

# Pre-enrolment Information for International Applicants (PRE ENROLMENT GUIDE)

- Version : 4.0
- Last Revision : April 2026
- Revision Due : April 2027
- To be reviewed by : **IIS Compliance Team**

If you wish to make comments relating to this document, please feel free to write to or contact:

[info@iis.edu.au](mailto:info@iis.edu.au)

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## Welcome to Imperial Institute of Sydney (IIS)

Thank you for considering Imperial Institute of Sydney (IIS) for your educational study journey in Australia. IIS endeavours to make your stay and study in Australia productive and enjoyable. We pride ourselves not only in fostering academic excellence but also in making our students' educational experience satisfying such that student will remember their time at Imperial Institute of Sydney for the rest of their lives.

IIS is committed to providing theoretical and practical approaches to deliver quality education to international students. By focusing on both theoretical and practical knowledge, IIS endeavours to bridge the knowledge gap between students and industry requirements.

This document contains important information about your enrolment at IIS. Please read information in this document carefully before making a decision to accept our offer of admission.

Please email us: [info@iis.edu.au](mailto:info@iis.edu.au) or visit the College website: [www.iis.edu.au](http://www.iis.edu.au) if you have any queries or questions.

## About Imperial Institute of Sydney

Imperial Institute of Sydney is a Registered Training Organisation and an accredited Vocational Education and Training provider, providing high-quality training to students in Australia. IIS is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS-registered courses to overseas students. We are focused on providing quality vocational training, enabling students to advance their careers by attaining their training and educational goals.

The Imperial Institute of Sydney delivers a range of VET (Vocational Education and Training) listed later in this booklet. Our Academic and support staff are highly qualified and have extensive experience in their respective fields. We are here to support our students throughout their education programs and to ensure that they have an enjoyable learning experience.

At IIS, we understand the aspirations of our students, and have focused our philosophy on imparting premium-quality education. The institution caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment.

We endeavour to apply best practice in training and assessment, with a dedicated team of qualified trainers and administration staff with extensive experience in their fields. We are confident that our students will have an enjoyable and enriching experience by choosing IIS as their pathway to success.

If there are any queries about our Institute and courses, please feel free to contact us via phone, email or visit in any of our four campuses. Our contact details are listed below.

### Campus Location:

Parramatta Campus - Suite 302, level 3, 20 Macquarie St, Parramatta, NSW 2150

City Campus - Level 1, 175 Liverpool Street, Sydney NSW 2000

Wollongong Campus - Level 5, 325 Crown Street, Wollongong, NSW 2500

Cairns Campus - Level 2, Orchid Plaza, 58 Lake Street, Cairns, QLD 4870

**Contact Information:** Tel: +61 272 522 525 Email: [info@iis.edu.au](mailto:info@iis.edu.au) Web: [www.iis.edu.au](http://www.iis.edu.au)

## Where We Are Located

### Parramatta Campus (Main Campus)

IIS main campus is located in Parramatta, a CBD (Central Business District) located in the heart of Sydney Metropolitan region, 24 km from the Sydney CBD and 6 Km from Sydney Olympic Park. Parramatta offers a rich mix of dining, cultural, entertainment, retail and leisure experiences. With its multicultural, vibrant nightlife of world-class cafes, restaurants, cinemas and clubs, Parramatta has something on offer for everyone. As the geographical, commercial and cultural capital of Western Sydney, Parramatta is the second largest CBD in Sydney, the second oldest European settlement on the Australian mainland and the sixth largest in the country. Parramatta is home to one of the top National Rugby Leagues teams the Parramatta Eels and also to one of the Southern Hemispheres largest indoor shopping complexes, Westfield Parramatta, which has hundreds of different shops and a multiplex cinema complex. With a \$14-billion-dollar economy, Parramatta is a major provider of business and government services including the headquarters for the New South Wales Police Force and Sydney Water.

IIS is literally 4-minute walk from Parramatta station. Just next to the station Parramatta bus interchange, the hub for many bus services connected to almost all parts of Sydney. By car Parramatta is located next to the M4 motorway and it is well signposted from the motorway.

### City Campus

The City Campus is located at Level 1, 175 Liverpool Street, Sydney NSW 2000, right in the vibrant Sydney CBD. Directly across from the campus, Hyde Park is a leafy, tranquil oasis in the heart of the city. With shady avenues lined by majestic Hill's fig trees and landmarks such as the Archibald Fountain and the ANZAC Memorial, the park is perfect for study breaks, lunchtime strolls, or weekend relaxation. Its open spaces also frequently host cultural events, pop-up markets, or outdoor fitness classes—a great way to absorb Sydney life. This puts students literally at the pulse of the city: surrounded by restaurants, cafés, shops, and a cosmopolitan urban vibe. As the institute states, IIS campuses—including the City location—are strategically positioned in bustling areas with excellent public transport links and abundant nearby amenities.

Museum Station, a heritage-listed station at the southern edge of Hyde Park, lies just across the street from Liverpool Street exit, about a two-minute walk from the campus. The main entrance is conveniently located on the corner of Elizabeth and Liverpool Streets, perfect for seamless access to classes


In summary, the City Campus at 175 Liverpool Street enjoys a superb location nestled between Hyde Park and Museum Station—combining leafy open space and outstanding transport connectivity. This makes it a convenient, inviting, and practical spot for international students experiencing Sydney for the first time.

### Wollongong Campus (NSW Regional Campus)

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The Wollongong Campus of IIS is located at Level 5, 325 Crown Street, Wollongong NSW 2500, situated in the heart of Wollongong’s city centre. Nestled along Crown Street—a vibrant pedestrian mall lined with cafés, shops, and cultural venues—it provides students with both convenience and a welcoming regional city atmosphere.

Public transport access is excellent. Wollongong Railway Station is only a 3–4 minute walk away, making trains from Sydney and the Illawarra region highly accessible.

Positioned about 80 km south of Sydney, Wollongong boasts beautiful coastal scenery, pleasant climate, and a close-knit yet multicultural community.

### **Cairns Campus (Queensland Regional Campus)**

Cairns Campus is situated in the very centre of Cairns—placing students within walking distance of cafés, restaurants, markets, beaches, and the scenic Trinity Inlet promenade. This coastal town setting provides a relaxed, tropical environment ideal for study, relaxation, and outdoor exploration. Cairns itself is considered the gateway to the Great Barrier Reef and Wet Tropics Rainforest, making it a natural choice for students interested in tourism, environmental studies, hospitality, or marine sectors. The city boasts a vibrant, multicultural population, a warm tropical climate, and friendly local culture, offering an inviting and safe experience for international students.

The IIS Cairns Campus offers international students a balanced regional experience marked by coastal tranquillity, access to world-class natural environments, community-friendly lifestyle, and industry-linked vocational education—all backed by the credibility and support of a nationally registered RTO. It's an ideal setting for learners looking to experience tropical Queensland while building job-ready skills for a future career.

## **Why Choose IIS**

The Imperial Institute of Sydney (IIS) is an excellent choice for international students seeking a high-quality, affordable, and centrally located education in Australia. Positioned in the heart of Sydney’s CBD, the City Campus at 175 Liverpool Street offers students direct access to major transport links such as Museum Station and Town Hall, along with close proximity to Hyde Park, shops, cafés, and major business centers. This central location not only makes commuting easy but also places students in the middle of Sydney’s vibrant professional and cultural life.

IIS offers a diverse range of industry-relevant vocational courses in areas such as Business, Leadership and Management, Information Technology, Hospitality, Commercial Cookery, and Community Services. These programs are designed with a strong focus on practical skills, ensuring students are well-prepared for real-world careers. As a Registered Training Organisation (RTO), IIS delivers nationally recognized qualifications

under the Australian Qualifications Framework (AQF), making it a reliable stepping stone for further study, employment, or skilled migration pathways.

International students are particularly well-supported at IIS. The institute provides a welcoming and inclusive environment with dedicated orientation sessions, academic support, and student welfare services. Staff are trained to help students navigate their studies, adapt to life in Australia, and understand important aspects like visa compliance and work rights. This student-centered approach helps ensure a smooth and successful learning journey.

Another key reason students choose IIS is its affordability. Compared to universities, IIS offers competitive tuition fees without compromising educational quality, making it an attractive option for students seeking value. Moreover, being located in Sydney's business district provides opportunities for part-time work, internships, and networking, which are essential for building local experience and boosting employability.

IIS stands out for its central location, practical and affordable courses, multicultural learning environment, and strong student support services. For international students aiming to build a successful future in Australia, the Imperial Institute of Sydney offers a well-rounded and career-focused education experience in one of the country's most dynamic cities.

### **Better Career Outcomes**

IIS's government accredited, and internationally recognised courses will help you achieve your career goals. Our graduates are equipped with industry-standard skills and qualifications which enable them to work in various roles in the industry.

**Note: IIS does not claim any job guarantees or employment outcomes with its programs.**

### **Experienced Staff**

IIS employs experienced, industry-aware teaching staffs who are committed to promoting a culture of learning, achievement, and ambition. Most of our teaching staff also work actively in the fields they teach; they are aware of the changes in the market forces across industries and are quick to reflect those developments in their classes.

### **VET Qualifications**

Vocational Educational and Training (VET) is a distinctive style of learning. It teaches practical skills that are highly valued by employers. While training, we keep the class sizes to a minimum to ensure close attention from lecturers. VET assessments, on the other hand, are based on achieving competency levels. They adhere to the Standards for Registered Training Organisations (RTOs) 2015.

As an RTO, IIS provides quality training and assessments across all its offered qualifications. IIS adheres to the principles of access and equity to maximise the training outcomes for our valued learners.

Our management is responsive to the needs of clients, staff and stakeholders and the environment in which IIS operates.

### Student Service Focused

Staff at IIS understand the many challenges students face when studying away from their home country. Therefore, every effort we make is to assist our students to make the transition to their new surroundings smooth and help them to feel like home. We regularly consult with the students to gather their feedback on their experience at IIS and continuously develop and improve our services accordingly. This has resulted in a supportive and safe environment that enables our students to perform at their best.

### Accredited and Regulated

IIS is a Registered Training Organisation (RTO) regulated by ASQA (Australian skills Quality Authority), the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure the nationally approved quality standards are met.

## Courses We Offer

COURSE CODE	CRICOS CODE	COURSE NAME	Duration
<b>BUSINESS AND MANAGEMENT COURSES</b>			
BSB50120	107452E	Diploma of Business	52 weeks
BSB50820	107451F	Diploma of Project Management	52 weeks
BSB60720	108807H	Advanced Diploma of Program Management	104 weeks
BSB80120	110504E	Graduate Diploma of Management (Learning)	52 weeks
<b>CIVIL CONSTRUCTION COURSES</b>			
RII50520	118286A	Diploma of Civil Construction Design	78 weeks
RII60520	108808G	Advanced Diploma of Civil Construction Design	104 weeks
<b>TRADE COURSES</b>			
CPC30620	118284C	Certificate III in Painting and Decorating	104 weeks
CPC31020	119747B	Certificate III in Solid Plastering	104 weeks
CPC31320	119748A	Certificate III in Wall and Floor Tiling	52 weeks

CPC50220	119746C	Diploma of Building and Construction (Building)	52 weeks
<b>COMMUNITY SERVICES</b>			
CHC33021	117100B	Certificate III in Individual Support	52 weeks
CHC43015	117101A	Certificate IV in Ageing Support	52 weeks
CHC52025	118809A	Diploma of Community Services	104 weeks
<b>HOSPITALITY COURSES</b>			
SIT40521	109606J	Certificate IV in Kitchen Management	78 weeks
SIT50422	111655D	Diploma of Hospitality Management	78 weeks
SIT60322	118285B	Advanced Diploma of Hospitality Management	104 weeks
<b>ELICOS (Non AQF)</b>			
		General English	10 weeks per level

For the most updated list of courses, please refer to this link - <https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03944E>

Updated Pricelist is available upon request to the Admissions Team.

### Entry Requirements for International Students

All students are required to meet following requirements in order to be accepted into Imperial Institute of Sydney courses.

#### Enrolment Information

- A completed International Student application form
- Passport copy
- certified copies of academic certificates and transcripts

#### English Language Requirements for International students:

English test result such as IELTS, PTE, or an equivalent is also required. If no English test result is available, the Admissions Team may assign the Oxford English test to assess the student's English proficiency, based on prior education and country of schooling.

Some students may be exempted if they are any of the following:

- Passport holder of countries like UK, USA, Canada, New Zealand, Republic of Ireland.
- Education in an English-speaking country for at least 5 years, where the medium of instruction was English, or
- Completion of at least a Certificate IV level course in an Australian RTO within the last 2 years.


The English test must have been taken no more than two years\* before you apply to study at IIS.

\*The date when IIS receives the signed written agreement (either via Email or in hand)

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AQF Level	REQUIREMENTS
Certificate III level	<p><b>Age and Education (Academic) requirements</b> Applicants should be at least 18 years of age and have successfully completed year 12 or secondary studies, equivalent to Australian senior secondary school examination, in their home country.</p> <p><b>English Language Proficiency Level</b> Have an IELTS* score of 6.0 (test results must be no more than 2 years old). English language competence can also be demonstrated through documented evidence of any of the following: Educated for 5 years in an English-speaking country; or Completed at least 6 months of a Certificate IV level course in an Australian RTO; or Successful completion of an English Placement Test *Note that other English language tests such as PTE and TOEFL can be accepted. Students are required to provide their results so that it can be confirmed that they are equivalent to IELTS 6.0.</p>
Certificate IV or Diploma, Advanced Diploma level	<p><b>Age and Education (Academic) requirements</b> Applicants should be at least 18 years of age and have successfully completed year 12 or secondary studies, equivalent to Australian senior secondary school examination, in their home country.</p> <p><b>English Language Proficiency Level</b> A minimum IELTS* score of 6.0, with test results no more than 2 years old. Alternatively, English language competence can be demonstrated through documented evidence of: Education in an English-speaking country for at least 5 years, where the medium of instruction was English, or Completion of at least a Certificate IV level course in an Australian RTO within the last 2 years. Note: Other English language tests, such as PTE and TOEFL, are accepted if the scores are equivalent to an IELTS 6.0. Students must provide their results for verification by the Imperial Institute of Sydney.</p>

### LANGUAGE, Literacy, Numeracy and Digital test (LLND)

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations, meter reading etc., read vehicle manufactory instructions, workshop manual. To determine this, all students wanting to study at IIS are required to undertake LLND Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLND test will be conducted on campus by using an ACSF mapped LLND under the supervision of qualified LLND assessor.

All students are required to undertake a language, literacy, numeracy and Digital (LLND) test according to the following qualification:

Qualification	Performance Level
CHC33021 - Certificate III in Individual Support	ACSF Level 3
CHC43015 - Certificate IV in Ageing Support	ACSF Level 4

SIT40521 - Certificate IV in Kitchen Management	ACSF Level 3
SIT50422 - Diploma of Hospitality Management	ACSF Level 4
CHC52021– Diploma of Community Services	ACSF Level 4
BSB50820 - Diploma of Project Management	ACSF Level 4
BSB50120 – Diploma of Business	ACSF Level 4
BSB60720 - Advanced Diploma of Program Management	ACSF Level 5
RII60520– Advanced Diploma of Civil Construction Design	ACSF Level 5
BSB80120 – Graduate Diploma of Management (Learning)	ACSF Level 5

Students are required to achieve expected level of performance level as per the required level. Where a student does not achieve the required LLND scores for the qualification into which they are seeking enrolment, LLND support\* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level.

However, if student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate the LLND level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

**\*LLND support**-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also be asked to take further Language, literacy and numeracy training, such as ELICOS programs at other institutes to ensure that students are provided with support and proper guidance.

**ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
6. Digital


If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact IIS to seek assistance or support in LLND. Refer to LLND policy for more details.

Students are requested to speak to LLND Support officer or Academic Manager to discuss about the support measures that they might need. IIS will provide support with no additional cost.

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## Pre-training Review (PTR)

All students will undertake pre-training review prior to enrolment aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by IIS's Officer.

PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill up the PTR form within the enrolment application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

The pre-training review ensures that IIS:

- understands the student's reasons for undertaking the course
- ensures the suitability of the training to the students
- understands the student's current competencies and therefore provides opportunities for these to be assessed
- Provides students with information necessary for them to make enrolment decision and to ensure that students reasons for undertaking qualification with IIS aligns with their previous experience in particular sector (If any), educational and career goal.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.


## Guidelines for PTR

1. Students are required to fill up the PTR form which is included in the International Enrolment Application form as "Appendix 1" and read all the details of their course, policies and procedures of the Institute before filling up the answers. Information can be made available from the website.
2. Students are required to answer the questions in a true and correct manner. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course
3. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
  - **PTR Interview conducted via Telephone** (for onshore and off-shore students)-If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
  - **PTR Interview conducted Face to Face** (for onshore students)- During face to face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.  
*The discussion notes will be recorded in the "Summary of the Discussion" section by the Enrolment Officer (Office use).*
4. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
  - if the student is aware of the policies, procedures and other information necessary for the students.
  - if the student has received true and accurate information and if they are suitable to undertake the course/s.

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5. **If students have not received sufficient information i.e.** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at IIS, Enrolment officer will provide necessary information to the student required to make enrolment decision.
6. **For example: If students have answered “No” or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at IIS.
7. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.
8. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Enrolment officer will take holistic approach while assessing student’s answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

### Admission and Enrolment Procedures

1. Fill Application/ Enrolment Form and forward to IIS (via email, in person or by post).
2. Applications are assessed consistent with the course **Entry Requirement**.
3. **Offers of Enrolment** to students are made upon being successful meeting the eligibility.
4. In case of rejection of application, students are requested to discuss their case via email/phone/ in-person to provide further evidence, if any, required in support of their application for further consideration.
5. Students **accepts the offer** by counter signing and returning enrolment form to IIS.
6. **Payment** may be made concurrently with the return of the signed Offer of Enrolment and Acceptance Agreement, or after returning the Enrolment Offer and Acceptance Agreement.
7. After the required initial fee/payment is received, a **CoE (Confirmation of Enrolment)** is issued to students.
8. Overseas Student **Applies for VISA** to Embassy/Mission in their Home country; Applicants may use online VISA/e-Visa if applying from eligible countries. Check requirements and conditions for student visa at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500->
9. Once visa is granted, students travel to Australia and start their study.
10. If visa application is unsuccessful, the applicant needs to notify IIS in three business days.


**NB. As an international student it is a condition of your visa to notify us of any changes to your address within seven days of arriving in Australia, or if you change your address. For more information, please visit: <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>**

### Privacy Policy

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IIS deals with the collected data from applicants and students with strict confidentiality. The college complies with the **National Privacy Principles** extracted from the Privacy Act 1988 and follows the ten national privacy principles in the handling of personal information of students and takes reasonable steps to deal safely with information collected.

1. *Collection of the information:* necessary for one or more of its functions and the individual is informed the purposes
2. *Personal information not used or disclosed for a secondary purpose:* unless the individual has consented or a prescribed exception applies;
3. *Data quality:* collected information used or disclosed is accurate, complete and up to date;
4. *Data security:* ensures to protect the personal information from misuse, loss, unauthorised access, modification or disclosure;
5. *Openness:* manage personal information explain the purpose and how it collects, holds, uses and discloses the information;
6. *Access and correction:* access to the information is given to individuals except to the extent that prescribed exceptions apply;
7. *Unique identifiers* commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. Choice Academic College will not assign unique identifiers except where it is necessary to carry out its functions efficiently;
8. *Anonymity:* wherever possible, Choice Academic College will provide the opportunity for the individual to interact with us identifying themselves;
9. *Trans border data flows:* the individual's privacy protections apply to the transfer of personal information out of Australia; and
10. *Sensitive information:* – will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

### Deferral, Suspension and Cancellation of Enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute by completing the Course Variation Form which can be found in IIS website. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g., you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you must contact IIS and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

IIS may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through PRISMS by the institute and this may affect the status of a student visa.

Please refer to IIS's Deferral, Suspension and Cancellation Policy for more details available on IIS's website.

## Fee Payment and Refund Policy

### Payment of fees

Initial payment of fees is payable when the student enrolls into a course. The student will be required to pay an application/enrolment fee, material fee and initial tuition fee deposit prior to commencement. Please note that the enrolment fee is one-time fee to cover the administrative cost and it is non-refundable. Fee has been scheduled to ensure that IIS will not collect more than the initial tuition fee amount as stated on the offer letter and that IIS will not receive more than 50% of the student's total fee for a course before the student has begun their course unless the course has only one study period which is 25 weeks or less. Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, they may choose to pay more than 50 % of their tuition fees before they start their course if they wish to do so.

Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).

After commencement, the student will generally be invoiced **every 11 weeks for** remaining tuition fee. Please refer to detailed payment plan in fee payment and refund policy available at IIS's Student Administration Office.

### Refund policy

Fee refunds are conditional on the following:

#### A. Course Withdrawal

- Where a written notice of withdrawal by completing the Course Variation form is received by the institute at least **12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except the application fee.
- Where a written notice of withdrawal or completed Course Variation Form is received by the institute within 6 to 11 full weeks before the agreed start date of the course or term, the institute will refund 50% of the fee received except application fee.
- Where a written notice of withdrawal by completing the Course Variation form is received by the institute within 5 full weeks or less before the agreed start date of the course or term, no refund will be provided.
- Where a written notice of withdrawal by completing the Course Variation form is received by the institute after the start date of the course or term, no refund will be provided.
- Where the student defaults, including withdrawing from a course, after the course/term start date, students are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- It should also be noted that if your enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.

**For example: If a student enrolls in five (5) weeks before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.**


- vii. If the refund application is approved, Refund will be paid within 28 days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- The institute must have received funds for any refunds to be made available (i.e., cheques are cleared, telegraphic transfers have been received)

#### B. Student Defaults

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An overseas student or intending overseas student defaults, in relation to the course at a location, if the student himself/herself initiates termination of enrollment in the following fashion:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (after the agreed starting day); or
- c) the Institute refuses to provide, or continue providing, the course to the student at the

location because of one or more of the followings:

- the student failed to pay an amount payable to the provider for the course;
- the student breached a condition of his/her student visa;
- misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3))

No refund is payable for student default. However, a student does not default for failing to start a course on the agreed start day if he/she does not start that course because the provider defaults in relation to the course at the institute.

### c. Visa Refusal

If a student visa application or visa renewal is refused by the Australian Government, a refund of course fees, less enrolment/application fees, will be made and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (4).

The calculation under subsection 47E (4) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of Subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount the lesser of:

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b) the sum of \$500.

Students must provide the institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies, their refund will be calculated followingly:

***The refund amount = weekly tuition fee x the number of weeks in the default period***

a) The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

b) The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for breach of visa conditions.

### D. Providers Default

In the unlikely event that the institute is unable to start or deliver the course (known as Institute/ Providers default), the student can choose to accept either:

- a refund of course fees, which will be issued to the student within 14 days, or
- be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.

If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e., tuition the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 days after cessation of the course.

If the institute is unable to provide a refund or place the student in an alternative course, the TPS (Tuition Protection Service) will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

### E. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

### Refund Process

- a. The Student must apply for refund using the *Refund Form* and *Course Variation Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents may include, but are not limited to:
  - I. a completed refund application form provided by the institute
  - II. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
  - III. Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 20 working days of the receipt of completed refund application form along with the supporting documents by the institute (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of completed refund application form along with supporting documents by the institute (*in case of IIS default*).
- d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

### PAYMENT OF REFUNDS

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

#### **Note: Timeline for refund**

It is to be noted that refund will be made available to students differently based on the student's default and providers (IIS) default.

- I. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.
- II. **In case of Provider's (IIS) default:** Refund will be paid within the period of 14 days after cessation of the course.


Please refer to the course refund table below for details:

<b>IIS Course fee refund table</b>
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Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
Withdrawal at least <b>12</b> full weeks or more prior to the agreed start date.	100%	100%	No refund
Withdrawal between <b>6</b> to <b>11</b> full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in <b>5</b> full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%	100%	100%
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by IIS for the course in respect of the student course less the following amount <b>(a)</b> 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or <b>(b)</b> a maximum sum of \$500 whichever is lesser	100%	No refund
Visa is refused after the commencement of the studies due to not meeting visa requirements.	The refund amount = weekly tuition fee x the number of weeks in the default period <b>a.</b> The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. <b>b.</b> The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
<p>Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.</p> <p>For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.</p>			

## COOLING-OFF PERIOD

IIS will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at IIS and pays IIS relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify IIS in writing within 7 days of the signed agreement date.

