

STUDENT HANDBOOK 2017



WELCOME

to South West TAFE!

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Get ready to jump into real skills and job ready qualifications...

At South West TAFE, we're passionate about learning and all it has to offer - there is no better place to start, change or enhance your career than right here.

Our teachers are motivated and professional and you will be trained by the best to develop job-ready and in-demand skills in courses that are relevant, affordable and flexible.

Our courses provide industry focused, practical training options for all ages, stages and interests. To ensure our training is for in-demand jobs, we actively develop programs to help address local and regional skill shortages. As a result, our graduates have a very high chance of finding employment and excelling in their chosen fields.

Our options are extensive, including a wide range of accredited qualifications, plus short course and standalone units from industry training packages. There are also pre-apprenticeship, apprenticeship, traineeship, vocational and graduate studies, industry certificates and VET in Schools programs.

We offer a range of specialist support services, from personal wellbeing and student activities to study skills, disability support, careers advice and Indigenous mentoring. Study modes are flexible to enable students to balance work and life needs.

Our campuses are located in Warrnambool, Portland, Hamilton, and Colac. We are active in the community and our teachers, training facilities, support services and direct links with industry are second to none.

Whatever you need to succeed, you'll find at SWTAFE.

MANAGING YOUR ENROLMENT

SELECTING YOUR COURSE

We offer a wide range of courses to cover your interests and aspirations. Our website and course guide are a great source of information to help you make your choice, or keep a look out for our advertised information sessions. For more information about studying the right course to help you gain your dream job, or for advice about pathways into university courses, contact our Education Pathways Officers (EPOs) on 1300 648 911.

HOW TO APPLY

You are required to apply and enrol directly with us. 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 to contact our customer service team for further information.

Apprenticeships & traineeships

In order to undertake any apprenticeship or traineeship training with us, 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 online via our website – our customer service team is happy to assist you in this process.

Pre-training review

Prior to your enrolment a pre-training review will be conducted with you to confirm that the course you are seeking to enrol into 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 you're language, literacy and numeracy skills suit the learning and assessment strategies of the course.

We will use this pre-training review to provide you with the support you require in areas such as language, literacy, learning and assessment, to ensure you will get the best outcome for your course.

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 the course coordinator prior to completing the application form.

Recognition of prior qualifications and prior learning

You may receive RPL (Recognition of Prior Learning) 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. 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 you'll need to submit the following to one of our customer service centres:

- Enrolment form
- 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 Unique Student Identifier number

If you are enrolling in a diploma or higher level course you will also need:

- Your tax file number, and
- Year 12 certificate, or completion of an approved language, literacy & numeracy (LLN) assessment, or your Australian Qualifications Framework(AFQ) certificate at level 4 or above.

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.

From the information collected on the enrolment form, we will assess your eligibility for subsidised fees under the Skills First Program. From this assessment and the units selected for enrolment, we will provide you with a Statement of Fees which will provide an itemised quote for the course you are seeking to enrol into.

If you are under the age of 18 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.

If you are under 17 at the time of enrolment, you will need to provide:

- if you have completed year 10 - a signed Transition from School form signed by your school Principal.
- If you have not completed year 10, a Department of Education Exemption will need to be obtained. We will assist you with this process.

You will need to be fully enrolled and have your fees paid (or payment plan arranged) prior to the first day of class.

Enrolment documentation

Once your enrolment has been finalised, you will receive your confirmation of enrolment and supporting documentation via mail or in person.

Training plan

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

SKILLS FIRST

Skills First is a strong, stable, high quality training system that gives all Victorians the opportunity to develop the skills they need – and the skills employers want – for jobs today and tomorrow.

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 *Skills First* 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.

**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.*

How many courses am I eligible to claim Skills First 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 a 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).

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 *Skills First* if either of the two courses you previously commenced are included on the Higher Education and Skills Pre-Apprenticeship and Pathway qualifications list, for more information on this please see 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 *Skills First* 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 Border Protection confirming permanent residence

PART B

- Current drivers licence
- Current learner permit
- Keypass card
- Proof of age card

Please note we will need to sight and retain a copy of 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 *Skills First*, you will be unable to enrol or commence in the government subsidised program. You can elect to undertake your enrolment as a full fee paying student.

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 SWTAFE and is calculated on the student contact hours you wish to enrol in.

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.



STUDENT IDENTIFICATION

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 ID if requested by a staff member.

For a replacement South West TAFE Student ID card visit any Customer Service Centre.

Victorian Student Number

The Victorian Student Number (VSN) is a student identification number that will be 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).

Unique Student Identifier

All students (whether a new student, current student, or returning student) will be required to supply their Unique Student Identifier (USI) at enrolment. 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 Unique Student Identifier (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. 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.

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 materials (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.

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 SWTAFE 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 General Service Fee is calculated by multiplying the student contact hours for the academic year by \$0.45; with a maximum fee of \$288. Valid concession holders 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, uniform and books. You will be informed of fees associated with course consumables and resources via your Statement of Fees or listed on a separate booklist.

Other fees

Fee	\$
Replacement – Statement of Attainment	\$10*
Replacement – Certificate	\$25*
Locker Hire	\$10
Printing and photocopying fees	\$1, \$2, \$5 and \$10 cards (Non-refundable, valid until end of current year).

*If your qualification was issued prior to 2012 an additional archive search fee of \$50 may apply.

CONCESSIONS

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

To claim concession fees on your course tuition a valid concession card must be provided prior to your course commencing.

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 for a portion of your enrolled units.

Any card that starts after your course commencement date will not be able to be applied to your fees .

Upon proof of eligible concession your general service fee for 2017 will be capped at \$55.

To apply your concession to your tuition fees you must be:

- Applying for an accredited course and eligible for a *Skills First* 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.

Upon proof of eligible concession your tuition fees will be reduced to an amount of 20% of the original *Skills First* fee rate.

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 as an alternative to physical concession cards. For more information, visit www.humanservices.gov.au

If you have the 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 enrolment@swtafe.vic.edu.au.

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 Aboriginal and/or Torres Strait Islander status and be eligible for a government supported place.

PAYMENT OPTIONS

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. If it is not possible to make full payment at the time of enrolment, we have payment plans available to allow you to pay your fees in instalments.

Debit Success payment plan

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 on your booklist).

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. A 20% deposit is required to set up a Debit Success plan.

Centrepay

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

Repayments of fees through Centrepay require you to pay fortnightly instalments to cover the outstanding amount (at a maximum of \$100 per fortnight) to be paid in full at least one month prior to the course completion date. Booklist items (resources) cannot be added to Centrepay. A 20% deposit is required to set up Centrepay.

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 (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.

VET Student Loans

VET Student Loans is a new Government supported loan program that provides eligible students with access to quality higher level VET qualifications, by enabling them to defer payment of their tuition fees when enrolling in approved higher level vocational education and training courses at approved course providers. South West TAFE is an approved course provider. Approved courses will be subject to maximum loan caps and students will be required to pay any fee over and above that cap.

Your access to a VET Student Loan is considered and approved by the Australian Government's Department of Education and Training. Your debt is repaid through the tax system once you reach the minimum income threshold level of repayment. In the 2016-17 income year, you will be required to commence compulsory repayments if your income is \$54,869 or above. If you earn below this threshold, then no repayments are made unless you elect to do so. The debt is indexed each year. Over your lifetime you may borrow a set maximum amount through VET Student Loans (and FEE-HELP). This is known as the FEE-HELP limit.

VET Student Loans cannot be used to pay general service fees, consumable fees or bookshop fees associated with your course. You will need to make payment of these fees directly to us.

For further information on VET Student Loans and approved course, visit education.gov.au/vet-student-loans.

VET STUDENT LOANS

Eligibility

To be eligible for a VET Student Loan you must:

- be an Australian citizen; OR
- be a New Zealand Special Category Visa (SCV) holder who meets the long-term residency requirements; OR
- be a permanent humanitarian visa holder

AND

be assessed by South West TAFE as academically suited to undertake the approved course by either:

- providing your Australian Year 12 Certificate; OR
- providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English); OR
- displaying competence at exit level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

In addition, South West TAFE must reasonably believe you show competence in completing the course. This will be determined through your pre-training review process.

AND

- Be studying an approved course
- Apply to the government using the eCAF (Electronic Commonwealth Assistance Form) application process
- Confirm your engagement and progression to continue to access the loan throughout your course.

How to apply

To apply for a VET Student Loan you must:

- Have been enrolled in an approved course, no less than two business days prior to submitting your eCAF application; AND

- Read the 2017 VET Student Loans information booklet; AND
- Meet the citizenship or residency requirements (as above); AND
- Provide a Tax File Number; AND
- Provide a unique Student Identifier (USI) AND
- Complete the "Request for a VET Student Loan eCAF" prior to the census date.

Further information on how you can apply for a VET Student Loan is available at education.gov.au/vet-student-loans

Census dates for each unit of study are predetermined and students will not incur VET Student Loan liability until after each census date. Institute census dates are specified on the South West TAFE website swtafe.vic.edu.au/students/fees-and-charges/vet-student-loans

For further information, read the *VET Student Loan Information for 2017 booklet* available online at education.gov.au/vet-student-loans

You can also call the VET Student Loan enquiry line on 1800 020 108 or contact our Customer Service Centre on 1300 648 911.

Statement of VET Tuition Assurance

South West Institute of TAFE complies with the VET Tuition Assurance requirements for VET FEE-HELP and VET Student Loans. This is to protect students in the event that South West Institute of TAFE ceases to provide a VET course of study in which a student is enrolled. Further information is available at swtafe.vic.edu.au.

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 first meet with your teacher or departmental representative to complete an enrolment cancellation or amendment form. This must be signed by your teacher or departmental representative. If this form is not submitted within the required timelines then you will not be eligible for a refund and will be responsible for any outstanding debts and still need to commit to paying these.

All refunds are subject to the student having no outstanding commitments with SWTAFE including outstanding library, department, equipment or student loans.

Refunds - certificate I to IV courses

For a withdrawal submitted before the course commences you will be eligible for a full refund minus an administration fee of \$55.

For a withdrawal submitted after the course commencement date you will be eligible to receive a refund of fees paid, less fees associated with completed units of competency (where a grade has been applied) and an administration fee of \$55. Where Units of Competency have been achieved, a Statement of Attainment will be issued.

For withdrawals submitted beyond four weeks of course commencement date, you will not receive a refund.

Refunds for apprentices

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 your teacher or departmental representative then you will not receive this refund.

If you formally withdraw within 4 weeks of the course commencement date, you will be eligible for a refund, minus an administration fee of \$55.

If you formally withdraw between the 4 weeks of your course commencement date and your 3 month trial you will be charged the \$55 administration fee plus the hours delivered.

If you formally withdraw after 3 months 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 your course commencing, a full refund will be issued.

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. After census date if you have activated a Government income contingent loan, your fees will be deferred to the Australian Taxation Office.

After the census date any consideration of a refund must be made through the special consideration process. All withdrawals will incur a \$55 administration fee.

Course consumables fees and bookshop purchases

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

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

Special consideration

If you are unable to officially withdraw within the first 4 weeks from the course commencement date due to extenuating circumstances, you may write to state your case to:

Registrar,

PO Box 674 Warrnambool 3280

Or email registrar@swtafe.vic.edu.au

Only written claims for special consideration will be addressed.

For short course enrolments (no Government funding)

Short Courses	Refund
More than 5 business days prior to course commencement date	Course refund or transfer – 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, transfer or substitutions

Where the course is cancelled by South West TAFE a full refund will apply.

Approved corporate clients can substitute or transfer an enrolment in the same course, up to 24 hours 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 campus 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

The 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 you will need to access the Student Lounge.

South West TAFE Online (Moodle) is 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 SWTAFE and is used for housing our online courses, teaching resources, assessments and teaching communications. SWTAFE Online supports the delivery of your online learning activities and allows your teachers 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 SWTAFE Online will be used in your classes.

Computers and internet access

All users of the SWTAFE network need to have a username (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 wireless network and on all networked computers in the classrooms and SLC. Inappropriate use will result in restrictions on the student's use.

Computers are available for student use in the library and laptops are also available for overnight or weekend loan.

Students are able to bring their own devices 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.

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.

If students choose to bring their own laptops and devices they do so at their own risk and are responsible for the security of these items.

PATHWAYS TO UNIVERSITY

Thinking about university? Why not start your degree with us?

South West TAFE offers 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 us 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.

With our 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 a VET Student Loan making it even more affordable.

We offer 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 pathways with Deakin University contact our education pathways officers on 1300 648 911.

GRADUATION

South West TAFE holds a graduation ceremony each year 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.

Please ensure you keep your details up to date and advise the customer service team of any changes to your contact details to avoid missing 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, 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 officers 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. 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 (EPOs) can also provide assistance with personal issues, study related problems and can provide local information on accommodation and childcare options.

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

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 SUPPORT SERVICES

YourTutor

To assist students with accessible out of class support, South West TAFE is in partnership with YourTutor. YourTutor is a real time online support service helping you complete homework and assisting with literacy and numeracy. It is available to students Sunday – Friday 3.00pm – midnight. It also includes Check Mate which is a 24-hour essay review service. Access is via the Student Lounge and SWTAFE Online.

From time to time, you may receive emails or text messages from YourTutor regarding the services they offer. If you do not wish to receive this communication, please use the opt out option within the message.

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 03 5564 8720 for further information.

Services that may be offered include:

- Entry to courses and enrolment
- Physical access assistance including orientation to SWTAFE

Support 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.

They service all of our campuses and are 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 also contact the education pathway team for further information.

SUSTAINABILITY COMMITMENT

Student wellbeing

Our student wellbeing officers work to ease factors that affect the personal/social, educational and employment achievements of students enrolled with South West TAFE.

Support for students 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 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

Shop + Save

The student ID card will give you great student discounts and deals at a number of local businesses across the region. Visit swtafe.vic.edu.au/industry/shopandsave for a full list of participating businesses. Simply show your SWTAFE ID to take advantage of the range of specials just for you!

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 swtafe.vic.edu.au.

STUDENT PRIVACY

Why do we collect personal information?

When you enrol we ask you for personal information so that we can identify you as a student 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?”.

How do we collect personal information?

We generally collect your personal information from your enrolment form, but there may be additional ways in which we ask you for information, such as on a Work Placement Application Form, where work placement is a part of your course.

What do we do with the information we collect?

Generally, the information we collect about you stays within SWTAFE and is shared between your teaching department, the Teaching Quality Centre, the finance department, and other support services such as the library and student services.

Sometimes we are required by legislation to disclose information to other organisations.

Where a third party requests information about you and we are not required by legislation to provide it, we will seek your permission before releasing the information.

For example:

If your training is taking place as a result of a Registered Training Agreement, we will report on your progress to your employer or host employer.

Where required by law we will report to other government bodies, such as Centrelink or the Department of Veterans’ Affairs.

We provide information to our funding body, Higher Education and Skills Group (HESG) and the Department of Education for their annual audit and survey of participating students.

How do I know the information is correct?

We will do everything we can to make sure that the information we hold about you is up to date and correct. You can help us with this by filling out your enrolment form carefully and letting customer service know when any of your personal details change.

Can I access my personal information?

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. For security reasons, we will ask you to put your request in writing, and we reserve the right to charge a fee for locating the information, depending on the difficulty of the request. If the information is incorrect we will do our best to correct it as soon as possible after you tell us.

What happens if I don't provide my personal information?

You can choose not to provide your personal details, but then we may not be able to provide you with all the services you require including enrolment and training.

What do I do if I want to know more?

If you want to know more about what sort of personal information we hold and what we do with it, contact SWTAFE's Registrar via registrar@swtafe.vic.edu.au

We also have an online privacy statement which is about the way in which our website collects information such as email addresses and computer user IDs when you access certain sites. You can read the online privacy statement at www.swtafe.vic.edu.au

VET Student Loans Privacy Statement

South West TAFE is collecting the information in this form for the purpose of assessing your entitlement to Commonwealth assistance under the Higher Education Support Act 2003 and allocation of a Commonwealth Higher Education Student Support Number (CHESSN) to you. South West TAFE will disclose this information to the Department of Education for those purposes. Department of Education will store the information securely in the Higher Education Information Management System. Department of Education may disclose the information to the Australian Taxation Office. South West TAFE and Department of Education will not otherwise disclose the information without your consent unless required or authorised by law.

Providing a valid USI

You must provide us with a valid Unique Student Identifier when you enrol, so we can issue you with your qualification documents such as a Statement of Attainment or qualification certificate. Further information regarding the requirements of providing a USI and how to apply for a USI is available at www.usi.gov.au

Collection and disclosure of data

South West TAFE is required to provide the Victorian Government, through Higher Education and Skills Group (HESG) with student and training activity data which may include information you provide in your enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at www.education.vic.gov.au/documents/training/providers/rto/pages/datacollection.aspx). HESG may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, HESG may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

The Education and Training Reform Act 2006 requires South West TAFE to collect and disclose your personal information for a number of purposes including the allocation to you of a Victorian Student Number and updating your personal information on the Victorian Student Register.

There is a possibility of receiving an National Centre for Vocational Education Research survey, an invitation to participate in a Department endorsed project, or being contacted by the Department (or persons authorised by the department) for audit or review purposes.

STUDENT PRIVACY

Use of image

As a student of SWTAFE, unless you opt out in writing, you agree to us using your image, references and/or quotes obtained from you and understand that this information will be used for purposes only in accordance with the privacy policy available on our website.

This information includes, but is not limited to; responses to questionnaires, recordings, filming (including any subsequent release of content and/or reproduction) along with use of your picture, recordings of your voice, name, place of employment, job title for the purposes of publishing information, materials and resources which promote South West TAFE without the acknowledgement and without being entitled to remuneration or compensation.

This includes giving consent (freely and without restraints) that the ownership of any photographic, video, audio or any other form of electronic recording will be retained by us. You agree that we may use your social media content related to your studies with us across a range of platforms. We are authorised to use, alter, distribute in printed form or electronically, video or CD/DVD format and use it in connection with public display, seminars, trade shows, exhibitions, advertising, publicity and promotion.

If you wish to withdraw this authorisation, it will be your responsibility to inform South West TAFE via learn@swtafe.vic.edu.au.

Providing a copy of your qualification documentation to a third party

Unless you provide us with written permission, we are unable to provide your employer, school or any other third party with a copy of your Statement of Attainment and/or Certification, even if they have paid for your enrolment. If you require us to provide a copy of your qualification documents to your employer, school or another third party please complete the *authority to issue documentation to a third party form* available on the student portal.

SCHOLARSHIPS

At South West TAFE we embrace the world of learning and all it has to offer. We provide a range of scholarships and awards to potential and currently enrolled students.

Our scholarships and awards aim to create opportunities for those who might not otherwise have access to study, and to recognise those who have the drive and commitment to achieve their goals.

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.

Industry & regional scholarships

These scholarships are for students who demonstrate a desire to participate in education and want to enter the workforce or go onto higher education.

Access and equity

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.

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 the 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.

Pre-apprenticeship

For students wanting to enrol in a pre-apprenticeship who demonstrate a desire to participate in education and commence an apprenticeship after the course.

Community partnerships

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.

Please visit our website for a full listing of scholarships and how to apply at swtafe.vic.edu.au/students/scholarships-and-awards-program

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.

Our 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, via forms located in our reception areas 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.

Each year we are 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). They may either send you a survey or make phone contact with you during and/or following your year of study with us.

**We are committed
to providing high
quality and safe
educational and
support services...**

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

Co-op bookshop

All SWTAFE text and EBooks are sold directly to students via CO-OP online.

To purchase

1. Visit coop.com.au, click on *Find your textbooks*
2. Search *swtafe* and click on the link.
3. Click full year and select your course
4. Add items to your cart and complete the checkout.

The Bookshop sells other items including USBs and stationary items. The Bookshop is situated in the Library at Warrnambool campus and via Customer Service in Portland and Hamilton.

The Kitchen - Wyton x SWTAFE

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 hub

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 Hub and the Library.

Food Lab

Food Lab is a training facility for hospitality students to learn the skills required for the hospitality industry. It is open to students, staff and the public on selected dates. Food Lab offers fine food at affordable prices in a pleasant environment.

Pure Hair, Beauty & Wellness Academy

Pure Academy, located at the Warrnambool campus, is our working student salon offering discount treatments to students including hair, beauty therapy and massage.

Phone 5564 8848 or email pure@swtafe.vic.edu.au for an appointment.

WARRNAMBOOL CAMPUS

Telephone: 03 5564 8911

Fax: 03 5564 8982

Campus Address:

193-205 Timor Street
Warrnambool, VIC, 3280

Postal Address:

PO Box 674
Warrnambool, VIC, 3280

HAMILTON CAMPUS

Telephone: 03 5551 4144

Campus Address:

200 Ballarat Road
Hamilton, VIC, 3300

Postal Address:

PO Box 880
Hamilton, VIC, 3300

PORTLAND CAMPUS

Telephone: 03 5521 0444

Fax: 03 5521 0489

Campus Address:

154 Hurd Street
Portland, VIC, 3305

Postal Address:

PO Box 234
Portland, VIC, 3305

COLAC CAMPUS

Telephone: 03 5564 8589

Campus Address:

54A Bromfield Street
Colac VIC, 3250

Postal Address:

PO Box 556
Colac, VIC, 3250

SHERWOOD PARK TRAINING FACILITY

Telephone: 03 5564 8799

Fax: 03 5562 4719

Postal Address:

PO Box 674
Warrnambool, VIC, 3280

Campus Address:

Princes Highway
Warrnambool, VIC, 3280

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South West TAFE reserves the right to amend information including costs as required without notice.