

TAFE SA Pre-Enrolment Information 2010

Thinking about studying at TAFE SA? Then you need to read this.

This brochure provides information to help you access courses and services provided by TAFE SA. It includes details of TAFE SA policies and procedures that could affect you, and various options that may be available to you. It is important that you read this information carefully prior to your enrolment.

TAFE SA courses are delivered by one of three registered training providers: TAFE SA Adelaide North Institute, TAFE SA Adelaide South Institute and TAFE SA Regional. Each Institute meets the requirements of the Australian Quality Training Framework (AQTF) under the Training and Skills Development Act (2008). Each Institute is registered in South Australia by the Training and Skills Commission and complies with the National Conditions of Registration that outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to you.

Some of the information in this brochure applies to domestic students only. International students should contact Marketing and International for further information.

Phone: (+618) 8463 6376 or

Email: international.tafe@saugov.sa.gov.au

You can also access this information in more detail at www.tafe.sa.edu.au/students

General Course Information

Choosing a Course

Course information is available from the TAFE SA campuses, the TAFE Information Centre on 1800 882 661 (freecall) or the following website:

www.tafe.sa.edu.au/courses

Each course has Minimum Entry Requirements (MER) that you must meet to be eligible for entry. For courses with more applicants than places, a ranking process applies.

Applications are lodged through the South Australian Tertiary Admissions Centre (SATAC) at www.satac.edu.au

For further information, contact Student Services or Course Coordinators at each campus, or visit the SATAC and TAFE SA websites.

Study Modes

TAFE SA offers a range of flexible study options that may include:

- face-to-face classes
- external study
- online delivery
- video conferencing
- workplace training and assessment

Qualification Parchments

If you complete an accredited qualification under the Australian Qualifications Framework, you must apply at the campus at which you studied to receive a Qualification Parchment. If you complete a unit of competence from a training package or an accredited curriculum, you must also apply to receive a Statement of Attainment. All students will receive a Student Result Notification.

Recognition of Prior Experience or Study

Recognition of Prior Learning (RPL)

RPL is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence you provide against a set of criteria in a qualification. Fees apply.

For further information, refer to the TAFE SA website.

Credit Transfer

Credit transfer is the formal recognition that parts of some courses are equivalent in content and level to parts of others. TAFE SA has formal credit transfer arrangements in place with both the university sector and the Sace Board of South Australia. If you are eligible, credit transfer results in:

- automatic status or credit in part(s) of a course/qualification and
- exemption from that part of the course.

Status granted through credit transfer is recorded on your Student Academic Record. There are no fees when applying for recognition through credit transfer.

For further information, refer to the TAFE SA website

National Recognition

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by another RTO in Australia.

TAFE SA accepts Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

University Articulation

Many TAFE SA courses can provide credit in relevant University studies.

Student Enrolment

Enrolment Forms

When you complete an enrolment form you will be acknowledging that you have been provided with the information contained in this brochure and on the website.

Please ensure that you fill in all sections of the form so that we may support any specific study requirements you have. You are enrolled in a course once you have been selected, completed the enrolment form, and paid the course fees.

You are encouraged to identify on the enrolment form if you have a disability and require support so that a Disability Access Plan can be developed for you.

Student ID Card

It is compulsory to purchase a Student ID card from your local campus. This enables you to access many services including photocopying and printing, library loans, computer and internet login, and travel concessions (for full-time students).

Check with your local campus on the availability of these services. No refunds will be granted for the purchase of a Student ID card or any photocopy credits placed on this card.

Internet User Agreement

When you sign your enrolment form you will be agreeing to abide by the Internet User Agreement. Information technology resources at TAFE SA are to be used in a responsible manner for study purposes only. TAFE SA monitors internet use and action will be taken for inappropriate use.

Library Use

When you sign your enrolment form you are agreeing to return by the prescribed due date any resources lent to you by the libraries of TAFE SA. You are also agreeing to pay for any damage, replacement or loss of resources lent to you by TAFE SA libraries. Failure to do so will result in a loss of library privileges and may prevent you from re-enrolling in a TAFE SA course. Your results may be withheld until the resources are replaced or paid for.

International Students

If you are not an Australian resident, you must inform us when enrolling. We are obliged to identify students who do not have permanent residence in Australia. You will need to obtain an appropriate visa.

If you are unsure, contact Marketing and International on (+618) 8463 6376

or email international.tafe@saugov.sa.gov.au

or visit the following website:
www.tafe.sa.edu.au/international

Privacy Policy

TAFE SA is required to collect and store personal information in order to administer your application and enrolment, to monitor your academic progress and to provide other services. TAFE SA will ensure that information collected from you is not excessive and is only used for the purpose for which it was collected.

Fees

Each course has an established fee set by the Minister for Employment, Training and Further Education. This fee varies between courses, depending on the nature of the course and the materials required. Additional fees may be payable for materials, textbooks and uniforms. Details of all fees are available prior to enrolment. Contact your local campus.

