

Domestic Student Application Form

Please complete this form in clear English using black / blue ink, please ☒ where applicable

Part A: PERSONAL DETAILS

Title: ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss

Family Name:

Given Name:

Former Name:

Preferred Name:

Gender: ☐ Male ☐ Female ☐ Other

Date of Birth: DD/MM/YYYY

Mobile/Phone:

E-mail:

Residential Address:

Suburb:

State:

Postcode:

Postal Address (if different from residential address):

Address:

Country:

Postcode/ ZIP Code:

Emergency Contact

Name:

Relationship:

Address:

Country:

Postcode/ ZIP Code:

Mobile/Phone:

E-mail:

PART B: EDUCATION AND EMPLOYMENT HISTORY

Have you **SUCCESSFULLY** completed any qualification in the past? ☐ Yes ☐ No

If yes, please indicate below

Year attained	School or Institute	Title of qualification eg "Qld Senior Certificate" or "Bachelor of Business"	Country

Please indicate your work experience below if you have any:

Based on your past work, study and life experiences, applicants may be eligible for Recognition of Prior Learning (RPL), or credit transfer (CT) or meet the work experience entry requirement for specified qualification. More evidence will be required for RPL/CT application and entry requirement evidence.

Year of Employment	Company Name	Position / Job Duty

Do you wish to Apply for RPL/Credit Transfer: ☐ Yes ☐ No

If yes, MIA will contact you for further information.

MIA Brisbane Campus (BNE)
☐ Level 5, 119 Charlotte Street Brisbane QLD 4000

Package Course	Duration
Package for Hospitality program	
☐ SIT40521 Certificate IV in Kitchen Management SIT50422 Diploma of Hospitality Management	104 Weeks
Package for Health program	
☐ HLT52021 - Diploma of Remedial Massage 22656VIC - Advanced Diploma of Myotherapy	116 Weeks

PART D: COURSE INFORMATION
English Program

☐ Day to Day English *	Proposed Start Date		Number of weeks	
☐ PTE Skills and Strategies Course*	Proposed Start Date		Number of weeks	

Health & Community Service

☐ CHC33021 Certificate III in Individual Support	52 Weeks
☐ HLT52021 Diploma in Remedial Massage	56 Weeks
☐ 22656VIC Advanced Diploma of Myotherapy	60 Weeks

Beauty

☐ SHB50121 Diploma of Beauty Therapy	62 Weeks
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Graduates Studies

☐ BSB80120 Graduate Diploma of Management (Learning)	104 Weeks
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Business

☐ BSB30120 Certificate III in Business	52 Weeks
☐ BSB40120 Certificate IV in Business	52 Weeks
☐ BSB50120 Diploma of Business	52 Weeks
☐ BSB50420 Diploma of Leadership and Management	52 Weeks
☐ BSB60120 Advanced Diploma of Business	78 Weeks

Commercial Cookery & Hospitality

☐ SIT40521 Certificate IV in Kitchen Management	78 Weeks
☐ SIT50422 Diploma of Hospitality Management	62 Weeks
☐ SIT60322 Advanced Diploma of Hospitality Management	92 Weeks

Childhood Education & Care

☐ CHC30121 Certificate III in Early Childhood Education and Care	52 Weeks
☐ CHC50125 Diploma of Early Childhood Education and Care	64 Weeks

PART E: 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

PART F: PAYMENT OPTIONS

☐ Pay in Full

☐ 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 CTBAU2S400
Bank Address Sunnybank Plaza Shopping Centre Main Road Sunnybank QLD 4109, Australia

***Please use Full Name of the Applicant as reference**

PART G: VET STUDENT LOAN SECTION (If applicable)

Do you wish to Apply for VET Student Loan: ☐ YES ☐ NO (If yes, MIA will contact you for further information)

*Have you previously enrolled into this course at another provider accessing VET Student Loan? ☐ YES ☐ NO

Residency Status: ☐ Australian Citizen ☐ Permanent ☐ Humanitarian Visa Holder ☐ New Zealand Citizen

Please refer to VET Student Loan Eligibility information and please attach a copy of the selected evidence to prove your residency status

Tax File Number:

Have you sat an approved LLN test and achieved exit level 3 or higher?

☐ Yes (you will be required to provide copies of this)

☐ No (If No, you will be required to book and pass an LLN Test before your application can be finalised. A staff member will contact you via phone to organise your test if not booked at the time of enrolment)

PART H: TERMS AND CONDITIONS

A. Payment of fees - Protection of student fees (TPS)

The institute will not demand that a prospective or current student prepay tuition fees that are greater than \$1,500 in total, either directly or through a third party (being the threshold prepaid fee amount). However, when a student chooses to pay more than \$1500, then prepaid payments will be safely maintained in the institute's account, where the institute retains all students' tuition money, and will only be pulled in part once the student begins the course.

The institute offers payment plans for students, where the terms of payment will be established in accordance with the institute policy and subject to approval; extra costs or a different price schedule may be applicable. Before enrolment, payment arrangements must be made known to the student and made available to the public, including on the institute.

B. Fees and Refund Policy

- 1) Tuition fees are defined as fees payable for tuition as officially published or provided by MIA's. Course fees consist of tuition fees plus non-tuition fees, such as the enrolment fee and learning materials fee (where applicable).
- 2) Enrolment fee \$200 is non-refundable whether you have completed your course or not.
- 3) Opting for the monthly payment plan will incur a \$150 payment plan arrangement fee.
- 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 enrolment information such as course and commencement date, may incur an administration fee. Refer to the MIA Fee and Refund Policy and Procedure for details on administration fee. Administration fee will be paid upfront before processing change request.
- 6) 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
- 7) Refunds are available under below circumstances:
 - Provider Default:
 - A complete refund is due in cases where the institute is unable to come to an agreement, with the student and either fails to perform the agreed-upon services, terminates the contract early, or modifies the training product.
 - In the unlikely event that Mastery Institute Australia (MIA) is unable to deliver the course in full, all unused tuition fees will be refunded. Alternatively, students may be offered enrolment in a comparable and suitable course within MIA at no additional cost.
 - Students have the right to choose between receiving a refund of unused course fees or accepting a place in an alternative course. Course and other associated fees are non-transferable to another student.
 - 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.
- 8) 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; 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.
- 9) All refund requests must be made in writing. Student must complete MIA Refund Request Form and hand in the paper form(s) at MIA campus reception, or email to MIA: student@mastery.edu.au
- 10) For an approved refund application, refunds will be paid within 20 working days after receipt of a written application, all refunds will deduct the \$200 enrolment fee and the administration fee. Please refer to the MIA Fee and Refund Policy and Procedure for the detail of administration fee. The residual will be paid to student's nominated bank account, in Australian dollars.
- 11) If a withdrawal request is made
 - 3 months or more prior to the course commencement date, a 75% refund of paid tuition fees will be granted with the deduction of \$350 administration fee and \$200 non-refundable enrolment fee;
 - 2 months prior to the course commencement date, a 50% refund of paid tuition fees will be granted with the deduction of \$350 administration fee and \$200 non-refundable enrolment fee;
 - 1 month prior to the course commencement date, a 25% refund of paid tuition fees will be granted with the deduction of \$350 administration fee and \$200 non-refundable enrolment fee;
 - No refund will be given to the student if the refund request is received on or after course commencement date.
- 12) VET Student Loans students are subject to different terms and conditions. Please refer to relevant document at Refer the relevant information to Information for VET Student Loans (VSL) Students refunds at https://drive.google.com/file/d/1TdDJN9R-Dji1SRKydwOEwoKrz_e5vb5/view
- 13) 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.

C. 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 or the Office of Fair Trading. 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 they may approach.

D. 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 StandardNational 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.education.gov.au/using-site/privacy-statement-department-education>

<https://www.ncver.edu.au/privacy>

E. 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.

F. 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 form 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;
- 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 be 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.
- Students Must inform MIA to change the start date with at least 10 working days' notice.
- Orientation is a mandatory and students must attend Orientation. You will receive the Orientation details prior to course commencement.
- The requirements and information of VET Student Loans (VSL) are provided to VSL students to read and be responsible for their study
- VSL Students will be required to complete and return the Request for Commonwealth assistance form (eCAF) prior to the census date of enrolled course. Failure to do so means students will become liable for the course's tuition fee.

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 NCVET 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
8. If I enrol under VET Student Loan, I acknowledge that failure to complete and return the application and the request for Commonwealth assistance form (eCAF) prior to my earliest Census Date may result in being required to pay some or all of my fees directly to MIA

Applicant's Name:

Applicant's signature:

Date:

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 studying in the secondary school? ☐ Yes ☐ No What was your highest school level completed refer to the highest school level? Please list the year you left your highest school level (e.g. 1982) ☐ Year 8, Year _____ ☐ Year 9, Year _____ ☐ Year 10, Year _____ ☐ Year 11, Year _____ ☐ Year 12, Year _____ ☐ Did not attend
Further Studies	Have you SUCCESSFULLY completed any of the following qualifications? ☐ Bachelor or higher degree ☐ Diploma ☐ Certificate IV ☐ Certificate III ☐ Certificate II ☐ Certificate I ☐ Miscellaneous: (Please Specify) _____
Country of Birth	Were you born in Australia? ☐ Yes ☐ No If 'No', then where were you born? _____
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: ☐ Hearing (Deaf) ☐ Physical ☐ Intellectual ☐ Learning ☐ Mental Illness ☐ Medical Condition ☐ Acquired brain impairment ☐ Vision ☐ Other _____
ATSI (Aboriginal or Torres Strait Islander)	Are you of Aboriginal or Torres Strait Islander origin? ☐ Yes ☐ No
Residency Status	Your residency status are/ will be in Australia? ☐ Australian Citizen ☐ Permanent Resident ☐ Temporary Visa (e.g 485/491 Visa)
Employment	Your current employment status? ☐ Full-time Employee ☐ Part-time Employee ☐ Self-Employed – Not Employing Others ☐ Self-employed – employing others ☐ Employed – Unpaid Family Worker ☐ Unemployed – Seeking Part Time Work ☐ Unemployed – Seeking Full Time Work ☐ Not Employed – Not Seeking Employment
Study Reason	Why are you enrolling in this course? ☐ To get a job ☐ To develop my existing business ☐ To start my own business ☐ To try for a different career ☐ To get a better job or promotion ☐ It was a requirement of my job ☐ I wanted extra skills for my job ☐ To get into another course of study ☐ For personal interest or self-development ☐ To get skills for community/voluntary work ☐ Other _____

PART J: REPRESENTATIVE, EDUCATION AGENTS OR EMPLOYER REFERRAL (OPTIONAL)

Name of Representative Referral (if any):

Representative/ Referral Company Stamp (if applicable):

PART K: OFFICE USE ONLY

OFFICE USE ONLY:

Accepted by Mastery Institute Australia

Admission Officer Signature: