



Instructions to applicants

Please type or use BLOCK LETTERS when completing this form. Return the completed form to:
 Mars Institute – 5/200, Turner Street, Port Melbourne, VIC 3207. Telephone: +61 3 9645 2259
 Email: info@mars.edu.au | Website: www.mars.edu.au

1. Please attach the evidence as required based on the category chosen.
2. Enquiry may take upto 10 working days for processing.
3. To complete a request for the below mentioned area/s, the forms are available online, <https://www.mars.edu.au/information/forms-and-policies/> - For further information please contact Student Support Services (Reception)
 LLN Support Request, Fees Extension Request, Deferral, Suspension & Cancellation Request.
4. Please lodge separate general enquiry form based on each category.

Category

Student Support Department

Mark	Category	Mark	Category
<input type="radio"/>	Re Enrollment Application	<input type="radio"/>	Letter – Intake Break
<input type="radio"/>	Student ID card Request	<input type="radio"/>	Course Deferment / Suspension / Cancellation Request
<input type="radio"/>	Make a Complaint	<input type="radio"/>	Make an Appeal
<input type="radio"/>	Transfer to other Provider	<input type="radio"/>	Letter – Invitation (Family Member)
<input type="radio"/>	Learner App Access (Wisenet)	<input type="radio"/>	Reset Mars Email Password
<input type="radio"/>	Moodle Related Enquiry	<input type="radio"/>	Google Classroom Related
<input type="radio"/>	Reset Mars Email Password	<input type="radio"/>	Change in Timetables
<input type="radio"/>	Vocational / Work Placement	<input type="radio"/>	Bring Your Own Device (BYOD)
<input type="radio"/>	COE related all queries	<input type="radio"/>	Letter – Course Confirmation
<input type="radio"/>	Letter – Course Confirmation	<input type="radio"/>	Expression of Interest (Reassessment)

Accounts Department

Mark	Category	Mark	Category
<input type="radio"/>	Fees Confirmation Letter / Fees Receipt	<input type="radio"/>	Fees Extension
<input type="radio"/>	Payment plan request	<input type="radio"/>	Fees Enquiry
<input type="radio"/>	Invoice Required	<input type="radio"/>	Refund Request

Academic Department

Mark	Category	Mark	Category
<input type="radio"/>	Interim Transcripts Request	<input type="radio"/>	Assessment Extension Request
<input type="radio"/>	Letter – Course Progress	<input type="radio"/>	Credential Request
<input type="radio"/>	Credit Transfer Application Form	<input type="radio"/>	Assessment Query

Training Department

Mark	Category
<input type="radio"/>	Training Feedback

Other Query

Mark	Category
<input type="radio"/>	Other General Request



Student General Enquiry Form

Enquiry Detail

Please provide details in relation to your request:

Office Use Only

Request processed: Yes No

Staff Member: _____

Staff Signature: _____

Date Processed: _____