



**LE ROSEY**  
HOSPITALITY INSTITUTE



# ENROLMENT FORM

**ABN 88 651 266 518 | CRICOS CODE 04183M | RTO NO 45828**



**Tell us the reason you want to take our course:**  
 Career     Academic     Personal     Other \_\_\_\_\_

**Where did you hear about us?**  
 Agents     Advertising     Word of mouth     Other \_\_\_\_\_

**Do you have any disabilities that will effect your learning?**  
 Yes, please specify below.     No

Hearing (Deaf)     Acquired brain impairment  
 Physical     Vision  
 Intellectual     Medical Condition  
 Learning     Other \_\_\_\_\_  
 Mental Illness

*\* For more information to assist with answering the disability questions, please go to our website to download the Disability Supplement document.*

Why have you chosen to enrol at Le Rosey Hospitality Institute? Do you have sufficient information, knowledge and understanding of courses offered at LRH and their requirements?

**Language and Cultural Diversity**  
**In which country were you born?**  
 Australia     Other (Please specify): \_\_\_\_\_

**Do you speak a language other than English at home?**  
 No, English Only     Yes (Please specify): \_\_\_\_\_

**Are you Aboriginal or Torres Strait Islander origin?**  
 No     Aboriginal     Torres Strait Islander

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

Basic Word processing  
 Basic Email knowledge  
 Basic Excel Spreadsheet knowledge  
 PowerPoint presentation knowledge  
 Use of Skype, Webcam, Mobile (for Online students)

Do you need any Language and Literacy (LLN) support? If LRH identifies you need additional LLN support during the placement test, will you be happy to undertake recommended additional support program?

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

Yes     No

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

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

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

No  
 Yes. Please describe below and know that you may be asked for further evidence.  
 \_\_\_\_\_

**PART I: PAYMENT DETAILS**

**Name of Bank:** Commonwealth Bank of Australia    **BSB :** 062-759  
**Account Name:** Le Rosey Hospitality Institute    **Reference :** Student Name and ID  
**Account Number :** 1072 5994    **Bank SWIFT Code:** CTBAU2S

**PART J: USI APPLICATION THROUGH LRHI**

If you would like us to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at [here](#).

You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I [NAME] \_\_\_\_\_ authorise  
 [insert RTO name] \_\_\_\_\_ to apply pursuant  
 to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.

I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at [Privacy Information](#).

**Town/City of Birth** \_\_\_\_\_  
 (please write the name of the Australian or overseas town or city where you were born)

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

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

Please ensure that the name written in 'Personal Details' section is exactly the same as written in the document you provide below.

**1. Australian Driver's Licence**  
 State: \_\_\_\_\_ Licence Number: \_\_\_\_\_

**2. Medicare Card**  
 Medicare card number \_\_\_\_\_  
 Individual reference number (next to your name on Medicare card): \_\_\_\_  
 Card colour: (select which applies)  
 **Green**    Expiry date   /  /  /   (format MM/YYYY)  
 **Yellow**  
 **Blue**    Expiry date   /  /  /   (format DD/MM/YYYY)

**3. Australian Birth Certificate**  
 State/Territory \_\_\_\_\_  
 Details vary according to State/Territory (see note above)

**4. Australian Passport**  
 Passport number \_\_\_\_\_

**5. Non-Australian Passport (with Australian Visa)**  
 Passport number \_\_\_\_\_

**6. Immicard**  
 Immicard Number \_\_\_\_\_

**7. Citizenship Certificate**  
 Stock number \_\_\_\_\_ Acquisition date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**8. Certificate of Registration by Descent**  
 Acquisition date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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

**PART K: ENROLMENT TERMS & CONDITIONS**

**ACADEMIC PROGRESS**  
 Students must maintain satisfactory academic progress at all times. All the courses are scheduled 20 hours per week (13.5 hours of face-to-face classroom based and 6.5 hours of online based delivery). Students are required to attend classes regularly to maintain satisfactory course progress each term. Institute reserves the right to change class timetable at any time. Adequate notice will be provided where possible.

**ORIENTATION & COURSE COMMENCEMENT**  
 Please ensure that you attend the ORIENTATION SESSION on the date specified in the offer letter prior to the Course commencement date. If a student fails to commence the course within 14 days of the nominated course start date, the Institute will notify Department of Home Affairs via PRISM. Any student who cannot commence the course due to visa rejection or any other circumstances after being issued a visa, the student must inform the Institute immediately.

**OVERSEAS STUDENT HEALTH COVER (OSHC)**  
 All International Students are required to pay Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover.

Rates (Single)	
3 Months.....	\$127.50
6 Months.....	\$255.00
9 Months.....	\$382.50
12 Months.....	\$510.00
24 Months.....	\$1020.00

*Note: Fees are subject to change. Please contact the OSHC provider for the current rates*

**INDICATIVE COST OF LIVING IN AUSTRALIA (\$AUD)**  
 According to [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au), The figure below is an estimate only to give an indication of the basic rate of living costs under the Migration regulations. The cost can vary significantly depending on where you live in Australia.

Cost of Living (excluding tuition fees) .....\$24,505 a year  
*\*This includes clothing, food, accommodation, transportation, entertainment and travel cost.*

You should be prepared in case your living costs are greater than the figure above.

**FEES**

A non-refundable Enrolment/Application fee and CoE issuing fee (exclusive of Tuition fees and material fees) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of the course.

Students who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$120.00 per term or may be refused training and assessment services and any requests until such times as the fees are paid and up-to-date. Should fees remain overdue for more than one day after the due date LRH will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS. For more information regarding fees and payments please refer to <https://www.lerosey.edu.au/pre-enrolment/fees-payment/>

**FEE REFUND POLICY**

The Request for refund must be made in writing to the Principal Executive Officer by using the Refund Application Form.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, Le Rosey Hospitality Institute will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by Le Rosey Hospitality Institute, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Tuition Fees		
Enrolment fee and CoE Issuing Fee		No refund
Visa refused (except for fraud, forge or misleading documents)	Offshore applications	Refund less \$500 administration fee.
	Onshore applications	<ul style="list-style-type: none"> <li>• Prior to course commencement: Refund full tuition fee; \$500 Administration fee applies.</li> <li>• After course commencement: Refund unused tuition fee; \$500 Administration fee applies.</li> </ul>
		No refund will be given if AAT is undertaken.
Withdrawal at least 28 days (prior to agreed start date)		70% refund of tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal less than 28 days (prior to agreed start date)		50% refund of tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal after the agreed start date		No refund
Visa cancelled due to actions of the student including due to fraud, forge or misleading documents		No refund
Does not commence (i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)		No refund
Visa extension is refused		Return of unused tuition fees less \$500 administration fee and CoE issuing fee
Withdrawal from study - enrolled/current students		Refund of unused tuition fees less \$500 administration fee and CoE issuing fee (of the following term/s)* *Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s *No refund will be given after an approved deferment or suspension.
Compulsory Health Insurance (Student visa holders only)		Refer to OSHC provider's refund policy
Airport Pick-up		Full Refund only if service cancelled 3 business days prior to flight arrival
Visa refused but when RTO is able to deliver the course online and student can continue study online from offshore		Return of unused tuition fees less \$500 administration fee and CoE issuing fee when withdrawal has been requested prior to the agreed start date

**RTO DEFAULT**

- Under the Tuition Protection Service (TPS) framework, if Le Rosey Hospitality Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- Le Rosey Hospitality Institute defaults if the course they offer does not start on the agreed starting day.
- Le Rosey Hospitality Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If Le Rosey Hospitality Institute defaults, LRH will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- Le Rosey Hospitality Institute will give the student a statement that explains how the refund amount has been worked out. Le Rosey Hospitality Institute dispute resolution processes does not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment

of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.

- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Le Rosey Hospitality Institute is solely responsible for the delivery of its courses, for the issuance of their certifications, and for its compliance.

**COMPLAINTS AND APPEALS POLICY**

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer.

If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/about/overseas-students> or phone 1300 362 072 for more information.

**STUDENT CODE OF CONDUCT**

All people associated with LRH have the same rights. The Institute's Code of Conduct sets clear standards of behaviour and defines the roles and responsibilities of members of the Institute in supporting these standards. It also specifies the mandatory consequences for student and staff actions that do not comply with these standards. Harassment, bullying and victimisation will not be tolerated at LRHI. Discrimination on any grounds is unacceptable. Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the Administration Manager. If the complaint is sufficiently serious, the Principal Executive Officer may establish a formal inquiry and/or refer to external authorities. Please read the Student Handbook (available online) for details.

**PRIVACY NOTICE**

**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.

**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.

**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 Education, Skills and Employment (DESE), 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. DESE 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 DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice> (if you have any difficulties to accessing the notice please contact the college for a digital copy).

**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 LRH via Email ([info@lerosey.edu.au](mailto:info@lerosey.edu.au)) to:

- request access to your personal information

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

For our Privacy Policy, please refer to the LRH Student Handbook available on website. You can also call us at +61 2 8316 6618 Monday-Friday from 9am-6pm.

**DISCLOSURE OF PERSONAL INFORMATION**

Information is collected here in order to meet our obligations under the ESOS Act and the National Code, to ensure student compliance with the conditions of their visa 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 Registration Authorities and Providers of Education and Training to Overseas Students. Information collected about you on this form can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS).

In other instances information collected can be disclosed without your consent where authorised or required by law, this may include and the circumstance of any suspected breach by the student of a student visa condition.

**CHANGE OF ADDRESS AND CONTACT DETAILS**

Upon arriving in Australia you are required to advise us of your residential and email address, telephone number and of any subsequent changes to these contact details. It is your responsibility to ensure that you always update your contact details at the Institute to ensure you receive important information about your course, fee receipts and any other important information.

**STUDENT DECLARATION**

I have read and accept the conditions of enrolment including the cancellation and refund policy of the Institute as stated above. I declare that the information provided by me on this form is true and correct. I consent to the collection, use and disclosure of my personal information in accordance with the National VET Data policy.

**PART L: DECLARATION**

**STUDENT INFORMATION**

Applicant Name:   
Guardian Name for Applicants Under 18

Applicant's Signature:   
Guardian Signature for Applicants Under 18

Date:  /  /

*This agreement must be signed by the student or their parent/legal guardian if the student is under 18 before/or at the same time course money is accepted.*

**REFERRAL / EDUCATIONAL AGENCY INFORMATION**

Agency Name:

Agent's Signature:

Date:  /  /



**OFFICE USE ONLY**

ACCEPTED BY Le Rosey Hospitality Institute