative.

Access, correction, and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. Complaints and

Appendix 3: Unique Student Identifier

If you wish for Greenhill Institute (GI) to create a USI on your behalf, be aware of the following:

GI will collect information about you for the purpose of creating a USI, this information is collected under the *Student Identifiers Act 2014*.

This information can only be used for:

- ☐ Applying, verifying, and giving a USI
- ☐ Resolving problems with a USI; and
- ☐ Creating authenticated vocational education and training (VET) transcripts.

This information may be shared with:

- ☐ Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - ☐ The purpose of administering and auditing VET, VET providers and VET programs.
 - ☐ Education related policy and research purposes; and
 - ☐ To assist in determining eligibility for training subsidies
- ☐ VET regulators to enable them to perform their VET regulatory functions.
- ☐ VET admissions Bodies for the purpose of administering VET and VET programs,
- ☐ Current and former Registered Training Organisations to enable them to deliver VET courses to individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies.
- ☐ Institute/Schools for the purpose of delivering VET courses to the individual and reporting on these courses.
- ☐ The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation, and auditing of national VET statistics.
- ☐ Researchers for education and training related research purposes.
- ☐ Any other person or agency that may be authorised or required by law to access the information.
- ☐ Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

Will not be disclosed without your consent unless authorised or required by or under law.



If you would like us (GI) to apply for a USI on your behalf, you must authorise us to do so (refer to USI section mentioned above in the application and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. You must also provide some additional information as noted below so that we can apply for a USI on your behalf.
 Students will be required to fill up USI Application form during induction prior to the course commencement.

OFFICE USE ONLY			
Staff Member			
Signature			
Date:			
Student ID:			
Student Application Checklist			
Particulars	Yes	No	Comments (if required)
Student Management System Updated			
New Student/Existing Student			
Any support need identified on application form are discussed with the student and forwarded to relevant support officer to decide for support.			
Student Enrolment Activated			
ID number Issued			

Office Use: Pre-Training Review

Note to the Enrolment officer: Enrolment officer must refer to Guidelines and Procedures of “Pre-Training Review-Assessor Version” while evaluating PTR questions completed by students.



Qualification applying for:	
Student name:	
PTR call conducted via:	<input type="checkbox"/> Face to face <input type="checkbox"/> Telephone <input type="checkbox"/> Others, please specify
Summary of Discussion (Enrolment Officer or representative must provide summary of the discussion had with the student).	

Pre-Training Evaluation Checklist

Greenhill Institute must use this pre-training review checklist to ensure that the student will be enrolled in a course suitable to their needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Section 1

Identity has been verified.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Understands course information including entry requirements, units, course duration, including holidays, mode of study, location, and assessment methods.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student is aware of the course progress and attendance requirements including deferment suspension and cancellation of the course	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student is fully aware of the fees including tuition and non-tuition fees. Student is also aware of refund policy and procedure.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student's answers have been discussed thoroughly with the student to ensure that the student is aware of the policies, procedures, and other information necessary to make enrolment decision to study at GI.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student is eligible for RPL/CT (if yes, please initiate RPL/CT process)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student is aware of the visa obligations including change of address and full-time study requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student has been provided with the information where answers provided for information received section is 'NO'.	<input type="checkbox"/> Yes <input type="checkbox"/> No
A copy of the institute's indicative fee schedule has been supplied to the student.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training plan is established based on the information provided.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Students have been provided with pre-enrolment information for which they are not aware of. (Conducted via face to face or over the phone)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 2

Has appropriate educational qualification/ work experience, level of skills and the ability to undertake this course successfully as defined in entry requirements of the course.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Enrolment in this course is aligned with the student's educational goals and work/career goals.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student meets the entry requirements specified for the course including English requirements, academic requirements, age, and can undertake this course successfully.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student has appropriate listening and oral communication skills.	<input type="checkbox"/> Yes <input type="checkbox"/> No
A negative response (i.e., No) in "Section 2" questions must result in the rejection of the enrolment application and other options must be discussed with the student.	

Greenhill Institute Pty Ltd t/a Greenhill Institute
RTO NO. 45872 I CRICOS NO.: 04029K
Suite 2 - 17 David St Brunswick - 17 David St Brunswick Vic 3056
Ph:1300136859 | **W:** greenhillinstitute.vic.edu.au
E: info@greenhillinstitute.vic.edu.au
ABN: 36650308875



Enrolment to Proceed
<input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please specify why?)
<i>If additional assistance/recommendation for support or adjustment is identified, please ensure proper processing to the Student Services/Academic Department.</i>
Recommendations on the required support/adjustments (in conjunction with the application form)
Enrolment officer Name: Signature: Date: