

QIHE Pty Ltd T/A Mastery Institute Australia

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Campus: Level 6, 119 Charlotte St, Brisbane QLD 4000

Postal Address: PO Box 15104 City East QLD 4002

Web: www.mastery.edu.au

**International Student Enrolment Form**

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| ***Please complete this form in clear English using black / blue ink, Please 🗹 where applicable***  *\* Compulsory fields – students will be mainly contacted by E-mail or SMS regarding to their studies.* |

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| **Part A: PERSONAL DETAILS** | | | | | | |
| Title:  Mr  Mrs  Ms  Miss Gender\*:  Male  Female  Other | | | | | | |
| Family Name\*: Given Names\*: | | | | | | |
| Date of Birth\*: DD/MM/YYYY | | | | | | |
| Country of Birth: | | | | Mobile/Phone\*: | | |
| E-mail\*: | | | | | | |
| **Address in Australia** \*: | | | | | | |
| Postal Address (if applicable): | | | | | | |
| **Permanent Address in Home Country \*** | | | | | | |
| Address\*: | | | | | | |
| Country\*: | | | | Mobile/Phone\*: | | |
| **Emergency Contact in Australia (**if known**)** | | | | | | |
| Name: | | | | Relationship: | | |
| Mobile/Phone: | | | | E-mail\*: | | |
| Address: | | | | | | |
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| **PART B: VISA INFORMATION** | | | | | | |
| **Do you already have a visa?**  **Yes**  **No** | | | | | | |
| **If Yes, which type of visa do you have:**  Student  Working Holiday  Visitor  Dependant  Other: \_\_\_\_\_\_\_\_\_\_ | | | | **If No, which type of visa will you apply for?**  Student  Visitor  Dependant  Other: \_\_\_\_\_\_\_\_ | | |
| **Are you currently enrolled with another CRICOS provider?**  **Yes  No** (If Not, skip the following section) | | | | | | |
| If **YES**, do you require a Letter of Offer to be released by your current provider?  **Yes  No**  Do you have a Letter of Release? **Yes  No**  Do you owe fees to your previous provider? **Yes  No**  Did you abide by the conditions of your student visa with your previous provider? **Yes  No**  **State the reason of leaving your current provider:** \_\_\_\_\_\_\_\_\_ \_\_\_ | | | | | | |
| **Confirmation of Enrolment** | | | | | | |
| **Do you require a CoE to lodge your visa application?**  **Yes**  **No**, please state your reason and provide supporting evidence: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **Location to Lodge Student Visa Application:**  **Australia**  **Overseas,** please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **Overseas Student Health Cover (OSHC)** | | | | | | |
| Do you require MIA to arrange OSHC for you? | | | | | | |
| **Yes**: Cover Type: Single Couple Family  OSHC Policy Start Date: DD/MM/YYYY | | | | **No**: I will arrange OSHC by myself (I understand that I am fully responsible for my own insurance) | | |
| **NOTE:**   1. Overseas Student Health Cover (OSHC) is compulsory for students on student visas. If MIA is not arranging OSHC, student must provide proof of currency. 2. you also need to arrange cover for your dependents | | | | | | |
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| **PART C: ENGLISH LANGUAGE PROFICIENCY** | | | | | | |
| Is English your first language\*?  Yes  No | | | | | | |
| English Test Taken （within 2 years）\*:  IELTS  TOFEL  Others,please state: \_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **PART D: EDUCATION AND EMPLOYMENT HISTORY** | | | | | | |
| **Educational History**  High School / Tertiary / Higher Education / Senior Secondary Studies – Highest level attained: | | | | | | |
| **Year attained** | | **School or Institute** | | **Title of qualification** eg “Qld Senior Certificate” or “Bachelor of Business” | | **Country** |
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| **Work Experience**  Based on your past work, study and life experiences, applicants may be eligible for Recognition of Prior Learning (RPL), or credit transfer (CT), please contact staff for details. | | | | | | |
| **Year of Employment** | | **Company Name** | | **Position / Job Duty** | | |
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| Do you wish to Apply for RPL/Credit Transfer:  Yes  No  If yes, MIA will contact you for further information | | | | | | |
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| **PART E: COURSE INFORMATION** | | | | | | |
| **ELICOS** | | | | | | |
| Course Name | | | Proposed Start Date | | Duration (weeks) | |
| General English  CRICOS Code：097462A | | |  | |  | |
| **VET Course** | | | | | **CRICOS Code** | **Duration** |
| **Health & Community Service** | | | | | | |
|  | CHC33015 Certificate III in Individual Support | | | | 096661B | 52 Weeks |
|  | HLT52015 Diploma in Remedial Massage | | | | 093139M | 56 Weeks |
|  | 22316VIC Advanced Diploma of Myotherapy | | | | 0102146 | 56 Weeks |
| **Beauty** | | | | | | |
|  | SHB50115 Diploma of Beauty Therapy | | | | 093418D | 64 Weeks |
| **Graduates Studies** | | | | | | |
|  | BSB80120 Graduate Diploma of Management (Learning) | | | | 105012A | 104 Weeks |
| **Business** | | | | | | |
|  | BSB30120 Certificate III in Business | | | | 105009G | 52 Weeks |
|  | BSB40120 Certificate IV in Business | | | | 105010C | 52 Weeks |
|  | BSB50120 Diploma of Business | | | | 105011B | 52 Weeks |
|  | BSB50420 Diploma of Leadership and Management | | | | 104302K | 52 Weeks |
|  | BSB60120 Advanced Diploma of Business | | | | 104679K | 78 Weeks |
| **Retail Service** | | | | | | |
|  | SIR10116 Certificate I in Retail Services | | | | 097345F | 16 Weeks |
|  | SIR20216 Certificate II in Retail Services | | | | 097344G | 40 Weeks |
|  | SIR30216 Certificate III in Retail | | | | 097342J | 43 Weeks |
| **Commercial Cookery & Hospitality** | | | | | | |
|  | SIT40516 Certificate IV in Commercial Cookery | | | | 095997G | 78 Weeks |
|  | SIT50416 Diploma of Hospitality Management | | | | 095998G | 56 Weeks |
|  | SIT60316 Advanced Diploma of Hospitality Management | | | | 097245K | 89 Weeks |
| **Childhood Education & Care** | | | | | | |
|  | CHC30121 Certificate III in Early Childhood Education and Care | | | | 099213B | 52 Weeks |
|  | CHC50121 Diploma of Early Childhood Education and Care | | | | 099215M | 64 Weeks |
| **MIA Packaged Programs:** | | | | | | |
| ***Package for Hospitality program*** | | | | | | |
|  | SIT40516 Certificate IV in Commercial Cookery  SIT50416 Diploma of Hospitality Management | | | | 095997G  095998G | 118 Weeks |
|  | SIT40516 Certificate IV in Commercial Cookery  SIT50416 Diploma of Hospitality Management  SIT60316 Advanced Diploma of Hospitality Management | | | | 095997G  095998G  097245K | 148 Weeks |
|  | SIT50416 Diploma of Hospitality Management  SIT60316 Advanced Diploma of Hospitality Management | | | | 095998G  097245K | 96 Weeks |
|  | ***Package for Early Childhood Education and Care program*** | | | | | |
|  | CHC30121 Certificate III in Early Childhood Education and Care  CHC50121 Diploma of Early Childhood Education and Care | | | | 099213B  099215M | 116 Weeks |
|  | ***Package for Business program*** | | | | |  |
|  | BSB50120 - Diploma of Business  BSB50420 - Diploma of Leadership and Management | | | | 105011B  104302K | 74 Weeks |
|  | ***Package for Retail program*** | | | | |  |
|  | SIR10116 - Certificate I in Retail Services  SIR20216 - Certificate II in Retail Services  SIR30216 - Certificate III in Retail | | | | 097345F 097344G 097342J | 74 Weeks |
|  | SIR20216 - Certificate II in Retail Services  SIR30216 - Certificate III in Retail | | | | 097344G 097342J | 69 Weeks |
|  | ***Package for Health program*** | | | | | |
|  | HLT52015 - Diploma of Remedial Massage  22316VIC - Advanced Diploma of Myotherapy | | | | 093139M 0102146 | 112 Weeks |
| **2021 Commencement Date for VET Course:** | | | | | | |
| 05 Oct  08 Nov | | | | | | |
| Other: \_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **2022 Commencement Date for VET Course:** | | | | | | |
| 24 Jan  28 Feb  19 Apr  23 May | | | | | | |
| 11 Jul  15 Aug  04 Oct  07 Nov | | | | | | |
| Other: \_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **Delivery Location:** Level 6 119 Charlotte Street Brisbane QLD 4000 | | | | | | |
| **PART D: Unique Student Identifier (USI)\*** | | | | | | |
| **PART F: Unique Student Identifier (USI)\*** | | | | | | |
| **Do you have a USI Number? If ‘YES’, please provide: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  If ‘NO’ or unknown, you may apply online via the government website <https://www.usi.gov.au/students/create-your-usi>  OR you can authorize MIA to apply USI on your behalf:  I do not have a USI (Unique Student Identifier) and authorize MIA to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf. I have read and consent to the collection, use and disclosure of my personal information pursuant to the information detailed at <https://www.usi.gov.au/about-us/privacy>  I understand that MIA will provide to the Registrar the following items of personal information:   * My name, including first or given names(s), middle name(s) * and surname or family name as they appear in an identification document. * My date of birth as it appears, if shown, in the chosen document of identity * My city or town of birth / My country of birth * My gender and contact details | | | | | | |
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| **PART G: PAYMENT OPTIONS** | | | | | | |
| Pay in Full (for programs less than 24 weeks)  Standard Payment Plan: Deposit at enrolment + multiple instalments | | | | | | |
| **Payment Information** | | | | | | |
| Payment methods include:   1. **Telegraphic Transfer, Direct Deposit**: bank details are provided in below, please notify MIA of your payment after you paid 2. **Cash Payment**: **ONLY** accepted at MIA Reception 3. Payment in person can be made by cash, bank cheque or EFTPOS at MIA campus. Card payments incur a 1.50% surcharge. | | | | | | |
| |  |  | | --- | --- | | **Account Name** | QIHE Pty Ltd | | **Bank** | Commonwealth Bank of Australia | | **BSB** | 064 162 | | **Account Number** | 1134 4005 | | **SWIFT Code** | CTBAAU2S400 | | **Bank Address** | Sunnybank Plaza Shopping Centre Main Road Sunnybank QLD  Australia 4109 |   ***Please use Full Name of the Applicant as reference*** | | | | | | |
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| **PART H: TERMS AND CONDITIONS** | | | | | | |
| 1. **Payment of fees - Protection of student fees (TPS)**   Under the Tuition Protection Scheme, student visa enrolments are required to be paid as follows:   * For courses of 24 weeks or less, all fees must be paid before the course start date, unless otherwise agreed with MIA. * For courses of 25 weeks or more, a maximum of 50% of the total tuition fees plus materials fees must be paid before the course start date. The balance will be due as per payment plan.   The tuition assurance scheme will source similar training to allow the effected participants under this condition to complete their studies without further financial burden.   1. **Fees and Refund Policy** 2. Tuition fees are defined as fees payable for tuition as officially published or provided by MIA’s. Course fees are tuition fees plus any enrolment fee and learning materials fee where applicable. 3. Enrolment fee $200 is non-refundable whether you have completed your course or not. 4. Payment in person can be made by cash, bank cheque or EFTPOS at MIA campus. Card payments incur a 1.50% surcharge. 5. Requests to revise/change confirmation of enrolment (CoE) information such as course, commencement date, OSHC and visa lodgement location will be subject to a $100 administration fee. No charge for replacement of CoE will be made for the first change request and if initiated by MIA. Administration fee will be paid upfront before the changes of CoE is done. 6. All refund requests must be made in writing. Student must complete “Deferral/Withdrawal of Study Form” and “MIA Refund Request Form” and hand in the paper form(s) at MIA campus reception, or email to MIA: [info@mastery.edu.au](mailto:info@mastery.edu.au) 7. Refunds are available under below circumstances:  * Provider Default: where MIA fails to start providing the course to the student at the location on the agreed starting day, or after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day, student will receive TPS’s fair and equitable support. * Compassionate and compelling circumstances: where a student is able to evidence legitimate hardship, which renders the student unable to complete the requirements of the training product, MIA may, at its sole discretion, offer a full or partial refund of tuition fees paid.  1. Refunds are NOT available under below circumstances:  * Student default: no refund will be given if a student has given false or misleading information; fails to comply with the conditions or enrolment; is in breach of student code of conducts; is in breach of their visa requirements as imposed by Australian Government; and/or withdraws after the commencement date of the course. * Government changes: where a training product has been superseded on the national register, or is otherwise amended by government regulations, MIA will negotiate with students in order to determine whether they complete their training in the original or upgraded training product. * Medical issues: in cases where a student is suffering from an illness and adequate documentation being provided, the student’s enrolment may be extended for a maximum of six (6) months upon application in writing. Student remains liable for all agreed payments under the original offer and payment plan. * Visa terminated or rejected: no refund is given if student’s visa is rejected due to breaches of visa conditions. If the visa application is genuine, no refund of paid course fees for course/s that have commenced. However, course fees for future courses is eligible for refund.  1. For an approved refund application, refunds will be paid within 28 days (4 weeks) after receipt of a written application, all refunds will deduct the $200 enrolment fee and the $250 administration fee. The residual will be paid to student’s nominated bank account, in Australian dollars. 2. A full refund of paid course fees will be given only if a refund request is received no less than 28 days (4 weeks) prior to commencing date. If the request is made less than 4 weeks (on or within 28 days) before the commencing date, only 80% of the paid course fees will be refunded. No refund will be given to the student if the refund request is received on or after course commencement date. 3. Anything in the offer, and the right to make complaints and seek appeals of decisions and actions under various processes, does not remove your rights to take action under Australian Consumer Law if the Australian Consumer Law applies. 4. **Complaints and Appeals Procedure**   MIA acknowledges that a student has the right to raise complaints or appeals and expect that every effort will be made by MIA to resolve it in accordance with this process, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal verbally or in writing.  If a student is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the student may wish the matter to be dealt with through an external dispute resolution process facilitated by the Overseas Students Ombudsman. A copy of the complaints and appeals process is available to all students and staffs via MIA website and is available in the Student Handbook. The information will also contain details of external authorities that students may approach.   1. **Use of Personal Information**   Information provided to MIA may be made available to the Commonwealth including the TPS, or State or territory authorities and agencies for quality assurance, statistical, law enforcement and tuition assurance purposes, including fulfilling the legal requirements of the ESOS Act 2000, ESOS Regulations 2019, National Code 2018 and ELICOS Standards 2018. MIA is bound to abide by the requirements of the Privacy Act (1988).  The Privacy Notice and Student Declaration is a statement acknowledged by a student to indicate awareness that personal information collected from the student may be used together with training activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed.  The following is minimum mandatory content for inclusion in a Privacy Notice and Student Declaration.  <https://www.dese.gov.au/using-site/privacy> <https://www.ncver.edu.au/privacy>   1. **Photographs, videos, and sound recordings consent**   MIA regularly uses photographs, videos, and sound recordings of its students in its publications, promotional, and marketing material, and on its website and on other media to the general public for the purpose of promoting MIA to the general public. MIA wishes to take and use the photographs, videos and/or sound recordings of you for the purpose above and request your consent to do so.  Please note that any and all rights (including copyright) in photographs, videos and/or sound recordings taken of you will belong absolutely to MIA and MIA may use such photographs, videos and/or sound recordings for promotional and marketing purposes as MIA requires.  By signing the enrolment, the student agrees to MIA or MIA’s staff, representative, or contractor taking, using, reproducing, publishing, and releasing the photographs, videos, and sound recordings of the student in the manner explained above and agree not to make any claim against or object to MIA’s use of such photographs, videos, and sound recordings. If you do not wish to be photographed or videotaped, please inform us in writing as soon as practicable.   