



## Domestic - Student Enrolment Application

**\*Please note: certified copies of original documents must be lodged with your application.**  
**Please tick the appropriate boxes and complete all sections**

STUDENT DETAILS		
Title: Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/>	<b>Family Name:</b>	<b>Given Name/s:</b>
<b>Address:</b>	<b>Building Name</b>	
	<b>Unit Details</b>	
	<b>Street Number and Name</b>	
	<b>PO Box Details</b>	
	<b>City / Suburb</b>	
	<b>State</b>	
	<b>Post Code</b>	
	<b>Country</b>	
<b>Postal Address: (PO Box only)</b>  Note: Please tick the box below if  "As Above"  <input style="width: 20px; height: 20px;" type="checkbox"/>	<b>Building Name</b>	
	<b>Unit Details</b>	
	<b>Street Number and Name</b>	
	<b>PO Box Details</b>	
	<b>City / Suburb</b>	
	<b>State</b>	
	<b>Post Code</b>	
	<b>Country</b>	
<b>Are you living in NSW social housing or is your house hold on the NSW Housing Register</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>In which country were your born?</b>	<b>Australia</b> <input type="checkbox"/>	<b>Date of Birth:</b> /     / (dd/mm/yyyy)
	<b>Other – please specify</b>	
<b>Residency Status</b>	<input type="checkbox"/> Australian Citizen <input type="checkbox"/> Permanent Resident Visa <input type="checkbox"/> Other _____	
<b>Gender:</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	<b>Work Phone:</b> (inc area code)
<b>Home Phone:</b> (inc area code)		<b>Mobile:</b>
<b>Email Address:</b>		
<b>Do you speak a language other than English at home?</b>	No, English only <input type="checkbox"/>	
	Yes, other – please specify: _____	



<b>How well do you speak English?</b>	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all	
<b>Are you of Aboriginal or Torres Strait Islander origin?</b>	Yes Aboriginal <input type="checkbox"/>	Yes Torres Strait <input type="checkbox"/>
	No <input type="checkbox"/>	
<b>Course Teaching Delivery Mode:</b>	<input type="checkbox"/> Face to Face / College <input type="checkbox"/> Work based / App - Trainee <input type="checkbox"/> Distant <input type="checkbox"/> Blended	
<b>Are you getting any Government Allowance</b>	<input type="checkbox"/> Yes (State Benefit) _____ <input type="checkbox"/> No	
<b>Are You currently on Welfare?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No – not a welfare recipient	
<b>Will You be Funding this Course?</b>	<input type="checkbox"/> Yes Note: Where payment has not been made online using PayPal you will need to complete the Credit Card Authorisation Form included in this pack.	
	<input type="checkbox"/> No – My Employer will be funding this course Complete the questions below	
<b>Employer Organisation Name:</b>		
<b>Employer Address:</b>		Post Code
<b>Best contact person:</b>		
<b>Position:</b>		
<b>Contact phone number:</b>		
<b>Have you ever undertaken any other Smart and skilled qualification this calendar year?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Enrolment – Complete the section below if you are enrolling into a Short Course</b>		
<b>Short Course</b> (tick the course)	<b>Date</b> (please insert the date you would like to enrol into)	<b>Cost \$</b> (Office Use)
<input type="checkbox"/> RSA: SITHFAB002– Provide responsible service of alcohol		
<input type="checkbox"/> RCG: SITHGAM001 -Provide responsible gambling services		
<input type="checkbox"/> Combined: RSA: SITHFAB002– Provide responsible service of alcohol / RCG: SITHGAM001 -Provide responsible gambling services		
<input type="checkbox"/> "For the Love of Coffee" Barista Training SITHFSA001 Use hygienic practices for food safety / SITHFAB005 Prepare and serve espresso coffee		
<input type="checkbox"/> Basic Food Handlers SITXFSA001 use hygienic practices for food safety		
<input type="checkbox"/> Food Safety Supervisor Course SITXFSA001 use hygienic practices for food safety/ SITXFSA002 Practice in safe food handling practices		



**Enrolment – Complete the section below if you are enrolling into a full Qualification (if your enrolment is a Short Course DO NOT Complete this section)**

