

**Queensland International Business Academy**

Level 2 108 Margaret Street BRISBANE QLD 4000 t: 07 3186 6449

Level 10 140 Elizabeth Street SYDNEY NSW 2000 t: 02 9267 3040

info@qiba.edu.au www.qiba.edu.au

QIBA Pty Ltd

ABN: 35 071 667 108

RTO Code: 5304

CRICOS Provider Code: 01515J

QIBA VET & ELICOS APPLICATION FORM**STUDENT DETAILS**

First / Middle name:		Family name:	
Date of birth:		Gender: Male: <input type="checkbox"/>	Female: <input type="checkbox"/>
Overseas Residential address:			
Residential address in Australia (if applicable)			
Email:			
Mobile:			

PASSPORT DETAILS

Nationality:		Country of birth:		Country of current residence:	
Passport number:		Date of issue:		Date of expiry:	
Visa Number:		Date of issue:		Date of expiry:	
Visa Type (please tick):	<input type="checkbox"/> Student Visa		<input type="checkbox"/> Tourist Visa / Working Holiday Visa		

EMERGENCY CONTACT

First name:		Family name:		Contact No:	
Relationship to Student:				Email:	

AGENT DETAILS**Place stamp below (if applicable)**

	Counsellor Name:	
	Agency Name:	
	Address:	
	Phone:	Email:

ENGLISH LANGUAGE PROFICIENCY

Have you taken a recognised English language test such as IELTS, PTE-A or TOEFL? Yes No If yes, please complete the details below and provide a copy of the test results.					
English Test: IELTS	PTE-A	TOEFL	Results (score):		Date of test:
Requires LLN support?	Yes	No			



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OHSC

International students must maintain Overseas Student Health Cover (OSHC) for the proposed duration of their Student Visa. QIBA can arrange visa length cover on request.

Yes, please arrange OSHC:

Single

dual family*

multifamily+

**Dual Family - covers one valid student visa holder plus either one adult spouse or recognised de-facto partner or more dependent children.*

+Multi Family - covers one student visa holder plus more than one dependant which can only include one adult spouse or recognised de-facto partner and one or more dependant

No, I will make my own OSHC arrangement for the duration of my student Visa. If you have a current OSHC, please quote your policy expiry date:

RECOGNITION OF PRIOR LEARNING

I wish to apply for RPL

Yes No

If Yes, I have attached my RPL Self-Assessment Form (Please contact info@qiba.edu.au for this form)

CREDIT TRANSFER

I wish to apply for Credit Transfer

Yes No

If Yes, I have attached my Credit Transfer Application Form

(Available on the website - <https://www.qiba.edu.au/policies-forms-2/>)

Yes



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Unique Student Identifier (USI)

From 1 January 2015, QIBA can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVET. If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> on a computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

Enter your Unique Student Identifier (USI) (if you already have one)

Unique Student Identifier (USI)

If you do not have a USI, please visit <http://www.usi.gov.au/create-your-USI/> to apply for one. Alternatively, please contact QIBA to organise a USI for you.

COURSE DETAILS

ELICOS course commences every Monday and VET has intakes in Jan, Feb, Apr, May, Jul, Aug, Oct and Nov.

Please visit www.qiba.edu.au for further details

	ICT50220 Diploma of Information Technology (Duration: 78 weeks Fees: \$16,000 CRICOS Code: 105442A)
	ICT60220 Advanced Diploma of Information Technology (Duration: 52 weeks Fees: \$12,000 CRICOS Code: 105443M)
	10904NAT Diploma of Social Media Marketing (Duration: 52 weeks Fees: \$12,000 CRICOS Code: 105447G)
	BSB50120 Diploma of Business (Operations) (Duration: 52 weeks Fees: \$12,000 CRICOS Code: 105446H)
	BSB50420 Diploma of Leadership and Management (Duration: 52 weeks Fees: \$12,000 CRICOS Code: 104132A)
	BSB60420 Advanced Diploma of Leadership and Management (Duration: 52 weeks Fees: \$12,000 CRICOS Code: 105445J)
	BSB80120 Graduate Diploma of Management (Learning) (Duration: 52 weeks Fees: \$14,000 CRICOS Code: 105444K)
	English for Academic Study (Upper Intermediate/Advanced) (Duration: 4 weeks to 24 weeks Fees: \$250/week CRICOS Code: 022758E)
	General English (Power Language) Elementary to Advanced (Duration: 4 weeks to 60 weeks Fees: \$230/week CRICOS Code: 080115D)
	PTE-A Exam Preparation Course (Duration: 4 weeks to 24 weeks Fees: \$230/week CRICOS Course Code: 096939K)

2021 COURSE INTAKE DATE (Nationally Recognised Training Courses)

Jan	Feb	Apr	May	Jul	Aug	Oct	Nov	Campus:	Brisbane	Sydney
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ELICOS Course Duration (Weeks)

Course Commencement Date for ELICOS (DD/MM/YYYY)

LANGUAGE AND CULTURAL DIVERSITY (Please tick relevant box)				
In which country you were born?	Australia	Other	(Please specify)	
Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)				
No, English only		Yes, other (Please specify)		
How well do you speak English?	Very well	Well	Not well	Not at all
Are you of Aboriginal or Torres Strait Islander origin?	No	Yes, Aboriginal	Yes, Torres Strait Islander	
DISABILITY (Please tick relevant box)				
Do you have a disability, impairment or long-term condition? (Please tick relevant box)			Yes	No
If YES, then please indicate the areas of disability, impairment or long-term condition				
Hearing/Deaf	Learning	Vision	Acquired Brain Impairment	
Physical	Mental Illness	Mobility	Medical Condition	
Intellectual	Other (Please specify)			
Please contact the Academic Manager if you have a disability and require additional support for your needs.				
SECONDARY EDUCATION (Please select the relevant box below):				
What is your highest COMPLETED school level? (Tick ONE box only)				
Year 12 or equivalent		Year 11 or equivalent		Year 10 or equivalent
Year 8 or below		Year 9 or equivalent		Never attended school Go to Question 10
In which YEAR did you complete that school level?				
Are you still attending secondary school?			Yes	No
EMPLOYMENT (which of the following categories describes your current employment status? (Please select one only)				
Full-time employee		Employed - unpaid worker in a family business		
Part-time employee		Unemployed - seeking full-time work		
Self-employed - not employing others		Unemployed - seeking part-time work		
Employer		Not employed - not seeking employment		
STUDY REASON				
Of the following categories, which BEST describes your main reason for undertaking this course? (Please select one only)				
To get a job		It was a requirement of my job		
To develop my existing business		I wanted extra skills for my job		
To start my own business		To get into another course of study		
To try for a different career		Other reasons		
To get a better job or promotion		For personal interest or self-development		



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Student Declaration

I declare the information I have provided to the best of my knowledge is true and correct. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice below. I authorise QIBA to obtain further information for my application. I have read and understood the entry requirements for the course that I have enrolled in and I agree with these conditions. I have read, understood and agree to the Terms and Conditions as outlined below. I have read and understood the QIBA Student Handbook available on the website, www.qiba.edu.au.

Important: Should the Australian borders remain closed at the time my course commences, I understand and am willing to attend classes online.

Student Name

Student Signature

Date

TERMS AND CONDITIONS

This 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.

- 1.1. These Terms and Conditions, the Letter of Offer and Acceptance of Offer together form a binding Agreement between QIBA and the recipient. Provision of enrolment is subject to a payment of one agreed fee. Refund calculations are based on the minimum payment in accordance with the ESOS Act 2012.
 - 1.2. The Terms of Offer may be subject to variation as necessary to comply with any Australian Commonwealth or State law, regulation or amendment thereof.
 - 1.3. QIBA's responsibilities to the student pertain only to the course(s) outlined in the Letter of Offer.
 - 1.4. All conditions and special notes contained in the Letter of Offer must be met and/or agreed to prior to QIBA issuing a Confirmation of Enrolment.
 - 1.5. Students must meet the minimum English language proficiency requirement for entry into the course.
 - 1.6. International Students entering Australia under a temporary entry permit (e.g. a student visa) are responsible for ensuring the relevant visa is issued in time to attend orientation.
 - 1.7. Attendance at orientation is compulsory; therefore, International Students must ensure the relevant visa is issued in time to attend orientation. Special permission must be sought for non-attendance at the assigned date of orientation.
 - 1.8. Students are expected to attend classes and complete all assessments during a course and must abide by all rules and regulations of QIBA that are in force at the time of their enrolment.
 - 1.9. Students must maintain a minimum of 50% in course progress in accordance with Visa requirements. Students must maintain financial status with the College at all times, in accordance with the detailed payment schedule.
 - 1.10. QIBA may use its discretion to cancel or temporarily suspend the enrolment of a student on the grounds of misconduct by the student, financial status (students with overdue fees) or on grounds of compassionate or compelling circumstances.
 - 1.11. International students are protected by the Education Services for Overseas Students (ESOS) legislative framework located at: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
 - 1.12. VET Students are responsible for supplying the Unique Student Identifier (USI) number to the college before any transcript, qualification or testamur may be issued. Students may seek advice from QIBA to apply for a USI.
- 2. Fees**
- 2.1. Students are required to pay in advance the agreed tuition fees at the start of every term. Payments are scheduled to be made no later than the first day of the commencement of the course, then no later than the first day of a new term as per your payment schedule. All fees must be finalised no later than the due date. QIBA encourages students to discuss an instalment payment plan if required; however, QIBA retains all discretion of approval. Any student who has an outstanding college debt will not be eligible to receive a Statement of Attainment, Academic Transcript, graduate or receive a qualification until payment is made in full.
 - 2.2. The total tuition fees stated in the Offer Letter are based on a full-time study load.
 - 2.3. Students enrolling in a second or subsequent qualification with QIBA are required to ensure full payment of tuition fees and charges for the new qualification is made no later than the first day of that term. Details of the payment due dates are contained in the letter of offer or as agreed and documented in your student records. Failure to make payment by the due date will incur penalty fees as detailed in the schedule of additional fees and charges. Failure to commence study by the notified date may incur additional charges and/or cancellation of enrolment.
 - 2.4. Where a student's study period is extended beyond the period of the student visa, the student will be liable for visa application and related costs.
- 3. Privacy of Information**



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- 3.1. Information of students, collected prior to commencing and over the course of their studies, may be made available to relevant Commonwealth, State Government agencies and to the Tuition Protection Scheme and the TPS Funds Director, to ensure compliance with QIBA's obligations under the ESOS Act 2000, ESOS Regulations 2001, the ESOS National Code 2018 and other relevant Commonwealth and State legislation.
- 3.2. In the event of circumstances requiring critical incident management, QIBA reserves the right to disclose limited personal information of a student where it is considered necessary to meet or maintain its duty of care responsibilities to that student.
- 3.3. With the exception of parties referred to in clauses 3.1 and 3.2, information will only be provided to other parties with the student's permission.

4. Student Refund Policy

4.1 Tuition fees will be refunded in full where:

- a. the course does not start on the starting date notified in the Letter of Offer and Written Agreement
- b. the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- c. the course is not provided fully to the student because QIBA has a sanction imposed by a government regulator; or
- d. an offer of a place is withdrawn by QIBA and no incorrect or incomplete information has been provided by the student.

4.1.1 Instead of refunding all tuition fees, QIBA may offer you a place on an alternative course and you may decide whether to accept this offer or not. Where you agree to this arrangement, QIBA will not be liable to refund the money owed for the original enrolment.

