

DOMESTIC STUDENT ENROLMENT FORM

SECTION 1 – STUDENT PERSONAL DETAILS (AS STATED ON PASSPORT)

FAMILY NAME:	GENDER:	<input type="checkbox"/> MALE	<input type="checkbox"/> FEMALE							
GIVEN NAME(S):	DATE OF BIRTH:	<table border="1"><tr><td>D</td><td>D</td></tr></table> / <table border="1"><tr><td>M</td><td>M</td></tr></table> / <table border="1"><tr><td>Y</td><td>Y</td><td>Y</td><td>Y</td></tr></table>	D	D	M	M	Y	Y	Y	Y
D	D									
M	M									
Y	Y	Y	Y							
COUNTRY OF BIRTH:	TOWN/CITY OF BIRTH:									
PASSPORT NUMBER:	LANGUAGE SPOKEN:									

RESIDENTIAL STATUS (please tick where relevant)

Australian Citizen
 Australian Permanent Resident
 New Zealand Citizen
 Other (please specify) _____

UNIQUE STUDENT IDENTIFIER (USI):

From 1 January 2015, all students enrolling in nationally recognised training need to have a Unique Student Identifier (www.usi.gov.au).

SECTION 2 – STUDENT CONTACT DETAILS

ADDRESS

NUMBER AND STREET NAME:

SUBURB:	STATE:	POSTCODE:
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CONTACT DETAILS

PHONE :	MOBILE:
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EMAIL:

EMERGENCY CONTACT

FULL NAME:	RELATIONSHIP:	MOBILE NUMBER:
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SECTION 3 – COURSES

INTAKE DATE

English Courses

<input type="checkbox"/>	10362NAT Certificate I in Spoken and Written English	
<input type="checkbox"/>	10363NAT Certificate II in Spoken and Written English	
<input type="checkbox"/>	10364NAT Certificate III in Spoken and Written English	

Translating and Interpreting Course

<input type="checkbox"/>	PSP50816 Diploma of Translating (English - Mandarin)	
<input type="checkbox"/>	PSP50916 Diploma of Interpreting (Mandarin - English)	

Business Courses

<input type="checkbox"/>	BSB42015 Certificate IV in Leadership and Management	
<input type="checkbox"/>	BSB42415 Certificate IV in Marketing and Communication	
<input type="checkbox"/>	BSB51915 Diploma of Leadership and Management	
<input type="checkbox"/>	BSB50615 Diploma of Human Resources Management	
<input type="checkbox"/>	BSB52415 Diploma of Marketing and Communication	
<input type="checkbox"/>	BSB61015 Advanced Diploma of Leadership and Management	
<input type="checkbox"/>	BSB60915 Advanced Diploma of Management (Human Resources)	
<input type="checkbox"/>	BSB61315 Advanced Diploma of Marketing and Communication	

Community Services Courses

<input type="checkbox"/>	CHC33015 Certificate III in Individual Support	
<input type="checkbox"/>	CHC30113 Certificate III in Early Childhood Education and Care	
<input type="checkbox"/>	CHC43015 Certificate IV in Ageing Support	
<input type="checkbox"/>	CHC50113 Diploma of Early Childhood Education and Care	

Hospitality Courses

<input type="checkbox"/>	SIT20316 Certificate II in Hospitality	
<input type="checkbox"/>	SIT30616 Certificate III in Hospitality	
<input type="checkbox"/>	SIT50416 Diploma of Hospitality Management	

SECTION 4 – LANGUAGE, CULTURAL DIVERSITY AND SPECIAL NEEDS

IN WHICH COUNTRY WERE YOU BORN?

Australia Overseas (please specify your country of birth): _____

ARE YOU OF AUSTRALIAN ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

NO YES: Aboriginal YES: Torres Strait Islander YES: both Aboriginal and Torres Strait Islander

IS ENGLISH YOUR FIRST LANGUAGE?

Yes No: Please specify your highest qualification completed in English _____

DO YOU REQUIRE ANY SPECIAL ASSISTANCE WHILE UNDERTAKING TRAINING WITH Qii?

No Yes (please specify): _____

SECTION 5 – QUALIFICATIONS

PREVIOUS STUDY DETAILS (STUDENTS MAY BE ELIGIBLE FOR UNIT CREDIT TRANSFER):

NAME OF INSTITUTION	QUALIFICATION	START DATE (MONTH/YEAR)	END DATE (MONTH/YEAR)

WORK EXPERIENCE:

JOB TITLE	COMPANY	DURATION	CONTACT PERSON

SECTION 6 – REQUIRED DOCUMENTS FOR APPLICATION PROCESS

- Completed Application Form
- Copy of 100 points ID
- Copy of Highest Qualification Certificate and Transcript

SECTION 7 – STUDENT DECLARATION

I have read, understood and accept all the terms and conditions of enrolment, including any information, policies and procedures, and information that may be found on Queensland International Institute’s (Qii) website, <http://www.qii.qld.edu.au>.

I hereby agree to be bound by and to adhere to all applicable standards of conduct, laws, regulations, policies and procedures of Qii, and that failure to do so may result in the suspension or cancellation of my enrolment.

By submitting this application, I declare that all information and documentation provided is accurate and true. I acknowledge that submission of false, incorrect, incomplete or misleading information may result in the delay or cancellation of my enrolment.

I authorise my agent to act on my behalf on all matters related to study and finance.

STUDENT FULL NAME (PLEASE PRINT)

STUDENT SIGNATURE †

DATE

D	D	/	M	M	/	Y	Y	Y	Y
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† If the student is below 18 years of age, this agreement must be signed by the student’s Parent or Legal Guardian.

Parent or Legal Guardian’s Details

Name: _____ Relation to the student: _____ Contact Number: _____

SECTION 8 – AGENT/STUDENT REPRESENTATIVE

AGENCY			
AGENT'S NAME			
ADDRESS			
CONTACT NUMBER		EMAIL	

TERMS AND CONDITIONS

SECTION 9 – CONDITIONS OF ENROLMENT

STUDENT RIGHTS: This agreement, and the availability of the complaints and appeals processes, does not remove or circumscribe the right of the student to take action under Australia's Consumer Protection Laws or other legal remedies.

INDEMNITY: By signing this form, I am agreeing to indemnify and keep indemnified Queensland International Institute (Qii) and all its employees and agents in respect to any loss, damage or injury suffered by myself or to my property, resulting from any breach of this agreement or negligent act, error or omission in connection with the performance of this agreement by any third party, Qii or its employees and agents. Neither I nor any of my executors will make any claims against Qii, its employees or agents for any loss, damage, injury or death that occurs on Qii's campus, any premises rented by Qii or at any recreational or educational event organised by Qii.

COURSE PROGRESS: Students must maintain satisfactory course progress for each study period. Please refer to Qii's Course Progress Policy for more information.

CONTACT DETAILS: Students are obligated to inform Qii in writing within 48 hours of any change in address or contact details.

ORIENTATION: It is a legal requirement that all students must attend their scheduled orientation. If a student is unable to attend orientation, a \$50 penalty applies for rescheduling.

STUDENT CONDUCT: Where a student fails to adhere to Qii's student Code of Conduct, or policies and procedures, Qii reserves the right to suspend or cancel the student's enrolment.

COMPASSIONATE AND COMPELLING CIRCUMSTANCES: Students may apply to the provider for deferment or suspension of their studies if they have good reasons for doing so. Qii will choose to grant or decline such requests by assessing the documents and evidence presented.

COPYRIGHT: Students acknowledge the understanding that Qii resources and materials are copyright protected and any unauthorised copying may constitute a breach of the *Copyright Act 1968* (as amended).

AUTHORISATION OF MEDICAL TREATMENT ARRANGEMENT: Students agree to authorise Qii to arrange medical treatment in the event of an emergency, or if Qii staff has reasonable concerns of any medical conditions that may cause harm to the students or other members of Qii. The cost of any treatments arrangement will be borne by the students.

