



By enrolling in a course provided by South Metropolitan TAFE, you agree to be legally bound by the following enrolment terms and conditions.

1. Your declaration

1.1. By enrolling in a course with us, you:

- a) confirm that all the information you have given us in regards with your enrolment is true and correct at the time it is given.
- b) confirm that you have read and understood all the information in this document, the policies it relates to, and our student code of conduct; and that you agree to act in accordance with them.
- c) understand that you are required to provide us your Unique Student Identifier (USI) or we will be unable to issue you your results and award.
- d) accept that it is your responsibility to ensure that the personal information you provide to us is kept current. Any changes to your name, address, email address, phone numbers, concession entitlements, payment options or banking details should be sent to us as soon as practicable.
- e) agree to retain a current email address by which you can be contacted for the duration of your course, and through which we may communicate formally with you.

1.2. South Metropolitan TAFE may refuse admission to students who:

- a) have defaulted on the payment of fees or charges and/or have outstanding debts with South Metropolitan TAFE;
- b) do not provide a Unique Student Identifier (unless exempt), proof of identity or residency status.

All students must be formally enrolled before commencing classes. Attendance at a learning activity facilitated by South Metropolitan TAFE may be refused if evidence of enrolment and payment of fees cannot be produced.

1.3. In addition to the above, the following conditions apply to Commercial and short courses:

- a) enrolments are only confirmed when full payment for the course is received.
- b) course places are allocated in order of registration.
- c) course dates, times and fees are subject to change. Should a change occur, South Metropolitan TAFE will make every effort to advise participants at the earliest opportunity.
- d) students are expected to attend all sessions and complete all required assessments in order to qualify for an award.
- e) your enrolment may include GST and non-GST components. Please speak to your course coordinator if you need an itemised listing of GST charges.

2. South Metropolitan TAFE's declaration

2.1. South Metropolitan TAFE declares that we are obliged to deliver quality training and assessment that are compliant to the standards for Registered Training Organisations and for the issuance of the AQF certification documentation.

3. Paying your fees

3.1. By enrolling in a course with us, you:

- a) confirm that you have read and understood the fees associated with your course and agree to pay your fees as they become due.

3.2. If you fail to pay any part of the course fee by the due date, we reserve the right to:

- a) restrict your access to our facilities,
- b) notify relevant credit agencies of your default or/and,
- c) cancel your enrolment

You will not be permitted to attend any of your classes until you have made arrangements to pay your outstanding fees.

3.3. If you are paying your course fee by instalments, you must:

- a) be able to place a minimum deposit of \$100 at time of enrolment;
- b) have an Australian bank account or credit card;
- c) agree to a Direct Debit Request Agreement;
- d) pay all your instalments on or before the due dates; and
- e) ensure that your final instalment is to be completed before you finish your course at South Metropolitan TAFE.

If you are having difficulty paying your fees on time, you may be eligible for an instalment plan or an extension to your instalment plan. Please speak with a Customer Service Officer to determine if you are eligible for an extension before the due date shown on your Fees Payment Agreement.

3.4. If a third party/employer is paying your fees, you are reminded that:

- a) You are fully liable for outstanding fees if the third party or your employer defaults or reneges in paying your fees;
- b) Your enrolment may be cancelled at SMT if fees are outstanding and
- c) You will be prevented to re-enrol if you have an outstanding debt.

4. Concessions

Students who are unable to present proof of concession at the time of enrolment, must pay full fees. Students may claim a refund to adjust their tuition fees to the concessional rate if proof of eligibility for concession can be demonstrated before 20% of delivery has been concluded (i.e. prior to the census date). Students will still need to pay full resource, incidental and discretionary fees.

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.

- iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school aged persons, not enrolled at school.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. Note: Foundation skills, Diploma, Advanced Diploma courses and existing worker traineeships do not attract a concessional rate.

Secondary school aged persons not enrolled at school may be eligible for a tuition fees cap and concession in some courses (evidence of age must be presented at time of enrolment).

5. Privacy

5.1. By enrolling in a course with us you:

- a) agree that we may collect personal information about you for the purposes of enrolling you in your course, processing your enrolment application, managing your participation in your course, improving our products and services, and communicating with you about our services that may directly relate to your course.
- b) understand that we are obligated to disclose your personal information to relevant government authorities as required by law and for reporting purposes.

Read our Privacy policy at southmetrotafe.wa.edu.au

6. Enrolment variation, withdrawal and refunds

6.1. All withdrawals must be formally made on a **"Refunds form"** that are available at any Customer Service Centre. If students do not officially withdraw, students may still be liable for full payment of any outstanding fees. This form is available from a Customer Service Centre or a Student Administration office.

Students who withdraw from part/all of their studies and are receiving Centrelink allowance should notify Centrelink of any changes to their studies as it may affect their payments.

Refer to point 6.4 below regarding census dates / the last date(s) to withdraw and apply for a refund.

6.1.1. Publicly funded vocational education and training

6.1.1.a. Certificates I – IV

i) Full refund will be granted for tuition & resource fee if:

- a course or qualification is cancelled or re-scheduled to a time unsuitable to you; or
- you were not given a place due to maximum number of places being reached.

ii) Full refund will be granted for tuition & 50% refund will be granted for resource fees if:

- you withdrew **before** your census dates (see section on census dates).

iii) A Pro-Rata Percentage Refund may be issued under Special circumstances**:

- Serious illness resulting in extended absences from classes;
- Injury or disability that prevents the student from completing their program;
- Other exceptional circumstances.

***Medical certificate/evidence is required and application is subject to approval by the College's Admissions Manager.*

6.1.1.b. Diplomas & above (includes eligible Certificate IVs Student Loans)

i) Full refund will be granted for tuition & resource fee if:

- a course or qualification is cancelled or re-scheduled to a time unsuitable to you.
- you were not given a place due to maximum number of places being reached
- you withdraw prior to your census date

ii) No refund will be granted if:

- you withdraw **after** your census date.

iii) Special Circumstances*:

Special circumstances are circumstances that are considered to be unusual, uncommon, or abnormal that can hinder your ability to successfully complete or withdraw from a VET Unit of Study before the census date. South Metropolitan TAFE will re-credit your FEE-HELP balance if it is satisfied that these circumstances:

- are beyond your control;
- did not make their full impact on you until on or after the census date for the unit(s) of study in question; and
- made it impracticable for you to complete the requirements for the unit(s) of study in question.

Evidence must be provided for special circumstance withdrawals and application is subject to approval by the college's Admissions Manager. An application for full re-credit of tuition fees and resource fees can only be requested if **all above points are met.*

6.1.2. Full fee paying, commercial and short courses

6.1.2.a. Certificates I – IV, Diplomas & above

i) Full refund will be granted for tuition & resource fee if:

- a unit/course is cancelled or re-scheduled to a time or location unsuitable to you
- you are not given a place due to the class being full
- you withdraw prior to course commencement due to a serious illness, injury or disability that prevents you from attending the course (a medical certificate must be provided).

Note: the illness or injury must be of serious nature that prevents you from attending your classes or performing the requirements of your units.

ii) Pro rata refund of Tuition & Resource fees and charges may be approved if students withdraw due to circumstances that are beyond their control. For example:

- Serious illness resulting in extended absence from classes; or
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of the accountable office.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

Note: Full or pro-rata refund of fees and charges, or substitution of places, may be granted in exceptional circumstances, at the discretion of the Admissions Manager.

Applications for pro-rata refund of fees and charges for commercial courses must be made in writing by completing the **"Refunds form"** no later than two weeks after the date of class commencement or before completion of the course, whichever is sooner.

A **"Refunds form"** can be requested via an online form via South Metropolitan TAFE's website or picked up from any Student Administration office or Customer Service Centre.

6.1.3. RPL Enrolment

A non-refundable fee of \$100 is payable for a one hour consultation with a RPL assessor to assist client's develop a learning plan and determine if they should proceed with a RPL enrolment.

6.2. Students who withdraw while on a Fees Payment Agreement (Instalment Plan)

A student on an instalment plan will only be entitled to a refund if the total owed by the student is less than the refund due. In situations where a student owes more than the refund due, a new Fees Payment Agreement will be issued and their outstanding debt amended. Note: If students do not officially withdraw, within the limits as previously explained, they will still be liable for full payment of any outstanding fees.