## STUDENT'S RIGHTS TO APPEAL

Any student who is refused for a refund by the institute may appeal within 20 working days in writing to the Student Support Officer and follow the complaints and appeal process of IIS.

The institute's appeal process does not restrict the student's right to pursue other legal avenues.

The 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 action under the Australian Consumer Law if the Australian Consumer Law applies.

## TUITION PROTECTION SERVICES (TPS)

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

IIS is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that IIS is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service visit: <https://tps.gov.au>

## Your Duties as a Student of IIS


### Imperial Institute of Sydney expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Imperial Institute of Sydney.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and IIS publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.

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- To respect other students and IIS staff members and their right to privacy and confidentiality.

## Student Obligation

### Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold your visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to maintain your cover at all times. If you do fall behind in payments or renewing your cover, you will be able to continue your cover but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued.

Imperial Institute of Sydney (IIS) can assist you in organising an OSHC cover for you if you wish. Contact our Student Services. Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	<a href="http://www.ahmoshc.com">www.ahmoshc.com</a>
Allianz Global Assistance (Peoplecare Health)	<a href="http://www.allianzassistancehealth.com.au/en/student-visa-oshc/">www.allianzassistancehealth.com.au/en/student-visa-oshc/</a>
BUPA Australia	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="http://www.cbhsinternationalhealth.com.au/overseas-students-oshc">www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="http://www.medibank.com.au">www.medibank.com.au</a>
NIB OSHC	<a href="http://www.nib.com.au">www.nib.com.au</a>

### Full Time Study


Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

### Academic Course Progress

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IIS gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

Students must participate in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. IIS checks and ensures that all the required assessments are completed up to that point of time.

Students at IIS are required to regularly attend classes and achieve satisfactory course progress. IIS regularly monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in. IIS will assess each student's course progress at the end-point of each study period.

Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, IIS course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in given study period.

A failure of units in any study period will trigger a review of academic progress by the institute and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class and Institute's lab;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer or Training Manager if you are having any difficulties with your studies.

In addition to the above minimum requirement, the Institute will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events (including but not limited to):

- Failing any units in a study period
- Not attending compulsory classes

If students fail to meet the requirements of satisfactory course progress for two consecutive study periods, they will be reported to the Department of Home Affairs.

Please refer to the Attendance and course progress policy available on IIS's website and/or reception for more details on Intervention strategy, academic progress, extension of course duration etc.

**For students undertaking SIT40521 - Certificate IV in Kitchen Management and SIT50422 - Diploma of Hospitality Management:** Students must attend all kitchen practicals to fully develop their culinary skills. Student's kitchen attendance will be monitored closely and student missing kitchen's practical classes will be treated on a case-by-case basis. Students missing more than one kitchen practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending kitchen practical classes.

## Attendance Requirements

IIS gives strong emphasis on attendance requirements. IIS will record and monitor attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. IIS will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. IIS is required to report the students on the basis of unsatisfactory course progress to the department of Home Affairs (DHA).

**Note:** Students will not be reported on the basis of attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

As per the Attendance regulation set up by the Australian Skills Quality Authority, overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If an **overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because this implies that they may already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case, IIS **may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration** required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Please refer to the Attendance and course progress policy available on IIS's website and/or student administration for more details.

### Intervention Strategy

IIS ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. IIS will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.


An intervention plan/intervention strategy will include an interview with the Training Manager or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- Attending counselling;
- English language support;
- Reviewing learning materials with the student and providing information to students in a context that they can understand;
- Providing extra time to complete tasks;
- Adjusting time tables

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- Providing access to supplementary or modified materials;
- Providing supplementary exercises to assist understanding;
- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring;
- Referral to external organisations where IIS is unable to address the identified learning or academic issues:
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

### Change of Address

Upon arriving in Australia, students are required to advise IIS of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address as, under Section 20 of the ESOS Act 2000.

IIS is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. Institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify IIS of any change of their address and contact details within 7 days of change while enrolled at the institute including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations

Failure to update the contact details to IIS means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at <https://www.homeaffairs.gov.au/>

### Further Information

If you have any queries about our institute and courses on offer, please feel free to contact us via phone or email or visit our institute in person.