- a. If you accept the place on another course within QIBA, a new letter of offer and written agreement will be developed and provided to you for acceptance.
- b. If QIBA is unable to provide a refund or offer you a place in another course, the Tuition Protection Service will place you in an alternative course at no extra cost. If this is not possible, you will be entitled to a refund as calculated by the Authority.
- c. A full refund will also be provided to you in the following circumstances (evidence required):
 - You are unable to obtain a student visa
 - You cannot commence the course because of illness or a disability;
 - Where there is a death of a close family member (parent, sibling, spouse or child); or
 - At the discretion of the Principal or approved representative, when other special or extenuating circumstances have prevented you from commencing your studies including political, civil or natural events.

4.2 Partial Refunds

Partial refunds will be provided in the following circumstances:

- a. If you give more than 28 days written notice before the commencement of the study period that you will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.
- b. If you have not met the conditions included in the letter of offer and you withdraw 1 – 28 days before Course commencement, the tuition fees paid for the study period will be refunded less a 20% administration fee.
- c. If you withdraw from a course 1 – 28 days before the course commencement for any other reason 50% of the tuition fees paid thus far will be refunded.

4.3 Students who are not eligible for a refund

- a. Where QIBA terminates your enrolment because of a failure to comply with QIBA policies, misbehaviour or unsatisfactory course progress or attendance.
- b. If your visa is cancelled during a study period.
- c. If you withdraw from a course after the course start date.
- d. If QIBA makes an offer and you provide incorrect or incomplete information, the offer will be withdrawn, and no refund will be payable.

4.4 Payment of refunds

- a. Students, who withdraw from a course and wish to seek a refund, must apply to QIBA in writing using the Refund Application Form. Students who have not completed these forms are not eligible for consideration of a refund or reduction in fees.
- b. Refunds will be paid within 14 days in full to students when (provider default section - 27.1 of ESOS Act 2000):



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- a course has not started on the agreed starting date; or
 - a course is stopped after the course has commenced and before it is completed; or
 - a course is not fully provided to you because of a sanction put on QIBA.
- c. In all other circumstances agreed refunds will be paid within 28 days of receiving the completed Refund Application Form with supporting documentation as required (student default section - 27.2 of ESOS Act 2000).
- d. The outcome of the refund assessment will be provided by written notice to your registered email address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- e. Refunds will be paid in Australian dollars to the person who made the original payment.
- f. If you do not agree with the refund decision, you may access QIBA Complaints and Appeals process.

5. Tuition Protection Service

The ESOS legislation protects the tuition fees paid by international students by placing placement and refund obligations on providers in different default situations and through the Tuition Protection Service. The ESOS legislation also helps to ensure students meet their student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

6. Deferral, Suspension or Cancellation of Enrolment Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by QIBA, or by the student. Deferral means to delay the commencement of a course. Suspension means the temporary postponement of enrolment during a course. Cancellation means termination of enrolment in a course.

7. Effect of deferral, suspension or cancellation of enrolment on a student's visa

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest Australian Department of Home Affairs office or refer to the department's web site <https://www.homeaffairs.gov.au/Trav> for further information. All deferrals, suspensions and cancellations of enrolment are notified to Australian Department of Home Affairs via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file. For further details on **deferral, suspension or cancellation of enrolment**, please refer to deferral, suspension or cancellation Policy available at <https://www.qiba.edu.au/policies-forms-2/>

8. Your rights

The ESOS framework protects your rights, including:

- 8.1. Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- 8.2. Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- 8.3. Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

9. Complaints and Appeals Process

9.1 QIBA is committed to providing a professional, fair and transparent complaint and appeal handling process and will respond to any complaint or appeal you make regarding your dealings with QIBA, our education agents or any related party QIBA has an arrangement with.

9.2 All complaints and appeals will try to be resolved informally but if this cannot happen the following process will apply:

- a. Complete the complaint and appeals form which is available on the website or from the reception desk;
- b. The handling of a complaint or appeal is to commence **within ten (10) working days** of the lodgement of the complaint or appeal and all reasonable measures will be taken to finalise the process as soon as practicable;
- c. You will be given the opportunity to formally present your case at no cost and you may be accompanied and assisted by a support person at any relevant meetings;
- d. QIBA will conduct the assessment of your complaint/appeal in a professional, fair and transparent manner;
- e. If you are not satisfied with the outcome you may appeal internally to the Principal for a review;
- f. You will be given a written statement of the outcome of the internal appeal, including a statement of the outcome and reasons for the outcome;
- g. If the internal complaints handling and appeals process is not successful then you have an opportunity for a body or person that is independent of QIBA to externally review your complaint or appeal. QIBA will advise you **within (10) working days** of



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the conclusion of the internal review of your right to access the external complaints handling and appeals process at minimal or no cost.

Independent and External Bodies available to students

- h. In relation to the delivery of training and assessment services for international students the third party mediation organisation for international students is the Overseas Students Ombudsman (OSO) <http://www.ombudsman.gov.au/> Phone: 1300 362 072.
- i. In relation to consumer related issues, you may refer your complaint to the NSW **Office of Fair Trading** <http://www.fairtrading.nsw.gov.au/> or QLD **Office of Fair Trading** <https://www.qld.gov.au/law/fair-trading>

10. Provider Transfer

Students who have not completed six months of their principal course on their current student visa are required to be released from their principal provider, in accordance with the Education Services for Overseas Students (ESOS) Act 2000. If you require a release from your current provider, you are required to provide evidence to QIBA before your enrolment at QIBA can be confirmed. **QIBA is under no obligation to release students and QIBA will not release any students with outstanding fees.** Please refer to <https://www.qiba.edu.au/policies-forms-2/> for further information on the Transfer of Provider Policy.

11. Course Information

Please visit <https://www.qiba.edu.au/> for further information about courses.

12. Entry requirements

1. You must be 18 years or over.
2. For VET Courses, please check your minimum English requirement, as listed below:
 - IELTS Test Score of 5.5 or Equivalent
3. Documented evidence of successful completion of Year 12 or equivalent

Please visit <https://www.qiba.edu.au/> for further information on Entry requirements.

13. Pre-enrolment information and additional fees

Please remember to attach all documents required to support your application including OSHC membership, RPL Skills Form and Credit Transfer Application where applicable.

For detailed information refer to the Student Handbook available on <https://www.qiba.edu.au/current-students-2/>

Please email your application form to info@qiba.edu.au

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Certified Copy of your current Passport * |
| <input type="checkbox"/> | Certified Copy of your current visa * |
| <input type="checkbox"/> | Certified copies of your academic transcripts, qualification(s) and |
| <input type="checkbox"/> | English proficiency results* OSHC Membership details |
| <input type="checkbox"/> | RPL Skills Form |
| <input type="checkbox"/> | Credit Transfer Application |



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Additional fees & charges

The following extra fees may apply

Re-Issue of Student Card	\$20
Replacement or additional Certificate/Statement of Attainment	\$50 (original copy is provided free of charge)
RPL Assessment (per unit of competency)	\$250/unit
Re-Assessment Fee	\$220 (after second attempt)
Late Payment of semester fees	\$250/instalment
Unit re-enrolment fee in a VET Course period)	\$500 (for students who exceed the maximum duration



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Privacy Statement & Student Declaration

Under the Data Provision Requirements 2012, QIBA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by QIBA for statistical, regulatory and research purposes. QIBA may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct. I have read and understood and agree to all information provided in the student handbook and relevant policies on the QIBA website.

I understand that acceptance into any course(s) at QIBA is subject to meeting the course entry requirements and submitting full payment of fees a minimum of 14 days prior to the commencement date of the course. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Student Name _____

Student Signature _____

Date _____