

<b>Department</b>	Vocational Education and Training	
<b>Quality Controlled Document No. &amp; Title</b>	ESOS_0.2	Overseas Student Enrolment Form
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<b>SRTOs 2015</b>	Clauses 5.1 – 5.4	
<b>ESOS National Code 2018</b>	Standard 3	



<b>Author</b>	RTO CEO	
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<b>Authorised</b>	RTO Academic Board	
<b>Distribution</b>	Internal	RTO Manager
	External	Prospective students

# Hampton College

## Overseas Student Enrolment Form

*CHC33021 Certificate III in Individual Support*

*CHC43015 Certificate IV in Ageing Support*

*CHC52021 Diploma of Community Services*

### Main Campus

Hampton College

Level 3, 38 Cavill Avenue,  
Surfers Paradise, QLD 4217

**PROVIDING FALSE OR MISLEADING INFORMATION MAY RESULT IN  
YOUR ENROLMENT BEING CANCELLED**

## **PLEASE READ CAREFULLY BEFORE COMPLETING THIS ENROLMENT FORM**

### **Department of Education**

Students must access information provided by the Department of Education for International Students.

<https://www.education.gov.au/international-education>

In particular students should review information 'Before studying in Australia'

<https://www.education.gov.au/international-education/studying-australia>

### **Department of Home Affairs**

Overseas students must also review information regarding visa requirements provided by the Department of Home Affairs.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

### **Study in Australia – Cost of Living and Studying in Australia**

Students may be required to provide evidence that they have sufficient finances to live and study in Australia. It is strongly recommended that students use the Cost of Living Calculator. The Cost of Living Calculator is designed to help students think about how they spend money and to give them a broad estimate of potential costs in Australia. They may access the calculator here: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

It is important that students also familiarise themselves with the arrangements and advice specific to where they intend studying provided by the State or Territory Government.

*Australian Capital Territory (Canberra)*

<https://canberra.com.au/study/international-students/>

*New South Wales (Sydney)*

<https://www.study.nsw.gov.au/>

*Northern Territory (Darwin)*

<https://nt.gov.au/learning/international-education>

*Queensland (Brisbane)*

<https://www.studyqueensland.qld.gov.au/>

*South Australia (Adelaide)*

<https://studyadelaide.com/>

*Tasmania (Hobart)*

<https://study.tas.gov.au/>

*Victoria (Melbourne)*

<https://www.studymelbourne.vic.gov.au/>



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## PRIVACY STATEMENT

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Should you decline to provide required information we may not be able to process your enrolment application.

### 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, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. You should also be aware that if you reside overseas then we may need to disclose your personal information to overseas agents of the RTO. For example, if you as an overseas student use an education agent to assist with the enrolment process, then they will need to access personal information about you.

### 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 authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) 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
- 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](http://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.

DEWR is authorised 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 DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.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 authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact Hampton College 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.

Students may access Hampton College's Privacy Policy on the Institute's webpage.

## ENROLMENT QUESTIONS

1. Applicant Personal Details				
Title				
Given Name*				
Middle Name				
Family Name*				
Date of Birth*				
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other	<input type="checkbox"/> Prefer not to say

*\*As it appears on your passport*

2. Contact Details	
Phone number	
Mobile number	
Email address	
Alternate email address	

3. Australian Address Details (if applicable) *				
3.1 Residential Address				
Street address				
Suburb   City		State		Postcode
3.2 Postal Address (If same as residential address, please tick here.)				
Street address				
Suburb   City		State		Postcode

*\* If you are currently offshore and do not have an Australian address, please fill in Section 4*

4. Permanent Overseas Address Details		
Address Line 1		
Address Line 2		
Suburb   City		
State/Province	Zip code / Postcode	
Country		

5. Emergency Contact or Next of Kin			
Full name			Relationship
Contact number		Email address	
Address			

6. Passport & Visa Details			
Passport number			Passport expiry date
Passport country			
Country of birth			Nationality
Do you currently hold an Australian visa?	<input type="checkbox"/> Yes (please fill 6.1 & 6.2)	<input type="checkbox"/> No (please fill 6.2)	
6.1 Section A (if applicable)			
Visa number			Visa type
Visa expiry date			
6.2 Section B			
Have you ever had a visa application refusal or withdrawal?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide details (country, date, visa type, reason, etc.)			
Have you ever had a visa cancelled, breached any visa conditions?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide details (country, date, visa type, reason, etc.)			
Have you ever been convicted of any criminal activity?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide details (country, date, nature of offence, etc.)			

7. Student Health Cover			
Do you have Overseas Student Health Cover (OSHC)? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Yes (Go to 7.1) No (Go to 7.2)			
7.1 Section A			
Please state healthcare provider details.			
Name			
Member number		Valid till	
7.2 Section B			
Do you want the institution to organise OSHC for you?			
<input type="checkbox"/> Yes		<input type="checkbox"/> No	
Please select the cover you require:		Please state the reason:	
<input type="checkbox"/> Single <sup>1</sup> <input type="checkbox"/> Couple <sup>2</sup> <input type="checkbox"/> Family <sup>3</sup>			

<sup>1</sup> Single covers only the valid visa holder.

<sup>2</sup> Dual Family covers one valid student visa holder plus either one adult spouse or recognised de-facto partner OR one or more dependent children.

<sup>3</sup> *Multi Family covers one valid student visa holder plus one dependent which includes no more than one adult spouse or recognised de-facto partner AND one or more dependent children.*

<b>8. Disability, Impairments and Special Needs</b>			
Please indicate if you consider you have any of the following disabilities, impairments, learning challenges, or long-term conditions that may affect your ability to complete your course?			
If yes, please select the relevant area(s). You may select more than one area.			
Hearing/deaf	<input type="checkbox"/>	Physical	<input type="checkbox"/>
Intellectual	<input type="checkbox"/>	Learning	<input type="checkbox"/>
Mental illness	<input type="checkbox"/>	Acquired brain impairment	<input type="checkbox"/>
Vision	<input type="checkbox"/>	Medical condition	<input type="checkbox"/>
Others, please specify			
Please refer to "Disability Supplement" in your student handbook.			
Hampton College is committed to the principles of access and equity. The Institute's programs and services will meet the needs of all prospective students, regardless of their cultural and linguistic backgrounds. Please be aware that the decision to disclose this information is a personal one, but is important when assessing the suitability of our courses for you. If you are unsure about how to proceed, please consult with Hampton College's Student Support and Careers Manager to get advice on how best to respond to this question in your application.			
Hampton College must ensure the health and safety of all stakeholders and, as such, needs to ensure that any disability or learning challenge will not represent a serious risk to self or others. The Institute may also use this information to assess whether reasonable adjustments to training and assessment may be made to accommodate your disability and/or learning challenge.			

