

Terms and conditions of enrolment

Please read the following terms and conditions that govern your enrolment with North Regional TAFE.

Student code of conduct

The Student Code of Conduct can be downloaded from the North Regional TAFE (NR TAFE) website at www.northregionaltafe.wa.edu.au/publications under Policies, by-laws and terms and conditions. The Student Code of Conduct defines what is required of students with regard to student academic integrity and personal behaviour, what constitutes misconduct and the sanctions that can be imposed.

I agree to comply with the Student Code of Conduct and acknowledge that a breach of the Code may result in suspension or expulsion from NR TAFE.

Residency

State funded places are available only to permanent residents and holders of select visa subclasses. Non-residents must pay commercial fees. If on a student visa, you must apply through TAFE International WA (TIWA).

Provision of information

I will obtain a Unique Student Identifier (USI) from www.usi.gov.au and provide this to NR TAFE. I authorise NR TAFE to verify my USI with the governing authority. I will provide statistical information as requested as part of my enrolment and understand that should I not provide this information that my enrolment may be cancelled. I will keep my personal information up to date while I have an active course enrolment.

Centrelink allowances

I understand that if I am in receipt of a Youth fee-for-service rate, Allowance or Austudy/Abstudy, I must maintain a full-time study load to remain eligible for these payments. I agree to advise Centrelink immediately if I: amend or reduce my enrolled hours; change my course of study; stop studying; commence employment; change hours of work or employment income; or change address.

More information can be found on the Department of Human Services website at www.humanservices.gov.au/students

Payment of fees

I understand that I am required to pay my fees in full at the time of enrolment OR enter into a payment plan arrangement OR commit to a VET Student Loan (only available on selected qualifications at Diploma level or above). For more information on payment options visit www.northregionaltafe.wa.edu.au/publications under Policies, by-laws and terms and conditions – Student Handbook.

If I have entered into a payment plan, which is a legally binding agreement with NR TAFE, I am required to have sufficient funds to pay the agreed instalments on the due date. Defaulting on my

instalments / payments will result additional penalties being charged outstanding instalments may result in access to NR TAFE services being cancelled. I understand that should I default on my payment the matter will be referred to a debt collection agency.

If I enrol in a unit that I have previously passed I understand that I will be charged at a fee-for-service rate. If my employer or another third party agency has nominated to pay my fees, they are required to complete an Authority to Invoice.

NR TAFE will invoice my employer/third party directly for the fees. I understand, however that I accept full responsibility and am liable for the payment of all fees and charges relating to my enrolment at NR TAFE should the employer or third party decide not to pay.

Should an ambulance be called to assist me whilst undertaking studies with NR TAFE I acknowledge that I am responsible for all associated costs.

Class options

NR TAFE reserves the right to;

1. Cancel classes if there is insufficient student numbers enrolled. Where this occurs prior to course commencement a full refund of monies paid will be provided.
2. Combine classes of a similar nature where insufficient student demand occurs through the course.
3. Offer alternative delivery options if possible (such as online or workplace learning) if a class cannot run due to insufficient numbers.

Withdrawal

If I choose not to continue with my studies I understand that I must formally withdraw in writing or in person at a Client Services counter. Until I withdraw from the unit / course, I understand that my enrolment remains active and I will receive a re-enrol result if I do not formally withdraw.

Please note that prior to withdrawing, NR TAFE encourages you to speak with your lecturer, Head of Programs or Client Services Officer to ensure that withdrawal is the right option for you. We have a range of support services to assist you during your studies.

Refunds

A full refund is granted if a course or unit is cancelled or rescheduled to a time unsuitable to the student OR a student is not given a place due to maximum number of places being reached OR other circumstances as determined by NR TAFE.

VET students who withdraw formally on or before the census date for their unit/s will receive a full refund of the course fee for the unit/s and:

Arrangements must be made to pay

- 50% refund of the resource fee if the unit/s are Certificate I to IV
- A full refund of the resource fee if the unit/s are Diploma or Advanced Diploma.

If entitled to a refund, payments already made will be reimbursed or the corresponding debt will be remitted if on VET FEE HELP or VET Student Loans. No incidental fees are refunded.

Where withdrawing from a Skill Set, a minimum of ten (10) days' notice is required to be eligible for a refund. Fee for Service courses are not refundable once classes have commenced.

Important please review your enrolment and be aware of the census date for your unit/s.

The NR TAFE Refund Policy can be viewed at www.northregionaltafe.wa.edu.au/publications

Results

I agree to access my student results via the 'Student Portal' and understand that results will not be given over the phone. I acknowledge that if I have enrolled in assessable units or examinable subjects and do not complete the assessment requirements I will receive a re-enrol result.

Awards

If I require an official copy of my results before completing my course, I can request a copy by emailing Quality@nrtafe.wa.edu.au. At the completion of my course I will respond to communication requesting verification of my personal details and my award will be posted to me. I can also apply online on the NR TAFE website.

Admission refusal

I acknowledge that if I have not paid my course fees in full or have breached the Student Code of Conduct that I may not be permitted to re-enrol in further units of study.

Privacy

As a registered training organisation (RTO), North Regional TAFE collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analyzing and communicating research and statistics about the Australian VET sector.

We are authorized by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact North Regional TAFE to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice