

Enrolment Form 2025

Vocational Education Training



PERSONAL DETAILS

Family Name: _____ Given Names: _____
Date of Birth (dd/mm/yyyy): _____ Title: ☐ Mr ☐ Ms ☐ Miss ☐ Mrs ☐ Dr
Nationality: _____ Gender: ☐ Male ☐ Female
Passport Number: _____ USI: _____
Current Address: _____
Phone Number: _____ Email: _____
Do you have any disabilities and/or chronic conditions that may affect the way you complete the course? _____

VISA & INSURANCE DETAILS

VISA Type: ☐ Student ☐ Other - details: _____ Which DHA office will you apply to for your visa? ☐ ONSHORE ☐ OFFSHORE

Have you been refused or cancelled a visa in the past? ☐ No ☐ Yes If, yes please provide details: _____

Are you currently enrolled at another institution in Australia? ☐ NO ☐ YES (a letter of release is required)

OSHC(Overseas Student Health Cover – compulsory requirement for student visa holder from arrival in Australia)

Do you want IH Brisbane – ALS to arrange OSHC for you? ☐ YES ☐ NO If Yes, ☐ Single ☐ Couple ☐ Family

2025 Premiums (single cover in AUD\$, prices are subject to change without notice). Minimum purchase is 3 months.

(BUPA (insurance provider) may revise their price list on Middle of 2024)

Single rate	\$66 per month	Couple rate	\$304 per month	Family rate	\$644 per month
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COURSE DETAILS

- ☐ Certificate I in Retail Services (SIR10116 CRICOS: 096424D)
☐ Certificate II in Retail Services (SIR20216 CRICOS: 096426B)
☐ Certificate III in Retail (SIR30216 CRICOS: 096428M)
☐ Certificate II in Workplace Skills (BSB20120 CRICOS:103327J)
☐ 27 weeks ☐ 55 weeks
☐ Certificate III in Business (Customer Engagement) (BSB30120 CRICOS:103328H)
☐ 27 weeks ☐ 55 weeks

- ☐ Certificate IV in Business (Leadership) (BSB40120 CRICOS:103329G)
☐ 31 weeks ☐ 63 weeks
☐ Diploma of Business (BSB50120 CRICOS:103332A)
☐ Diploma of Leadership and Management (BSB50420 CRICOS:103331B)
☐ Advanced Diploma of Business (BSB60120 CRICOS:103333M)
☐ Advanced Diploma of Leadership and Management (BSB60420 CRICOS:103334K)

REQUESTED COURSES START DATE

1ST course : _____
2ND course : _____
3RD course : _____
4TH course : _____

Start date: _____
Start date: _____
Start date: _____
Start date: _____

*Payment Option ☐ Option 1 ☐ Option 2 ☐ Option 3 *There's a surcharge for payment plans Pay Upfront ☐

ACCOMMODATION

We can help arrange both homestay and student accommodation; please contact us for details. There is a 4-week minimum stay for either service.

HOW DO I ENROL?

- Complete and sign your IH Brisbane - ALS enrolment form. Send direct to IH Brisbane - ALS or via one of our Education Agents. Send Enrolment form to certenrol@ihbristbane.com.au
- IH Brisbane ALS will send you (or your agent) a Letter of Offer. Complete the Letter of Offer & return with your payment information.
- IH Brisbane ALS will send you a Confirmation of Enrolment (COE) so you can apply for your Australian Student Visa. (If applicable)

For information about studying as an International Student in Australia, see <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

2025 FEES AND CHARGES & 2025 START DATES

Enrolment Fee \$250			Material Fee Certificate: Up to \$250 per course / Diploma & Advanced Diploma: Up to \$500 per course			
Certificate I in Retail Services	15 weeks	\$3,750	Certificate IV in Business (Leadership)	63 weeks	\$8,820	2025 – 27/01, 24/02, 24/03, 21/04, 19/05, 16/06, 14/07, 11/08, 08/09, 06/10, 3/11, 1/12
Certificate II in Retail Services	35 weeks	\$8,750		31 weeks		
Certificate III in Retail	47 weeks	\$11,500	Diploma of Business	59 weeks	\$8,260	2025 – 10/02, 17/03, 21/04, 26/05, 30/06, 4/08, 8/09, 13/10, 17/11, 22/12
Certificate II in Workplace Skills	55 weeks	\$8,750	Diploma of Leadership and Management	59 weeks	\$8,260	
	27 weeks		Advanced Diploma of Business	59 weeks	\$8,260	
Certificate III in Business (Customer Engagement)	55 weeks	\$7,700	Advanced Diploma of Leadership and Management	59 weeks	\$8,260	2025 - 10/02, 24/03, 5/05, 16/06, 28/07, 8/09, 20/10, 1/12
	27 weeks					
Private tuition/assessment:			From \$105/ hour			