1. **Agreement between You and MIA**   Our commitment to provision of quality courses as provided by MIA:  Upon receipt of the completed offer of a place in the course and the course fee (Initial Deposit) MIA agrees to:   * provide a receipt (tax invoice); * undertake a pre-enrolment interview to identify and clarify course entry requirements and client needs where applicable; * confirm of the course enrolment and * confirm the course commencement date; * confirm the selected payment plan; * provide course materials and assessments; * provide a qualified trainer and assessor * provide training as described in the Student Handbook * provide support for special needs to the student; * provide trainer and administration support to students throughout the enrolment; * mark, provide feedback and results on the submitted assessment tasks; * support students to achieve their goal of completion of the qualification with reasonable adjustments; * issue results and a Qualification or Statement of Attainment/s upon satisfactory completion of the course requirements (if applicable).   Acceptance of course enrolment and the terms and conditions forms the agreement by the student:  Upon accepting the offer of a place in the course, signing the agreement and making the first tuition payment, the student acknowledges their understanding of the agreement entered into with MIA and agrees that:   * details provided on enrolment are correct; * course enrolment is complete when the 1st confirmation instalment is paid and the money is deposited in the MIA account; * the terms and conditions of enrolment are accepted including fees and refund policy; * the course entry requirements are understood and accepted and met by the student or the student has declared support needs with MIA at the application stage and accepted the policies on support; * MIA will provide the date for course commencement and this date will be known as the agreed course commencement date; * Course duration is effective from the agreed course commencement date; * Students are responsible for their own attendance, progress and submission of work including assessments; * Students are responsible for keeping a copy of the written agreement and payment receipts as supplied by MIA; * As an international student, you are required to participate in scheduled classes in accordance with course timetable to make satisfactory course progress and maintain satisfactory attendance level (over 80%). The VET Regulator, ASQA, may, at any time, require MIA to implement policies and procedures to monitor minimum attendance requirements. If you don’t meet these requirements, any breach of these conditions may result in you being reported to the Department of Home Affairs. * MIA may need to reassess and shorten your course duration if you don’t attend scheduled classes * Students will communicate with the trainer and administration if there are issues or barriers to completion of the course where we may able to help to support the student. * Students understand that they must advise MIA within 7 days of any change in their address or contact details during their course. * Student Must inform MIA to change the start date with at least 10 working days’ notice. * If Students do not arrive on the scheduled start date, they should notify MIA immediately of the reason, using the Course Deferment/Cancellation Form, available from MIA website or upon request. Students in default will have their enrolment cancelled and MIA will notify the Department of Home Affairs 14 days from the original start date * Orientation is a legal requirement. You must attend Orientation. Failing to do so is reportable to the Department of Home Affairs. Your Orientation date and time will be emailed to you prior to course commencement. * If you have been enrolled with another provider on a student visa, you may need to provide MIA with a letter of release from that principal course provider before we can issue your CoE. * As an international student, you are required to maintain your enrolment, the Department of Home Affairs may cancel your student visa if you fail to maintain your enrolment. | | | | | | |
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| **PART I: DECLARATION AND SIGNATURE** | | | | | | |
