



World's
Best
Practice



INSTITUTE HANDBOOK 2015

WELCOME TO SOUTH WEST TAFE

At South West TAFE we embrace the world of learning and all it has to offer by providing our students with the very best training and career opportunities. There is literally no better place to start, change, or enhance your career path than right here.

The biggest advantage of choosing South West TAFE is that you will be trained by the best, developing job ready, in demand skills in courses that are affordable and flexible. Our courses provide industry focused practical training for all ages and walks of life.

We go a step further than other training providers. To ensure that the skills and training we provide is for in-demand jobs, we actively develop training programs to help address regional skill shortages and offer a full range of support services to our students. As a result, South West TAFE graduates have a very high chance of finding employment and excelling in their chosen field.

From our beginnings in the 1800's, South West TAFE has grown to become the largest and best regarded provider of skills training in South West Victoria, offering a wide range of accredited qualifications, short course and standalone units form industry training packages. In addition there are pre-apprenticeship, apprenticeship, traineeship, vocational and graduate studies, industry certificates and TAFE in Schools programs.

Study modes are flexible, and offered to meet the needs of students to balance their work, life and individual needs.

Our teachers, training facilities, support services and direct links with industry are second to none, enabling our students to gain the insights and practical skills their career and personal goals rely on.

Our campus, located in Warrnambool, Portland, and Hamilton are active in the community, providing supported education to students with special needs, while our youth programs offer young people the chance to reconnect and engage.

Our student support services aim to help you achieve study success. We will ensure that you feel completely supported in making your transition to South West TAFE easier by offering a range of free specialist services, from personal wellbeing and student activities to study skills, disability support, careers advice and Indigenous mentoring.

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MANAGING YOUR ENROLMENT

How to Apply

Direct Applications

You are required to apply and enrol directly with the Institute. Closing dates and requirements for 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 for more information on courses which will allow you to make an informed decision on whether the course is right for you. You can view these details on our web site or alternatively contact your local campus to arrange a time with the department to discuss the course in more detail.

If you are aged 18 years of age or less at the time of your course commencing, you are required to have a parent/guardian sign the enrolment form. You will not be able to complete your enrolment if this is not signed prior to the enrolment process.

Apprenticeships/Traineeships

In order to undertake any apprenticeship or traineeship 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 the Australian Apprentice Support Network.

Short Course Enrolments

For courses, that do not have any government funding the application and enrolment process is done as one process. Forms are available at the Customer Service Centres located at each campus.

Pre Training Review

A Pre Training Review identifies if the course you are seeking to enrol in meets your individual needs, career aspirations and if relevant, your workplace requirements. The information gathered through this process will enable us to understand your training needs, your current competencies that relate to the course, provide opportunity for Recognition of Prior Learning (RPL) and to ensure that your language, literacy and numeracy skills suit the learning and assessment strategies of the course.

You will be then provided with the support you require in areas such as language, literacy and learning and assessment, while ensuring you will get the best outcome result for your course.

If this step was not completed prior to enrolling in your course please contact your Course Coordinator.

SKILLS RECOGNITION

Skills Recognition

Recognition of Prior Qualifications and Prior Learning

Qualifications issued under the Australian Qualifications Framework and Statements of Attainment awarded by other Registered Training Organisations will be accepted without further assessment. Please make an appointment with your teacher or Course Coordinator prior to completing the application form.

You may receive Recognition of Prior Learning (RPL) through an assessment only process before training commences. RPL will be discussed with you as part of your Pre Training Review process. If this has not occurred prior to enrolment, please speak with your Course Coordinator.

If you are assessed as having satisfied the requirements of a particular competency or unit by virtue of previously acquired skills and knowledge, the assessment will be recorded as 'Exempt'.

Exemptions

If you can produce evidence of previously completing units that are equivalent to a unit/s in your course you may apply for an 'Exemption' from that subject.

For an exemption to be granted, the unit must be completed through a Registered Training Organisation or other educational institution. If successful in applying for an exemption, the student grade reported will be EX, indicating 'Exemption'. Exemption options will be discussed with you as part of your Pre Training Review process. If this has not occurred prior to enrolment, please speak with your Course Coordinator.

HOW TO ENROL

When you are ready to enrol, take your completed and signed enrolment form to the Customer Service Centre at any of our campuses, along with:

- Documentation specified under 'What we require to determine your eligibility'
- Payment (cash, cheque, credit card, EFTPOS)
- Valid concession/healthcare card (if eligible)
- 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)
- Your Unique Student Identifier number

Please ensure that all the above requirements are provided so the enrolment process can be completed accurately and efficiently. If any of the required documentation is not present at the time of enrolment, you will not be able to proceed with enrolling.

After consultation with your Course Coordinator regarding the units you will be enrolling in, you will receive a 2015 enrolment form. The enrolment form will need to be completed in full, ensuring that you and your Course Coordinator have signed off on the units you will be studying.

From the information collected on the enrolment form, we will assess your eligibility for subsidised fees under the Victorian Training Guarantee. 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 enquiries. You will be provided with a Statement of Fees which will provide an itemised quote for the course you are seeking to enrol in. Your final fees will not be confirmed until enrolment is taking place and the data is entered into our Student Management Solution system.

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

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 prior to the first day of class.

Enrolment Documentation

Once your enrolment has been finalised, along with payment, you will receive your confirmation of enrolment and supporting documentation via email. Therefore we will require a valid email address for each student. If you do not have an email address please follow the directions below or we can help you to set one up. You will also have your photo taken and a student card printed out.

How to set up a Gmail account

- Go to www.gmail.com
- Click 'Create an account'
- Enter all relevant details and 'agree' to the terms and conditions (if required)

For assistance on setting up a Gmail account, please speak with any of our Customer Service Officers at any of our campuses.

Training Plan

Once you are enrolled, you will be asked to sign off on your agreed Training Plan. The Training Plan will outline the units you are enrolled in as well as the training and assessment and approximate timelines for each. You will usually be asked to sign your Training Plan within the first week of class and will be given a copy for your records. If this does not occur, please speak with your Course Coordinator.



VICTORIAN TRAINING GUARANTEE

The Victorian Training Guarantee (VTG) makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

Am I eligible for a government subsidised training place?

Generally, you are eligible for a government subsidised training place if you are:

- An Australian citizen
- An Australian Permanent Resident (holder of a permanent visa)
- A New Zealand citizen
- and are any of the following:
- Under 20 years of age
- Seeking to enrol in a 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 'up-skilling' by seeking to enrol in a course at a higher level than your existing qualification.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Victorian Training Guarantee, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students.

How many courses am I eligible to claim VTG for?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at a Certificate II or IV level if you did not complete the Certificate III course.

This restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification (at the same or a different provider).

Under exceptional circumstances students may apply for an exemption to the rule allowing only two commencements at the same level, enabling them to enrol in a further qualification at the same level. For help with this please make an appointment with an Education Pathway Officer by phoning 1300 648 911. No exemptions are available for any other eligibility criteria.

In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

Eligibility for Apprenticeships

If you are seeking to enrol in an apprenticeship (not a traineeship) and you have already commenced two courses in that same year, you will be eligible for government subsidised training under the Victorian Training Guarantee if either of the two courses you previously commenced are included on the Higher Education and Skills Pre-Apprenticeship and Pathway Qualification List. For more information regarding this please speak to an Education Pathways Officer.

What if I want to study and I don't meet the eligibility criteria?

You can still study any course of your choosing if a place is offered, but you may not be able to access a government-subsidised place.

What we require to determine your eligibility

The following documents are required to determine your eligibility for VTG funding (one document from Part A, and one document from Part B):

Part A

- Australian Birth Certificate (not birth extract)
- Current Australian Passport
- Current New Zealand Passport
- A current GREEN Medicare Card
- Naturalisation Certificate
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence

Part B

- Current Drivers Licence
- Current Learner Permit
- Keypass Card
- Proof of Age Card

Please note we will need to sight the original at the time of enrolment or have an original certified copy provided to the enrolling officer.

Failure to provide eligibility documentation

If this documentation is not provided at the time of enrolment to prove your eligibility under the VTG, you will be unable to enrol or commence in the government subsidised program. You can elect to undertake your enrolment as a full fee rate student.

Eligibility Checklist

Your eligibility for a Victorian government subsidised place under the Victorian Training Guarantee is guaranteed if you meet the government's citizenship/residence* requirements and at least one of the following criteria:

- you were under 20 years of age on 1st January of the year in which your course commences; or
- you are seeking entry to a foundation skills course (additional eligibility conditions apply) or
- you have entered into an apprenticeship arrangement; or
- you are seeking entry to a qualification that is at a higher level than any qualification you currently hold.

NOTE 1: There are some restrictions around the number of Victorian Government subsidised courses you can commence or be undertaking in a calendar year as well as how many at the same qualification level you have commenced in your lifetime. Talk to us about whether this criteria impacts on you.

NOTE 2: If you are a student attending secondary school, or equivalent (excluding school based apprentices and trainees), you are not able to access the Victorian Training Guarantee.

****If you are an asylum seeker (confirmed by the Asylum Seeker Resource Centre) or a victim of human trafficking (confirmed by the Australian Red Cross), the citizenship/residency eligibility requirements may be waived.***

As part of your enrolment, you will be asked a series of questions relating to the above and you will be asked to provide relevant evidence to support your responses. You will also be required to complete a declaration attesting to the accuracy of your responses. 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 you wish to enrol in. The Victorian Training Guarantee funding flow chart is available from the Customer Service Centres or online at www.swtafe.vic.edu.au

STUDENT IDENTIFICATION

South West TAFE Student ID Card

Students are issued a South West TAFE student ID card upon completion of the enrolment process. Your student ID card is required for borrowing resources such as books or computers and as a means of identification. Students must show their student ID if requested by a staff member. The student ID card will also give you tertiary student discounts outside of TAFE.

For a replacement student ID card visit any Customer Service Centre.

Victorian Student Number

The Victorian Student Number (VSN) is a student identification number assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students in vocational education and training providers. The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25. The VSN is nine digits, randomly assigned, and tied to identifying information about the student (name, gender, date of birth).

The introduction of the VSN will provide the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. It will greatly improve the collection and analysis of timely and accurate data about education in Victoria.

Unique Student Identifier

From 1 January 2015 all students (whether a new student, current student, or returning student) will be required to supply their Unique Student Identifier (USI) number and have it verified before a statement of attainment or qualification can be issued. For the first time, every student who undertakes nationally recognised vocational education and training (VET) in Australia (or overseas from an Australian-registered provider) will be able to use a USI to access their enrolment and achievement record from a single online source.

Students often need to provide evidence of their academic achievements, for example when applying for a job or to undertake further study. Under the new initiative, students will be able to get a full transcript of all of the accredited VET training they have undertaken from the time the USI comes into effect, or an extract of it that shows the particular achievements they want it to. An individual can apply for a USI which then must be provided to their training provider before the person can receive a statement of attainment or qualification. Visit www.usi.gov.au for more information.

Change of Address and Personal Details

Students must notify South West TAFE of a change of address or personal details to ensure that results, certificates and course notifications are mailed to the correct address, in your correct name. This can be completed by contacting any Customer Service Centre or online via the Student Lounge.

FEES

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, your fees consist of three components: Tuition Fees, General Service Fees and Course Consumables/Resources fees. For information on individual circumstances please speak to a Customer Service Officer at any of our campuses or refer to our website.

NB: 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.

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 (and rounded to the nearest dollar amount) 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 (GSF) 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 GSF is calculated by multiplying the student contact hours for the academic year by \$0.45; with a maximum fee of \$288. Valid concession holders for Certificate I to IV courses and Off Campus students will be charged a maximum GSF of \$55 per calendar year.

Course Consumables/Resources

You may be required to pay the cost of some goods or materials necessary for your course, e.g. tools of trade, computer disks, uniform and books. You will be informed of fees associated with course consumable and resources at an Information Session, via your Statement of Fees or alternatively the fees will be listed on a separate booklist. Please be aware all course consumables and booklist items will be required to pay upfront before they can be given out. No payment options are available to students to pay for these costs other than at the time of purchase.

Other Fees:

Fee	\$
Debit Success Fees	\$10 initial set up 4.6% of total debt amount owing
Replacement – Statement of Attainment	\$15
Replacement – Certificate	\$25
Transfer of Red Card to CI CARD	\$60
Locker Hire	\$10
Motorcycle Hire for students requiring a motorcycle for L or P plate licence testing	\$55
Printing and photocopying fees	\$1, \$2, \$5 and \$10 cards (Non-refundable, valid till end of current year).

CONCESSIONS

Save up to 80% by providing proof of eligible concession.

Concession Fees

To claim concession fees your concession card has to be valid at the time of your course commencement date. Any card that expires prior to, or starts after your course commencement date, will not be applied to your fees. If at the time of enrolment you do not show this card, then you will not have a concession applied to your fees.

You must be:

* Applying for an accredited course and eligible for a Victorian Training Guarantee 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 copy 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 VTG fee rate.

NB: If you provide your concession AFTER your enrolment, provided it is VALID at the course commencement date, you may be eligible to apply for the reduced rate.

Indigenous Students

Under the Victorian Indigenous Completions Initiative, Indigenous students will pay 20% of what the provider would have charged a non-concession student. To access this initiative, you must declare your ATSI status and be eligible for a government supported place. It applies to all course levels, including Diplomas and Advanced Diplomas

Digital Wallet

Digital Wallet is a feature on Centrelink Express Plus mobile apps enabling customers to use their smart device as an alternative to physical concession cards. It allows customers to use a digital copy of their concession card on their smart device. This is an alternative to physical concession cards. For more information, visit www.humanservices.gov.au

If you have Digital Wallet enabled on your mobile device, you may present your concession via this application to the enrolling officer. The enrolling officer will still be required to make a copy so will need to have it emailed to info@swtafe.vic.edu.au

PAYMENT OPTIONS

All fees are required to be paid upfront and in full at the time of enrolment, this includes the Tuition, General Service Fee and any course consumables and resource costs associated.

Under special circumstances, the following options may be available:

Debit Success

You must be 18 years of age to set up a direct debit (or have a guardian set up and sign on your behalf for the financial responsibility).

You can use direct debit to pay the Tuition, General Services Fee and course consumables (this does not include any items listed under Course Resources). Twenty per cent of the total course cost must be paid at the time of enrolment.

Direct debit must be paid in full at least one month prior to the course completion date. An administration service fee of \$10 is added to the first payment, plus a fee of 4.6% of the total amount owing will be charged on all direct debit plans.

VET FEE-HELP

VET FEE-HELP (VFH) is a fee assistance program available to students undertaking Diploma, Advanced Diploma and some Certificate IV VFH enabled courses.

VET FEE-HELP is an income contingent Australian Government fee assistance scheme for the 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 resident 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 submitted a signed and completed VET FEE-HELP assistance form for the unit or course on or before the census date; and
- Not exceed the FEE-HELP limit.

For students enrolled in the VFH trial Certificate IV level courses you must be eligible for a VTG place to be able to use VFH. The following Certificate IV courses only are able to seek VFH assistance:

- Certificate IV in Agriculture
- Certificate IV in Building and Construction
- Certificate IV in Competitive Systems and Practices
- Certificate IV in Disability
- Certificate IV in Training and Assessment

(These courses are only on offer for the trial but please be aware that SWTAFE may not be offering all of the above courses)

For further details visit: www.education.gov.au or 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 and general service fees directly from your Centrelink benefit, through Centrepay.

Repayments of fees through Centrepay require you to pay a deposit of 20% at enrolment with fortnightly instalments to cover the outstanding amount (paid at a minimum of \$30 per fortnight) to be paid in full at least one month prior to the course completion date. Course consumables are to be paid at the time of enrolment, resources will be sourced from the bookshop or alternative suppliers.

Authority to invoice a third party

If your enrolment fees are to be invoiced to a third party, (eg. Work Cover, Employer or Agency) an Authority to Invoice form (ATI) 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.

SCHOLARSHIPS

At South West TAFE we embrace the world of learning and all it has to offer. We are determined to provide our students with the very best in training quality and career opportunity.

Scholarship Program

Our Scholarship Program aims to create opportunities for those who might not otherwise have access to study, and to recognise those who have the aptitude and commitment to achieve academic excellence.

We also offer scholarships that target students in a particular course, or from a particular region, or background.

Each scholarship has its own criteria, and the application process can vary from one scholarship to the next.

Koorie Scholarships

Our Koorie Scholarships are made possible through our Wurreker funding. Wurreker, launched in 2000, is the Vocational Education and Training (VET) strategy for Koorie students developed through Victorian Aboriginal Education Association's partnership with the Victorian State Government.

These scholarships are a partnership scholarship between South West TAFE and our south west regional Aboriginal community organisations.

Access and Equity Scholarships

Our Access and Equity Scholarships aim to increase opportunities for those students who demonstrate a desire to participate in education and may not be able to do so due to financial hardship.

Community Partnership Scholarships

Our Community Partnership scholarships are created through the generous support of our community partners. These scholarships provide financial assistance to cover the cost of courses, along with pathways to employment and higher education opportunities.

Selections for these scholarships vary according to the organisation.

Deakin University Pathways Award

An annual award of \$1000 is made to a South West TAFE graduate who has demonstrated outstanding qualities in preparing themselves to undertake higher studies towards a degree from Deakin University.

Warrnambool East Rotary First Year Apprentice Awards

Each year the Warrnambool East Rotary Club supports a South West TAFE first year apprentice with a financial award to support them in their studies.

Rotary Club of Warrnambool - SWTAFE Student Award

Supporting a young person from the Portland community is the focus of this annual award, generously provided by the Portland Rotary Club.

For further information and application forms for any of the Scholarships available with South West TAFE, contact the Manager, Student Services on 1300 648 911.

CANCELLATIONS AND WITHDRAWALS

It is the responsibility of the student to submit an application for a formal Cancellation or Withdrawal. To do this you must complete and submit an Enrolment Cancellation or an Enrolment Amendment/Withdrawal form to one of the Institute's Customer Service Centres. These forms MUST be signed by your teacher or representative of the relevant department. These forms are available from any Customer Service Centre, or online via the Student Lounge. If these forms are not completed within the required timelines then the student will be responsible for any outstanding debts and still need to commit to paying these.

REFUNDS

If you formally withdraw after 4 weeks of your course commencement date, NO REFUND will be issued. If you have outstanding debt with the institute, these payments will still need to be met.

Refunds - For Certificate Level courses (Government Subsidised) and Apprentice/Trainees

- Before commencing - If you formally withdraw before the course commencement date, you will be eligible for a full refund. If you do not complete the paperwork and submit it to the Customer Service Centre then you will not receive this refund.
- Within 4 Weeks of Commencing - If you formally withdraw within 4 weeks of the course commencement date, you will be eligible for a refund, minus an administration fee of \$50.
- If you formally withdraw after 4 weeks of the course commencement, NO REFUND will be issued.

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.

Course Consumables Fees and Bookshop purchases

In all circumstances, the refund of unused materials is at the discretion of the teaching department and /or the bookshop (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, due to extenuating circumstances, you are unable to officially withdraw within the first 4 weeks from the course commencement date, you may write to state your case to:

Manager, Student Administration,
PO Box 674 Warrnambool 3280

Or email info@swtafe.vic.edu.au

ONLY written claims for Special Circumstances will be addressed.

Short Courses Refund

More than 5 business days prior to course commencement date
Course refund – less a \$20 administration fee

Less than & including 5 business days prior to course commencement date

No refund - transfer to the next available identical course may be requested. A \$20 administration fee will be charged for 2nd and subsequent transfers.

Course commencement date and after No refund/No transfer/No substitutions

- 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.

PREPARING TO STUDY

Learning Strategy

Your classes may include a combination of face to face, videoconference, online, and workplace based training. Your training may be based on South West TAFE campuses or can be accessed from your workplace or home. You will undertake theory and practical studies and assessments to obtain the knowledge and skills you require to complete your course successfully. Your teacher will explain the learning strategy for your course.

South West TAFE Online

South West TAFE's Student Lounge is a user-friendly website containing links and access to essential information, forms and other sites. At some stage during your study journey at South West TAFE you will need to access the Student Lounge.

Moodle is simply a box of tools in an easy to use online platform for use by learners and teachers. Moodle is the preferred Learning Management System at South West TAFE and is used for housing our online courses, teaching resources, assessments and teaching communications. Moodle supports the delivery of your online learning activities and allows your teacher/s to publish and upload course resources and assessments ready for you to access. Moodle is an acronym for Modular Object-Oriented Dynamic Learning Environment. Your Teacher will advise if Moodle will be used in your classes.

Computers and internet access

All users of the Institute's PC network need to have a username (often called a User ID) and password. When you enrol and are issued with a student card you will also be issued with a letter which tells you what your User ID is, what your initial password is, and what you need to do with them so that you can log on to the network. The password on the letter needs to be changed the first time you log on. If you don't change it, you will be unable to logon next time.

You can go to the Customer Service Centre at any campus and ask for your logon/password to be reset. You will need to have your Student Card with you to identify yourself, or another form of photo ID.

Internet access is available via the South West TAFE wireless network and on all networked computers in the classrooms and SLC. Inappropriate use such as viewing pornography, excessive downloads or inappropriate emails will result in restrictions on the students use.

Computers are available for student use in the Library. Laptops are also available for Overnight or weekend loan.

Students are able to bring their own laptops to any of our campuses and access our wireless network free of charge. For assistance in accessing the network, please speak with our ICT or Library staff.

Whilst we welcome student's bringing personal laptops, as with any personal items, they do so at their own risk and are responsible for the security of these items.

South West TAFE provides a wireless network which is available at each campus for students to use. Students can configure their own personal devices to access the network.

PATHWAYS TO UNIVERSITY

Is University on Your Radar? Why Not Start Your Degree with Us!

South West TAFE offer an excellent alternative for school leavers, and those who may feel University isn't within their immediate reach – due to cost, ATAR score or confidence around starting University studies.

It's easy. You start your studies with us via a Diploma course, and then transfer to University to complete your Degree. By building up credits with South West TAFE you'll gain extra hands-on skills, be more employable, reduce the cost of your degree and shorten the amount of time your degree study takes.

And with our new guaranteed entry program with Deakin University, some of our Diplomas offer you a guaranteed place in various Deakin degree programs.

Plus, you may also be eligible for VET FEE-HELP, making it even more affordable.

South West TAFE offers a variety of courses which offer pathway credits to university programs. Students who utilise this pathway enjoy benefits including:

- Saving time and money - with credit transfer, they can reduce the time it takes to get a degree and save money on university fees
- Recognised qualifications - they graduate with a nationally-recognised qualification, making them more competitive in the job market.
- Transferable study skills – they are prepared for the university environment
- Practical knowledge - their TAFE qualification provides a practical foundation, enhancing their employability
- Strong industry relationships - our industry partnerships connect them to future employers. They will have also gained a real feel for the career they have chosen before they opt for further study.

For more information on our Guaranteed Entry Pathways with Deakin University visit www.deakin.edu.au/south-west

Deakin At Your Doorstep

Through the Deakin at Your Doorstep program, South West TAFE and Deakin University are offering the dual qualification of a TAFE Diploma and the Associate Degree of Arts, Business and Sciences. The Associate Degree is a pathway through to a range of bachelor degrees including Arts, Commerce, Management, Education and Health Science.

The Deakin at Your Doorstep program aims to provide greater opportunities for students in rural and regional areas, for those who may not have met the prerequisites for their chosen university course, as well as providing an option for students who would prefer a more supported entry to tertiary study.

GRADUATION

South West TAFE holds a graduation ceremony each year for those students who successfully complete a Diploma or Advanced Diploma qualification. For those students finishing at the end of 2015, the graduation will be held in March 2016. 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.

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.

STUDENT SUPPORT SERVICES

South West TAFE provides a range of advisory and support services to enhance your journey as a student. Services include study options, career pathways, enrolment information, referrals to community organisations for welfare support and disability support, study assistance, social activities and information provision. These advisory and support services play a vital role in recruiting and retaining students across all campuses and delivery modes.

Customer Service Centres

Any enrolment enquiry or question can generally be answered by a Customer Service Officer (CSO), based in the Customer Service Centre at each campus. Our CSOs can also assist with replacement student cards, fees and charges information, and resetting computer passwords

Career Guidance & Welfare services

The Education Pathways Team services all of our Campuses. The Education Pathways Officers (EPO's) can provide assistance with personal issues, study related problems and can provide local information on accommodation and childcare options. 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.

The Education Pathways Officers are available to assist you with:

- Support in the enrolment process
- Course Options
- Information Sessions
- Fee payment options.
- Information on Workers in Transition (retrenchment)
- TAFE and University pathways
- Career Pathways
- Campus Tours

STUDENT SUPPORT SERVICES

Students with disabilities

The Disability Support team provides specialist information on support services and facilities, both at TAFE and in the wider community for all South West TAFE students. Support services are available to students who identify as having a temporary or permanent disability. Contact the Disability Liaison Officer on 5564 8783. For further information.

Services that may be offered include:

- Entry to courses and enrolment
- Physical access assistance including orientation to the InstituteSupport strategies may include:
- In class note takers
- Interpreters
- Transition aids.
- The provision of reasonable adjustments to facilitate that all students can participate in the course equitably.
- Alternative assessment arrangements.
- Support with bullying or harassment.
- Information and advocacy on equal opportunity issues.
- The provision of information, resources and specialist equipment including assistive technologies – software.

Koorie students

Our Koorie Liaison 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 Liaison Officer services all of our campuses.

The Koorie Liaison 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
- Our course information and advice services are available to all current and prospective students. Groups or individuals that require information sessions on course information should contact the Education Pathway Team for further information.

Youth wellbeing

Our Youth Wellbeing Officer works to ease factors that affect the personal, Social, educational and employment achievements of young students enrolled with South West TAFE.

Support for students primarily under the age of 25 includes:

- Assisting students who are experiencing difficulties to complete their studies
- Provides students with advice on and assistance with Mental Health, legal issues, housing, finances, bullying or any other issue relevant to their time at South West TAFE
- Supporting student engagement in in classroom activities, assisting when required to identify any issues impeding their academic progress
- Acting as mediator, or advocate on behalf of students to ensure appropriate measures are implemented for students facing disciplinary actions by South West TAFE
- Providing feedback on youth support services offered by South West TAFE
- Offering referral support to external support agencies

Study support

To give you the best possible chance to succeed in your chosen course of study, we require you to complete an initial assessment of your Literacy and Numeracy competencies online. This allows the Learning Support Unit to ascertain if you are likely to require any support.



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 us 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?”

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 & SURVEYS

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 Institute’s Audit and Compliance Officer is South West TAFE’s nominated contact for all complaints or feedback issues. Please contact them via the feedback link provided on our website, or phone 1300 648 911.

A short survey is available online at the Student Lounge for 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 programs and associated services.

In addition, each year, 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 you during and/or following your year of study with us.

CAMPUS FACILITIES

The 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, eBook's, 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

Photocopying and printing is available in the Library at all campuses. South West TAFE uses GAIA, a server based accounting system where students pre pay for their printing.

Bookshop

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

Cafeteria

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.

Verde Hair and Beauty

Verde, located at the Warrnambool Campus, is South West TAFE's very own "hair and beauty evolution" offering discount treatments to students. Phone 5564 8851 (Verde Beauty) or 5564 8848 (Verde Hair) for an appointment.

Sustainability commitment

South West TAFE is committed to implementing practices that enhance its social, environmental and economic sustainability. The Institute is guided by the following sustainability principles:

- Refuse unnecessary products
- Reduce consumption of natural resources
- Reuse all materials where possible
- Recycle all items where possible

South West TAFE encourages students to support its endeavours by adhering to these principles

For our full Sustainability Policy please visit our website www.swtafe.vic.edu.au

Campus Contacts

Hamilton

39 Hammond Street
Hamilton Victoria 3300

200 Ballarat Road
Hamilton Victoria 3300

Telephone (03) 5551 4144
Fax (03) 5551 4189

Portland

154 Hurd Street
Portland
Victoria 3305

Telephone (03) 5521 0444
Fax: (03) 5521 0489

Sherwood Park Training Facility

Princes Highway
Warrnambool
Victoria 3280

Telephone (03) 5564 8799
Fax: (03) 5562 4719

Warrnambool

Timor Street
Warrnambool, Victoria 3280

Telephone (03) 5564 8911
Fax: (03) 5564 8982

CONTACT US

To find out more, express your interest or enrol in any of our Courses please call our Customer Service Centre on 1300 648 911, email us at info@swtafe.vic.edu.au or visit our website.

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www.swtafe.vic.edu.au | 1300 648 911



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