Personal Information

The Student

Family Name: [ ]
Given Names: [ ]
Gender: [ ] Male [ ] Female
Date of Birth: [day/month/year]
Home Telephone: [ ] Mobile [ ] Fax
Email: [ ]

Permanent Home Address

Suburb: [ ] State: [ ] Postcode: [ ] Country*: [ ]
Postal Address: [If same as permanent home address write: As above ]
Suburb: [ ] State: [ ] Postcode: [ ] Country*: [ ]
Address while studying: [If same as permanent home address write: As above ]
Suburb: [ ] State: [ ] Postcode: [ ] Country*: [ ]

* If not Australia

Emergency Details

Parents/Next of Kin

Relationship to that Person

Home Telephone: [ ] Mobile [ ] Fax
Home Address

Suburb: [ ] State: [ ] Postcode: [ ] Country*: [ ]

* If not Australia

Course Selection

Location: [ ] Brisbane [ ] Melbourne [ ] Distance Education [ ]
Start Date: [day/month/year]
Course 1 (e.g. Certificate IV in Hairdressing): [ ] Length [ ]
Course 2 (e.g. Diploma of Reflexology): [ ] Length [ ]
Course 3 (e.g. Advanced Diploma of Naturopathy): [ ] Length [ ]

Ethnicity

Were you born in Australia? [ ] Yes [ ] No
If ‘NO’, in what country were you born?
What year did you arrive in Australia?
Are you of Aboriginal or Torres Strait Islander origin? [ ] No [ ] Aboriginal [ ] Torres Strait Islander [ ] Both Aboriginal and Torres Strait Islander

Citizenship/Visa Details

Are you an Australian citizen? [ ] Yes [ ] No
Are you a New Zealand citizen? [ ] Yes [ ] No
Do you hold a permanent resident visa? [ ] Yes [ ] No
Do you hold a permanent humanitarian visa? [ ] Yes [ ] No
Do you intend to apply for a student visa? [ ] Yes [ ] No

Language

Is English the language spoken at your permanent home address? [ ] Yes [ ] No
If ‘NO’, what language is spoken?
How well do you speak English? [ ] Very well [ ] Well [ ] Not well [ ] Not at all [ ]

Disability

Do you have a disability, impairment or long-term medical condition which may affect your studies? [ ] Yes [ ] No
If ‘YES’, please indicate the area/s of impairment: [ ] Hearing/Deaf [ ] Physical [ ] Intellectual [ ] Learning [ ] Mental Illness
Other [ ] Acquired Brain Impairment [ ] Vision [ ] Mobility [ ] Medical Condition
If you have a disability, would you like to receive advice on support services, equipment and facilities which may assist you? [ ] Yes [ ] No
Education
What is your highest completed secondary school level?
- Year 12 or equivalent
- Year 11 or equivalent
- Year 10 or equivalent
- Year 09 or equivalent
- Year 08 or below
- Never attended school

In which YEAR did you complete that school level?

Previous Qualifications Achieved
Please tick which of the following qualifications you have successfully completed:
- Bachelor Degree or Higher Degree
- Advanced Diploma or Associate Degree
- Diploma (or Associate Diploma)
- Certificate IV (or Advanced Certificate/Technician)
- Certificate III (or Trade Certificate)
- Certificate II
- Certificate I
- Certificates other than the above

In which YEAR did you complete this qualification?

Employment
Of the following categories, which best describes your current employment status?
- Full-time employee
- Part-time employee
- Self-employed – not employing others
- Employer

- Employed – unpaid worker in a family business
- Unemployed – seeking full-time work
- Unemployed – seeking part-time work
- Not employed – not seeking employment

Study Reason
Of the following categories, which BEST describes your main reason for undertaking 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
- Other reasons

Declaration to be signed by the student (and parent or legal guardian IF UNDER 18)
- I have read, understood and agree to be bound by the Terms and Conditions as stated in this document
- I have read the Cancellation, Refund and Grievances Policies and agree to abide by these policies
- I hereby declare that the information supplied by me is true and correct
- I agree to pay all fees owing and by the due date

Australian Institute of Applied Sciences is bound by the National Privacy Act, Principles and Guidelines of the Commonwealth of Australia. We collect and use any personal information you provide to us in accordance with those Principles and Guidelines. The type of information we collect, the use we make of the information and the disclosure of that information without your prior approval is set out in our detailed Privacy Policy which can be found at aias.edu.au. By signing this application, you acknowledge you have read the Statement and our Privacy Policy and consent to the use and disclosure of your personal information as set out in our Privacy Policy.

Signed (Student)

Date

Signed (Parent, Legal Guardian*)

Date

*if applicant is under the age of 18

Application Checklist. Check that you have
- Completed all sections of the Application for Admission form
- Read and understood the Terms and Conditions, and the Cancellation, Refund and Grievances Policies
- Included a detailed résumé (if you are a mature age applicant)
- Attached certified copies of your academic qualifications

Contact us
Please send your application to
Australian Institute of Applied Sciences
Student Enrolment Team
PO Box 124
Stones Corner
QLD 4120

Email: study@aias.com.au
Call: 1300 880 933 or +61 2 7 3394 2344
Terms & Conditions

1. I agree that it is a condition of my enrolment that I achieve satisfactory academic progress throughout my course at a rate that will enable me to complete the course in the nominated duration.

2. I agree that I am required to use my best endeavours to meet the requirements of the course selected and to abide by the rules and regulations of the Institute. I understand that if I breach any of the Institute’s rules or my behaviour is deemed unacceptable by the Institute, my enrolment may be cancelled and I may not be entitled to any refund of the tuition fees or other charges paid to the Institute under the Contract. (Information on the Institute’s policies, rules and regulations is located on the website aias.edu.au.)

3. I agree that all lessons and any related material supplied by the Institute are copyright, remain the property of the Institute and must be returned to the Institute on completion of the course. I understand that any unauthorised copying may constitute a breach of the Copyright Act 1968 (as amended).

4. I agree that I am responsible for my own books, equipment and personal items and I hereby release, indemnify and hold harmless the Institute against all liability and claims for any loss or damage to such items, however caused except where liability is expressly imposed by law.

5. I agree that I may be required, and permission is hereby granted, to attend Institute organised excursions and activities as part of the course.

6. I agree that the Institute is hereby authorised to obtain medical treatment for myself should such action be deemed necessary by the Institute or a staff member acting on behalf of the Institute. I agree to indemnify and hold harmless the Institute and its staff for any expense, loss, damage or liability of whatsoever nature or howsoever occasioned arising from the result of authorising and arranging such emergency medical treatment.

7. Course fees do not include the cost of textbooks for on-campus students; I agree to purchase those where required by the Institute.

8. I agree to advise the Institute of any change of my address and/or contact details while I am enrolled in any course.

9. The Institute maintains a Privacy and Personal Information Policy which can be viewed at aias.edu.au. In addition to the provisions of this policy, I authorise the Institute to release administrative information concerning my performance at the Institute (including academic progress and attendance information) to any person who may lawfully require that information, as well as parents/guardians, agents and potential employers. If I do not agree, I must advise the Institute in writing.

10. I acknowledge that I have read and understood the Student Grievance Policy outlined in this brochure and on the website aias.edu.au.

11. I hereby acknowledge that I have read, understood and agree to the terms of the Cancellation and Refund Policy outlined in this brochure and on the website aias.edu.au.

12. I confirm that the terms and conditions have been explained to me and understand that any variation of those stated terms and conditions of the Contract must be provided in writing and be signed by an authorised officer of the Institute.

Cancellation and Refund Policy

Students in Vet Fee-Help Eligible Courses

All Delivery Modes

1. I understand that I must apply in writing should I wish to cancel my enrolment in a VET FEE-HELP eligible course or withdraw from a Unit of Study after the Census Date and that I can obtain a full refund of tuition fees related to that Unit of Study until close of business on the relevant Census Date published on the website aias.edu.au. The date the written notification is received by the Institute is the effective Date of Notification of Withdrawal.

2. I understand that if I transfer to another Unit of Study before close of business on the relevant Census Date the fees applicable to that new Unit of Study will apply, and that I am responsible for catching up on any training that has already been provided.

3. I understand that the Census Date is not less than 20% through the Unit of Study.

4. I understand that if I advise in writing of my wish to cancel my enrolment in a VET FEE-HELP eligible course or withdraw from a Unit of Study after the Census Date there will be no refund unless Special Circumstances apply. The Student Review Procedures for Re-crediting a FEE-HELP Balance can be found at http://www.aias.com.au/fee-help.php, as can the Statement of VET Tuition Assurance.

5. I understand that if I wish to transfer to a different VET FEE-HELP eligible course, I must provide the Institute with a new Request for VET FEE-HELP Assistance – Form 129% (A) prior to close of business on the relevant Census Date.

