

INTERNATIONAL STUDENT APPLICATION FORM

Thank you for your interest in enrolling in Pivotal Education. Please ensure that you answer ALL of the following questions to ensure correct processing of your enrolment.

Please complete all sections in **BLOCK** letters

Please tick where appropriate

1. Personal Details

All applicants must be aged 18 years or over at time of application

Surname		USI No.	
Given Name/s		Gender.	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other
Date of Birth	/ /	dd/mm/yyyy	

2. Contact Details

Please provide your Australian residential address:

Street Address			
Suburb	State	Postcode	

Please provide your Australian Postal address if different to above residential address:

Street Address			
Suburb	State	Postcode	

Please provide your home country address:

Street Address			
Suburb	State	Postcode	
Email			
Phone	Mobile		

3. Passport and Visa Details

Passport No.		Expiry Date	/ /
Nationality		Country of Birth	
Visa Type	<input type="checkbox"/> Student <input type="checkbox"/> Tourist <input type="checkbox"/> Working Holiday <input type="checkbox"/> Other (specify)		
If applying for a Student Visa, in which city are you applying from?			

4. Agent / Referral Details

Are you applying through: Agent (please complete below) Referral (please complete below) Direct to Pivotal Education

Agent/Referral Name	Email
Company (If applicable)	Phone

5. Previous Studies

Please list any Australian vocational courses completed:

Institute			
Course Code		Course Name	
Institute			
Course Code		Course Code	

What is the highest qualification you have obtained?

- Master's Degree or Higher Bachelor Diploma Certificate

Please provide details:

Institute			
Qualification		Year	

Have you completed Year 12 in your country? Yes No Equivalent to Year 12: (details) _____

6. English Proficiency

An intermediate level of English is required to entry to all courses (IELTS or equivalent)

Is English your first language?	<input type="checkbox"/> Yes <input type="checkbox"/> No	How well do you speak English?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Bad
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Have you completed a formal English test such as **IELTS** or equivalent in the last two years? Yes No If yes, please complete below: (Refer to section 16 for equivalent English entry requirements)

Test		Score		Date	/	/
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Have you studied an accredited English language course in Australia? Yes No If yes, please complete below:

Institute			
Course		Exit level	

7. Course Preferences (Please select which course/s you are applying for)

- FBP30117 Certificate III in Food Processing (102936C) General English (102938A)
 English for Academic Purpose (102937B)

Start date - / / Start date – Available every Monday / /

8. Credit Transfer

Do you wish to apply for Credit Transfer (CT)? Yes No

9. Reason for undertaking this course

- To get a job It was a job requirement To get a better job or promotion
 To gain extra skills To try for a different career To develop my existing business
 To start my own business To get into another course of study

10. Overseas Student Health Cover

Do you require Pivotal Education to arrange Overseas Student Health Cover for you? Yes No

11. Employment Status

Which best describes your employment status?

Full time Part time Self employed Unemployed Employed – Unpaid family work member

12. Medical Concerns

Do you suffer from any disabilities? Yes No If no, please proceed to section **Emergency Contact**.

Please indicate the areas of disability, impairment or long-term condition:

Hearing/deaf Intellectual Acquired brain impairment
 Vision Learning Medical Condition
 Physical Mental Health Other

Do you require additional support from Pivotal Education as a result for the indicated condition? No Yes
(Please specify)

13. Emergency Contact

Surname	<input type="text"/>	Relationship to student	<input type="text"/>
Given Name/s	<input type="text"/>	Contact Number	<input type="text"/>

14. Enrolment Procedure

- Step 1.** Complete and sign this form, attach a copy of your passport, evidence of English proficiency and a Letter of Release if you are an onshore student and you have not completed **six months** of your principal course and submit to training@pivotal.com.au.
- Step 2.** Pivotal Education will assess your application and offer a “Letter of Offer”, and send you a “Student Written Agreement” for you to accept, sign, and return.
- Step 3.** Finalize your 1st instalment payment as per your letter of offer.
- Step 4.** If all requirement and conditions are met, Pivotal Education will issue a Confirmation of Enrolment (CoE) and Overseas Student Health Insurance (if required to be arranged by Pivotal)
- Step 5.** Apply for a student visa with the Department of Home Affairs.
- Step 6.** If visa granted, make travel and/or accommodation arrangement.
- Step 7.** If visa granted, pre-arrival and Orientation information will be sent to you prior to course commencement.

15. Document Checklist

Passport Proof of ID Visa Proof of English Academic Certificate

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16. Entry Requirements

1. Academic Requirements

Year 12 or approved and recognized overseas equivalent

2. English Language Requirements

English Language Test Providers/Requirement	Minimum Test Score	Minimum test score where combined with at least 12 weeks' EAP*	Minimum test score where combined with at least 24 weeks' EAP
International English Language Testing System (IELTS)	5.5	5	4.5
Test of English as a Foreign Language (TOEFL) paper-based	527	500	450
TOEFL internet-based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic (PTE)	42	36	30
STEP EIKEN	Grade Pre 1		
Cambridge International General Certificate of Secondary Education (IGCSE)	Grade C		
Cambridge First Certificate in English (FCE)	162		
Cambridge Certificate of Proficiency in English (CPE)	162		

* EAP is English for Academic purposes

3. Additional Requirements

All students must be at least 18 years old age.

All students must complete a Language, Literacy and Numeracy (LLN) test prior to the commencement of the course.

Student Declaration

I declare that to the best of my knowledge:

1. The information I have provided is true, accurate and complete.
2. I will adhere to all conditions of enrolment.
3. I have been informed about my rights and obligations.
4. I agree to the course fees and payment arrangements, all applicable and not applicable.
5. I have reviewed the course information and training and assessment services of the selected course.
6. I consent to the information in this application form being provided to the National Centre for Vocational Education and Research (NCVER) for statistical purposes.
7. I have read and signed the Privacy Notice and application for Unique Student Identifier.
8. I declare that I have disclosed all my unique learning needs and I have been informed about the learning, assessment and support services to be provided and any fees and costs that may relate to the course in which I am enrolling.

Student's Initials	
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Refunds and Cancellations

All refund and cancellation requests must be submitted using the Refund Request Form as per Fees and Refunds Policy.

Refund Policy

1. Pivotal Education under the ESOS Act 2000 and the National Code 2018 must have in place a Refund Policy which needs to be provided to the prospective international students studying in Australia before the formalisation of their enrolment.
2. If a student accepts a place offered by Pivotal Education and pays the applicable fees, it means a binding contract is created between the student and Pivotal Education.
3. Notification of withdrawal from unit/s or course of study must be made in writing to Pivotal Education addressing to the CEO. The cancellation fee will be calculated as shown in Schedule A.
4. All fees paid including any course fees collected by education agents on behalf of Pivotal Education except the non-refundable enrolment fee are subject to this refund policy.
5. Where a visa renewal is rejected due to a breach in visa conditions, a student must withdraw from Pivotal Education and the cancellation fee will be calculated as shown in Schedule A.
6. Pivotal Education reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol in a similar course at Pivotal Education and the enrolment is cancelled then all fees paid will be refunded.
7. In the unlikely event that Pivotal Education is unable to deliver your course in full (provider default), you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Pivotal Education at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement.
8. All refunds (apart from provider defaults) under this policy will be paid within four (4) weeks after receiving a written claim and full supporting documentation from the student.
9. If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the CEO of Pivotal Education.
10. Refunds will be made in Australian dollars and the Academy reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.
11. Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.

Procedures for Claiming Refunds

1. Please fill up the 'Fee Refund Form' (which can be downloaded from Pivotal Education's website).
2. Submit the form with any supporting evidence to the Student Services Officer or alternatively, you can send the Pivotal Education scanned copy of the 'Fee Refund Form' to the training@pivotal.com.au
- Once the 'Fee Refund Form' is received by the Student Services, it will be forwarded to the CEO for a review.
3. If eligible, refunds will be processed within 4 weeks.
4. In the event of an unsuccessful outcome or if the student is not eligible for a refund, students can appeal against the decision following Pivotal Education Complaints and Appeals policy.

Privacy Notice

Under the Data Provision Requirements 2012, Pivotal Education is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this application form), may be used or disclosed by Pivotal Education for statistical, administrative, regulatory and research purposes. Pivotal Education may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

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- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.
- You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

Other Conditions

Public Holidays: Pivotal Education is closed for all NSW public holidays. Compensation will not be made for classes offered on public and special holidays.

Unique Student Identifier (USI): All Pivotal Education students are required to provide Pivotal Education with their Unique Student Identifier. Students will not be eligible to collect their certification at completion of their course of study without providing Pivotal Education with their USI.

Attendance, Course Progress and Assessment Requirements: Please be aware that a minimum of 80% attendance and satisfactory course progress is a mandatory requirement for all Pivotal Education's courses. Attendance is also monitored on a weekly basis. Please note that the successful completion of a course requires the student to complete all the required assessments for each unit of competency satisfactorily

Collection and Use of Personal Information: Personal information provided on this form is collected and protected for the purpose of providing education and training only. Students may access their personal information/records at any time. Information will not be provided to a third party without the written and signed consent of the students.

The Australian Skills Quality Authority is entitled to collect activity data about a student's enrolment and achievements for the purposes of monitoring and reporting of training outcomes. The information provided by students may be accessed by Commonwealth officers and by the National Centre for Vocational Education and Research (NCVER) for statistical research purposes.

Code of Conduct: Students must abide by Pivotal Education policies and codes of conduct at all times.

Return Student Application Form to:
 Pivotal Education Head Office
 Level 8, 80 George Street, Parramatta NSW 2150
 Email: training@pivotal.com.au
 Tel: (02) 9687 9299
 ACN: 080 057 272
 ABN: 82 080 057 272
 RTO ID: 90272 CRICOS 03872E

Name			
Signature		Date (dd/mm/yyyy)	/ /

FEE SCHEDULE

Pre-Enrolment

Upon acceptance of the course, students are required to complete an enrolment form and submit an enrolment fee to secure their position in the course. The enrolment fee is non-refundable. Students will be notified by Tax Invoice when subsequent fees are due and payable.

Enrolment

The following fees are applicable for tuition or course tuition fees, student course material fees (courseware, which includes manuals, textbooks, and uniforms if required), student re-assessment fees, Deferral fees, credit transfer fees, Recognition of Prior Learning, Qualification Certificate or Statement of Attainment replacement costs.

Enrolment Fee (Non-refundable) AUD		\$250
Tuition Fees (Total Tuition fees)	<ul style="list-style-type: none"> FBP30117 Cert III in Food Processing (19 months) 	\$18,000 \$3000/term X 6 terms
	<ul style="list-style-type: none"> General English English for Academic purposes 	\$250/week
Course Material Fees	<ul style="list-style-type: none"> Per Course 	\$200
OSHC (BUPA) Fees if organised by Pivotal Education	Please contact us for more information.	
Re assessment Fees	<ul style="list-style-type: none"> Per unit 	\$200
Deferral Fees	<ul style="list-style-type: none"> Per qualification 	\$100
Credit transfer Fees	<ul style="list-style-type: none"> Per Unit 	\$200
Recognition of Prior Learning (non-refundable)	<ul style="list-style-type: none"> Cert III in Food Processing 	\$8,000.00
Replacement or Additional Qualification Certificates or Statement of Attainment		\$100 per replacement

First Payment (refundable, or partially refundable – see refund policy) – Required for Acceptance and COE	Excluding enrolment fees, and material fees
FBP30117 Cert III in Food Processing	\$3,000/term
ELICOS	AU\$250 X () weeks

Payment Terms		
At Enrolment	Non- refundable enrolment fee Course Material fees First payment OSHC (BUPA) if organised by Pivotal Education	at time of enrolment
Payment Schedule	Same amount of first payment	Per quarter
Late Fee		Accrues at a rate of 5% week
All accounts are 7-day payable accounts and first Course Fee payable 7 days prior to commencement of the Course		
Note that at no time will you be in credit by more than \$1,500.00 against any part of the course that has yet to be delivered.		

All amounts shown are in Australian dollars. No currency other than Australian dollars is acceptable.

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Schedule A			
Condition	Pivotal Education Policy	Condition	Pivotal Education Policy
Written notice of withdrawal provided at least 4 weeks prior to course commencement	Paid tuition fees refunded, less enrolment fee (enrolment fee is non-refundable).	Visa refusal which caused the student's failure to start the course before the course commencement	Paid tuition fees refunded, less enrolment fee (enrolment fee is non-refundable).
Written notice of withdrawal provided less than 4 weeks prior to course commencement	A refund equal to 50% of the paid tuition fees. The non-tuition fees are exempt from the refund amount.	If a student's visa application is rejected after the student has commenced the course	The refund amount calculated will be the weekly tuition fee times the weeks in the default period. The non-tuition fees are exempt from the refund amount.
Where a student provides written notice of withdrawal prior to or during the new term	The refund amount calculated will be the weekly tuition fee times the weeks in the default period.	Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course	No refund of the enrolment fee (non-refundable) and the first term fee. The subsequent terms paid in advance will be refunded.
PIVOTAL EDUCATION refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay outstanding fees	No refund of the enrolment fee and current term fee. The subsequent terms paid in advance will be refunded.	PIVOTAL EDUCATION cancels the course prior to course commencement	All monies paid to the provider, (except the enrolment fee), will be refunded.
PIVOTAL EDUCATION cancels the course before its expected end date	<p>In the unlikely event of a Pivotal Education default of a course, students will be offered with two options:</p> <ol style="list-style-type: none"> 1) Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in the default period (unspent tuition fees); or 2) Alternative Course Arrangement: Students can be offered an alternative course at Pivotal Education with no extra charge. <p>Students will have the right to choose one of the above options.</p>		
# Overseas student refunds are calculated on the basis of the amount received from an education agent.			