



PERSONAL DETAILS					
Title	Mr	Mrs	Ms	Miss	Other
Family name					
Given name(s)					
Single name only	<i>(tick this box if you have a single name. If this is the case, Include your single name in the 'Family name' field).</i>				
Date of Birth		Gender:	Male	Female	Other

CONTACT DETAILS			
Overseas Residential Address:			
Residential Address in Australia (if applicable):			
Unit/Flat number			
Street			
Suburb			
State/Territory		Postcode	
Contact Number		Work Number	
Email Address			

EMERGENCY CONTACT DETAILS			
Name		Relationship	
Address			
Contact Number		Email Address	

AGENT DETAILS			
Name of Agency			
Counsellor Name			
Address			
Contact Number		Email Address	

PASSPORT AND VISA DETAILS					
Nationality		Country of Birth			
Country of current residence					
Passport Number		Issue Date		Expiry Date	
Visa Number		Issue Date		Expiry Date	
Visa Type	Student Visa		Tourist Visa/Working Holiday Visa		

COVID-19 VACCINATION STATUS		
<p><i>All applications for enrolment must now include the applicant's vaccination status as part of the QIBA application process. Evidence (i.e., a Vaccination Certificate or medical exemption) must also be provided as part of this submission to support the answers provided below.</i></p>		
Vaccinated (COVID-19)	Fully vaccinated	Received first dose
Unvaccinated	Yes	
If Yes, to unvaccinated, do you have a Valid Medical Exemption?	Yes	No

ENGLISH 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 as part of the application.				
English Test	IELTS	PTE	TOEFL	
Date of Test		Overall Score		
Component score	Writing	Reading	Speaking	Listening
Requires LLN Support	Yes	No		

OVERSEAS STUDENT HEALTH COVER (OSHC)			
<p>International students must maintain Overseas Student Health Cover (OSHC) for the proposed duration of their Student Visa.</p> <p>QIBA can arrange visa length cover on request.</p> <p>Yes, please arrange OSHC: Single *Dual family **Multifamily</p> <p><i>*Dual Family – covers one valid student visa holder plus either one adult spouse or recognised de-facto partner or more dependent children.</i></p> <p><i>**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.</i></p> <p>No, I will make my own OSHC arrangement for the duration of my student Visa.</p> <p>Students with a current OSHC, please quote your policy expiry date:</p>			

RECOGNITION OF PRIOR LEARNING

I wish to apply to 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 to Credit Transfer Yes No

If yes, I have attached my Credit Transfer Application Form (*available on the website www.qiba.edu.au*)

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 NCVER. 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)

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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 for assistance.

COURSES

ELICOS courses commence every Monday and VET has intakes annually in January, February, April, May, July, August, and October.

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

10904NAT – Diploma of Social Media Marketing
(Duration: 52 weeks - CRICOS Code: 105447G)

ICT50220 – Diploma of Information Technology
(Duration: 78 weeks - CRICOS Code: 105442A)

ICT60220 – Advanced Diploma of Information
Technology (Duration: 52 weeks - CRICOS Code: 105443M)

BSB50120 – Diploma of Business (Operations)
(Duration: 52 weeks - CRICOS Code: 105446H)

BSB80120 – Graduate Diploma of Management
(Learning) (Duration: 52 weeks - CRICOS Code: 105444K)

BSB50420 – Diploma of Leadership and
Management (Duration: 52 weeks - CRICOS Code: 104132A)

BSB60420 – Advanced Diploma of Leadership and
Management (Duration: 52 weeks - CRICOS Code: 105445J)

BSB40920 - Certificate IV in Project Management
Practice (Duration: 39 weeks - CRICOS Code: 110489K)

BSB50820 - Diploma of Project Management
(Duration: 52 weeks - CRICOS Code: 110490F)

BSB60720 - Advanced Diploma of Program
Management (Duration: 65 weeks - CRICOS Code: 110491E)

English for Academic Study (Upper Intermediate/
Advanced) (Duration: 26 weeks - CRICOS Code: 022758E)

General English (Power Language) Elementary to Advanced
(Duration: 60 weeks - CRICOS Code: 080115D)

PTE-A Exam Preparation Course
(Duration: 24 weeks - CRICOS Course Code: 096939K)

SELECT YOUR PREFERRED COURSE INTAKE (NATIONALLY RECOGNISED TRAINING COURSES)

Jan Feb Apr May Jul Aug Oct Year

SELECT YOUR PREFERRED COURSE INTAKE (ELICOS)

Course Commencement Date:

Course Duration:

Currently English classes are delivered Monday - Thursday for 5 hours each day. QIBA will organise a 2.5 day timetable for some English levels during next term. If you had a choice of study mode, which would you prefer?

2.5 days per week

4 days per week

SELECT THE CAMPUS LOCATION

Brisbane

Sydney

Canberra

LANGUAGE AND CULTURAL DIVERSITY (please select the relevant boxes)

Country of Birth

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 select the relevant boxes)

Do you have a disability, impairment or long-term condition? (Please select the 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

What is your highest COMPLETED school level? (Tick ONE box only)

Year 12 or equivalent

Year 11 or equivalent

Year 10 or equivalent

Year 9 or equivalent

Year 8 or below

Never attended school
(continue to employment)

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	For personal interest or self-development
To get a better job or promotion	Other:

HOW DID YOU LEARN ABOUT QIBA?

Agent	Friend	Google Search	Social Media	Event/exhibition	Other
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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.

SHOULD THE AUSTRALIAN BORDERS CLOSE DURING MY ENROLMENT, I UNDERSTAND AND AM WILLING TO ATTEND CLASSES ONLINE.

I ALSO UNDERSTAND I MAY ENROL WHILE COURSES ARE BEING DELIVERED ONLINE HOWEVER DUE TO GOVERNMENT DIRECTION, I MAY BE ASKED TO RETURN TO CAMPUS FACE-TO-FACE DELIVERY AT ANY TIME.

I DECLARE I HAVE READ THE TERMS AND CONDITIONS BELOW AND COMPLETELY UNDERSTAND MY OBLIGATIONS.

Applicants Signature

(use either field to the right)

Applicants Full Name

Date of Application

Submitted by Self Agent Agent Contact Number

FOR APPLICATION ASSISTANCE

QIBA – VET & ELICOS Programs Please email your application form to info@qiba.edu.au

t 07 3186 6449

e info@qiba.edu.au

e marketing@qiba.edu.au

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 act 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 always maintain financial status with the Academy, 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 Academy before any transcript, qualification or testamur may be issued. Students may seek advice from QIBA to apply for a USI.

2. Fees and Charges Policy

2.1. Purpose

QIBA is entitled to charge fees and charges for services provided to students undertaking a course of study and for other services QIBA may provide. These fees and charges are generally for items such as tuition fees and charges, enrolment fees and charges, course materials, student services and other related training and assessment services. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

The following policy outlines QIBA's Fees and Charges Policy identifying processes and systems for financial transparency and maintenance of students' rights and responsibilities. This policy also outlines the roles and responsibilities of QIBA staff and its students' and the expectations of each and should be read in conjunction with QIBA's Fee Refund Policy.

2.2. Scope

QIBA's Fees and charges policy applies to its staff (general staff and contractors), students and employers.

2.3. Definitions

Fees and charges – For the purpose of this policy and procedure, fees and charges are defined as monies QIBA is entitled to charge for services provided to students undertaking a course of study and for other services QIBA may provide.

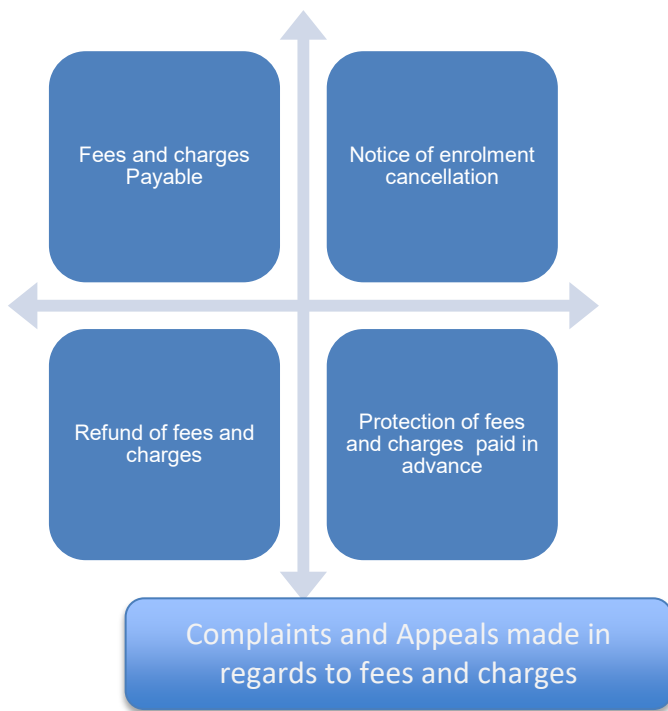
2.4. Responsibilities

Marketing and Admissions Team, Admin and Finance Team, Academic Manager and Principal Administrator – Responsible for the transparency, governance and management of fees and charges; ensuring students' rights and responsibilities are fully explained and maintained.

2.5. Procedure

Systematic Approach

QIBA applies a systematic approach to fee collection and the refund of fees and charges. This approach includes:



2.6. Fees and Charges payable

Fees and charges vary for different training programs. The determination of course fees and charges are dependent on program duration, modality, requirements and commercial viability.