<b>9. Education &amp; Previous Qualification</b>		
Have you successfully completed Year 12?		
<input type="checkbox"/> Yes <input type="checkbox"/> No, still attending secondary school, or <input type="checkbox"/> No, what is the highest school level completed: _____		
State all qualifications you have attained or in which you are currently enrolled to complete. Please tick all that apply. If you are currently undertaking a qualification, please write "Current" in the Completion Year column.		
Qualification Achieved	Completion Year	Education Provider
<input type="checkbox"/> Bachelor's Degree or higher		
<input type="checkbox"/> Advanced Diploma/Associate Degree Level		
<input type="checkbox"/> Diploma		
<input type="checkbox"/> Certificate IV		
<input type="checkbox"/> Certificate III		
<input type="checkbox"/> Certificate II		
<input type="checkbox"/> Certificate I		
<input type="checkbox"/> Any other qualifications, please specify:		

<b>10. Course Information and Entry Criteria</b>		
<b>CHC33021 Certificate III in Individual Support</b>	<b>CHC43015 Certificate IV in Ageing Support</b>	<b>CHC52021 Diploma of Community Services</b>
<u>Mode of Delivery</u> <ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Workplace</li> </ul>	<u>Mode of Delivery</u> <ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Workplace</li> </ul>	<u>Mode of Delivery</u> <ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Workplace</li> </ul>
<u>Course Entry Criteria</u> <p>Applicants must:</p> <ul style="list-style-type: none"> <li>• be 18 years' or older at course commencement</li> <li>• have a current National Police Certificate (NPC)</li> <li>• have physical capabilities to perform the manual handling tasks required of persons working in the aged and community care sector.</li> <li>• obtain a volunteer Working With Children Check prior to undertaking their placement</li> <li>• provide evidence a current Influenza (Flu) vaccine, as well as Covid 19 vaccines and corresponding Covid 19 vaccine certificate, prior to undertaking their placement.</li> <li>• demonstrate the attainment of at least ACSF level 3 by successful completion of an Australian Year 11 certificate, or equivalent, or a qualification at AQF Level 3, or above; or</li> <li>• have attained a minimum IELTS score of 6.0 or PTE score of 50, or CAE score of 169, or hold a Certificate III in EAL, or equivalent.</li> </ul> <p>Applicants may demonstrate LLND levels by undertaking Pacific Health Institute ACSF LLND assessments. Prospective students must consider any personal barriers, or potential challenges, prior to applying to enrol in this course.</p>	<u>Course Entry Criteria</u> <p>Applicants must:</p> <ul style="list-style-type: none"> <li>• be 18 years' or older at course commencement</li> <li>• have a current National Police Certificate (NPC)</li> <li>• have physical capabilities to perform the manual handling tasks required of persons working in the aged and community care sector.</li> <li>• obtain a volunteer Working With Children Check prior to undertaking their placement</li> <li>• provide evidence a current Influenza (Flu) vaccine, as well as Covid 19 vaccines and corresponding Covid 19 vaccine certificate, prior to undertaking their placement.</li> <li>• demonstrate the attainment of at least ACSF level 3 by successful completion of an Australian Year 11 certificate, or equivalent, or a qualification at AQF Level 3, or above; or</li> <li>• have attained a minimum IELTS score of 6.0 or PTE score of 50, or CAE score of 169, or hold a Certificate III in EAL, or equivalent.</li> </ul> <p>Applicants may demonstrate LLND levels by undertaking Pacific Health Institute ACSF LLND assessments. Prospective students must consider any personal barriers, or potential challenges, prior to applying to enrol in this course.</p>	<u>Course Entry Criteria</u> <p>Applicants must:</p> <ul style="list-style-type: none"> <li>• be 18 years' or older at course commencement</li> <li>• have a current National Police Certificate (NPC)</li> <li>• have physical capabilities to perform the manual handling tasks required of persons working in the aged and community care sector.</li> <li>• obtain a volunteer Working With Children Check prior to undertaking their placement</li> <li>• provide evidence a current Influenza (Flu) vaccine, as well as Covid 19 vaccines and corresponding Covid 19 vaccine certificate, prior to undertaking their placement.</li> <li>• demonstrate the attainment of at least ACSF level 3 by successful completion of an Australian Year 12 certificate, or equivalent, or a qualification at AQF Level 3, or above; or</li> <li>• have attained a minimum IELTS score of 6.0 or PTE score of 50, or CAE score of 169, or hold a Certificate III in EAL, or equivalent.</li> </ul> <p>Applicants may demonstrate LLND levels by undertaking Pacific Health Institute ACSF LLND assessments. Prospective students must consider any personal barriers, or potential challenges, prior to applying to enrol in this course.</p>
<u>Duration</u> 52 weeks (includes 12 weeks of breaks)	<u>Duration</u> 78 weeks (includes 16 weeks of breaks)	<u>Duration</u> 104 weeks (includes 24 weeks of breaks)
<u>Fees</u> Enrolment: \$250.00 Tuition: \$15,000.00 Materials: \$1,000.00	<u>Fees</u> Enrolment: \$250.00 Tuition: \$22,500.00 Materials: \$1,500.00	<u>Fees</u> Enrolment: \$250.00 Tuition: \$30,000.00 Materials: \$2,000.00
<u>Further Study Pathways</u> <i>CHC43015 Certificate IV in Ageing Support</i>	<u>Further Study Pathways</u> <ul style="list-style-type: none"> <li>▪ <i>CHC52021 Diploma of Community Services</i></li> </ul>	<u>Further Study Pathways</u> <ul style="list-style-type: none"> <li>▪ <i>CHC62015 Advanced Diploma of Community Sector Management</i></li> </ul>
<u>Career Pathways Industries</u> <ul style="list-style-type: none"> <li>• Health</li> </ul>	<u>Career Pathways Industries</u> <ul style="list-style-type: none"> <li>• Health</li> </ul>	<u>Career Pathways Industries</u> <ul style="list-style-type: none"> <li>• Health</li> </ul>
<u>Occupations</u>	<u>Occupations</u>	<u>Occupations</u>

<ul style="list-style-type: none"> <li>• Care assistant</li> <li>• Accommodation Support Worker</li> <li>• Residential Support Worker</li> <li>• Community Access Coordinator</li> <li>• Community care worker</li> <li>• Community House Worker</li> <li>• Residential Care Worker</li> <li>• Food Services Deliverer</li> <li>• Transport Support Worker</li> <li>• In Home Respite Worker</li> <li>• Disability Service Officer</li> <li>• Care Worker</li> <li>• Client Assistant</li> <li>• School Support Officer (Disability)</li> <li>• Family Support Worker</li> <li>• Care Service Employee</li> <li>• Planned activity assistant</li> <li>• Residential aide</li> <li>• Field Officer (Community Services)</li> <li>• Nurse's Aide</li> <li>• Home care assistant</li> </ul>	<ul style="list-style-type: none"> <li>• Community Program Coordinator</li> <li>• Residential Care Worker</li> <li>• Support Worker (Community Services)</li> <li>• Care supervisor</li> <li>• Accommodation Support Worker</li> <li>• Personal care worker</li> <li>• Personal care giver</li> <li>• Assistant Hostel Supervisor</li> <li>• Personal care assistant</li> <li>• Residential care officer</li> <li>• Day Activity Worker</li> <li>• Care Team Leader</li> </ul>	<ul style="list-style-type: none"> <li>• Senior Youth Worker</li> <li>• Aboriginal Housing Worker</li> <li>• Community Development Worker for Social Housing</li> <li>• Assistant Community Services Worker</li> <li>• Community Work Coordinator</li> <li>• Support Facilitator (Disability)</li> <li>• Support Facilitator (Community Services)</li> <li>• Community Housing Worker</li> <li>• Assistant Community Worker</li> <li>• Coordinator of Volunteer Work</li> <li>• Team Leader</li> <li>• Family Support Worker</li> <li>• Disability Team Leader</li> <li>• Early Intervention Worker</li> <li>• Community Care Manager</li> <li>• Care Team Leader</li> <li>• Community Access Coordinator</li> <li>• Pastoral Care Counsellor</li> <li>• Youth Housing Support Worker</li> <li>• Housing Manager</li> <li>• Welfare Support Worker</li> <li>• Case Coordinator (Disability)</li> <li>• Housing Assistant</li> <li>• Community Recreation Coordinator</li> <li>• Community Housing Resources Worker</li> <li>• Family Services Coordinator</li> <li>• Pastoral Care Worker</li> <li>• Community Worker</li> <li>• Community Services Coordinator</li> <li>• Case Coordinator (Community Services)</li> <li>• Aboriginal Neighbourhood House Coordinator</li> <li>• Community Program Coordinator</li> </ul>
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- Note that you are required to bring your own laptop / notebook with internet access, and MS Word and MS Excel installed

<b>10. Course Enrolment Application</b>
<input checked="" type="checkbox"/> Please indicate which course(s) in which you want to enrol.
<input type="checkbox"/> CHC33021 Certificate III in Individual Support (Ageing and Disability)
<input type="checkbox"/> CHC43015 Certificate IV in Ageing Support
<input type="checkbox"/> CHC52021 Diploma of Community Services

<b>11. Course Age Entry Requirement</b>
<input type="checkbox"/> I confirm that I will be 18 years or older at the time of course commencement.

<b>12. English Language and Cultural Diversity</b>
Is English your primary language? <input type="checkbox"/> Yes <input type="checkbox"/> No
If no, please specify your first language: <input type="text"/>
Was English the language of instruction in your secondary studies? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, attach evidence to this application.

<b>12.1 English Language Proficiency Entry Requirement</b>
You must provide evidence of your proficiency in the English language by having completed one of the following tests, within the last two (2) years, and attained at least the required minimum test score. For further information refer to the DHA website: <a href="https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility">https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility</a>

English Language Test Providers	Minimum Test Score	Date Completed (dd/mm/yyyy)
<a href="#">International English Language Testing System (IELTS)</a>	6.0	__/__/__
<a href="#">TOEFL internet-based test (only accepted if test is taken on or before 25 July 2023)*</a>	64	__/__/__
<a href="#">Cambridge English: Advanced (Certificate in Advanced English)**</a>	169	__/__/__
<a href="#">Pearson Test of English Academic (PTE Academic)</a>	50	__/__/__
<a href="#">Occupational English Test</a>	B for each test component	__/__/__

<input type="checkbox"/> I have completed none of the above tests (Proceed to Section 12.2)
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\* On 26 July 2023 the TOEFL internet-based test (TOEFL iBT) stopped offering English language tests for Australian visa purposes. A score for a TOEFL iBT test taken on or after 26 July 2023 will no longer meet the English language requirement for Student visa purposes. We only accept TOEFL iBT scores from a test taken on or before 25 July 2023 for Student visa purposes.

\*\* From 12 February 2024, we will only accept results from the paper-based Cambridge C1 Advanced test (previously known as Cambridge English: Advanced CAE) for Australian visa and migration purposes. We will still accept test scores for both C1 Advanced paper-based and computer-based tests taken before 12 February 2024, in the specified validity period.

<b>12.2 English Language Proficiency Assessment</b>
If you have not completed at least one of the English Language Tests listed in Section 12.1, then you may be required to complete Hampton College's English Language Proficiency Assessments prior to you submitting this enrolment form. The Test may be undertaken face to face or online. The Institute will contact you to make the necessary arrangements. Note the following exemptions.

**IMPORTANT INFORMATION**

You do not need to provide evidence of an English test score if one of the following applies:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
- you are a Foreign Affairs or Defence sponsored student, or a Secondary Exchange student (AASES)
- you are enrolling in a principal course of study that is a registered school course
- you are enrolling in a principal course of study that is a standalone English Language Intensive Course for Overseas Students (ELICOS)
- you are enrolling in a principal course of study registered and delivered in a language other than English

- you are enrolling in a registered post-graduate research course
- the student has completed at least 5 years' study in English in Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- in the 2 years before applying for the student visa, the student has completed the Senior Secondary Certificate of Education in Australia in English while they held a student visa
- in the 2 years before applying for the student visa, the student completed a substantial component of a course that would qualify them under the Australian Qualifications Framework at the Certificate IV or higher level, while they held a student visa.

Note: You may need to provide evidence of an English test score if you hold a British National Overseas (BNO) passport.

<b>12.3 Aboriginal or Torres Strait Islander</b>	
Are you of Aboriginal or Torres Strait Islander origin? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, <input type="checkbox"/> Aboriginal, or <input type="checkbox"/> Torres Strait Islander	

<b>12.4 Digital Literacy Skills</b>	
Use of a computer which may include a notebook or laptop	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Limited <input type="checkbox"/> Not Good <input type="checkbox"/> Very Poor
Using software such as Microsoft Word and Microsoft Excel, or similar software	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Limited <input type="checkbox"/> Not Good <input type="checkbox"/> Very Poor
Using the internet	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Limited <input type="checkbox"/> Not Good <input type="checkbox"/> Very Poor
Saving your work to an external device such as a memory or USB stick, or an external drive	<input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Limited <input type="checkbox"/> Not Good <input type="checkbox"/> Very Poor

Where you have indicated that your skill level is Not Good or Very Poor, you will need to undertake the Institute's Digital Literacy Assessment so that support may be provided as required.

<b>13. Unique Student Identifier (USI)</b>	
Do you have a Unique Student Identifier (USI)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Yes, please provide your USI details:	
No, you can create a USI via <a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a>	
If you are unsure about how to proceed with this, please consult with Hampton College's Student Support and Careers Manager.	