6. 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.

Distance Education Delivery Mode

1. I understand that a request for cancellation and refund will require that all course materials supplied (including text books, where applicable) be returned to the Institute in ‘as new’ condition by Certified Mail/Registered Mail within 5 working days of the Census Date. Such a request will also be subject to Clauses 1 to 6 above.

2. I understand that if I discontinue my program before completion, I may remain liable to pay the full course tuition fees and any expenses, costs or disbursements incurred by the Institute in recovering any outstanding monies, including debt collection agency fees and solicitors’ costs.

Cancellation and Refund Policy

Students in Non Vet Fee-Help Eligible Courses

On-campus Delivery Mode

1. I agree to pay the tuition fees and other charges applicable for my course on the due dates and acknowledge and agree that tuition fees may attract interest from time to time. I understand that a late payment fee of AUS$100 per month is payable on accounts which remain unpaid 14 days after the due date for payment. I also understand that failure to pay my tuition fees may result in my enrolment being cancelled.

2. I understand that if after commencing the course, I discontinue my program before completion, I may remain liable to pay the full course tuition fees and any expenses, costs or disbursements incurred by the Institute in recovering any outstanding monies, including debt collection agency fees and solicitors’ costs.

3. All notifications of withdrawal from a course or requests for refunds must be made in writing to the Institute Director.

4. Enrolment fees are non-refundable.

5. Where a student’s course of study is terminated for a serious breach of the Institute’s rules there will be no refund of any monies paid.

6. The Institute agrees to refund within 4 weeks of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), the tuition fee applicable less the amounts to be retained as agreed and as detailed below:
   a) if written notice is received 4 weeks or more before the start date of the course, then a non-refundable amount equivalent to 30% of the tuition fee of the course or first course within a package of courses shall be applicable.
   b) if written notice is received less than 4 weeks before the start date of the course, then a non-refundable amount equivalent to 50% of the tuition fee of the course or first course within a package of courses shall be applicable.
   c) if written notice is received on or after the start date of the course, there will be no refund of any monies paid in relation to that course unless the Institute Director deems that exceptional circumstances apply. If the course is part of a package of courses, then any monies paid in relation to other courses within that package that have not yet been commenced will be refunded subject to Clauses 5a or 5b above.

7. In the event that the Institute is unable to deliver your course in full, you will be offered a refund of the tuition fees you have paid to date less the total cost for the tuition services provided to you before the default day. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in a suitable alternative course by the Institute. You have the right to choose whether you would prefer a refund of unused tuition fees, or to accept a place in another course. If you choose placement in another course, the Institute will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) provider will place you in a suitable alternative course at no extra cost to you.

8. If you fail to meet the Institute’s progression rules and are not permitted by the Institute to maintain enrolment in your course, you will be offered a refund of the tuition fees you have paid to date less the total cost for the tuition services provided to you before the date of exclusion from the Institute.

9. 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.
Distance Education Delivery Mode

1. I understand that tuition fees paid for courses are not refundable after course commencement unless special circumstances apply. A student is deemed to have commenced a course 5 working days after receipt of their course materials.

2. I agree that applications for refunds must be made in writing and received by the Distance Education Co-ordinator prior to course commencement.

3. I understand that a request for cancellation and refund will not be processed unless all course materials supplied (including text books, where applicable), have been returned to the Institute in ‘as new’ condition by Certified Mail/Registered Mail within 5 working days of receipt by the student.

4. I understand that I may request to transfer course fees to a different subject/course enrolment delivered by Distance Education subject to Clause 3 above.

5. I understand that when a request for a refund is received, a letter acknowledging receipt of the request will be forwarded to me. If special circumstances apply, the refund request will then be investigated and processed in accordance with the Cancellation and Refund Policy - Students in Non VET FEE-HELP Eligible Courses.

6. I agree that applications for refunds must be made in writing and received by the Distance Education Co-ordinator prior to course commencement date, but that an administration fee of 20% of the initial single subject course fee will be applied. Also if a refund if applicable, will be forwarded to me within 4 weeks of the Institute's receipt of the request.

7. I understand that, 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.

Single Subjects - All Delivery Modes

1. I understand that the Institute does not refund fees unless a single subject course is cancelled or unless there is proof of extenuating circumstances where it is not possible for a student to participate in the single subject course.

2. I understand that a transfer to a different single subject course may be granted prior to course commencement date, but that an administration fee of 20% of the initial single subject course fee will be applied. Also if there is a difference in price between the single subject courses, a transfer will incur an extra charge where the subsequent course is of greater cost. A refund for the difference in fees will be given where the subsequent course is of lesser cost.

3. All applications for refunds or transfers must be made in writing and are subject to the approval of the Institute Director.

4. I understand that when a request for a refund is received, a letter acknowledging receipt of the request will be forwarded to me. The refund request will then be investigated and processed. Notification of the outcome will be forwarded to me within 4 weeks of the Institute’s receipt of the request.

5. I understand that catch-up lessons will not be offered to course participants should lessons or study time be missed due to personal reasons.

6. 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.

Cancellation and Refund Policy – International Students

International student visa holders should refer to the Institute’s website for the terms and conditions applicable to them.

Student Grievance Policy – All Students

In the event of a dispute between an individual student and the Institute, internal procedures are in place to facilitate the resolution of the dispute. Full details are published on the website aias.edu.au.

A summary of the internal grievance procedures

1. Code of Conduct, Attendance and Discipline

Students are expected to abide by the terms and conditions of enrolment and the published rules and conduct of the Institute. Disciplinary procedures will be applied in the event of a breach of these rules. All staff members are expected to apply the Institute’s policy and rules fairly and without favour, but if a student considers that this has not occurred, the student may refer the matter to the Campus Grievance Counsellor. The complaint may either be dealt with by that person, or referred to the Campus Director for resolution. The decision will be conveyed in writing to the parties. If either the action taken or the outcome does not satisfy the student, he/she may write to the Director of Operations, who will in turn convey a decision in writing to the student.

2. Service and Academic Programs

In the event of a student complaint concerning the quality of the service or teaching provided by the Institute, the student will report the matter to Campus Grievance Counsellor. The complaint may either be dealt with by that person, or referred to the Campus Director for resolution. The decision will be conveyed in writing to the parties. If either the action taken or the outcome does not satisfy the student, he/she may write to the Director of Operations, who will in turn convey a decision in writing to the student.

3. Contractual and Financial Issues

Matters relating to the interpretation of the Contract, or the payment or refund of moneys, are stated clearly within this document. Any queries relating to course fees and other charges payable to the Institute (or refunds) will initially be dealt with by the Institute Finance and Administration staff. If the student is dissatisfied with the decision, the matter will be referred to the Campus Director. If either the action taken or the outcome does not satisfy the student, he/she may write to the Finance Director, who will in turn convey a decision in writing to the student.

A summary of the external grievance procedures

A student enrolled in a VET FEE-HELP eligible course who wishes to lodge an external appeal or complain about a decision made by the Institute, may apply to the Administrative Appeals Tribunal (AAT) for review of a decision. He/she may have to pay an application fee, it depends on the circumstances. The application cannot proceed until the application fee has either been paid or waived. (The application fee is refunded when the review is completed if the AAT decides that it is finalised in the student's favour.) Further information about the Administrative Appeals Tribunal, including the required application forms and current costs, can be obtained from their website at: http://www.aat.gov.au/AboutTheAAT/IntroductionToTheAAT.htm.

Credit Card Payments

Payment made by credit cards (Visa, MasterCard and American Express) will attract a 2% surcharge. This surcharge will be waived if all fees are paid in full before the commencement date of the student’s course or if the enrolment relates to a VET FEE-HELP eligible course.

Publicity

Students and their parents or guardians agree that the student’s photo, video footage, details and achievements may be used for promotional purposes without written consent or notification. If you do not agree, please advise the Institute in writing.

Changes to Arrangements

After course commencement, the Institute reserves the right to charge an Adjustment Fee of A$150 each time course details for a non VET FEE-HELP eligible course are changed after a place has been confirmed. This fee will not apply to upgraded or extended courses or to single subject courses.

Services

The Institute reserves the right to change the particulars of the services, including changes to prices, courses, facilities and dates of programs where circumstances beyond the Institute’s control necessitate such changes or where the level of enrolments does not reach the minimum numbers required to operate a course viably.

Local students who are enrolled in courses which are not VET FEE-HELP eligible who wish to lodge an external appeal or complain about a decision made by the Academy may take action under Australia’s Consumer Protection laws or by contacting the Australian Skills Quality Authority on http://www.asqa.gov.au. Also, within each state there are Dispute Resolutions Centres; details of these can be accessed through the links following:


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