Applying and enrolling with South West TAFE

Before you are ready to enrol, you will need to decide on one of the many available courses at South West TAFE. You will find an extensive range of course information on our website or contact our Customer Service Team on 1300 648 911 who will direct you to the correct department.

Once you have found the course that inspires and interests you, you are ready to apply. First you need to ensure that you can meet any special entry requirements, like pre requisite study, work experience, portfolios or interviews/exams.
If any of these are required before enrolment the department will be able to inform you of these obligations.

How to Apply

Direct to Institute Applications
South West TAFE requires you to apply and enrol directly with the Institute. Closing dates and requirements for the direct applications can vary between each department and/or course. All applicants are encouraged to check the course information on the website or directly with the relevant department.

Look out for an advertised information session or contact your local campus to arrange a time with the department to discuss your enrolment.

You will receive a 2014 enrolment form from the Course Coordinator after consulting with them in regards to the units that you will be enrolling in. You will need to complete the enrolment form in full and ensure that the Course Coordinator and you have signed off on the units in which you will be studying.

If you are aged under 18 at the time of enrolment, you are required to have a parent/guardian sign the enrolment form.

For short courses, enrolment forms are available at the Customer Service Centres located at each campus.

All enrolment forms are processed at our Customer Service Centres located at each campus.

**NOTE:** You will need to be fully enrolled and have your fees paid (or an approved payment plan in place) prior to the first day of class.

Apprenticeships/Traineeships
In order to undertake any Apprenticeship training with South West TAFE, applicants must first be employed as an apprentice/trainee under a training contract and must be referred to South West TAFE via their employer and an Australian Apprenticeship Centre.
How to Enrol

When you are ready to enrol take your completed enrolment form with:

- Acceptable citizenship/residency proof (original or certified copies only):
  - Green Medicare card; or
  - An Australian birth certificate; or
  - A current Australian passport; or
  - A current New Zealand passport; or
  - A naturalisation certificate (Australian citizenship certificate); or
  - A Temporary protection visa; or
  - Formal papers from DIAC confirming permanent residence.
- Proof of Age & Identity (photo id such as a passport, drivers licence or proof of age card)
- Payment (cash, cheque, credit card, eftpos)
- Current healthcare/concession card (if you are eligible for one)
- Completed Authority to Invoice form (if your employer or third party is paying for the course)
- Your Tax file number (if you plan to use VET FEE-HELP – (please see page 6 for eligibility)

From the information collected on the enrolment form, we will assess your eligibility for a government subsidised place. From this assessment we can then give you an indicative costing for your study option, discuss payment options available and arrange appointments with our Education Pathways team if you have any further issues.

From this point if you are ready to proceed our Customer Service Officer’s will complete the enrolment and receipt your payment.

Allow time for your enrolment as many other students need to enrol as well.

It is possible for you to appoint a proxy to enrol on your behalf. Your proxy should read the enrolment instructions before attempting the enrolment process and must be able to produce all appropriate documentation and payment of fees. Ensure the proxy is aware of all the document requirements to complete your enrolment successfully.

Once payment has been finalised you will receive your confirmation of enrolment and supporting documentation, as well as your new Student ID card.

1300 648 911
info@swtafe.vic.edu.au
www.swtafe.vic.edu.au

Customer Service Centre
South West TAFE
PO Box 674, Warrnambool, Victoria 3280

Warrnambool Campus
Timor St, Warrnambool
Victoria 3280
Fax: (03) 5564 8982

Sherwood Park Training Facility
Princes Highway, Warrnambool, Victoria 3280
Fax: (03) 5562 4719

Hamilton Campuses
39 Hammond Street, Hamilton,
Victoria 3305
Fax: (03) 5551 4189

Ballarat Road, Hamilton
Victoria 3305
Fax: (03) 5572 0555

Portland Campus
154 Hurd Street, Portland
Victoria 3305
Fax: (03) 5521 0489
Eligibility and What it means for you.

The Victorian Government has signed on to make TAFE training more accessible to people who do not have a post school qualification or who want to gain a higher level qualification than they already have obtained.

Your fees for studying at South West TAFE may differ from individual to individual and are largely dependent on specific factors such as your age, course classification and any qualifications you already hold.

Generally, fees at South West TAFE consist of three components: Tuition Fees, General Service Fees and material/incidental fees. For information on individual circumstances please speak to a Customer Service Officer at any of our campuses or refer to our website.

Eligibility requirements are subject to change without notice and in accordance with Government Policy. Please contact the Customer Service Centre to confirm your eligibility for a government subsidised training place.

Victorian Training Guarantee (VTG) Funding Eligibility Flowchart 2014

Do you meet citizenship requirements?
You must be able to answer YES to one of the following...
- Are you an Australian Citizen?
- Are you a Permanent Resident?
- Do you hold a Specific Visa? (see the Customer Service Officer for details of approved Visas)

NO

Have you commenced or scheduled to commence more than 2 Victorian Government subsidised courses this year? (this includes foundation level courses)

NO

YES

If you meet at least one of the following criteria go to YES
- Under 20 years of age?
- Seeking to enrol in an Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)?
- Seeking to enrol in VCE or VCAL?
- Seeking to enrol in an apprenticeship?
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification?

NO

YES

You are not eligible for funding, but can undertake accredited training on a Self-funded basis.

You are eligible for funded training under the Victorian Training Guarantee.
Fees and Charges

Tuition fees: Tuition fees are based on the course in which you are enrolling. The tuition fee is calculated by multiplying the student contact hours by the fee set for each Course for the academic year.

If you are not eligible for a Government Subsidised place, your tuition fee is set by the Institute and is calculated on the student contact hours.

General Service Fee: The General service fee is an Institute set fee which is collected to fund a range of support services and amenities to students both on and off campus. The General Service Fee is calculated by multiplying the student contact hours for the academic year by $0.45; with a minimum fee of $55 and a maximum of $288. Concessions can be applied to the General Service Fee for Certificate I – IV courses when eligible for a Government Subsidised place at a flat rate of $55. Students enrolling through Off Campus will also be charged a flat rate of $55 per calendar year.

Material/Incidental fees: You may be required to pay the cost of some goods or materials necessary for your course, e.g. tools of trade, uniform and books. You will be informed of Material fees associated with your course at an Information Session or alternatively the fees will be given to you by the Course Coordinator with the Enrolment form.

Concession fees: To claim concession fees, you must be:

- Eligible for a government subsidised place in a Certificate I to IV course for which you are enrolling, and
- In receipt of a valid Health Care Card, Pensioner Concession Card or Veterans Gold Card (or their dependent children or spouse) at the time of enrolment.

You will need to be able to produce evidence of your concession at the time of enrolment otherwise full fees will be charged. The Institute is required to take a photocopy of your card at the time of enrolment and retain this on your student file.

Upon proof of eligible concession your fees will be reduced to an amount of 20% of the original full fee.

You will also be eligible to pay a minimum general service fee of $55.

If within 8 weeks of your enrolment date, you produce a valid Concession Card that covers your initial commencement date, South West TAFE may credit or refund you any amount above the applicable concession rate.

Payment Plans

In some circumstances it is not possible to make payment in full up front. You may be able to negotiate alternate payment arrangements or a Standard Instalment Plan. A Standard Instalment Plan can cover payment of your tuition and general service fee however your materials must be paid in full at enrolment and cannot be included in the instalment plan.

An administration service fee of $30 will be charged on all Standard Instalment Plans. Standard Instalment Plans cannot be used for Diploma or Advanced Diploma courses. Contact the Customer Service Centres for further details.
Payment Assistance

**VET FEE-HELP**

VET FEE HELP is a fee assistance program available to both full time and part time students undertaking Certificate IV*, Diploma or Advanced Diploma courses.

VET FEE-HELP is an income contingent Australian Government fee assistance scheme for the Vocational Education and Training (VET) sector that is part of the Higher Education Loan Program (HELP). Over a student’s lifetime they may borrow through VET FEE-HELP an amount up to the FEE-HELP limit to pay their tuition fees.

VET FEE HELP cannot be used to pay the General Service Fee and Material fees. Students will need to make payment of these fees directly to the Institute.

To be eligible to use VET FEE-HELP you must:

- be an Australian citizen or permanent humanitarian visa holder who will be residing in Australia for the duration of the unit of study in which you are seeking VET FEE-HELP assistance
- be enrolled on, or before, the census date in an eligible unit of study and remain enrolled in the unit at the end of the census date
- meet the tax file requirements
- have completed a signed and submitted a valid VET FEE-HELP assistance form for the unit or course on or before the census date; and
- not exceed the FEE-HELP limit.

For further details visit: www.deewr.gov.au

*NB: only approved Cert IV courses are available to access VET FEE HELP.

Phone VET FEE-HELP Assistance on 13 38 73 or contact our Customer Service Centre 1300 648 911.

**Centrepay**

If you receive a financial benefit from Centrelink you may have the option of deducting your tuition, general service and material fees directly from your Centrelink benefit, through Centrepay.

Repayments of fees through Centrepay require you to pay a minimum amount of $50 at enrolment with fortnightly instalments no less than $30 per fortnight to cover the outstanding amount by 15th November in the enrolment year or prior to the course completion, whichever is earlier.

**Employer/Third Party Assistance**

Before your enrolment can be processed and enrolment fees invoiced to a third party (eg. WorkCover, employer or agency) an Authority to Invoice (ATI) form needs to be completed and signed by the third party. This form must be supplied with your enrolment form to a Customer Service Centre for the enrolment to be processed. This form is available from the Customer Service Centres at all campuses.
Cancellations & Refunds

It is the responsibility of the student to make an application for a refund. To do this you must formally withdraw by completing and submitting an Enrolment Cancellation form or an Enrolment Amendment form to one of the Institute’s Customer Service Centres. These forms are available from any Customer Service Centre or online at the Student Lounge.

For Certificate Level Courses (Government Subsidised)

- If you formally withdraw before the course commencement date, or within 4 weeks of the commencement date you may apply for a full refund minus an administration fee of $55.
- If you formally withdraw after 4 weeks of the course commencement date NO REFUND will be issued. If you have any outstanding debt with the institute, these payments will still need to be met.

For Self-funded Enrolments

- If you formally withdraw before the course commencement date you may apply for a full refund minus an administration fee of $55
- If you formally withdraw within 4 weeks of the course commencement, you may apply for a refund minus the enrolment fees of any delivered hours + an administration fee of $55.
- If you formally withdraw after 4 weeks of the course commencement date, you may apply for a refund minus the enrolment fees of any delivered hours + an administration fee of $55.

Withdrawal to accept a place at another tertiary institution

If you are taking a place at another tertiary institution* within the first 4 weeks of the South West TAFE course commencing, a full refund will be issued.

*Please Note: Proof of enrolment at the alternate education provider is required to process the refund.

For Diploma and Advanced Diploma courses

A full refund of tuition fees is available up until the census date with the exception of where VET Course Assurance has been activated in relation to a unit of study.

Material Fees

In all circumstances, the refund of unused materials is at the discretion of the teaching department (some materials cannot be refunded due to health regulations)

Please Note: All refunds are subject to the student having no outstanding commitments with South West TAFE, including outstanding Library, department, equipment or student loans.

Special Circumstances

If you are unable to officially withdraw within the required timelines (within the first 4 weeks of the course commencement date) to be eligible for a refund due to extenuating circumstances, you may write to state your case to:

Registrar
South West TAFE, PO Box 674, Warrnambool 3280
Or via email to info@swtafe.vic.edu.au

ONLY written claims for Special Consideration will be addressed.

For Short Course Enrolments

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<thead>
<tr>
<th>SHORT COURSES</th>
<th>REFUND</th>
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<tbody>
<tr>
<td>More than 5 business days prior to course commencement date</td>
<td>Course refund – less a $20 administration fee</td>
</tr>
<tr>
<td>Less than &amp; including 5 business days prior to course commencement date</td>
<td>No refund - transfer to the next available identical course may be requested. A $20 administration fee will be charged for 2nd and subsequent transfers.</td>
</tr>
<tr>
<td>Course commencement date and after</td>
<td>No refund/No transfer/No substitutions</td>
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- Where the course is cancelled by South West TAFE a full refund will apply.
- Approved Corporate/Business clients can substitute/transfer an enrolment in the same course, up to 24hrs prior to the commencement date.
- If you are unable to officially withdraw within the timelines required for a refund due to extenuating circumstances, please contact the Short Course Co-ordinator within 10 working days of the course commencement. Each case will be considered individually.
Student Information

**Student Privacy**

When you apply or enrol to undertake a course with South West TAFE, we ask you for personal information so that we can identify you as a student of the Institute and so that we can contact you (to pass on your results, for example). We try only to collect the information we need, though sometimes we ask questions which are required by government departments, such as “what is your highest level of schooling?” We may also ask for personal information where we think we can offer you extra assistance, such as “do you have a disability?”

If you do not keep your details up to date then you may miss out on important information about your course, your results or even graduation. Each year, as a government funded training provider, the Institute is required to participate in a national benchmarking survey of our students. As part of enrolling with us, your nominated contact details may be forwarded to the National Centre for Vocational Education Research (NCVER). The NCVER may either send you a survey or make phone contact with your during your year of study with us.

We respect this personal information and do our best to keep it safe and secure. We DO NOT hand this information onto marketing companies. We have obligations to maintain the individual’s privacy in accordance with the Commonwealth Privacy Act 1988 and the Information Privacy Act 2000.

**Student Feedback & Complaints**

We are committed to providing high quality and safe educational and support services for our students and the general community. If you have a suggestion, compliment, complaint or identified solution to an issue, we want to know about it. In some cases, it may not be possible for us to take any action on the feedback unless content of the feedback can be verified.

The Office of Director of Teaching is South West TAFE’s nominated contact for all complaints or feedback issues. Please contact them via the feedback link provided on our website.

A short survey is available online to all enrolled students to provide feedback about their experiences while studying with us.

We will use this feedback to help improve the quality of our training.

**Student Support**

South West TAFE has a team of professional staff who provide a broad range of confidential assessment and support services to students who are experiencing issues that are impacting on their ability to study. Where necessary, referrals will be made to ensure students are being provided with the best support.

Team members can provide assistance with personal issues, study related problems and can offer advice on accommodation issues and childcare information. Current and prospective students can gain information and guidance on specific courses at South West TAFE, as well as information on job seeking, careers, re-training and updating of qualifications. Support services are available to eligible students who identify as having a temporary or permanent disability.

Appointments can be made at the Customer Service Centre at all campuses.
At South West TAFE we endeavour to provide students with a broad range of support services, or referral to professionals readily available in the local community. Services readily available at South West TAFE include:

- study concerns
- orientation
- socialisation aspects of student life
- study support
- access to computers outside the classrooms
- special assistance if you identify as having a disability
- are from Aboriginal or Torres Strait Islander background.

**Disability Support**

Disability Support provides specialist information on disability support services and facilities for all South West TAFE students.

Support services are available for students who have:

- Physical, learning or intellectual disabilities
- Mental health conditions
- Chronic illness
- Medical condition
- Vision impairment
- Speech or communication impairment
- Hearing impairment

Support services that may be offered include assistance with:

- Entry to courses and enrolment
- Physical access and orientation to the Institute
- Support strategies may include; note takers, interpreters, alternative assessment arrangements
- Support with harassment concerns
- Information on equal opportunity issues
- The provision of information, resources and specialist equipment including assistive technologies – software.

**Education Pathways Team**

The Education Pathways Team services all of our campuses.

An Education Pathways Officer is available to assist you with:

- Support in the enrolment process
- Course options
- Information Sessions
- Fee payment options
- Workers in Transition (retrenchment)
- TAFE and University pathways
- Career pathways
- Campus tours

**Koorie Community Education Officer**

Our Koorie Community Education Officer is available to support our Koorie students by developing specific education and training programs to suit individual needs. They will be able to talk with you about the best way to find out information and the right people for you to contact, looking at what programs interest you and developing a training plan to suit your needs.

The Koorie Community Education Officer is available to assist you with –

- Support in the enrolment process including information about fee payments and concessions
- Choosing the right course to help you work towards your career choice
- Essay and assignment writing and learning basic computer skills
- Referrals to other support agencies
Learning Support Unit
To give all of our students the best possible chance to succeed in their chosen course of study, South West TAFE require all government funded students to complete an annual Pre Training Review online. This allows the Learning Support Unit to ascertain the literacy and numeracy level of each student. The vocational teacher is then advised of the outcome, in that additional support may be required to allow the best outcome for the student to be successful.

Library
The Library is the place to go to do research, work on assignments, print, scan and photocopy facilities are also available. Experienced Library staff are more than happy to lend assistance. A great collection of books, journals, newspapers, DVDs and CDs are available for loan. Material relevant to hobbies and interests are also offered. Equipment available for loan includes laptop computers and digital cameras. In addition, the Library provides online access to a growing range of journal and newspaper articles, Australian Standards and statistics accessible on their website www.swtafe.vic.edu.au/library.

Bookshop
The Bookshop sells textbooks, module booklets and workbooks for various courses. Software, CDs, memory keys and stationary items are also available. The Bookshop is situated in the Library at the Warrnambool Campus and via Reception at all other campuses.

Cafeteria
The Warrnambool Campus cafeteria is open Monday to Friday. An extensive, healthy and varied menu is available which changes daily. Other campuses have drink and snack machines with food preparation facilities in their Student Lounge for self-catering.

Student Lounges
Food preparation areas are available in designated areas. Microwaves, sandwich presses, tea, coffee, milk plus hot water for beverages are provided free of charge. Please keep these areas tidy. Local and metropolitan newspapers are also provided with copies available in the Student Lounge and the Library.

Verdé Hair and Beauty Evolution
Located at the Warrnambool Campus, Verdé Hair and Beauty Evolution is South West TAFE’s very own hairdressing and beauty salon offering discount treatments to students. Phone 5564 8851 (beauty) or 5564 8848 (hair) for an appointment.

Travel Cafe
The Travel Cafe is a training Visitor Information Service and Travel Agency run by tourism students. Situated in D Building, Warrnambool Campus, students are encouraged to drop in and chat or email travelcaf@swtafe.vic.edu.au.
Congratulations you’re qualified!

South West TAFE holds a graduation ceremony for those students who successfully complete a Diploma or Advanced Diploma qualification. This ceremony celebrates the personal successes of our students and provides formal recognition of their academic achievements.

A formal invitation will be extended to eligible students and their families to attend the ceremony, where they will have the opportunity to be presented in an appropriate graduation gown and receive their official qualification award.

Individual teaching centres also hold annual Award ceremonies to recognise the achievements of their students who study at certificate levels.

For further information regarding the Graduation and Awards ceremony please contact the Customer Service Centre.