<b>Full Qualifications</b> (tick the course)	<b>Study Mode</b> (full time, part time, trainee or apprentice)	<b>Cost \$</b> (Office Use)
<input type="checkbox"/> SIT20416 Certificate II Kitchen Operations		
<input type="checkbox"/> SIT30816 Certificate III Commercial Cookery		
<input type="checkbox"/> SIT31016 Certificate III Patisserie		
<input type="checkbox"/> SIT31116 Certificate III Asian Cookery		
<input type="checkbox"/> SIT30716 Certificate III Hospitality (Restaurant and Front of House) (Apprenticeship Only)		
<input type="checkbox"/> SIT30616 Certificate III Hospitality (Traineeship Only)		
<input type="checkbox"/> SIT30616 Certificate III Hospitality		
<input type="checkbox"/> SIT30916 Certificate III Catering Operations		
<input type="checkbox"/> SIT30116 Certificate III in Tourism		
<input type="checkbox"/> SIT30216 Certificate III in Travel		
<input type="checkbox"/> SIT30516 Certificate III in Events		
<input type="checkbox"/> SIT40116 Certificate IV in Travel and Tourism		
<input type="checkbox"/> SIT40816 Certificate IV Asian Cookery		
<input type="checkbox"/> SIT40516 Certificate IV Commercial Cookery		
<input type="checkbox"/> SIT40716 Certificate IV in Patisserie		
<input type="checkbox"/> SIT40616 Certificate IV Catering Operations		
<input type="checkbox"/> SIT50416 Diploma of Hospitality Management		
<input type="checkbox"/> SIT50116 Diploma in Travel and Tourism		
<input type="checkbox"/> SIT50316 Diploma of Event Management		
<input type="checkbox"/> SIT60316 Advanced Diploma of Hospitality Management		
<input type="checkbox"/> SIT60216 Advanced Diploma of Event Management		
<input type="checkbox"/> SIT60216 Advanced Diploma of Travel and Tourism		



<b>Employment Background</b> (which best describes your employment status? tick one box)	<input type="checkbox"/> Full-Time Employee	<input type="checkbox"/> Part-Time Employee	<input type="checkbox"/> Self-Employed not employing others	<input type="checkbox"/> Employer
	<input type="checkbox"/> Employed in Family Business Unpaid	<input type="checkbox"/> Unemployed seeking full time work	<input type="checkbox"/> Unemployed seeking part time work	<input type="checkbox"/> Not employed not seeking employment
<b>Education Background</b>	<b>What was your highest completed school level?</b>			
	<input type="checkbox"/> Year 12 or equivalent	<input type="checkbox"/> Year 11 or equivalent	<input type="checkbox"/> Year 10 or equivalent	
	<input type="checkbox"/> Year 9 or equivalent	<input type="checkbox"/> Year 8 or below	<input type="checkbox"/> Never attended school	
	Are you still attending secondary school?			<input type="checkbox"/> YES <input type="checkbox"/> NO
	In which year did you complete school?			
	What was your highest qualification completed?			
	<input type="checkbox"/> Bachelor Degree OR Higher	<input type="checkbox"/> Advanced Diploma or Associate Degree	<input type="checkbox"/> Diploma or Associate Diploma	<input type="checkbox"/> Certificate IV or Advanced Certificate / Technician
	<input type="checkbox"/> Certificate III or Trade Cert	<input type="checkbox"/> Certificate II	<input type="checkbox"/> Certificate I	<input type="checkbox"/> Other education (including certificates or overseas qualifications not listed above)
<b>Course - Credit Transfer / RPL</b>				
Do you wish to claim Course Credit in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, this includes academic credit and recognition of prior learning.				
I would like to claim Course Credit <input type="checkbox"/> YES <input type="checkbox"/> NO				
If Yes, provide details below and attach supporting documentation.				
Please Note: Fees are applicable to applications for Recognition of Prior Learning, make an appointment to see the Training Manager for further details.				
<b>Details of Credit Transfer (list below)</b>				
<input type="checkbox"/> A Copy of Your Resume <input type="checkbox"/> A Copy of your Job Description <input type="checkbox"/> A copy of you Prior Certificate and Transcript * <input type="checkbox"/> A Supervisor Letter to support your currency *All copies of certificates and transcripts must be signed by a JP (Justice of the Peace) to authenticate.				
<b>Government Training Eligibility - Benefits</b>				
This may include the following:- Supporting evidence will be required.				
<input type="checkbox"/> Dependent of a person receiving Commonwealth Benefits (state benefit) _____ <input type="checkbox"/> Disability benefits (state benefit) _____ <input type="checkbox"/> Humanitarian visa holder or New Zealand citizen				
For more information on eligibility visit <a href="https://smartandskilled.nsw.gov.au/are-you-eligible/frequently-asked-questions#q1">https://smartandskilled.nsw.gov.au/are-you-eligible/frequently-asked-questions#q1</a>				
<b>Identification</b>				
To support this application please attach a copy of your identification used to apply for your USI				
Note: for your protection your identification will be destroyed once a USI has been verified.				
Identification attached <input type="checkbox"/> YES <input type="checkbox"/> NO				



<b>What is your reason for enrolling in this course?</b>	<input type="checkbox"/> To get a job	<input type="checkbox"/> Develop my existing business	<input type="checkbox"/> Start my own business	<input type="checkbox"/> Try for a different career	<input type="checkbox"/> Get a better job or promotion
	<input type="checkbox"/> Requirement of my job	<input type="checkbox"/> Extra skills for my job	<input type="checkbox"/> To get into another course	<input type="checkbox"/> For personal interest or self development	<input type="checkbox"/> Other reason

**SPECIAL NEEDS**

**Do you consider yourself to have a disability, impairment or long term condition?**

**Please tick:** (if Yes, complete section to the right)  
 YES  NO

- |                                                    |                                            |
|----------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Vision                    | <input type="checkbox"/> Intellectual      |
| <input type="checkbox"/> Hearing/Deaf              | <input type="checkbox"/> Medical Condition |
| <input type="checkbox"/> Physical                  | <input type="checkbox"/> Mental Illness    |
| <input type="checkbox"/> Acquired Brain Impairment | <input type="checkbox"/> Learning          |
| <input type="checkbox"/> Other                     |                                            |

If you ticked any of the above boxes, please provide details and attach supporting evidence.

(NAT00080) \*refer to EHI website for assistance on additional information about disability. Known as the "Disability supplement"

**EMERGENCY CONTACT**

<b>Contact Name 1:</b>		<b>Relationship to Student:</b>
Address: Suburb: Post Code:		Email Address:
Home Telephone (area code)		Mobile Number:



**Smart and Skilled Consent Form**

(this page does NOT apply if you are enrolling into a Course that is Funded by the NSW Government)

*To be completed by ALL students undertaking training with NSW government funding support under Smart and Skilled only.*

**CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION TO THE DEPARTMENT OF EDUCATION AND COMMUNITIES AND OTHER GOVERNMENT AGENCIES**

I give permission to Evolution Hospitality Institute to access my Unique Student Identifier. **If YES complete the last page of this document.**

YES  NO

I  
 [First, middle and last name]

Of \_\_\_\_\_ Postcode \_\_\_\_\_  
 .....  
 [Current residential address]

with date of birth: ..... / ..... / .....

**Consent to Use and Disclosure of Personal Information To The Department of Education and Communities and Other Government Agencies. (Government Funded Programs)**

Understand and agree that personal information (information or an opinion about me), collected from me, my parents or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information (including my ethnicity or health information) (together **Personal Information**) collected by **Evolution Hospitality Institute** may be disclosed to the Department of Education and Communities (**Department**).

The department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

I also acknowledge and agree that the Department may contact me by telephone, email or post during or after I have ceased subsidised training with **Evolution Hospitality Institute** for the purpose of evaluating and assessing my subsidised training.

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:**     /     /

*Note: If under 18 years of age at the time of giving consent, then the consent of their guardian is required.*

**Print Full Name of Guardian:** \_\_\_\_\_

**Signature of Guardian:** \_\_\_\_\_ **Date:**     /     /



**Unique Student Identifier (USI)**

From 1 January 2015 if you are undertaking nationally recognised training you will need to have a unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015 and all NEW students.

It is free and easy to create your own USI on line. You can create your own USI at the USI website [www.usi.gov.au](http://www.usi.gov.au)

If you create your own USI you should provide your USI to Evolution Hospitality Institute as soon as possible so that you're USI can be verified and your records can be updated.

**Evolution Hospitality Institute can create your USI for you.**

While you may create your own USI Evolution Hospitality Institute is also able to create a USI for you. This application form attached to the Privacy Conditions returned to Evolution Hospitality Institute will permit for your USI to be created.

You will be required to **attach 1 form of identification**. You must ensure that the name of the identification is the same name on this form.

**Note:** for your protection identification will be destroyed once a USI has been verified.

**Important Note: The name you indicate below MUST be identical to the name on you Identification used when you applied for a Unique Student Identifier (USI)**

Name of Individual:				
	<i>Given Names</i>		<i>Surname</i>	
Date of Birth:			<input type="checkbox"/> Female	<input type="checkbox"/> Male
Do you give Evolution Hospitality Institute permission to act on your behalf?		If YES – attach one form of identification to this enrolment form you must also attach the signed the Student Declaration Consent	If NO - you will need to obtain a USI in order to receive a statement of attainment refer to the student pack for further information	
Yes	No			
Your Unique Student Identifier Number is (USI):				

**Note: Please complete all areas indicated in the sections that follow, the details below must be verified by the copy of the identification you provide.**

Building/ Property Name:			Flat/Unit Details:		
Street or Lot Number:		Street Name:			
Suburb, Locality or Town:			Postcode:		State / Territory:
Phone:		Mobile:		Email:	
What is your preferred way to be contacted?					
Country of Birth					
Place / Town of Birth					



## DECLARATION

*After you have read each statement place a tick in the boxes next to each statement.*

I declare that the information provided by me on this form is to the best of my knowledge true and correct.

- I further confirm that I have read, understood and agree and accept the Terms and Conditions of Enrolment as outlined in this form and agree to be bound by them and will comply with all policies and procedures as detailed in the Evolution Hospitality Institute student handbook.
- I have been informed of all fees and charges associated with this course and have read the Fees, Charges and Refund Policy should I require a refund an email will be sent to [accounts@evolution.edu.au](mailto:accounts@evolution.edu.au)
- I understand that the enrolment fee is non-refundable, however, if a course place is not offered then the enrolment fee will be refundable in full. Evolution Hospitality Institute will endeavour to place me in a course or offer me a solution before a refund is given.
- I agree that if false, misleading or inaccurate information is provided that Evolution Hospitality Institute reserves the right to cancel enrolment, in this case there will be no refund for enrolment and course fees paid up to date of cancellation.
- I also understand and agree and consent that my personal information may be made available to Commonwealth and State agencies or their successors in connection with Evolution Hospitality Institute registration and/or compliance audits as required by legislation.
- I agree and consent that my personal information may be made available to any contractor(s) engaged by Evolution Hospitality Institute to provide advice or services in connection with Evolution Hospitality Institute registration and/or training & assessment services and/or compliance.
- I further acknowledge that I have the financial ability to pay my course fees as and when they become due.
- I do hereby certify that this application has been completed by me personally.
- I understand and acknowledge and agree that Evolution Hospitality Institute will not provide or disclose to any outside party's personal information other than is approved in this application. However, if required by law then this information will be released.
- I further consent to being contacted by Evolution Hospitality Institute and/or the relevant Commonwealth and State agency in connection with my enrolment and future studies.
- I understand that the above mentioned government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training and for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.
- I have given necessary consent and declarations as per the Smart and Skilled Contract (if applicable)

The terms and conditions of this enrolment application and the availability of the complaints and appeals process do not remove the right of the student to undertake action under Australia's consumer protection laws.

**Note to student:** You may access your personal information by contacting EHI Compliance Officer. Your personal details with your approval may be edited and corrected if required.

**Student Name:** \_\_\_\_\_ **Student Signature:** \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_





**Privacy Notice & Student Declaration**

Under the *Data Provision Requirements 2012*, **Evolution Hospitality Institute** 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 enrolment form), may be used or disclosed by **Evolution Hospitality Institute** for statistical, administrative, regulatory and research purposes. **Evolution Hospitality Institute** 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:

- 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](http://www.ncver.edu.au)).

**Student Declaration and Consent**

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

STUDENT Name ..... Student ID Number .....

STUDENT SIGNATURE [or electronic acknowledgement]..... [DATE] .....

PARENT/GUARDIAN SIGNATURE [or electronic acknowledgment]\*..... [DATE] .....

*\*Parental/guardian consent is required for all students under the age of 18*



## TERMS AND CONDITIONS

These Terms and Conditions must be read in conjunction with the following documents

- Student Handbook
- Fees, Charges and Refund Policy for Domestic Students
- Terms and Conditions relating to Authorization of Payment

### ENROLMENT REQUIREMENTS

Payment of enrolment fee to secure a place in the course.

Submission of all documents as stipulated in this application and additional documents as requested by Admissions Manager.

**STANDARD STUDENT FEES** – apply to students who are not doing an apprenticeship or traineeship or who do not qualify for a concession or exemption. This fee applies to students who do not hold a post school qualification from any tertiary sector.

**Standard Student subsequent qualification fees** – apply to students who already hold a previous post-school qualification from any tertiary sector. This category includes vocational and higher education qualifications achieved in Australia or any overseas qualification recognised in Australia.

**Traineeship fees** – for student enrolling or commencing training in 2018/2019 the fees are capped at \$1,000.00.

**Apprenticeship fees** – for student enrolling or commencing training in 2018/2019 the fees are capped at \$2,000.00

#### Payment of fees

Course fees are payable by various payments plans that include equal payments over a nominated period of time not exceeding \$1500.00 payments will be made via direct debit arrangements. All fees must be paid by the student prior to completing their qualification.

\*This section must also be read in conjunction with Fees, Charges and Refund Policy for Domestic Students

### Recovery of Outstanding Fees

Students must pay all fees and charges by the due date. Failure to pay fees and charges may result in any or all of the following:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of the enrolment
- Exclusion from any future enrolments

Payment of part tuition fees of no more than \$1000 prior to the commencement of the course. Once student has commenced course EHI may require payment of additional fees in advance but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student will not exceed \$1500.

Refer to Fees, Charges and Refund Policy which may be found on Evolution Hospitality Institute's website: [www.evolution.edu.au](http://www.evolution.edu.au)

**Proof of eligibility for concession fee (Smart and Skilled)** includes letter from Centrelink confirming receipts of benefit – including Centrelink Reference Number (CRN); concession card that shows CRN; Centrelink income statement that shows CRN; any other evidence that shows CRN; documents from Department of Veterans Affairs stating their pension/benefits status; people applying for AuStudy or Youth Allowance with letter confirming CRN and dates of their benefits is within 2 week of enrolment.

- People with a disability require letter from Centrelink confirming receipts of Disability Support Pension; current disability concession card that shows CRN, current Centrelink statement that shows CRN.
- Fee free scholarships – social housing – students who meet criteria of living in social housing or on waiting list for social housing in NSW are guaranteed a fee free scholarship. Students are required to declare their social housing status, sign the declaration and have a Justice of the Peace authorise their declaration.

### REVIEW OF TUITION FEES

Evolution Hospitality Institute has the right to review its tuition fees and other charges. However, once you are enrolled the tuition fees and charges are locked in for the life of the course.

If fees and charges are increased this will only apply to new enrolments.

### REFUND POLICY

Refer to Fees, Charges and Refund Policy issued to you by your trainer or locate this document by visiting [www.evolution.edu.au](http://www.evolution.edu.au)

### COMPLAINTS AND APPEALS

Students who have a complaint should firstly try to resolve the issue with the relevant staff member. If there is no resolution to the student's satisfaction then the student may arrange a meeting with the Training Manager, at this stage the complaint or appeal will be required in writing. The complaints and appeals policy and subsequent procedure is provided on our website and detailed in the Student Handbook. Complaints and appeals may take the form of but not limited to: academic matters, support services, assessments, training, discrimination, access and conditions, college facilities.

This agreement and the availability of our complaints and appeals processes does not remove the students rights to take action under the Australian consumer protection laws.

### NO OBLIGATION

Evolution Hospitality Institute does not represent or guarantee that the student will:

1. be accepted for enrolment at our college
2. successfully complete the course enrolled
3. gain entry into further tertiary courses

### BREACH OF TERMS AND CONDITIONS

Breaches of the terms and conditions of this agreement may result in the termination of enrolment.



### TEXTBOOKS & CONSUMABLES

Textbooks and consumables are additional to the course costs. (As required)

The cost of these items is \$xxx.

### OTHER FEES

Administration (also known as enrolment fees) fees are not refundable.

If the testamur or statement of attainment is misplaced or damaged, the student or prior student may contact EHI to order a replacement, the cost of replacement is \$20.00.

**Recognition of Prior Learning** – Where an eligible student is granted RPL for one or more units of competency, the qualification price and enrolment fee is adjusted and a new fee determined.

**Credit Transfer (Smart and Skilled)** – Where an eligible student is granted Credit Transfer for one or more units of competency, the qualification price and enrolment fee is adjusted and a new fee determined.

### Course Withdrawal

The student must advise us of their course withdrawal 5 days prior to avoiding any penalties. After this point the student will be charged 10% of their enrolment fee

\*This section must also be read in conjunction with Fees, Charges and Refund Policy for Domestic Students

**Fee exemptions (Smart and Skilled)** – are applicable to the following students:

- Australian Aboriginal or Torres Strait Islander people
- People with a disability and have appropriate evidence of their disability. This also includes dependents of people with disability
- Recipients of free scholarships

**Proof of eligibility for fee exemption (Smart and Skilled)** includes:

- Australian Aboriginal or Torres Strait Islander students declare their status and be able to provide documentary evidence of community identification if required.

### Fee Refunds Full Qualifications

Evolution Hospitality Institute (EHI) will refund all or part of a student's course fees if:

- EHI cancels a course for any reason
- A student withdraws before the cut-off date as indicated in the refund sections indicated in this document
- The RTO Manager determines that course delivery did not meet the reasonable expectations of the student
- A student re-enrols only to repeat a unit or module with a not-yet-competent result and the student subsequently successfully appeals the original decision
- EHI agrees that the student has medical, hardship or other extenuating circumstance preventing their attendance
- A student has overpaid the course fee
- EHI has granted Credit Transfer (CT) or Recognition of Prior Learning (RPL) after enrolment and the fee recalculation is lower than the fee the student has already paid.

\*This section must also be read in conjunction with Fees, Charges and Refund Policy for Domestic Students

### Refunds for Short Courses

You must notify EHI on [accounts@evolution.edu.au](mailto:accounts@evolution.edu.au) two (2) business days prior to course commencement. Should you decide to book less than two (2) business days prior to course program, no refund will apply. Should you not attend the course or you are more than 10 minutes late into the course No Refund will apply for NO SHOW.

### Refunds for Smart and Skilled Enrolment

This section only applies to students accessing courses with Smart and Skilled subsidies.

- EHI will determine a cut-off date without penalty, for each Smart and Skilled program it offers, by which a student can withdraw his/her enrolment and receive a refund of all fees.
- EHI will advise the student of this date before the student enrolls in the study program. If a student withdraws after the cut-off date, EHI will provide the student with a statement of fees that includes all fees applied and any applicable fee refund.
- If a student withdraws from training, not of their own accord, EHI will refund any prepaid fees for units that the student has yet to complete. This situation may occur if EHI closes or no longer offers training under Smart and Skilled subsidies.
- If a student withdraws from a qualification having completed all the requirements for a lower level qualification, the student will not be eligible for a fee refund of the difference between the applicable fees for each qualification.
- The student is required to complete "Cancellation of apprenticeship or traineeship by consent" Form that may be obtained at from the Training Market website or clicking on the following link [https://www.training.nsw.gov.au/forms\\_documents/index.html](https://www.training.nsw.gov.au/forms_documents/index.html)
- Students are required to read all sections of page two (2) of the "Cancellation of apprenticeship or traineeship by consent" and submit this to Training Market

\*This section must also be read in conjunction with Fees, Charges and Refund Policy for Domestic Students

### Consumer Protection Policy

EHI is committed to ensuring consumer protection as a requirement for NSW Government Smart and Skilled subsidised courses. EHI policy for Smart and Skilled Consumer Protection maybe found on the EHI website: [www.evolution.edu.au](http://www.evolution.edu.au) **Complaints and Appeals:** On notification of any complaint by a student enrolled under Smart and Skilled, the complaint handling processes specified within this Complaints Policy and Consumer Protection Policy will be actioned. Complaints will also be monitored for continuous improvement purposes.