Concessions

You will receive a fee concession if you present a current concession card, eg:

- Current Health Care Card
- Pensioner Concession Card
- Veterans Affairs Card

or if you are a prisoner in a South Australian correctional institution.

You will need to present this at the point of enrolment or within 42 days of enrolling

Concessions are not available for Fee for Service courses.

Centrelink clients can elect to have fee payments deducted regularly through the Centrepay system. Centrelink Confirmation Services to look up income statements and concession details are also available.

You are advised to ensure that you meet the conditions for receiving a Centrelink study support payment so that you avoid incurring a Centrelink debt

Fee Cap

If you applied for your 2010 course through SATAC then you will pay the standard TAFE SA fee for all subjects in which you have enrolled for any two consecutive semesters. Once the \$2,140 fee cap has been reached, you will not need to pay further TAFE SA fees for any study in subsidised courses, within those two consecutive semesters.

Fee capping does not apply to some courses, eg Australian Apprenticeships and Traineeships or Fee for Service courses. Materials are not included in the calculation of the fee cap. Fee capping is reviewed annually, so check with your campus Client Service Centre prior to enrolment.

Re-enrolment Policy

You may only enrol twice in units of competency for the government-subsidised fee. You will need to pay the higher Fee for Service charges for further enrolments in the same units.

Fees by Instalment

TAFE SA offers you the option to pay course fees by instalments, which may be approved if you are undertaking a government-subsidised vocational course where fees are more than \$100. You will be required to pay 25% of the full fee to secure your enrolment and the balance in instalments by an agreed date.

If you withdraw from your course you will still be required to meet your Fees by Instalment obligations. There are a number of organisations and services that offer financial assistance to students.

Contact Centrelink: Abstudy (13 2317)

Austudy and Youth Allowance (13 2490)

or contact Student Services for advice and referral.

Withdrawal from study

If you are thinking of withdrawing from study you should inform your lecturer as soon as possible. Student Services staff are available to help resolve difficulties that might influence your decision to withdraw. You must complete a withdrawal/refund/adjustment of fees application form. This form is available from your program area or Client Service Centre.

TAFE SA Refund Policy

There are criteria under which a refund may be granted.

Institute-initiated refunds

Where a refund results from a situation caused by the Institute, eg cancelled class, a full refund of the fees will be given. No administration fee will apply.

Acceptance of a place in a higher preference course offered through SATAC.

A full refund will be given if you provide a copy of the letter of offer. No administration fee will apply.

Student-initiated refunds

Refunds will not be granted automatically. You are expected to be aware of your work and personal commitments before you enrol, and will need to demonstrate that the cause of withdrawal could not be reasonably anticipated before you enrolled.

A full refund (less administration fee) will be given if you:

- withdraw before the course starts, or
- produce a document that supports your successful application for status in parts of a course, where the full fees have been paid. This will only apply within three weeks of the start of the course. After that time, all other elements of the refund policy apply if you withdraw as a result of being awarded status.

A 50% refund (less administration fee) will be given if you withdraw for **reasons of personal circumstances beyond your control**, after the course has started, but within **three weeks** of the date the course started. Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other valid reason at the discretion of the delegate, or
- as a result of a successful RPL application, received within **three weeks** of the date of the start of any units in which you have enrolled.

Non-subsidised or Fee for Service courses

There is no refund of fees for these courses.

International students

A separate policy applies for international students. You should contact the International Students hub at your Institute, or Marketing and International on (+618) 8463 6376.

Educational Policies

There are a number of policies relating to educational issues that may affect your study. These policies are available on the student website and will be referred to in your orientation package.

These policies include:

- Student Conduct Policy
- Student Complaint Resolution Policy
- Access & Equity Policy
- Alcohol & Other Drug Policy
- Assessment Policy
- and a range of Occupational Health, Safety & Welfare policies.

Student Code of Behaviour

TAFE SA values:

- difference and diversity
- respect and cooperation
- tolerance
- academic debate
- freedom of expression balanced with social responsibility

While on any campus of a TAFE SA Institute or engaged in any Institute sponsored activity, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

TAFE SA is committed to providing students with a healthy, nurturing and intellectually challenging study environment. Students must not act in a way that interferes directly or indirectly with the learning of others, or that hinders staff from carrying out their duties. Students enrolled in TAFE SA or considering enrolment are given access to classes and facilities which will be shared with staff and other students. It is therefore expected that students will behave in a manner that is acceptable to the wider community.

You, other students and the staff at your Institute, have a right to work and study in an environment free from harassment, discrimination or threatening behaviours.

The standards of behaviour that TAFE SA expects from its students are:

- a sense of self-responsibility about your study program
- that you will treat staff and fellow students courteously at all times
- reasonable personal presentation
- that students take reasonable care of Institute property and equipment.

You can expect staff to:

- treat people in a fair and non-discriminatory way
- be professional in performing their duties.

Access and Equity

TAFE SA is committed to the provision of a safe and inclusive teaching and learning environment that is free from discrimination and harassment.

If you require assistance because of a disability, TAFE SA will help you with a personal Disability Access Plan.

For further assistance and information contact Student Services at your local campus.

Health and Safety

TAFE SA is committed to handling occupational health, safety and welfare issues affecting our staff and students. You also have a legal duty to take care and protect your own health and safety and to avoid adversely affecting the health and safety of others.

Other health and safety policies relate to smoking on campus, drugs and alcohol, vehicle use and car park safety.

Note: Smoking is prohibited inside all buildings on campus and is also restricted in other areas of the campus such as near entrances to buildings and outside where work is being undertaken by staff or students. Please observe all no smoking zones and signs.

Security Services

Check your local TAFE SA campus on the availability of services such as patrol staff and surveillance videos.

Ambulance and Medical Expenses

Students are NOT employed by TAFE and therefore are not covered by DFEEST / TAFE WorkCover for medical expenses.

- There is no medical cover for students injured while attending TAFE courses however TAFE will meet valid claims where TAFE may be considered negligent.
- You may be covered for some expenses if you are an apprentice or on a formal Vocational Placement (see below).
- You are encouraged to take out some form of insurance and/or join the SA Ambulance Service if you are studying in an area that may pose some risks to your health.
- If you are injured you may be referred to a medical practitioner and you may need to be transported to medical assistance by ambulance and you will need to incur these costs.

This applies to you studying on-campus or off-campus, including field trips and camps

Apprentices

Apprentices are treated like any other student, however, as your employer considers you to be at work while studying at TAFE, you should direct any workers compensation claim to your employer if you are injured.

Vocational Placements

Students on a formal Vocational Placement are covered for some hospital, ambulance and other medical expenses. You should discuss this with your lecturer before you undertake the placement.

Opportunities to "Tell us what you think"

We like to hear about service that exceeds your expectations too!

TAFE SA is committed to listening and responding to what you as a student have to say, so that we can continuously improve our services to you.

TAFE SA will listen with respect to your feedback, treat all feedback confidentially, and take appropriate action. Your feedback is welcome and helps the Institute to improve its services to you.

Tell Us What You Think brochures are available at all campuses.

Support Services

Each TAFE SA campus has staff who are able to help you with a wide range of services and issues. These may include the following:

- accommodation
- ATM
- access
- advocacy and mediation
- baby change table
- cafeteria/canteen
- childcare
- counselling and guidance
- educational support for students with a disability
- first aid room
- health services
- learning support
- libraries
- prayer room
- student allowances and benefits

Please contact your local TAFE SA campus to check availability of these services.

Enquiries - Further Information

For all course information enquiries:

Web www.tafe.sa.edu.au

Phone 1800 882 661 (freecall)

Or (08) 8463 6300

TTY 8463 6359 (hearing impaired)

Email tafeinfo@saugov.sa.gov.au

Contact Your Local TAFE SA Campus

Adelaide College for the Arts 8463 5000
Adelaide City 8207 8200
Barossa Valley 8562 0500
Berri 8595 2600
Bordertown Learning Centre 8752 2680
Ceduna 8628 7055
Clare 8842 6600
Cleve 8628 2456
Coober Pedy 8678 9000
Croydon 8204 0822
Elizabeth 8207 9700
English Language Services 8226 6555
Gawler 8522 0333
Gilles Plains 8207 1100
Jamestown 8664 2710
Kadina 8821 0400
Kangaroo Island Learning Centre 8553 0333
Kimba 8627 2552
Kingston Learning Centre 8767 2475
Marleston 8226 4744
Millicent 8733 0200
Morphettville Horse Skills Centre 8293 1017
Mount Barker 8391 7333
Mount Gambier 8735 1555
Murray Bridge 8535 6555
Naracoorte 8762 8300
Noarlunga 8207 3900
O'Halloran Hill 8177 3444
Panorama 8207 2969
Parafield 8258 9182
Peterborough 8651 2723
Port Adelaide 8303 2629
Port Augusta 8648 9922
Port Lincoln 8688 3600
Port Pirie 8638 4222
Regency 8348 4444
Renmark 8586 1111
Roseworthy 8303 7777
Roxby Downs 8671 9070
Salisbury 8207 9800
Tea Tree Gully 8207 8000
Urrbrae 8372 6800
Victor Harbor 8552 0222
Waikerie 8541 3822
Whyalla 8648 8788
Wudinna 8680 2212
Yorketown 8852 1144

Checklist - Information you need before enrolling

- selection, enrolment and induction/orientation procedures
- course information, including content and vocational outcomes
- fees and charges, including refund policy and exemptions (where applicable)
- provision for language, literacy and numeracy assessment
- client support, including any external support TAFE SA has arranged for clients
- flexible learning and assessment procedures
- welfare and guidance services
- complaints and appeal procedures
- disciplinary procedures
- staff responsible for access and equity
- recognition of prior learning (RPL) arrangements and credit transfer

If you feel you have not been provided with any of this information you should contact your lecturer.

Disclaimer

Every effort has been made to ensure that the information in the student pre-enrolment information brochure is correct as at November 2009.

TAFE SA reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure.

Enquire at your local campus for full and current details.