<b>14. Credit Transfer / Advanced standing / Recognition of Prior Learning (RPL)</b>			
Will you be applying for credit transfer / advanced standing on the basis of your post-secondary studies <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please fill below.			
Name of institution			
Country/State			
Name of qualification			
Start date		End date	
Do you wish to apply for <i>Recognition of Prior Learning (RPL)</i> ? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If you have selected <b>Yes</b> to any of the questions above, you need to provide certified copies of relevant documents with this application.			

15. Employment Status			
What is your current employment status?			
Full-time employee (Go to 15.1)	<input type="checkbox"/>	Part-time employee (Go to 15.1)	<input type="checkbox"/>
Self-employed – not employing others	<input type="checkbox"/>	Self-employed – employing others	<input type="checkbox"/>
Employed – unpaid worker in a family business (Go to 15.1)	<input type="checkbox"/>	Unemployed – seeking full-time work	<input type="checkbox"/>
Unemployed – seeking part-time work	<input type="checkbox"/>	Not employed – not seeking employment	<input type="checkbox"/>
15.1 If currently employed, please provide details:			
Employer Name			
Employer Address			
Job Title			

16. Study Reason(s)	
<input type="checkbox"/> To get a job	<input type="checkbox"/> To get skills for community/voluntary work
<input type="checkbox"/> To develop my existing business	<input type="checkbox"/> I wanted extra skills for my job
<input type="checkbox"/> To start my own business	<input type="checkbox"/> To get into another course of study
<input type="checkbox"/> To try for a different career	<input type="checkbox"/> It was a requirement of my job
<input type="checkbox"/> To get a better job or promotion	<input type="checkbox"/> For personal interest or self-development
<input type="checkbox"/> Other reason(s) (please specify):	

17. Financial Capacity	
How will pay for all of your course fees and living expenses whilst studying in Australia? Tick all that apply.	
<input type="checkbox"/> Self-financed	<input type="checkbox"/> Family in home country
<input type="checkbox"/> Family in Australia	<input type="checkbox"/> Bank loan / credit
<input type="checkbox"/> Sponsorship/Scholarship	<input type="checkbox"/> Other (please specify)

NOTE: You may be required to evidence of your financial capacity.

18. Airport Pickup			
Do you require airport pickup service? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Please know we require a minimum of 10 (ten) business days' notice to provide this service. This service will incur an extra fee.			
If you tick yes, email the following details to <a href="mailto:info@hamptoncollege.edu.au">info@hamptoncollege.edu.au</a> .			
Airline		Flight number	
Arrival date		Arrival time	

19. Accommodation			
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Do you require accommodation? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please state your preference:			
<input type="checkbox"/> Single room	<input type="checkbox"/> Shared room	<input type="checkbox"/> Hostel	<input type="checkbox"/> Hotel

<b>20. Education / Migration Agent Details</b> <i>(if applicable, to be completed by Agent)</i>	
Agency Name	
Branch office	
Agent address	
Telephone number	
Email address	
<p><b><u>Education Agent declaration</u></b></p> <p>I have reviewed the Genuine Student* requirement for student visas and am satisfied that the applicant is a genuine student as defined by DHA. I am also satisfied that the applicant has access to sufficient funds to cover tuition, travel, living and OSHC costs for themselves and any dependents. To the best of my knowledge, the documentation provided with this application is authentic, and where the document has been stamped or translated by the agency, the original document has been sighted. I recommend the student for admission.</p>	
<p>Agent's Signature: _____</p> <p>Agent's Name: _____</p> <p>Date: _____</p>	<div style="border: 1px solid black; width: 150px; height: 100px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <p>AGENT REPRESENTATIVE STAMP</p> </div>
<p>* <a href="https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement">https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement</a></p>	

## 21. Genuine Student (GS) Requirement

This is a compulsory section.

All applicants for a student visa must be a genuine applicant for entry. They must stay as a student and be able to show an understanding that studying in Australia is the primary reason of their student visa. The GS requirement is intended to include students who, after studying in Australia, develop skills Australia needs and who then go on to apply for permanent residence.

To be granted a student visa, you must demonstrate that you satisfy the genuine student criterion or the genuine student dependent criterion.

*Please refer to this link for more information about GS requirement:*

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement>

Please answer the following questions.

Answers must be written in English, with a maximum of 150 words per question.

Where applicable, you may be required to provide evidence to support your responses.

### **Question 1**

*Give details of your current circumstances. This includes ties to your family, community, employment and economic circumstances.*

### **Response**

### **Question 2**

*(a) Explain why you wish to study the course(s) and why you have selected to study the course(s) in Australia.*

*(b) Why have you chosen to undertake the course(s) with Hampton College?*

*(c) Explain the requirements of your intended course(s), and your reasons for wanting to study in Australia.*

### **Response**

**Question 3**

*Explain how completing the course will be of benefit to you.*

**Response****Question 4**

*Give details of any other relevant information you would like to include.*

**Response****Required Evidence**

*The following is a guide to evidence that you may need to provide to support your responses.*

**A Guide to Providing Suitable Evidence****(a) Previous study**

This includes:

- Academic transcripts showing qualifications achieved*
- Name of the education provider(s)*
- Length of study*
- Certificates of attainment*

**(b) Previous study in Australia**

This includes:

- A complete history of study record(s) in Australia*
- Reasons for change of course and/or education providers*
- Details of information on course progress*
- Study gaps of more than 2 months during an academic year*
- Any other information the applicant considers relevant to their study record in Australia*

**(c) Current employment**

This includes:

- Details of their current employer and company address*
- Period of employment*
- Details of position held*
- The name and contact details of someone who can confirm the circumstances of the declared employment*

(d) Circumstances in their home country or country of residence

This includes:

- The nature of your personal ties e.g. example family, community and employment. You will need to provide reasons for not studying in your home country if a similar course is available.*

(e) Your circumstances in your home country or country of residence

This includes:

- Documents showing employment or business activities for 12 months before lodging an application*
- Potential employment offers including salary and other benefits, after course completion*
- Income tax return or bank statements*

If there is political and civil unrest and military service commitments in your home country that would present as a significant incentive for them to leave your home country, you must provide your reasons and supporting evidence.

## 22. Document and Action Checklist

Please note you need to attach certified copies of all relevant documents to support your application.

If your original documentation is not in English, please provide certified translated copies.

Issuing a Confirmation of Enrolment (CoE) cannot occur until all required certified documents are provided.

Please confirm if the documentation has been submitted with this application.

Passport

Visa, including evidence to meet Genuine Student requirement

Overseas Student Health Cover (OSHC) (*if applicable*)

Academic records for all studies completed  
(e.g. Testamur, Statement of Attainment or Academic Transcript)

If required, evidence of your proficiency in the English Language which meets course entry requirements

Copy of approved English Proficiency Test results attained within the last 2 years, or evidence to support exemption (refer to p. 7)

I will bring my own laptop / notebook with internet access, and MS Word and MS Excel installed

Other supporting documents (*if applicable, please specify*):

*\* The enrolment fee is an administrative fee and is non-refundable.*

## Additional Information for Students

## Financial Capacity

The table below outlines the minimum amounts in Australian dollars (AUD) that you will need in order to be eligible to obtain a visa. Hampton College can only issue your Confirmation of Enrolment (CoE) if you declare that you have access to sufficient funds, and are able to provide evidence to support your declaration. Acceptable evidence would be a *Proof of Balance Statement* from your bank, or similar institution. These amounts do not necessarily represent the cost of living in Australia at the time when you will be undertaking your studies.

Expense	Per Person	Amount Required in Australian Dollars (AUD)*
Travel	Student (you)	Return airfare to Australia – up to \$2,500
	Family member(s)	Return airfare to Australia – up to \$2,500 per person
Tuition Fees	Student (you)	Course Tuition and Materials Fees – from \$12,250 to \$32,250
	Child (Primary School)	\$4,000 - \$5,000 per child
	Child (Secondary School)	\$5,000 - \$8,000 per child
Living	Student (you)	\$20,000 - \$30,000 rent \$15,000 - \$20,000 living expenses
	Partner	\$10,000 - \$15,000 living expenses
	Child(ren)	\$5,000 - \$8,000 living expenses

*These amounts are approximate only. Financial demands may vary depending on your personal circumstances. Knowing the average living costs in Australia is an important part of your financial preparation. To get a better idea, check out our handy Cost of Living Calculator. The Cost of Living Calculator is designed to help you think about how you spend money and to give you a broad estimate of potential costs in Australia. You may access the calculator here: <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>*

Hampton College must be satisfied that once you are in Australia, that you will have genuine access to the funds you claim to possess to cover the travel, tuition and living costs for yourself and your family members. You must have sufficient funds to support your partner and any dependent children even if they do not travel with you to Australia. Hampton College may request evidence regarding your financial capacity to live and study in Australia.

<b>Department</b>	Vocational Education & Training	
<b>Quality Controlled Document No. &amp; Title</b>	ESOS 3.0	Overseas Student Fee and Refund Policy
<b>Version</b>	2.1	
<b>ESOS National Code 2018</b>	Standard 3.0	



<b>Author</b>	RTO CEO	
<b>Approved</b>	RTO CEO	
<b>Authorised</b>	RTO Academic Board	
<b>Distribution</b>	Internal	Students
	External	Prospective Students

## Fee and Refund Policy – Overseas Students Only

### 1.0 Fee and Refund Policy – Overseas Students Only

The Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 require that Hampton College have in place a Fee and Refund Policy, which must be provided to overseas students who are studying in Australia on a student visa, before formal approval of their enrolment and issuing of a Confirmation of Enrolment.

This Fee and Refund Policy applies to those Hampton College students who are 'overseas students' as defined in the National Code 2018. Except as provided by law, a refund of tuition fees shall only be granted in accordance with this Fee and Refund Policy. Students acknowledge and agree to the terms and conditions of this Policy on signing the declaration in the enrolment application and signing Hampton College's Overseas Student Offer and Acceptance Agreement.

Hampton College reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Administration Fee. Hampton College shall inform the Department of Home Affairs of any change of status where a student who holds a student study visa completes their course outside the course duration period, transfers to another provider, defers their course, is suspended or has their enrolment terminated for not meeting course academic requirements, and/or does not meet their visa conditions.

Course fees shall comprise a Tuition Fee, a Materials Fee and an Administrative Fee.

Hampton College shall not collect more than \$1,500 of a student's tuition fees in advance.

### 2.0 Fee Refunds

Hampton College's Fee and Refund Policy is founded on the principles of fairness and good faith. Hampton College acknowledges that all students may take action under Australia's consumer protection laws where a refund is refused. A full refund of all tuition, and non-tuition, fees paid shall be provided by Hampton College where the course does not commence on the agreed starting date as per the Overseas Student Offer and Acceptance Agreement. Where Hampton College is not able to offer a course, Hampton College may offer affected students enrolment in another suitable course, at no additional cost. It will be completely at the student's discretion as to whether or not such an offer is accepted.

Prior to commencement of a course, a full refund of tuition fees paid to date, less Hampton College's enrolment administrative fee, which is a 'non-tuition fee', shall be provided where, upon presentation of evidence acceptable to Hampton College:

- a) the student is refused a study visa;
- b) illness or disability prevents the student from starting a course;
- c) the student fails to meet the English or other entry requirements for acceptance in the course;
- d) there are family circumstances which prevent the student from starting the course; or,
- e) other special or extenuating circumstances, including political, civil or natural events, which prevent the student from starting the course, and which are accepted at the discretion of Hampton College's CEO. For example, a full refund would be payable where an Offer is cancelled because the student is not able to travel to Australia due to travel restrictions being imposed as a result of a pandemic.

A refund of any fees paid shall not be made where the student is found to have deliberately provided incomplete, or inaccurate, information with their Student Enrolment Application, and is not able to rectify the identified issue(s).

Where a student, after accepting an offer of a place, withdraws from the course the up to 30 working days before the commencement of the course, for no valid or acceptable reason, 75% of the tuition and materials fees paid to date for that course are refundable. After this time, where a student withdraws for no valid reason, then no refunds shall be made.

Should the RTO cease to deliver a course after commencement, then refunds shall be calculated in accordance with the Course Fee Refund Formula, and payments for materials not yet provided are refunded.

A student whose visa is cancelled during a course shall not be eligible for a refund of any fees paid.

Where a student has commenced the course but is unable to continue due to extenuating circumstances, such as illness, health issues, family circumstances, or other acceptable reason, then refunds of tuition fees shall be in accordance with the Course Fee Refund Formula, and payments for materials not yet provided are refunded.

Where a student has commenced a course, but has their enrolment terminated, or cancelled, by Hampton College, there will be no refund of fees paid. 'Termination' or 'Cancellation' may be as a result of a significant breach of

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<b>ESOS National Code 2018</b>	Standard 3.0	



<b>Author</b>	RTO CEO	
<b>Approved</b>	RTO CEO	
<b>Authorised</b>	RTO Academic Board	
<b>Distribution</b>	Internal	Students
	External	Prospective Students

RTO policies, their visa conditions, or the student is convicted of a criminal offence. In all cases, the student may access the Institute's Complaints and Appeals Policy.