The Principal Administrator is responsible for approving QIBA Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges includes:

- The total amount of all fees and charges including course fees and charges, administration fees and charges, material fees and charges and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees and charges to be paid and any non-refundable deposit/administration fee.
- Fees and charges and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

2.7. Reissuance of certificates and final documents

Where a student has lost or misplaced an issued certificate and/or final documents, QIBA will charge the Graduate a fee of \$50.00 per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees and charges schedule under Section 5: Fees and Charges, Payment and Refund of the Student Agreement.

2.8. Payment of Fees and charges

To ensure students are well informed of the financial considerations of their enrolment, QIBA provides fee information to each student prior to enrolment.

QIBA Schedule of Fees are explained by staff to students on course application and prior to the payment of fees and charges. The full schedule of fees and charges and charges is made available through the Offer Letter and Student Agreement.

All course fees and charges and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees and charges may change so student should confirm with QIBA prior to enrolment. Once enrolled in a course, the course fees and charges will remain the same for the normal duration of that course. For international students, fees and charges must be paid in advance before the Confirmation of Enrolment (COE) is issued.

2.9. Protecting fees and charges being paid in advance

QIBA acknowledges that it has a responsibility to protect the fees and charges paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, QIBA deposits the initial tuition fees and charges in the designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

2.10. Consequences for failure to pay course/enrolment fees and charges

Students must pay the fees and charges by the payment schedule. Failure to pay fees and charges by the due date may incur a financial penalty. QIBA reserves the right to charge, each month; an administration fee of \$100. Students must pay all the outstanding fees and charges and charges within 20 days from the date specified as per the final notice.

Students are reminded about when their fees and charges are due. Email reminders are sent 14 and 7 days before the fee is due for payment. In the event that students do not pay the fees and charges on the due date, they will be sent an overdue notification by email after the due date. Seven days after the due date, a Second Warning letter will be sent to the student. In event that the student does not then pay their outstanding fees, an 'Intention to Report' letter will be sent to the student. This will advise the student of QIBA's intention to cancel their enrolment (eCOE) for non-payment of fees and charges. Students then have 20 working days to appeal. Refer to the Complaints and Appeals Policy and Procedure for further details. If the student does not appeal the eCOE is then cancelled.

QIBA may agree to reissue the eCOE to a student whose eCOE has been cancelled for non-payment of fees and charges. There will be an administration charge of \$250 to be paid; in addition to outstanding fees and charges and penalties.

QIBA reserves the right to take any or all of the following actions should a student not have paid their fees and charges:

- a. bar access to the computers
- b. bar access to lessons
- c. bar access to examinations
- d. withhold transcripts, certificates and other documents
- e. suspend or dismiss the student from the Academy
- f. collect an administrative and interest fee on the amount outstanding
- g. pursue legal action to recover the debt.

If students continue to default on payment of fees and charges, legal action may be taken to recover the debt. QIBA reserves the right to recover from the student the costs of any such action taken.

2.11. Notice of enrolment cancellation

Students must provide at least one full term's notice in writing to the Admin and Account Officer, if they wish to withdraw or cancel their enrolment. Any request for refund must be forwarded in writing to the Academy, addressed to the Admin and Account Officer. Refer to the Deferral, Suspension and Cancellation Policy and the Refund Policy for further details.

2.12. Refunds

Refer to QIBA's Refund Policy for further details. This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, QIBA's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

2.13. References

- a. QIBA Offer Letter and Student Agreement
- b. QIBA Refund Policy
- c. QIBA Complaints and Appeals Policy
- d. QIBA Deferral, Suspension and Cancellation Policy

3. VET & ELICOS Fee Refund Policy

3.1 Scope

This policy applies to all QIBA students who are studying in VET or ELICOS (English language) programs.

3.2 Refunds in full

QIBA will ensure that all students are treated fairly and with integrity when applying for refunds. All applications for tuition fee refunds must be made in writing using the form available on our website.

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/not being delivered 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.

Instead of refunding all tuition fees, QIBA may offer the student a place in an alternative course and the student can decide whether to accept this offer or not.

QIBA may also arrange for another course, or part of a course, to be provided to the student at no additional cost, as an alternative to refunding the course money. Where the student agrees to this arrangement, QIBA will not be liable to refund the money owed for the original enrolment.

If the student accepts a place in another QIBA course, a new letter of offer and written agreement will be generated and provided to the student for acceptance.

If QIBA is unable to provide a refund or offer the student a place in another course, the Tuition Protection Service (TPS) of which QIBA is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the student is entitled to a refund as calculated by the Authority.

A tuition fee refund will also be provided to students in the following circumstances:

- a. a student is unable to obtain a student visa;
- b. a student cannot commence the course because of illness or a disability;
- c. where there is death of a close family member of the student (parent, sibling, spouse or child); or
- d. at the discretion of the Principal or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

All tuition fee refunds will attract \$150 Administration Fee.

3.3 Partial Refunds

Partial refunds will be provided in the following circumstances:

- a. If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less the administration fee.
- b. Where a student has not met the conditions included in the letter of offer and withdraws 1 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less the administration fee.
- c. Where a student withdraws from a course 1 – 28 days before the course commencement, except for the reasons set out above, 50% of the tuition fees paid thus far will be refunded. The administration fee will not be refunded.

3.4 Students who are not eligible for a refund

Refunds will not be provided in the following situations:

- a. Where QIBA terminates a students' enrolment, because of a failure to comply with QIBA policies such as the Student Code of Conduct, or unsatisfactory course progress or attendance.
- b. If a student's visa is cancelled during a study period,
- c. If the student withdraws from a course after the course start date; or
- d. If QIBA makes an offer and the student provides incorrect or incomplete information, the offer will be withdrawn, and no refund will be payable.

3.5 Cooling off period

QIBA provide a ten (10) business day cooling off period to students, during which time the student can withdraw their acceptance. *The cooling off period commences from the date the student signs the Letter of Offer (and payment agreement).* A full refund of prepaid tuition fees (less the Administration Fee) is available to the student during this period so long as the course has not yet commenced.

3.6 Payment of refunds

Eligibility for a refund of tuition fees will be assessed based on this Policy.

If a student's tuition fee refund application is approved, the student's enrolment will be cancelled, and tuition fees refunded as per this policy. All tuition fee refunds will attract an Administration fee of \$150.

Students, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, 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 tuition fees.

Tuition fee refunds will be paid within 14 days in full to students when (provider default section - 27.1 of ESOS Act 2000):

- a. a course doesn't start on the agreed starting date; or
- b. a course is stopped after the course has commenced and before it is completed or
- c. a course is not fully provided to the student because of a sanction put on QIBA.

In all other circumstances agreed tuition fee 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).

The outcome of the refund assessment will be provided by written notice to the student's registered email address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Refunds will be paid in Australian dollars to the person who made the original payment.

Where a student does not agree with the refund decision, he or she may access the QIBA Complaints and Appeals process.

NOTE: 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.

3.7 Requests for Refund of Tuition Fees

A student who wishes to apply for a Tuition Fee Refund in accordance with this Refund Policy should do so by filling in a Refund Application Form and submitting it to QIBA. The Refund Application Form can be found on the QIBA website.

3.8 Limiting fees being paid in advance

Under the ESOS legislation QIBA is not allowed to collect more than 50 per cent of the total tuition fees for the whole course before the course start date, unless the course is 24 weeks or less. After the course start date QIBA cannot require student to pay any remaining tuition fees until two weeks before student's second study period.

QIBA acknowledges that it has a responsibility under the Standards for Registered Training Organisations to put in place protection measures should learners choose to pay more than 50% of tuition fees in advance of their training and assessment services being delivered. To meet our responsibilities QIBA will maintain current membership of the Tuition Protection Service (TPS) as required by clause 7.3 of the ASQA Standards. As per the TPS requirement QIBA will hold all tuition fees paid before the course commencement date in a designated trust account. This requirement only applies when the payment for the tuition fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the learner or the learner's family member.

4. The Tuition Protection Service (TPS)

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:

- a. complete their studies in another course or with another education provider; or
- b. receive a refund of their unspent tuition fees.

In the unlikely event QIBA is unable to deliver a course a learner has paid for and does not meet their obligations to either offer an alternative course accepted by the learner or pay a refund of unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the learner in finding an alternative course or to get a refund if a suitable alternative is not found.

For further information regarding TPS [click](#) here.

5. 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.

6. 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://immi.homeaffairs.gov.au/> 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 recorded in the student's file. For further details on deferral, suspension or cancellation of enrolment, please refer to the Deferral, Suspension or Cancellation Policy available at <https://www.qiba.edu.au/>.

7. Your rights

The ESOS framework protects your rights, including:

- a. 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.
- b. 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.
- c. 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.

8. Privacy of Information

- a. 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.
- b. 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.

9. Complaints and Appeals Process

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.

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 student services team;
- 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 further 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 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

- a. 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.
- b. 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/>

APPLICANTS SUPPORTING CERTIFIED DOCUMENTS	
Passport (certified copy of current)	Certified copy of your current visa
Certified copies of your academic transcripts/qualification(s)	English proficiency results
OSHC Membership details	COVID-19 Vaccination Certificate
RPL Skills Form (if applicable)	Credit Transfer Application (if applicable)

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	\$500 (for students who exceed the maximum duration period)

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:

- 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 & 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.

Applicants Signature

(use either field to the right)

Applicants Full Name

Date