

# HOLMES INSTITUTE

## PERSONAL INFORMATION FORM



# HOLMES INSTITUTE

Please tick (✓) in the box to indicate your choice from the selection provided (e.g. Male or Female), otherwise enter the information in the space provided (e.g. Family Name)

Student Number \_\_\_\_\_ Date of Birth \_\_\_\_\_ ☐ Male ☐ Female  
(dd/mm/yyyy)

First Name \_\_\_\_\_

Family Name \_\_\_\_\_

### Course being studied at Holmes:

- |  |  |
|--|--|
| <input type="checkbox"/> Diploma of Business Management      | <input type="checkbox"/> Bachelor of Business              |
| <input type="checkbox"/> Bachelor of Professional Accounting | <input type="checkbox"/> Bachelor of Information Systems   |
| <input type="checkbox"/> Bachelor of Fashion and Business    | <input type="checkbox"/> Graduate Diploma in Business      |
| <input type="checkbox"/> Master of Business Administration   | <input type="checkbox"/> Master of Professional Accounting |
| <input type="checkbox"/> Master of Information Systems       |  |

### Address in Australia:

Unit No \_\_\_\_\_ Street No \_\_\_\_\_ Street Name \_\_\_\_\_

Suburb Name \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
(e.g. VIC, NSW)

### Telephone numbers in Australia:

Home \_\_\_\_\_ Work \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

### Contact person in Australia:

Name \_\_\_\_\_ Telephone \_\_\_\_\_

### Address in home country:

### Telephone numbers in home country:

Home \_\_\_\_\_ Work \_\_\_\_\_ Mobile \_\_\_\_\_

Name of contact person \_\_\_\_\_

### Are you of Aboriginal or Torres Strait Islander descent?

- ☐ No
- ☐ Yes - Aboriginal
- ☐ Yes - Torres Strait Islander
- ☐ Yes - Both Aboriginal and Torres Strait Islander descent

If your final year of Secondary School in Australia was last year or this year, what was the suburb name and the postcode of your home then?

Suburb Name \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Melbourne ♦ Sydney ♦ Brisbane ♦ Cairns ♦ Gold Coast  
[www.holmes.edu.au](http://www.holmes.edu.au)

**What is your citizenship status this year?**

- ☐ Australian Citizen
 ☐ New Zealand Citizen
 ☐ Permanent Humanitarian Visa Holder  
☐ Permanent Visa Holder (*not Humanitarian*)  
☐ Temporary Entry Holder (*e.g. Student Visa/Subclass 485*)  
☐ Other status (*please specify*) \_\_\_\_\_

**In what country is your permanent home address?**

- ☐ Australia -- Postcode \_\_\_\_\_
 ☐ Other Country -- Name of Country \_\_\_\_\_

**In what country were you born?**

- ☐ Australia -- Postcode \_\_\_\_\_
 ☐ Other Country -- Name of Country \_\_\_\_\_

Year of first arrival in Australia \_\_\_\_\_

**Do you speak a language other than English at your permanent home residence?**

- ☐ Yes -- Language \_\_\_\_\_
 ☐ No

**Highest level of education of your parents/guardians**

|  | Parent (1)               | Parent (2)               |
|--|--------------------------|--------------------------|
| Postgraduate degree                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Bachelor degree                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Other post-school qualification (e.g. Diploma) | <input type="checkbox"/> | <input type="checkbox"/> |
| Completed high school or equivalent            | <input type="checkbox"/> | <input type="checkbox"/> |
| Incomplete high school                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Completed Year 10 or equivalent                | <input type="checkbox"/> | <input type="checkbox"/> |
| Did not complete Year 10                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Do not know                                    | <input type="checkbox"/> | <input type="checkbox"/> |

**What is the highest level of education you have attempted prior to this course?**

- ☐ Completed a higher education postgraduate course
 ☐ Completed a higher education bachelor degree  
☐ Completed a higher education sub-degree course
 ☐ An incomplete higher education course  
☐ Completed final year of secondary education (at school or a Registered Training Organisation)  
☐ Other qualification (complete or incomplete)
 ☐ No prior educational attainment  
☐ Completed a VET award course (e.g. Diploma)
 ☐ An incomplete VET award course (e.g. Diploma)

**Previous education provider in Australia** (*if applicable*) \_\_\_\_\_

What was the last year of your enrolment? \_\_\_\_\_

**If you attended Secondary School in Australia, in what year did you leave and did you complete this level?**

- ☐ Yes -- Final Year \_\_\_\_\_
 ☐ No

**Do you have a disability, impairment or long-term medical condition which may affect your studies?**

- ☐ Yes -- (*please specify*) \_\_\_\_\_
 ☐ No

**If you have a disability, would you like to receive advice on support services, equipment and facilities which may assist you?**

- ☐ Yes
 ☐ No

Student Name \_\_\_\_\_

Student ID \_\_\_\_\_



**HOLMES**  
INSTITUTE

## Terms and conditions of enrolment

### Fee Information

Fees are due and payable according to the letter of offer provided to you.

Deposit is due on acceptance of the offer. Students may pay more than 50% of the total course fee if they wish. Fees for subsequent study periods are due 14 days prior to the commencement of the study period. Failure to make payment by the due date will incur additional late fees. Unpaid fees will result in the cancellation of a student's enrolment at the end of an appeals process. International students are required to demonstrate to the Australian Government sufficient funds to cover their studies in Australia. As such, financial hardship is not considered grounds for appeal. A fee of \$300 will be levied where an enrolment has to be reinstated after cancellation.

For Holmes packaged offers, the second and subsequent COEs will incur a \$1500 non-refundable deposit. Where a student has a packaged offer with a partner institution, and the Holmes course is the principal course Holmes reserves the right to impose a non-refundable deposit prior to the issue of a COE.

All fees are subject to change and it is expected fees will increase by 4-5% per year. Students are required to pay the current applicable fees which may differ from that quoted in the offer letter or on the COE. You will be required to pay the current fee that applies from the beginning of the next study period. If you defer your course, you will be required to pay the fees applicable to your new commencement date.

All semester fees are due and payable 14 days prior to semester commencement. Payment plans are available under special circumstances. Enquire at Student Services.

Non-payment of fees by the required date may result in the student:

- being charged a late payment fee
- not being able to enrol in chosen subjects
- not having access to learning materials
- not being eligible to sit examinations
- not receiving a transcript
- not graduating
- having their COE cancelled.

In addition to the fees outlined in the offer other fees may become due and payable during a course:

| Program          | Description                                 | Price    |
|------------------|---|----------|
| All Programs     | Enrolment Fee                               | \$250.00 |
| All Programs     | Enrolment Reinstatement                     | \$300.00 |
| All Programs     | Late Payment Fee                            | \$330.00 |
| All Programs     | Payment Plan                                | \$220.00 |
| All Programs     | Change of course/campus                     | \$220.00 |
| VET              | Supplementary / Extra assessments Theory    | \$100.00 |
| VET              | Supplementary / Extra assessments Practical | \$250.00 |
| Higher Education | Academic Assessment Consultation            | \$120.00 |

### Refund Policy

Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request. All requests will be responded to within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval. If Holmes Institute is unable to commence, continue or complete the delivery of a course tuition fees will be refunded within 14 days. All refunds will be paid to the person with whom Holmes has a contract unless written authority is received by Holmes to pay another party. In the case of students who have paid fees via a recruitment agent, refunds will be paid to the agent's account unless student authorises otherwise.

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## **Suspension**

If suspension of the course is approved prior to commencement of the semester all fees paid for that semester will be held in credit.

If student has enrolled in subjects and suspension of course is approved prior to census date all fees paid for that semester will be held in credit.

If student has enrolled in subjects and suspension of course is approved after census date the unused portion of tuition fees paid will be held in credit.

## **Withdrawal**

If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid. If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

## **Visa Rejection**

Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable. Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

## **Misconduct**

Where a student's enrolment is cancelled because of misbehaviour or breaching of visa conditions there will be no refund.

## **Accommodation**

Accommodation fees will be refunded provided two weeks' notice is given before the commencement date of the homestay. If students cancel accommodation within two weeks before homestay commences, two weeks homestay fees will be deducted from the refund. Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

## **Deferral**

Where a student has been granted a deferral prior to commencement of a course or trimester/semester, tuition paid will be transferred to the subsequent study period. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

## **Provider default**

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

In the unlikely event that Holmes is unable to deliver your course in full, you will be offered a refund of any unused course money you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of unused course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Holmes is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you, or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

## **DISCLOSURE OF INFORMATION**

Holmes collects and stores personal information in accordance with the requirements of the Australian Privacy Principles. Students signing this agreement agree and understand that Holmes collects personal information on this form and during the student's course in order to manage the student's enrolment and to meet Holmes' obligations to provide data and reports to a number of Commonwealth, State and Territory agencies and authorities, including the Tuition Protection Service (TPS). As agreed, by signing the offer above and these conditions, students agree to information being provided to their agent.

The student has the right to access the personal information which Holmes holds in reference to them, subject to exception in relevant privacy legislations. Holmes is bound by the provisions of the ESOS Act 2000 and the National Code 2018.

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.

## **DISPUTE RESOLUTION**

It is the policy of Holmes Institute that any grievance lodged by a student or potential student will be resolved as swiftly as possible with fairness and equity to all concerned and at no cost to the student. All complaints should be made in writing to the Campus Director. Holmes will endeavour to resolve the complaint within 10 working days. If not satisfied the student may appeal the outcome by writing to the Directors. If still not satisfied the student may appeal to a third party (overseas students - overseas student ombudsman; domestic students - Leadr) Further details can be found on the website, Bb and in student handbook. Address for all correspondence is [studentservices@holmes.edu.au](mailto:studentservices@holmes.edu.au) or the campus of your course.

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## TERMS AND CONDITIONS OF ENROLMENT AT HOLMES

As a Holmes student I will:

- retain a copy of my Written Agreement and receipts for any payments of tuition and non-tuition fees
- ensure my personal and contact details, including residential address, mobile phone number, email address and emergency contact details are current. Students must notify of any changes within 7 days.
- regularly check my student email account and if relevant to my course my Blackboard account
- make myself familiar with and abide by Holmes' policies as a condition of my enrolment
- enrol in each study period by the required deadline
- access course and enrolment information and course planning advice
- check to ensure my enrolment is correct and meet course qualification requirements (including any pre-requisite or co-requisite requirement)
- advise Holmes of any errors or omissions. Failure to advise of any incorrect enrolment details by the approved census or academic withdrawal dates may result in academic and financial penalties
- if necessary, amend my enrolment by the required critical dates for the study period
- pay all fees incurred from enrolment by the due date
- submit the required forms when applying for deferral, suspension or withdrawal from a course or subject, and provide the required supporting documentation
- ensure I have an accurate understanding of what the deferral, suspension or withdrawal represents to my study options as well as the financial implications
- attend and participate in learning activities and fulfil the requirements of the assessments
- display a student ID card on campus
- complete the course qualification requirements within the maximum specified time allowed.

In addition, if I am on a student visa I will:

- ensure I complete the course within the duration stated in the Confirmation of Enrolment (CoE)
- enrol in a full-time course load (usually defined as 4 subjects per semester), unless otherwise specified by the Dean or his/her delegate's recommendations or due to approval of compassionate or compelling circumstances, and
- abide by the conditions of my student visa.
- maintain a valid enrolment

## DECLARATION OF FINANCIAL CAPACITY

Holmes Institute 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. Please sign the following declaration:

I declare that I have genuine access to the funds as outlined above. I understand that should I experience financial difficulties, that I (or my sponsor) will continue to be responsible for my own tuition fees and living expenses and that I will not be able to seek fee assistance or other financial assistance from Holmes Institute.

I understand that Holmes Institute may ask me to provide additional evidence of my financial capacity, should it be required, before issuing my Confirmation of Enrolment. The above conditions and declarations are detailed in the Information for Intending Students and the Student Handbook relevant to your course.

I, \_\_\_\_\_

1. acknowledge that the details of this offer are correct
2. acknowledge I have read and understand the Terms and Conditions attached
3. declare I am over 18 or my parent/guardian will sign below
4. agree to abide by my visa conditions and maintain a valid enrolment throughout my course\*
5. agree to have information provided to my agent referred to above

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date (dd/mm/yyyy)

Information is correct at time of printing, however Holmes reserve the right to alter courses, prices and terms and conditions without notice

\_\_\_\_\_  
Signature (if under 18 years of age, signature of parent/guardian required)

\_\_\_\_\_  
Date (dd/mm/yyyy)