### 3.0 Course Fee Refund Formula

**Course Fees Paid X (Course Duration Weeks – Course Attended Weeks\*) / Course Duration Weeks)**

Example: Course fee paid in advance \$1,500, Course duration 64 weeks, student attended 30 weeks.

$$\$1,500 \times (64 - 30 / 64) = \$797 \text{ refund}$$

\* 'Course Attended Weeks' shall include all weeks from the week of the course start date, as specified in the Overseas Student Offer and Acceptance Agreement up to, and including, the week when the student's request to withdraw from the course is received, or the week in which the student is notified that their enrolment in the course has been terminated.

The student enrolment administrative is not refundable once the student has commenced their course. Prior to course commencement, refunds shall not require a formal application from the student where Hampton College is not able to offer the course, or where the student is refused a study visa. All other requests for full or partial refunds must be made in writing on the Request Fee Refund Form.

### 4.0 Other Fees

The following fees are payable as required and are not refundable:

Enrolment application administrative fee	\$250.00
Recognition of Prior Learning Assessment	\$250 per Unit
Re-assessment fee	\$150 per unit
Late payment of course fees	\$5 per day
Deferral of studies – admin fee	\$150
Transfer to another provider – admin fee	\$150

### 5.0 Events and Refunds

Event	Refund Policy
RTO cancels course prior to commencement.	<ul style="list-style-type: none"> <li>• Full refund of all fees.</li> </ul>
RTO cancels course after commencement.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• Refund of tuition fees paid in advance in accordance with Course Fee Refund Formula.</li> <li>• Refund of materials fees for those course materials not yet provided to the student.</li> </ul>
Student is refused a study visa.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• Refund of all tuition fees paid.</li> </ul>
Student accepts offer of enrolment, but does not commence course due to illness, or other extenuating circumstances.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• Full refund of tuition and materials fees</li> </ul>
Student accepts offer of enrolment but advises RTO of their intention to withdraw, for no valid reason, more than 30 days prior to course commencement date.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• Refund of 75% of tuition fees and materials fees</li> </ul>
Student accepts offer of enrolment but advises RTO of their intention to withdraw, for no valid reason, less than 30 days prior to course commencement date.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• No refund of tuition fees and materials fees.</li> </ul>
Student has commenced the course but is unable to continue due to extenuating circumstances, such as illness, health issues, family circumstances, or other acceptable reason.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• Refund of tuition fees paid in advance in accordance with Course Fee Refund Formula.</li> <li>• Refund of materials fees for those course materials not yet provided to the student.</li> </ul>
Student has been found to have provided false or misleading information in their enrolment application, where otherwise the student's enrolment application would have been rejected.	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• No refund of tuition fees and materials fees.</li> </ul>
Student has commenced a course, but has their enrolment terminated, or cancelled, by Hampton College, there will be no refund of fees paid. 'Termination' or 'Cancellation' may be as a result of a significant breach of RTO policies, their visa conditions, or the student is convicted of a criminal offence. In	<ul style="list-style-type: none"> <li>• No refund of enrolment admin fee.</li> <li>• No refund of tuition fees and materials fees.</li> </ul>

all cases, the student may access the Institute's Complaints and Appeals Policy.	
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## **7.0 Procedures for applying for refunds**

To apply for a refund, Students can download the Fee Refund/Withdrawal Application Form from the RTO's website. A hard copy of the form may also be obtained from the RTO Manager or Administration.

Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application. The decision as to whether the Student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

## **8.0 Payment of Refunds**

The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the Student. This includes credit cards.

## **9.0 Complaints and appeals**

In the event that the Student is dissatisfied with the outcome of their application for a refund, the Student may lodge a complaint under the RTO's Complaints and Appeals Policy. The existence of this policy, and RTO complaints and appeals processes, does not stop Students taking action under Australia's consumer protection laws. The student may nominate another person or entity to act on their behalf of the student in the complaints and appeals process.

## **10.0 Tuition Protection Service (TPS)**

The Tuition Protection Service (TPS) assists international students whose education providers are unable to fully deliver their course of study.

<https://www.education.gov.au/tps/international-students>

<b>Department</b>	Vocational Education & Training	
<b>Quality Controlled Document No. &amp; Title</b>	ESOS_10.0	Student Complaints and Appeals Policy
<b>Version</b>	2.0	
<b>ESOS National Code 2018</b>	Standard 10	



<b>Author</b>	RTO CEO	
<b>Approved</b>	RTO CEO	
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<b>Distribution</b>	Internal	RTO Staff RTO Students
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## 1.0 Policy Overview

This policy is produced in the context of the Hampton College's commitment to quality programs and Student welfare. Accordingly, this policy should be seen as complementing and consistent with all other student policies developed and implemented by Hampton College. In particular, this policy focuses on establishing mechanisms to address any complaints by students, whether they be prospective, currently enrolled or former students. Hampton College is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

Hampton College provides all students with the opportunity to have decisions made by Hampton College reviewed and appealed, and for complaints to be lodged, reviewed and resolved. Hampton College's procedures for dealing with complaints and appeals are founded on the principles of fairness, equal opportunity and natural justice. It is Hampton College's intention that all students feel supported and engage in a fair learning environment.

Accordingly, Hampton College's complaints and appeals procedures must ensure that:

- a) the complaints and appeals process is accessible to students
- b) the process is fair, impartial and transparent
- c) outcomes and decisions are consistent where circumstances are comparable
- d) privacy of all concerned is respected and confidentiality maintained
- e) all complaints and appeals are dealt with, and resolved, as expediently as possible
- f) records are maintained for a period of no less than two years after the student enrolment ceased.

It is a condition of employment that all staff adhere to the requirements of Hampton College's Complaints and Appeals Policy and Procedure. It is also a requirement of enrolment that all students abide by Hampton College's Complaints and Appeals Policy and Procedure. As such, it is expected that all staff and students affected by a complaint and/or appeal participate in the resolution process in a cooperative manner and in good faith. Where a staff member or student is determined not to be cooperative and/or not acting in good faith, then Hampton College reserves the right to take the appropriate disciplinary action.

Where a student wishes Hampton College to reconsider a decision, then Hampton College shall engage the services of the Dispute Resolution Centre Australia (DRCA) to review the student's complaint and/or appeal, and Hampton College's decision(s) relating to the student's application. Hampton College, the student, and/or their representative are expected to engage in mediation meetings. Hampton College policy is that Hampton College and the student shall be bound by DRCA's decision.

Students who are not satisfied with the outcome of the complaint and appeal process may still lodge a complaint with an external agency, such as the Ombudsman or Consumer Affairs. Hampton College's policy and procedure does not preclude any student from seeking redress in accordance with all applicable laws.

Complaints and/or Appeals may occur because of decisions made by Hampton College with regards, but not limited, to the following:

- Admission, enrolment, transfer and withdrawal.
- Appeal of an assessment result.
- The quality of training provided (e.g., trainer performance, access to facilities and resources).
- Support services.
- Request for special consideration.
- Reporting unsatisfactory progress.
- Failure to meet attendance requirements.
- Refuting of evidence provided by students relating to non-academic requirements (e.g., medical certificate).
- Student disciplinary action (e.g., cheating and plagiarism).
- Fees and charges.
- Bullying.
- Discrimination.
- Harassment.
- Privacy and confidentiality.

Any other matter, relating to their participation in training with Hampton College, that a student believes is having an adverse impact on their ability to meet course requirements, and/or their health and wellbeing

## 2.0 Student Complaint and Appeal Procedure

1. Inform Hampton College staff.	In the first instance, if appropriate, all students are encouraged to discuss their concerns or issues informally with a Hampton College staff member. Students may approach their trainer, the Student Support and Careers Manager (SSCM), the RTO Manager, or Hampton College's CEO.
2. Lodge a Complaint and/or Appeal.	<p>Should a student's concerns or issues not be able to be resolved informally, then the student will need to lodge a formal complaint and/or appeal with Hampton College's CEO.</p> <p>Students may access the required Complaint and Appeal Form from Hampton College's website or student administration. The Form should be completed and lodged with Hampton College's CEO as soon as practicable.</p> <p>Should the student consider it inappropriate that Hampton College's CEO investigate the complaint and/or appeal, then this will need to be noted on the Complaint and Appeal Form, and the student will be advised of appropriate external agencies which they may approach. Irrespective, all complaints and/or appeals will be considered and investigated by Hampton College's CEO.</p> <p>Should the nature of the concerns or issues involve a possible criminal offence, then students are advised to contact Police and/or seek legal advice. The student's application details shall be entered on the Hampton College's Complaints and Appeals Register. All Forms and any supporting documents shall be kept in the student's file.</p> <p>At all times, all information shall be treated in accordance with Hampton College Privacy and Records Management policies.</p>
3. The Student Complaint and/or Appeal is investigated.	All formal complaints and appeals shall be considered by Hampton College's CEO. Where warranted, the CEO shall investigate the complaint and/or appeal. The investigation must allow the student to provide any relevant information and evidence either in writing or verbally. Students will be permitted to engage support when presenting information and evidence.
4. Outcome.	<p>It is intended that all formal complaints and appeals be investigated and the student informed, in writing, of the outcome of their application, and detailed reasons for the decision, within 10 working days from the date when the complaint and/or appeal was received by Institute. Where more time is required, then the student shall be informed in writing, where a date must be provided as to when the student shall be informed of the outcome of their application. Any extension in time should not exceed an additional 20 working days.)</p> <p>A copy of all correspondence shall be kept in the student's file. Details of the outcome of the student's application shall be recorded on the RTO's Complaints and Appeals Register.</p>
5. Reconsideration – Independent Review.	<p>Where a student is not satisfied with the outcome of their application, then they may, within 15 working days, request that their application be reconsidered. The student may make such an application by responding to Hampton College's notification of the outcome of their application. Student must provide an explanation of the grounds on which they are requesting a reconsideration, which may include additional information and/or evidence.</p> <p>Hampton College shall engage the services of a State Government approved Dispute Resolution Centre (DRC) to review the student's complaint and/or appeal, and the Institute's decision(s) relating to the application. The Institute's CEO, the student, and/or their representative are expected to engage in mediation meetings. Dispute Resolution Centres are free dispute resolution services to all Queenslanders. For further information and access to a DRC, visit the <a href="#">Queensland Government Website</a>.</p>
6. Reconsideration Outcome.	<p>Hampton College and the student agree to be bound by the decision of the DRC. Should the student not be satisfied with the outcome of the reconsideration process, then may seek legal advice. The student shall retain the right to take action under the Australian Law.</p> <p>All records shall be kept in the student's file. Details of the outcome of the student's reconsideration application shall be recorded on the RTO's Complaints and Appeals Register.</p>
7. Continuous Improvement.	<p>Where appropriate, Hampton College shall review the relevant training and assessment services, and/or RTO management and operational practices, in order to implement change to minimise the risk of reoccurrence of similar complaints and/or appeals.</p> <p>Where changes are implemented, then these shall be recorded in Hampton College's Continuous Improvement Register.</p>

# Student Complaints & Appeals Form

**Instructions to Applicant**

- (1) Complete this form and submit to the RTO Manager or Administration as soon as possible.
- (2) Clearly state the nature of your complaint and, if appropriate, indicate what evidence you have to support your claim.
- (3) All complaints will be treated seriously, and you may be required to discuss the complaint with senior members of staff.
- (4) You will be formally notified of the outcome of your complaint.

<b>Surname</b>		<b>Given Names</b>		<b>Student ID</b>	
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**Describe your complaint / appeal**

**What action have you taken to try and resolve this complaint / appeal?**

**Do you have a suggested remedy to the problem?**

I hereby declare that the information provided on this form is true and correct.

Student's Signature ..... Date ...../...../.....

Hampton College CEO's Signature ..... Date ...../...../.....

Submit via mail                       Submit via email:

[info@hamptoncollege.edu.au](mailto:info@hamptoncollege.edu.au)



<b>Department</b>	Vocational Education & Training	
<b>Quality Controlled Document No. &amp; Title</b>	7.0	Recognition of Prior Learning, Credit Transfer and National Recognition Policy
<b>Version</b>	1.0	
<b>SRTOs 2015 ESOS National Code 2018</b>	Clauses 1.12 and 3.1-3.6 N/A	



<b>Author</b>	RTO CEO	
<b>Approved</b>	RTO CEO	
<b>Authorised</b>	RTO Academic Board	
<b>Distribution</b>	Internal	RTO Staff RTO Students
	External	Prospective Students

## Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Policy

### 1.0 RPL

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge previously attained through formal training, work experience and/or life experience. Learners may be eligible for credit into a VET qualification based on relevant prior learning and/or experience. Recognition of Prior Learning is available on application in all VET qualifications offered at Hampton College.

*Recognition of Prior Learning (RPL)* is an assessment process that involves assessment of the individual's relevant prior learning, formal, informal or non-formal, to determine the credit outcomes of an individual application for credit.

Learners may seek recognition of skills and knowledge involved in a module or unit of competency attained through relevant work and/or life experiences. Credit for course module(s)/unit(s) may be granted where appropriate and sufficient evidence is provided to demonstrate that learning outcomes or competencies have been previously attained, and have been retained, by the learner.

*Formal learning* refers to learning that takes place through a structured program of learning and assessment that leads to the full or partial attainment of a recognised AQF qualification or other formally recognised qualification.

