

AMBULANCE AND MEDICAL EXPENSES

Students are NOT employed by TAFE SA and therefore are NOT covered by TAFE SA WorkCover for medical expenses.

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

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

APPRENTICES

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

VOCATIONAL PLACEMENTS

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

SUSTAINABILITY

TAFE SA is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable. For more information see www.tafesa.edu.au/sustainability

OPPORTUNITIES TO “TELL US WHAT YOU THINK”

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

TAFE SA will listen with respect to your feedback, treat all feedback confidentially, and take appropriate action. Your feedback is welcome and helps the 3 Institutes to improve services to you.

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

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

SUPPORT SERVICES

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

- accommodation information
- ATM
- advocacy and mediation
- baby change table
- cafeteria/canteen
- childcare
- counselling and guidance
- educational support for students with a disability
- first aid room
- health services
- income support and financial assistance information
- learning support
- libraries
- prayer room/space

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

CHECKLIST
Information you need before enrolling

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

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

ENQUIRIES – FURTHER INFORMATION

For all course information enquiries:

Web www.tafesa.edu.au
 Phone 1800 882 661 (freecall)
 8463 6300
 TTY 8463 6359 (hearing impaired)
 Email tafeinfo@saugov.sa.gov.au

Contact your local TAFE SA Campus:

Adelaide City	08 8207 8200
Adelaide College of the Arts	08 8463 5000
Barossa Valley	08 8562 0500
Berri	08 8595 2600
Bordertown Learning Centre	08 8752 2680
Ceduna	08 8628 7055
Clare	08 8842 6600
Cleve	08 8628 2456
Cooper Pedy	08 8678 9000
Croydon	08 8204 0822
Elizabeth	08 8207 9700
English Language Services	08 8226 6555
External Studies	1800 882 661
Gawler	08 8522 0333
Gilles Plains	08 8207 1100
Jamestown	08 8664 0530
Kadina	08 8821 0400
Kangaroo Island Learning Centre	08 8553 0333
Kimba	08 8627 2552
Kingston Learning Centre	08 8767 2475
Marleston	08 8226 4744
Millicent	08 8733 0200
Morphettville	08 8293 1017
Mount Barker	08 8391 7333
Mount Gambier	08 8735 1555
Murray Bridge	08 8535 6555
Naracoorte	08 8762 8300
Noarlunga	08 8207 3900
O'Halloran Hill	08 8177 3444
Panorama	08 8207 2969
Parafield	08 8258 9182
Peterborough	08 8651 2723
Port Adelaide	08 8303 2629
Port Augusta	08 8648 9922
Port Lincoln	08 8688 3600
Port Pirie	08 8638 4222
Regency	08 8348 4444
Renmark	08 8586 1111
Roseworthy	08 8303 7777
Roxby Downs	08 8671 9070
Salisbury	08 8207 9800
Tea Tree Gully	08 8207 8000
Urrbrae	08 8372 6800
Victor Harbor	08 8552 0222
Waikerie	08 8541 3822
Whyalla	08 8648 8788
Wudinna	08 8680 2212
Yorke town	08 8852 1144

Every effort has been made to ensure that the information in the student pre-registration information brochure is correct as at October 2011. TAFE SA reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure. Enquire at your local campus for full and current details.



student pre-registration information

semester 1 2012

thinking about studying at TAFE SA? then you need to read this

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

TAFE SA comprises 3 Registered Training Organisations (TAFE SA Adelaide North Institute, TAFE SA Adelaide South Institute, and TAFE SA Regional) that meet the requirements of the Australian Quality Training Framework (AQTF) under the Training and Skills Development Act (2008). The TAFE SA Institutes are registered in South Australia by the Training and Skills Commission and comply with the National Conditions of Registration that outlines good practice in marketing, operation, financing and administration as well as the training and assessment services provided to you.

In July 2012 the South Australian Government will be introducing the *Skills For All* policy initiative. *Skills For All* may impact the eligibility and funding arrangements for government subsidised vocational education and training in South Australia.

As a direct result of this initiative, TAFE SA will reassess all student fees prior to Semester 2, 2012. This may result in some student fees decreasing whilst others may increase. TAFE SA will advise students of new fees as soon as they are available.

Information on *Skills For All* is available at <http://www.dfeest.sa.gov.au/skillsforall>

Some of the information in this brochure applies to domestic students only. International students should contact TAFE South Australia International for further information.

Phone: +61 8 8207 8279 or
 Email: international.tafe@saugov.sa.gov.au

You can also access information in more detail at www.tafesa.edu.au/students

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GENERAL COURSE INFORMATION

CHOOSING A COURSE

Course information is available from the TAFE SA campuses, the TAFE SA Information Centre on 1800 882 661 (freecall) or the following website: www.tafesa.edu.au/courses

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

Applications are lodged through the South Australian Tertiary Admissions Centre (SATAC) at www.satac.edu.au or on the TAFE SA website at www.tafesa.edu.au

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

STUDY MODES

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

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

QUALIFICATION PARCHMENTS

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

RECOGNITION OF PRIOR EXPERIENCE OR STUDY

RECOGNITION OF PRIOR LEARNING (RPL)

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

For further information, refer to the TAFE SA website.

CREDIT TRANSFER

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

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

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

For further information, refer to the TAFE SA website.

NATIONAL RECOGNITION

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

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

UNIVERSITY ARTICULATION

Many TAFE SA courses can provide credit in related University studies, and may meet eligibility requirement.

STUDENT REGISTRATION

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

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

You are encouraged to indicate that you have a disability or ongoing health/medical condition and require support so that we can help you develop a personal Access Plan.

RE-REGISTRATION POLICY

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

STUDENT ID CARD

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

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

INTERNET USER AGREEMENT

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

LIBRARY USE

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

INTERNATIONAL STUDENTS

You must inform us if you are not an Australian resident as we are obliged to identify students who do not have permanent residence in Australia. You will need to obtain an appropriate visa.

If you are unsure, contact TAFE South Australia International on +61 8 8207 8279 or email international.tafe@saugov.sa.gov.au or visit the following website: www.tafe.sa.edu.au/international

PRIVACY POLICY

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

FEES

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

CONCESSIONS

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

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

or if you are a prisoner in a South Australian correctional institution. You will need to provide concession details at point of registration or within 42 days of registration.

Concessions are not available for Fee for Service courses.

FEES-BY-INSTALMENT

TAFE SA offers you the option to pay course fees by instalments, which may be approved if you are undertaking a government-subsidised vocational course where fees are more than \$100. The upper limit of total fees to which a FBI contract can apply is the current year fee cap maximum. You will be required to pay 25% of the full fee to secure your registration and the balance in fortnightly instalments by an agreed date.

All students seeking FBI arrangements must agree to have their repayments debited directly from their bank account or through Centrepay options. Centrelink Confirmation Services to look up income statements and concession details are also available. You are advised to ensure that you meet the conditions for receiving a Centrelink study support payment so that you avoid incurring a Centrelink debt.

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

Contact Centrelink: Abstudy (13 2317)
Austudy and Youth Allowance (13 2490)
or contact Student Services for advice and referral.

WITHDRAWAL FROM STUDY

If you are thinking of withdrawing from study you should inform your lecturer as soon as possible. Student Services staff are available to help resolve difficulties that might influence your decision to withdraw. You must complete a withdrawal/refund/adjustment of fees application form which can be completed in person or online.

TAFE SA REFUND POLICY

There are limited criteria under which a refund may be granted.

Institute-initiated refunds

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

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

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

Student-initiated refunds

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

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

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

A 50% refund (less administration fee) will be given if you withdraw for reasons of personal circumstances beyond your control, after the course has started, but before you have completed 20% of the course. Acceptable reasons may include:

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

Non-subsidised or Fee for Service courses

There is no refund of fees for these courses.

International students

A separate policy applies for international students. You should contact TAFE South Australia International on +61 8 8207 8279.

EDUCATIONAL POLICIES

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

These policies include:

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

STUDENT CODE OF CONDUCT

TAFE SA is committed to providing students with a safe, supportive and intellectually challenging study environment. Students enrolled in TAFE SA share classes and facilities with staff and other students. It is expected that students will behave in a manner that is acceptable to the wider community.

TAFE SA values:

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

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

STUDENT EXPECTATIONS

TAFE SA expects its students to:

- treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare,
- contribute to the orderly, effective and safe functioning of TAFE SA,
- follow the Occupational Health, Safety and Welfare policies and procedures,
- comply with all lawful directions given by staff while on TAFE SA property or engaged in a TAFE SA controlled or sponsored activity,
- comply with TAFE SA's commitment to the prevention and elimination of unlawful discrimination,
- abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on TAFE SA property or engaged in a TAFE SA controlled or sponsored activity, including the online environment,
- abstain from acts of self-harm,
- access and use only that TAFE SA property to which they are entitled to have access and are qualified to use and to use it in a careful and responsible way,
- adhere to program requirements and class norms established in class,
- ensure that information of, or held by, TAFE SA or other students is not accessed, used or published inappropriately, and
- make timely payment of any fee, charge or penalty imposed by TAFE SA.

ACCESS AND EQUITY

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

If you require assistance because of a disability or ongoing health/medical condition, TAFE SA will help you develop a personal Access Plan.

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

HEALTH AND SAFETY

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

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

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

SECURITY SERVICES

Check your local TAFE SA campus on the availability of services such as patrol staff, surveillance cameras and lost property.