When we receive your ENROLMENT FORM, we will send you a LETTER of OFFER. Please complete all the details on and return to IH Brisbane - ALS with your payment. IH Brisbane - ALS accepts bank draft, International telegraphic transfer, credit card (MasterCard or VISA only) and EFTPOS.

Credit card payments attract a 3.1% payment processing fee and EFTPOS attract 1.45% payment processing fee to reflect the bank fees charged to IH Brisbane - ALS.

TERMS AND CONDITIONS

1. I have read and agree to following policies, all available in the Student Handbook:

- PRIDE policy
- Attendance requirements
- Privacy policy

and understand failure to follow them may result in my exclusion from IH Brisbane – ALS, as detailed in the unacceptable behavior procedure.

I have also read and understood the information regarding

- Leave requests
- Deferment Policy
- Course Changes
- Late payment of fees

2. Indemnity: Neither IH Brisbane – ALS and its staff nor its representatives, will be held responsible for any loss, damage, illness or injury to people or property which may occur while students are on any activity or excursion organized by IH Brisbane – ALS. Students

are solely responsible for taking out own insurance which we recommend be purchased in their own country.

3. Release of Photography: Photos or images of students participating in IH Brisbane – ALS school activities, taken by/for IH Brisbane – ALS staff, remain the property of IH Brisbane – ALS and can be used for promotional materials. If you do not wish to be photographed or videotaped please inform us in writing as soon as possible.

4. Contact details: Students are required to notify IH Brisbane – ALS within 5 working days of any changes to residential address, mobile, email or emergency contact, through their student portal; failure to do so may result in automatic visa cancellation.

5. Training locations – your training is to be delivered at 116 Adelaide Street, Brisbane, 4000.

6. Personal information provided to IH Brisbane – ALS is confidential, but by law, may be provided by IH Brisbane – ALS to appropriate parties. IH Brisbane – ALS is required to share information about its students with the Australian Government and other designated authorities, such as the TPS. IH Brisbane – ALS has the right to share information on your progress and attendance with your sponsor or educational agent

REFUND, ENROLMENT & CANCELLATION POLICY

Request for Refund

- Request for refund must be made on a Request For Refund Form (download from our website www.ihbristbane.com.au) with appropriate supporting documentations (e.g. the letter from the Department of Homeland Affairs and bank details) and submitted to enrol@ihbristbane.com.au.
- A refund can only be paid if ALS has received the money and it has been entered into its accounts, and all debts to ALS have been paid.
- Refund payments will be made in Australian currency within 4 weeks of submitting the completed Request For Refund Form and all required supporting documentations.
- All refunds will be made payable to the students only, except for formally approved sponsored students or education agents who paid on behalf of the students (students must send us an authorization letter)
- Requests for refunds of Overseas Student Health Cover (OSHC) must be made directly to the student's OSHC provider.
- Promotional discount will not be applicable in any refund cases.

Refund Policy – there are 5 refund categories at ALS; these will be applied to **each and every course** applied for:

- Cancellation due to Visa refusal - Before course start date:** \$300 Admin Fee per course. Tuition, Material and Airport Reception Fees refunded. Enrolment, Payment Plan and Accommodation Placement Fees not refunded.
- Cancellation due to Visa refusal - After course has commenced:** \$300 Admin Fee per course. Unused Tuition and Material Fees refunded. Enrolment, Payment Plan and Accommodation Placement Fees not refunded.
- Cancellation notice given more than 4 weeks prior to the course start day:** \$350 Admin Fee per course. Tuition, Material and Airport Reception Fees refunded. Enrolment, Payment Plan and Accommodation Placement Fees not refunded.
- Cancellation notice given less than 4 weeks prior to the course start day:** \$1200 Admin Fee first course, and \$350 Admin Fee per subsequent course. Tuition, Material and Airport Reception Fees refunded (if more than 48 hours notice given). Enrolment, Payment Plan and Accommodation Placement Fees not refunded.
- Cancellation after course has commenced:**
 - Vocational courses: No refunds eligible
 - ELICOS courses – 24 tuition weeks or shorter: No refunds eligible.
 - ELICOS courses – 25 tuition weeks or longer with 12 weeks or longer remaining; a flat fee of \$1500 will be refunded.

Course Commencement means the first working day of the week the student is enrolled to start.

Change of Enrolment. Where possible, IH Brisbane – ALS is happy to help you make changes to your course of study, but fees will apply.

- Changes to start date - no charge will be made for the first change, afterwards \$40.00 admin fee will be charged for each subsequent change. Any refund request after making a change will be as case 4 except in case of visa refusal.
- Penalty chargeable for transfers to different courses (not including tuition / material fees differences)

	Equal or lower value		Higher value	
	>4 weeks before start date	<4 weeks before start date	>4 weeks before start date	<4 weeks before start date
Within the same sector	\$250	\$500	No charge	\$0 / \$500 (From Cambridge English only)
To a different sector	\$250	\$250 / \$500 (From Cambridge English only)	\$0	\$0 / \$500 (From Cambridge English only)

Failure to commence – ALS is required to report any student default within 5 working days.

Pre-requisites – courses at ALS require a pre-requisite level of English, age and previous study, which can be found on the website and promotional material.

Students who do not meet these requirements will not be able to commence study in this course, but will be offered a place in an different course. Any difference in fees will be the sole responsibility of the student.

ALS disclaims all liability for any direct or indirect loss arising out of using a 3rd party service.

Course Cancellation - If ALS is unable to deliver a course, a full refund of unused portion of prepaid tuition fees, material fees, and enrolment fee will be made within 2 weeks of the day on which the course ceased being provided. You may be offered enrolment in an alternative course at no extra cost, and have the right to choose whether you would prefer a refund of fees or to accept a place in another course, which must be done in writing.

- In the unlikely event that ALS ceases to operate and is unable to offer you a place in another course or a refund, for student visa holders the TPS will place you in a similar course at no charge. Any refund due to a default of ALS as the registered provider is covered by the provisions of the Education Services of Overseas Students Act 2000 (the ESOS Act) (as amended).

Complaints and Appeals – students are able to submit a complaint or appeal in person to their trainer or at reception or by email to enrol@ihbristbane.com.au; we will respond in 10 working days or less, and you will be informed in writing of the outcome. If you are unhappy with the outcome, you can take your complaint or appeal to an external body, such as the student ombudsman. Submitting a complaint does not affect your enrolment.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take an action under the Australian Consumer Law if the Australian Consumer Law applies.

For further information please read the Student Handbook at www.ihbristbane.com.au / www.alscertificates.com / www.alscollege.com.au

DISPUTE RESOLUTION

If you are unhappy with anything at IH Brisbane – ALS, please talk with one of our staff. You can bring a friend with you at any time.

IH Brisbane – ALS has a Dispute Resolution process but you also have the right to take action under Australia's consumer protection laws or to pursue other legal remedies. See full details on www.ihbristbane.com.au. Personal information provided to IH Brisbane – ALS is confidential, but by law, may be provided by IH Brisbane – ALS to appropriate parties

STUDENT DECLARATION

- I have read and understood the IH Brisbane – ALS Student Handbook 2025 viewed at www.alscertificates.com
- I understand and accept the above conditions of enrolment and Refund and Course change policy of IH Brisbane – ALS

Signature: _____ Date: ____ / ____ / ____

AGENT STAMP /

2025 PUBLIC HOLIDAYS IN BRISBANE / SCHOOL STAFF TRAINING DAYS

Public Holidays (ALS is closed on official public holidays)	01/01, 27/01, 18/04, 21/04, 25/04, 05/05, 13/08, 06/10, 25/12, 26/12 (IH Brisbane – ALS will be closed from the 29 December 2025 to 1 January 2026 inclusively)	School Staff Training (ALS is closed on these days)	28/02, 6/06, 22/08, 14/11
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