*Non-formal learning* refers to learning that takes place through a structured program of learning but does not lead to a formally recognised qualification. *Informal learning* refers to learning gained through work-related, social, family, hobby or leisure activities and experiences. Unlike formal and non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

### 2.0 Credit Transfer

Credit Transfer is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications. Credit must be granted for equivalent studies completed at an RTO, or at any other authorised issuing organisation, such as a university. In the case of any Units deemed non-equivalent, the RTO Manager, in consultation with relevant trainer(s), shall complete a mapping analysis to determine the equivalence of the study completed with the relevant units before granting any credit. Hampton College accepts and provides credit to students for units of competency, unless licensing or regulatory requirements prevent this.

### 3.0 National Recognition

A key principle of the Australian VET Quality Training Framework is national recognition (previously referred to as mutual recognition). This means that all RTOs within respective States and Territories will recognise:

- Australian Qualifications Framework qualifications and statements of attainment issued by any other registered training organisation. This enables individuals to receive national recognition of their qualifications and statements of attainment.
- the decisions of all other states and territories in registering training organisations and accrediting nationally recognised courses. Once registered by one jurisdiction, this enables a registered training organisation to operate in any state or territory without a further registration process.

Applicants complete application form and provide certified copies of Certificate(s) and/or Statement(s) of Attainment.

### 4.0 Applying for Recognition of Prior Learning

Step 1 Applicant obtains an *RPL Tool* from Hampton College

Step 2 *Application* discussed with trainer if required

Step 3 Completed *Application*, comprising a completed RPL Assessment Tool and supporting documentation, submitted to the Hampton College RTO Manager for action

### 5.0 What are the possible outcomes of an Application

- Application successful and credit/recognition granted, current competencies recognised
- Application suspended pending learner providing further information/evidence
- Application rejected. Learner may seek to undertake formal assessment for those credits, exemptions, current competencies noted in the learner's application (assessment only pathway).
- Application rejected. The learner may appeal, and the application may be re-assessed. If required, a final decision will be made by the Hampton College RTO Manager in consultation with the course teacher.

Students who have completed Nationally Recognised Training, or believe that they may be eligible for Recognition of Prior Learning should contact Hampton College prior to submitting this enrolment application. It should be noted,

<b>Department</b>	Vocational Education & Training	
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<b>Version</b>	1.0	
<b>SRTOs 2015 ESOS National Code 2018</b>	Clauses 1.12 and 3.1-3.6 N/A	



<b>Author</b>	RTO CEO	
<b>Approved</b>	RTO CEO	
<b>Authorised</b>	RTO Academic Board	
<b>Distribution</b>	Internal	RTO Staff RTO Students
	External	Prospective Students

however, that students may apply for Credit Transfer and/or Recognition of Prior Learning at any time during their course.

## Student Declaration and Student Declaration of Financial Capacity

- I declare that the information given in this application and the supporting documentation is true and correct.
- I declare that I am a genuine student as defined by the Department of Home Affairs . I declare that I have access to sufficient funds to cover tuition fee, travel, living costs and OSHC costs for myself and my dependants for the total duration of my stay in Australia. I have accessed and reviewed the results of the Cost of Living Calculator Tool.
- I understand that my student visa requires me to remain with my provider until I complete six (6) months of my principal course, which is the course at the highest AQF level.
- I agree to allow the Hampton College to check my visa entitlements via DHA's visa Entitlement Verification Online (VEVO) system. I agree to allow the Hampton College to obtain official records from any prior or current educational institutions I have attended, and/or employers I have stated, on this application form, by whom I have been employed.
- I understand that Hampton College may give advance notice of its intention to cancel my enrolment if my tuition fees are not paid by the required date. If my enrolment is cancelled due to non-payment of fees, I understand that Hampton College will be required to cancel my Confirmation of Enrolment; and that I will have to seek advice from the Department of Immigration and Border Protection regarding my ongoing eligibility for a student visa.
- I understand that any incorrect information or documentation given or the withholding of relevant information or documentation that relates to this application may result in cancellation of an offer letter or enrolment as a consequence.
- I declare that I have visited the Hampton College's website and read relevant course guides and understand the relevant sections, including the course information of the courses I have selected, admission and entry requirements, tuition fees, terms and conditions and refund policy.
- I understand that my enrolment may be terminated, and all fees forfeited should any course work, or part thereof, submitted by me for assessment be found to be plagiarised, copied without acknowledgement or not my own, where it is clear that I present and submit it as my own work.
- I agree to allow the Hampton College to obtain official records from any prior or current educational institutions I have attended, or employers I have stated that I have been employed by on this application form.
- I understand that tuition fees do not include books and other course materials other than those specifically stated in the course guide. I have read and understood the above conditions and accept them in full.
- I understand that I will need to bring my own laptop / notebook with internet access, and MS Word and MS Excel installed

### Additional Declaration for Sponsored Students Only:

- I understand that I am responsible for ensuring that the Financial Guarantee provided by my sponsor remains current.
- If my Financial Guarantee expires, becomes invalid or my sponsor fails to pay, I understand that I will become responsible for payment of my tuition fees, Overseas Student Health Cover and Amenities Fee (where applicable).

Your Full Name (as it appears on your passport) \_\_\_\_\_

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent or Legal Guardian's Full Name \_\_\_\_\_  
(if you are under 18 years)

Parent or Legal Guardian's Signature \_\_\_\_\_ Date: \_\_\_\_\_  
(if you are under 18 years)

*\* Where a parent or legal guardian signs this declaration, a copy of an identify document, which includes the person's signature must be provided with this enrolment application. Students must be 18 years of age at the time of course commencement.*

### Completed Enrolment Forms may be submitted by mail as follows:

Level 3, 38 Cavill Avenue, Surfers Paradise, QLD 4217

### **OR**

A scanned copy of the completed enrolment form, and required documents, may be submitted by email:

[info@hamptoncollege.edu.au](mailto:info@hamptoncollege.edu.au)

### **IMPORTANT INFORMATION**

After we have processed your enrolment application form, and approved your request to enrol, we will send you an ***Overseas Student Offer and Acceptance Agreement***.

You must complete and sign the Agreement, and provide evidence of payment of the required tuition and non-tuition fees.

Once we receive your completed, and signed, *Overseas Student Offer and Acceptance Agreement* we will send you a Confirmation of Enrolment (CoE). We will email this to you within 5 working days.

You will then need to use your Confirmation of Enrolment (CoE) to apply for your student visa.

## Office Use Only

Enrolment Form Processed:                      Date:

Additional Information Requested:              Date:                      Additional Information Received:      Date:

Enrolment Application Accepted:              Date:

Enrolment Application Rejected:              Date:

Reason for rejection of enrolment application:

- Applicant does not meet minimum age requirement
- Applicant does not meet academic course entry criteria
- Applicant did not satisfactorily complete ACSF Level 3 Assessments
- Other (*please specify*) \_\_\_\_\_

Student notified of rejection of enrolment application:              Date:

RTO Manager has been informed of decision to reject enrolment application:              Date:

### **NOTES:**

### **Authorised RTO Personnel**

Name:

Signed:

Date: