



Legal Obligations and Code of Conduct

By signing the enrolment form you are agreeing to the South Regional TAFE Terms and Conditions of Enrolment and to abide by all college by-laws, detailed in the college's Student Code of Conduct. These documents are located on the college website: www.southregionaltafe.wa.edu.au or are available upon request from your lecturer or Student Services.

Payment of Fees Options

Enrolment is not complete until statutory and RTO based fees and charges are paid; or deferred payment arrangements have been made; or fees and charges have been waived. On enrolment, students must take up one of the following payment options to secure a place at South Regional TAFE.

The indicative fees for a course may differ between training providers due to the units that are included in the course outline. These differences generally result from adapting courses to meet local industry needs.

The actual cost of a course will also vary if different electives are chosen by the student.

1. Pay in full - pay the full amount of fees and charges
2. Sponsor-to-Pay – present a signed authority from an employer to invoice that employer for your fees and charges
3. Payment Plan – pay your fees and charges by direct debit instalment plan: instalments must occur over the training delivery timeframe
4. Financial hardship application – apply on the grounds of severe financial hardship for fees and charges to be waived for courses below Diploma level or concession-eligible Diploma and Advanced Diploma courses
5. VET Student Loan – declare your intent to defer full or part payment of your fees and charges under the Commonwealth Government's VET Student Loan program.

Concessions

Students who are unable to present proof of concession at the time of enrolment must pay full fees. Students can claim a refund to adjust their tuition fees to the concessional rate if proof of eligibility for concession is provided before they complete a semester or before their units are rescheduled. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

While on a concessional rate, students will still be required to pay full resource and incidental fees.

VET Student Loan

Students studying a VET Student Loan approved qualification must meet eligibility requirements to apply. A VET Student Loan gives rise to a VET Student Loan Debt that continues to be a debt due to the Commonwealth until it is repaid.

- A VET Student Loan can be used to pay all or part of an eligible student's tuition fees
- The loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity
- A student may wish to seek independent financial advice before applying for a VET Student Loan.

Unique Student Identifier

All students undertaking nationally recognised training are required to have a USI. The USI gives students access to an online record of their nationally recognised training. The college must verify the USI number a student provides. Students may receive an automated notification when the college uses this function to verify/locate their USI. If you do not give your permission for the college to locate and access your USI, please advise us before enrolling.

There are certain exemptions from the USI. If you are exempt from requiring a USI, the results from your training will not appear on your Vocational Education and Training (VET) transcript accessed through your online USI account.

Minors

Students under 18 years old at the time of enrolling will need a parent or adult guardian to countersign all legal documents with the college if they are planning to:

- Set up a fees payment plan; or
- Enter into a VET Student Loan agreement

Withdrawals and Refunds

Students must provide written advice of withdrawal to ensure they are eligible for refunds and that if they have a VET Student Loan, they do not incur a liability under the program. Students who withdraw are entitled to a full refund where:

- A unit is cancelled or rescheduled to a time unsuitable to the student; or
- A student is not given a place due to the class being full

Students enrolled in Diploma and above qualifications have at least 28 days to initiate the grievance procedure before the class cancellation takes final effect.

Students who elect to withdraw in writing before the census date (20% of the unit's duration) will be eligible for a full refund of the course fee for the unit and:

- A full refund of the resource fee if the course is a Diploma, Advanced Diploma included in the VET Student Loan in Western Australia; or
- 50% of the resource fee if the course is below Diploma level.

Students who do not meet the above criteria but would like to apply for a refund of fees due to exceptional circumstances beyond their control can contact withdrawals@srtafe.wa.edu.au for information. In all cases, relevant documentary evidence (for example a medical certificate) will be required.

Refer to the Student Handbook for other important information regarding:

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| • Student Code of Conduct | • Safety and health |
| • Recognition of prior learning | • Credit Transfer |
| • Withdrawals | • Refunds |
| • Assessments | • Academic Appeals |
| • Services for students | • Campus facilities |
| • Equal opportunity | • Complaints and feedback |

Before you Enrol

Before you enrol, ensure you have reviewed the below and where relevant, completed the actions required.

- Confirm the qualification you are enrolling in.
- Check your timetable or the provided course information for:
 - how long the course will take
 - which campus you will need to attend
 - how the training will be delivered and assessed (in a

- classroom, online, in your workplace)
- whether there is someone else involved in the training (employer, third party delivery) and
- what work placement arrangements are involved with the course.
- Be aware that the college has Quality Assurance strategies in place and is bound by the Standards for Registered Training Organisations 2015, which regulate how the organisation functions.
- Nominal hours are not hours of training or instruction. They are used to determine course fees and subsidy levels to reflect the cost to deliver quality training.
- You have the right to make a complaint, free of bias, and you can appeal the judgement decision regarding the result for a Unit of Competency. Both the Complaints and Appeals policies are available on the South Regional TAFE website and are explained in the Student Handbook available on the website or in hard copy upon request.
- You also have the right to be notified and assisted if your training is cancelled due to the college (or a third party training on its behalf) closing or stopping the training.
- As a student, you are obliged to:
 - repay any debt incurred as a result of accepting a VET Student Loan
 - purchase and maintain any equipment and/or resources required to complete your course (you will be advised of what is required) and
 - fulfil the requirements of any government entitlements and subsidy arrangements related to your training.

South Regional TAFE delivers Competency Based Training; an approach to training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. Ideally, progress within a competency-based training program is not based on time.

South Regional TAFE may make alterations to the planned training program to meet learner needs. This may include accelerating programs of study and a reduction in scheduled teaching hours, supporting students with additional scheduled teaching hours or adjustments to the delivery methodology, including delivery of language, literacy and numeracy support programs; Course in Underpinning Skills for Industry Qualifications (USIQ) and Course in Applied Vocational Study Skills (CAVSS). Where such changes are appropriate, students will be consulted and informed of changes as soon as is practicable.

Privacy Notice

South Regional TAFE will only pass personal information to third parties under the special circumstances outlined below as per our Privacy Policy. Available on request from your lecturer or Student Services.

The college collects the personal information of its students to complete the enrolment process and to perform surveys. As required under Part 4, section 17 of the *Vocational Education and Training Act 1996*.

Additionally, under the *Data Provision Requirements 2012*, South Regional TAFE is required to collect personal information about you and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage
- Pre-populating RTO student enrolment forms

- 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 a government department or 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).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Your personal information (including the personal information contained in your enrolment) may be used or disclosed to third parties by the college for statistical, regulatory and research purposes, including:

- Employer – when training is paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- Parents/guardians of students under the age of 18; and
- Other academic institutions when a student transfers, regarding academic progress at South Regional TAFE.

In order to improve student services and facilitate your participation in Vocational and Educational Training in Western Australia, your information may be given to other TAFE colleges.

Information will also be disclosed as necessary to prevent or lessen a serious or imminent threat to the life or health of a student or another person.

Students will have their personal details and full time enrolment status provided to Transperth as part of the SmartRider verification process used by all state training providers.

By providing us with your personal information, you consent to the college using your information to contact you on an ongoing basis in order to provide you with information we think would be of interest to you, by mail, email, social media, SMS and/or telephone. During any such contact you can choose an opt out action, if desired.

The college may retain trusted third parties to provide services for us, including entities located outside Australia, who will need to have access to your personal information to perform their obligations. The college also has outsourcing arrangements for e-learning platforms, whereby service providers will host information systems and resources. The college may also use a cloud-based service to store and process personal information.

Any personal data sent to these third parties are kept in trust on behalf of the college and the college takes all care to be satisfied with the privacy policies of these third parties prior to engaging their services.

By providing us with your personal information, you consent to us disclosing your information to entities located outside Australia for these purposes, on the basis that we are not required to ensure that any overseas recipient complies with Australian privacy laws.

Throughout the year many photographs and occasionally videos are taken of students and staff taking part in various functions, courses and other events. These photographs may be used in advertisements for the college, in publications, on the South Regional TAFE website, social media channels or displayed on special occasions such as enrolment days. Students or parents/guardians are asked to inform the college in writing if they do not wish their image to be used in these circumstances. If no written request is received, then the college will assume student and/or parent/guardian consent.