6.3. Enrolment variations

If you wish to change to another course offered by South Metropolitan TAFE, you need to:

- a) pay the difference in cost if your new course is of a higher value than your current one;
- b) complete a **"Enrolment Adjustment form"** to request a refund if your new course is of a lesser value than your current one.

Students enrolled with a VET Student Loan have until census date to withdraw from their units/course. After Census Date, FEE-HELP amounts outstanding will be reported to the Australian Taxation Office, and they will manage your liability from that time onwards.

Please refer to your 'Commonwealth Supported Students (FEE-HELP)' information booklet or refer to the Study Assist website for more information.

In all cases, an official withdrawal must be made by lodging the **"Enrolment Adjustment form"** which is available at any Customer Service Centre.

6.4. Census dates and implications

Census dates occur when you have reached 20% of study for your unit or course enrolment.

For Certificates I – IV, these are your final dates you must withdraw in order to be eligible for refund. The census dates for each of your units are printed on your Enrolment Invoice Receipt and this information will be given to you when you enrol. You need to be cognisant of these as no refunds will be granted after these dates.

For Diploma and Advanced Diploma courses, these are the official deadlines for withdrawing if you have entered into a Commonwealth VET Student loan. Your student loan will be confirmed and committed to the units that you have enrolled in if you do not withdraw by these dates.

If you have taken out a Commonwealth VET Student loan; you will not incur a debt if you withdraw on or before the Census date.

If you withdraw after the Census Date has passed; you will not receive a refund if you have paid upfront; and you will be liable for the full debt if you have taken out a Commonwealth VET Student loan. You are reminded that it is your responsibility to ensure you have sufficient FEE-HELP balance to cover the Commonwealth VET Student assistance amounts indicated in your *Enrolment Invoice Receipt/Notice* and that any debts to the Commonwealth arising from your student loan will remain as a personal debt obligation until it is repaid to the Commonwealth.

If you have taken out the Commonwealth VET Student loan, you are reminded that this may affect (by reducing) your take-home (after-tax) wage or salary until the debt is repaid, and may affect your borrowing capacity until the debt is repaid to the Commonwealth.

7. Minors

If you are under 18 years old at the time of enrolling, you must be accompanied by your parent or an adult guardian if you are planning to set up a Fees Payment Agreement (instalment plan) or sign up for a VET Student Loan. Your parent or an adult guardian must be able to provide evidence of your relationship (for example, their name on your birth certificate or your name on their Medicare card).

If you are a student of school age and you are planning to enrol at South Metropolitan TAFE, you must present evidence that you have an official release from your school to commence training at South Metropolitan TAFE at time of enrolment or your enrolment may be refused.

8. Results, awards and re-enrolments

Records of Results are issued electronically at the end of each term and may be accessed through your college student accounts. Testamurs and Statements of Attainment must be applied for by completing an Application for Award form and lodging it through any South Metropolitan TAFE Customer Service Centre. Eligible Awards are printed monthly. You must ensure that you have provided South Metropolitan TAFE with your USI or we will be unable to generate your results and/or award. Students who enrol in assessable or examinable subjects and do not complete assessment requirements will receive a FAIL/HOLD or RE-ENROL result, unless they have formally withdrawn from the subject. Students may formally appeal an assessment result.

You may not re-enrol in a subject which you have passed, unless approval has been obtained from the College. Where approval has been given, the cost of the subject will be charged at a higher (commercial) hourly rate.

9. Appeals and grievances

Students may appeal an assessment result or lodge a grievance if they are unhappy with the outcome of their result. Appeals must be lodged within four weeks of the date of your statement of academic record being issued by South Metropolitan TAFE's Academic Records Centre. Customer comments/appeals can be submitted via the "**Customer Comments form**" on South Metropolitan TAFE's website. Pre-printed forms are also available from Student Administration office and Customer Service Centre.

10. Student code of conduct

As a student at South Metropolitan TAFE, you are required to adhere to a student code of conduct. The student code of conduct are a set of guidelines that outlines the student's responsibilities and rights. You are encouraged to familiarise yourself with South Metropolitan TAFE's guidelines from the internet at southmetrotafe.wa.edu.au