



Student General Enquiry Form

Instructions to applicants

Please type or use BLOCK LETTERS when completing this form. Return the completed form to:
Mars Institute – Level 6, 416-420 Collins Street, Melbourne, Victoria 3000. 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
☐	Re Enrollment Application	☐	Letter – Intake Break
☐	Student ID card Request	☐	Course Deferment / Suspension / Cancellation Request
☐	Make a Complaint	☐	Make an Appeal
☐	Transfer to other Provider	☐	Letter – Invitation (Family Member)
☐	Learner App Access (Wisenet)	☐	Reset Mars Email Password
☐	Moodle Related Enquiry	☐	Google Classroom Related
☐	Reset Mars Email Password	☐	Change in Timetables
☐	Vocational / Work Placement	☐	Bring Your Own Device (BYOD)
☐	COE related all queries	☐	Letter – Course Confirmation
☐	Letter – Course Confirmation	☐	Expression of Interest (Reassessment)

Accounts Department

Mark	Category	Mark	Category
☐	Fees Confirmation Letter / Fees Receipt	☐	Fees Extension
☐	Payment plan request	☐	Fees Enquiry
☐	Invoice Required	☐	Refund Request

Academic Department

Mark	Category	Mark	Category
☐	Interim Transcripts Request	☐	Assessment Extension Request
☐	Letter – Course Progress	☐	Credential Request
☐	Credit Transfer Application Form	☐	Assessment Query

Training Department

Mark	Category
☐	Training Feedback

Other Query

Mark	Category
☐	Other General Request

Enquiry Detail

Please provide details in relation to your request:

Request processed: ☐ Yes ☐ No

Staff Member:

Staff Signature: _____

Date Processed: _____