SECTION 10 – REFUND POLICY (PREPAID FEES)

	MORE than 7 days prior to course start date	LESS than 7 days before original start date	Upon original start date
Enrolment & Material Fees	Nil	Nil	Nil
Tuition Fee	80%	50%	Nil

SECTION 11 – CONDITIONS OF REFUND

- All requests for fee refunds must be submitted to Queensland International Institute (Qii) in writing to our finance staff: finance@qii.qld.edu.au.
- All students seeking a refund must also complete Qii's Cancellation of Enrolment form.
- All student refunds will be documented with the amount and date.
- 'Tuition fees' denotes those fees payable by the student that are directly related to provision of the student's course; this does not include any stationary required for the course, transport fees, accommodation fees, etc.
- Any 'unspent pre-paid tuition fees' are calculated as the unexpended pre-paid fees received for the course, less either 5% of the total amount of pre-paid fees that the provider received in respect of the student's course before the default day, or the sum of \$500, whichever is the lesser.
- Where the student defaults, or there is no written agreement in place between Qii and the student, students may apply for a refund of their 'unspent pre-paid tuition fees'.
 - Student default is triggered when the student has breached their student Code of Conduct, fails to pay their fees, due to student misbehaviour or to non-commencement of their course. Student default is not confirmed until students have had a chance to access internal or external complaints and appeals processes. Our internal complaints and appeals process may be found on our website.
- In the event that the provider, Qii, defaults, students will be eligible for a refund of their 'unspent pre-paid tuition fees'. Provider default includes:
 - Where Qii is unable to deliver a course or program, students will be offered a suitable alternative place at no cost disadvantage, if acceptable by the student. Where this is not possible Qii shall provide students with a refund of their 'unspent pre-paid tuition fees.'
 - Where Qii is unable to complete a program once it has started but before it is complete.

- Where Qii is unable to complete the course because of a sanction imposed upon it.
- h) Student refunds in the event of provider default will be processed within 14 working days.
- i) Students who have commenced their course and wish to cancel their course with Qii will forfeit the balance of their pre-paid fees for that semester.
- j) Refunds will be made within 4 weeks of the student's submitting a refund form to Qii in writing.
- k) All refunds are to be made only to the student enrolled in the course with Qii, or a designated person with written consent from the student.
- l) All fees are to be paid and will be refunded in Australia Dollars only.
- m) Application fees are not eligible for refund.
- n) Course fees charged may be subject to change at any time with no prior notice.
- o) Any fees that have been received by Qii that are not defined as tuition fees are not eligible for refund.
- p) Individual circumstances and family matters beyond the control of the client which impact on their continuing their studies should be discussed personally with the Student Services Advisor or the Director. In these situations, each case will be judged on its own merit.
- q) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's Consumer Protection Laws.

SECTION 12 – COMPLAINTS AND APPEALS

- a) Students may lodge a complaint or appeal for any grievances by following the Qii Complaints and Appeals Policy.
- b) Students wishing to access the formal complaints and appeals process must first access the informal complaints and appeals process. All formal complaints must be made in writing and submitted to Qii Student Services, located at our college reception. To access our Complaints and Appeals form, students may find it on our website or approach one of our Student Services staff at the reception area.
- c) Upon the receipt of the formal complaint or appeal, the managing staff member will make reasonable efforts to investigate, resolve and put appropriate corrective/preventive action in place within 7 working days from receipt of the written complaint.
- d) The student will be given an opportunity to present their case to the panel. They may choose one person to accompany them to this meeting as a support person. If applicable, the relevant staff member involved in the complaint and appeal will also be given an opportunity to present their case to the panel, they may choose one person to accompany them to this meeting as a support person. The complaints and appeals panel will then discuss and assess the complaint and appeal, to reach an objective and fair decision. The person managing the complaint and appeal will then communicate the final decision, in writing, to all parties within five working days of making its decision. The complaints and appeals process may take up to 20 working days.
- e) The decision or outcome of the student's complaint or appeal will be communicated to the student in writing.
- f) Nothing in the Qii Complaints and Appeals Policy negates any right of any student to pursue further action or legal remedies.

SECTION 13 – PRIVACY STATEMENT

Qii is committed to protect your right to privacy. Qii will only collect personal information from you if it is necessary and related to your enrolment. The information will be kept confidential unless it is requested by the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

VERSION CONTROL

VERSION: 3.0	DATE APPROVED: 03/07/2017	APPROVED BY: Jasmine Haynes	POSITION: Compliance and Business Development Manager
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