| I confirm and understand the following:   1. I have read, understood and agree to be bound by the **Terms and Conditions** as outlined by MIA 2. I hereby declare that the **information supplied** to MIA is true and correct, and will be used for the enrolment process, managing my study at MIA, and may also be made available to Commonwealth and State authorities and agencies for quality assurance, statistical, law enforcement and tuition assurance purposes. 3. If I don’t have a USI number and I authorise MIA to apply USI number on my behalf. I understand that MIA will provide to the Registrar the required personal information as stated in **Unique Student Identifier (USI) section** 4. I also agree to abide by the **payment schedule** and **refund policy**. 5. I understand that it is my responsibility for keeping a copy of the written agreement and payment receipt as supplied by MIA 6. I consent to the collection, use and disclosure of my personal information in accordance with the NCVER Privacy Notice above 7. I understand that this agreement and the availability of complaints and appeals processes, does not remove my right to take action under Australia’s consumer protection laws. A description of the Education Services for Overseas Students (ESOS) framework is available electronically by DET. “The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa”. Students may view it online. <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx> 8. I consent to have this information provided to any relevant authorities where applicable and have read the MIA **photographs, videos, and sound recordings consent Section**. 9. I understood that MIA cannot guarantee a provider status of **private** **health funds** (as described above – applicable to those who enrolled in Diploma of Remedial Massage).   ***I authorise MIA to use my photograph for advertising and promotion. Yes No***  **Applicant’s Name:**  **Applicant’s signature:**  **Date:** | | | | | | |
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| **PART J: REPRESENTATIVE, EDUCATION AGENTS OR EMPLOYER REFERRAL (OPTIONAL)** | | | | | | |
| **Name of Representative Referral (if any):**  Contact Details: Phone/ Email / Address  Representative/  Referral Company Stamp (if applicable): | | | | | | |
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| **PART K: OFFICE USE ONLY** | | | | | | |
| **OFFICE USE ONLY:**  Accepted by Mastery Institute Australia  Signature (Enrolment office):  ef: | | | | | | |

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| **AVETMISS Student Questionnaire** | | |
| As part of the requirements from the Australian Government, MIA is required to collect some statistical data from our students, please kindly fill out the following form.  Please note that data collected using this form are only for statistical purposes, and will have no impact on your study progress and its outcome – the only exception is we may use this data to improve our service to you. | | |
| Schooling | Are you still at school?  Yes  No | |
| What was the highest level you completed at school?  Year 8  Year 9  Year 10  Year 11  Year 12  Did not attend | |
| What year did you leave school? | |
| Country of Birth | Were you born in Australia?  Yes  No | |
| If ‘No’, then where were you born? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| Further Studies | Since leaving school have you completed any further studies?  Yes  No | |
| If ‘Yes’, please tick only the highest achieved below:  Bachelor or higher degree  Diploma  Certificate IV  Certificate III  Certificate II  Certificate I  Miscellaneous: Please Specify: | |
| Language | Is English your first language?  Yes  No | |
| If ‘No’, then what is your first language? | |
| Disability | Do you have a disability?  Yes  No | |
| If ‘Yes’, please describe: | |
| ATSI (Aboriginal or Torres Strait Islander) | Are you of Aboriginal or Torres Strait Islander origin?  Yes  No | |
| Residency Status | Your residency status in Australia?  Australian Citizen  Permanent Resident  Temporary Visa  Tourist Visa | |
| Employment | Your current employment status?  Full-time Employee  Self-Employed – Not Employing Others  Employed – Unpaid Family Worker  Unemployed – Seeking Part Time Work | Part-time Employee  Employer  Unemployed – Seeking Full Time Work  Not Employed – Not Seeking Employment |
| Study Reason | Why are you enrolling in this course?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |