TAFE South Australia International Student Enrolment Information 2010

(CRICOS 00092B)

Thank you for considering studying with TAFE South Australia. TAFE South Australia is the major provider of vocational education and training in South Australia with over 50 campuses spread across the state. Over 80,000 students study with us each year.

TAFE South Australia staff aim to provide high quality services that will assist you to gain employment, improve your current working situation as well as your life skills to further your career opportunities.

This information is provided to make you aware of the services and facilities available at TAFE South Australia and to make your time with us meets as being enjoyable and rewarding as possible.

Please send all international student applications to:

TAFE South Australia International

Attention: International Resource Officer

TAFE South Australia

Level 2, 120 Currie Street

Adelaide 5000

Phone: +61-8-8207 8279

Fax: +61-8-8207 8283

Email:international.tafe@sa.gov.au

Website: www.tafesa.edu.au/international

Credit Transfer

Credit Transfer is the formal recognition that components of some study/training programs are equivalent in content and level to the components of other training programs. TAFE South Australia has formal credit transfer arrangements in place with both the university sector. Internal credit transfer between different TAFE courses may also apply. Credit transfer results in:

- Automatic status or credit for eligible students 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 contact your lecturer or course coordinator or visit: www.tafesa.edu.au/credittransfer

University Articulation

Many TAFE South Australia courses can provide credit in relevant University studies.

For further information contact your lecturer or course coordinator or visit: www.tafesa.edu.au/credittransfer

Recognition of Prior Experience or Study Recognition of Prior Learning (RPL)

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

In order to gain RPL, evidence provided for consideration may include certification, references from employers, testimonials from clients and work samples.

Fees apply.

Student Enrolment

Enrolment Forms

At the time of enrolment in your program area, you will be asked to complete an **Enrolment Form for International Students**. Please ensure that you fill in all sections of the form so that we may support any specific study requirements you have. You are enrolled in a course once you have selected the units, completed the enrolment form and paid the course fees (which you would have already paid for the semester to get your confirmation of enrolment).

Each TAFE South Australia Institute has a dedicated International Student Hub.

Once you have arrived in Adelaide, you must visit the Institute International Student Hub that had sent you the Confirmation of Enrolment (CoE) and receipt for your first semester tuition fees. The Institute International Student Hub will assist you with the enrolment process and provide you further information regarding study in TAFE South Australia.

The contact details for each International Student Hub are as follows:

TAFE South Australia - Adelaide North

International Student Office

TAFE South Australia - Adelaide North, Regency Campus

Days Road, Regency Park SA 5010

Tel: +61 8 8348 4425

Fax: +61 8 8348 4490

E-mail: regencyinternational@tafesa.edu.au

TAFE South Australia - Adelaide South

International Student Office

TAFE South Australia - Adelaide South

Adelaide Campus

120 Currie Street, Adelaide SA 5000

Tel: +61 8 8207 8279

Fax: +61 8 8207 8283

E-mail: adelaide.international@tafesa.edu.au

TAFE South Australia - Adelaide Regional

International Student Office

TAFE South Australia - Regional

Barossa Valley Campus

Old Kapunda Road, Nuriootpa SA 5355

Tel: +61 8 8562 0537

Fax: +61 8 8562 0555

E-mail: is.regional@tafesa.edu.au

Privacy Policy

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

Student ID Card

The student ID card is available for all TAFE South Australia students. This card is required to access services which may include:

- library services
- computer drop-in centres
- photocopying or printing
- computer login
- general student identification requirements
- travel concessions (only full-time students)
- student discounts may be available e.g. textbooks or cinema.

Overseas Student Health Cover

It is an essential requirement of your student visa that you have adequate health cover while you are studying in Australia. You are required by law to pay for Overseas Student Health Cover (OSHC). If you do not have health cover (also called 'health insurance') you fail to meet your visa conditions and risk having your visa cancelled. OSHC helps pay for medical and hospital care should you become ill during your stay in Australia. When you were sent a Letter of Offer, you would have been advised to pay an Overseas Student Health Cover, along with your total course fees and fees for a student ID.

Conditions of Enrolment for International Students

Class attendance and academic progress

You must be enrolled in the course/qualification for which you have received a Confirmation of Enrolment.

The Department of Immigration and Citizenship (DIAC) will be notified of any changes in course duration or course amendments. Any reduction in the time of study will require a new Confirmation of Enrolment to reflect the changes in duration.

International Students must study full time.

You must attend every unit/class as reflected in your time table and determined by your lecturer. Should you not maintain at least 80% attendance, you will be reported to both the Department of Immigration and Citizenship (DIAC) who issued your visa and the Department of Education, Science and Training. The reporting to DIAC may lead to a loss of your student visa and you may be asked to leave Australia once the visa is cancelled.

You must ensure that you maintain satisfactory progress in the course/s you are enrolled in. Unsatisfactory progress will be reported to both the Department of Immigration and Citizenship (DIAC) who issued your visa and the Department of Education, Science and Training. The reporting to DIAC may lead to a loss of your student visa and you may be asked to leave Australia once the visa is cancelled.

Further information

Any school aged dependents accompanying an overseas/international student to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

For further information please check the following websites:

Department of Immigration and Citizenship (DIAC) - http://www.immi.gov.au/index.htm

Education Services for Overseas Students (DEST) - http://aei.dest.gov.au/AEI/ESOS/default.htm

Change of address

As an international student you have an obligation to notify us of any change of address while enrolled in the course.

TAFE South Australia must be able to send you notices and contact you in writing during the duration of your study, and as such your current residential address must be kept on your file at the Institute.

Disclosure of personal information

TAFE South Australia respects the privacy of your personal information and adheres to privacy laws.

Information is collected on TAFE South Australia forms and during your enrolment in order to:

1. meet our obligations under the ESOS Act and the National Code 2007;
2. ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Student information will include:

- full name, gender, date and country of birth and nationality; residential address
- course information; start date, expected completion date
- course money
- health insurance
- English language proficiency
- student visa details and student passport details
- any breaches of student visa conditions relating to attendance or satisfactory academic performance.
- The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on our forms and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

In other instances information collected on forms or during your enrolment can be disclosed without your consent where authorised or required by law.

International Students Fees Policy

International students enrolled in a TAFE South Australia Award course and/or ELICOS (English Language Intensive Courses for Overseas Students) Program will pay the full fee for each semester in which the student is enrolled. If payment is not made, students will not be allowed to attend classes.

Award Courses

Payment for study (tuition fees) must be paid one full semester in advance for Award courses, and prior to the issuing of the Confirmation of Enrolment (COE).

ELICOS (English Language Intensive Courses for Overseas Students)

Payment for study (tuition fees) must be paid one full semester in advance for ELICOS programs and prior to the issuing of the Confirmation of Enrolment (COE).

All other ELICOS Programs

Payment for study (tuition fees) must be paid one full Term in advance for all other ELICOS programs and prior to the issuing of the Confirmation of Enrolment (COE).

Payment for Subsequent Semesters

Payment is to be made upon receipt of an invoice issued by the Institute International Student Hub prior to the start of each semester.

Repeat Subjects

Tuition fees must be paid for repeat subjects or components of repeat subjects. Tuition fees will be reduced in the following semester if Status is awarded and the study load is maintained at full course load in the current semester.

Method of Payment

Tuition fees can be paid by bank draft, bank cheque, cash, credit card or telegraphic transfer. If paying by telegraphic transfer, you must provide us with the telegraphic transfer details.

Re-enrolment Entitlement Policy

A re-enrolment reminder will be sent to you for your immediate follow-up. It is your responsibility to ensure that you re-enrol in your course, if you have passed all the relevant units/components and are eligible for re-enrolment.

TAFE South Australia Refund Policy for International Students

This agreement is to be signed and returned to the International Student Hub, only after you have read and understood the TAFE South Australia Refund Table included this agreement.

1. Refunds will be made in accordance with the Refund Table and conditions contained in this Refund Agreement.
2. An international student or an intending international student must make any request for a refund in writing to:

   The International Student Adviser (or other appropriate title)

   International Student Hub

   TAFE South Australia – (state the campus)

   [Address of Campus]
3. Making a Claim for a Refund

   a. The claim must identify the reason for the refund and must include supporting documentation according to the circumstances, including official documents such as Confirmation of Enrolment, receipts, visa refusal letters.

   b. The date of notification of the request for a refund is the date the request is received at [Name of the International Student Hub].

   c. Payment of refund where the student withdraws from the course will be calculated from the date the written claim is received with all necessary documentation at the International Student Hub.

   d. Refunds, if approved, will be made within 4 weeks after a written claim has been received from the applicant/student.

   HOWEVER, if:

- TAFE South Australia is unable to start the course on the day on which the course was scheduled to start or a later day agreed by the student and TAFE South Australia; OR
- TAFE South Australia stops providing the course after the course has started but before it is completed;
- TAFE South Australia will offer the refund to all students who are enrolled at the time within 2 weeks of the day on which TAFE South Australia should have provided the course or it stopped providing the course.

  In these situations a student may be offered enrolment in an alternative TAFE South Australia course at no extra cost. If the student chooses to accept enrolment in the alternative course, written confirmation will be required from the student to confirm that the alternative enrolment is in substitution for refund of fees .It is the student's choice whether to accept a refund of fees or enrolment in an alternative course.

   e. Refunds will only be made by electronic funds transfer facilitated by provision of bank details, or by cheque/bank draft.

   f. Refunds will be made in Australian dollars and will be made to the student unless the student requests that the refund is to be made to the following person with the following:

   Name of person to whom any refund is to be paid:

   Payment details:

   Bank details

   OR Address for receipt of cheque:

   g. Tuition fees will not be transferred to other educational institutions.

4. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Refund Table

Reason for Refund of Course Fees Paid	Refund Payable by TAFE South Australia
If the visa application is unsuccessful.	All fees
If the offer of a place is withdrawn.	All fees
If TAFE South Australia is unable to start the course on the day on which the course was scheduled to start or a later day agreed between TAFE South Australia and the student.(the "Agreed Starting Day")	All fees (provided the student hasn't withdrawn before the day on which the course was scheduled to start or a later day agreed between TAFE South Australia and the student.)
If TAFE South Australia stops providing the course after the course has started but before it is completed.	All fees (provided the student hasn't withdrawn before the day on which TAFE South Australia stops providing the course)
If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by TAFE South Australia.	All fees less AUD $250 Administration Fee.
If the student withdraws more than 70 calendar days before the Agreed Starting Day of the course.	All fees less AUD $250 Administration Fee.
If the student withdraws more than 28 calendar days but less than 70 calendar days before the Agreed Starting Day	75% of tuition fees less AUD $250 Administration Fee.

Reason for Refund of Course Fees Paid	Refund Payable by TAFE South Australia
of the course.	
If the student withdraws less than 28 calendar days before the Agreed Starting Day of course	50% of tuition fees less AUD $250 Administration Fee.
If the student withdraws after the Agreed Starting Day of the course.	No Refund.
If a student: Breaches student visa conditions; or Breaches the rules of TAFE South Australia resulting in suspension or expulsion from the course; or Has his/her visa cancelled and is asked to leave the country.	No Refund.
If a student receives permanent residency status during a semester.	No refund. However, the student will pay local student fees for subsequent semesters of the course.
Course deferral – If the student defers from a course (course deferral is up to a maximum of 1 semester only, during which time the student must return to home country, unless hospitalised, medically unfit or is a financially supporting person/persons in Australia). Course deferral – is also subject to the Department of Immigration and Citizenship (DIAC) regulations.	Fees will be transferred to the following semester.

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 discuss and help resolve difficulties that might influence your decision to withdraw. You must complete a withdrawal application form. Further details can be obtained from the International Student Hub or your program area.

Deferment from study

If you are thinking of deferring from study, you should inform your lecturer as soon as possible. Student services staff are available to discuss and help resolve difficulties that might influence your decision to defer.

Course deferral is up to a maximum of one (1) semester only. During the period of your deferral, you must return to your home country, unless hospitalised, medically unfit or financially supporting person/persons in Australia. Deferrals are also subject to the Department of Immigration and Citizenship (DIAC) regulations and the TAFE South Australia International Students Fees policy.

Educational policies

The following is a summary of key policies relating to educational issues. These may be expanded further in the respective Program Area Induction/Orientation.

Assessment and grading

Course lecturers will provide details of assessment methods for each unit of competency. It is your responsibility to seek clarification if unclear on the assessment requirements.

Assessment methods will vary widely from course to course and may include tests, demonstrated competencies, written assignments, group presentations, and participation in class activities. Some program areas may grade assessments (Pass, Credit, Distinction, Fail etc) while others will be assessed and resulted as Competency Achieved, Competency Not Yet Achieved (not applicable to all courses) or Fail.

A *Fail* result may be given if assessment requirements are not met.

If you believe an assessment process may disadvantage you because of a disability, cultural or linguistic need, please contact the course coordinator or International Student Services to seek advice on alternative assessments. Your details will remain confidential as far as is legally possible.

Extensions, Resubmissions and Supplementary Assessments

You may request an extension to assessment deadlines. Such requests must be in writing and directed to your lecturer, course coordinator, or principal lecturer.

Lecturers will not contact you if you fail to submit work by the due date. Non-submission of work in the absence of any request for an extension may result in a fail for that assessment.

Supplementary assignments or resubmissions may be available if you fail to meet assessment requirements.

Make sure that you check program requirements with the lecturer.

Plagiarism

Plagiarism refers to the copying of work without acknowledging the source and is a form of cheating. TAFE South Australia does not permit plagiarism or cheating. If you are accused of plagiarism or cheating, an investigation will be undertaken.

If you are having difficulties with your studies, you are encouraged to seek help from the TAFE South Australia student services officer/counsellor or the learning support lecturer.

Student Behaviour

Student Code of Behaviour

At TAFE South Australia we value:

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

While on any campus of TAFE South Australia, all students, staff, contract staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

TAFE South Australia aims to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others.

The Code of Behaviour clearly defines student and staff rights and responsibilities, which relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

Rights and Responsibilities

Students and staff at TAFE South Australia have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

Everyone must respect:

- the rights of others
- diversity
- people's rights to privacy and confidentiality.

The right to have your say is balanced with the responsibility to listen to others.

Consequences of unacceptable behaviour

Where behaviour is disruptive or unacceptable, disciplinary action will be taken. A lecturer may ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous.

You could be suspended by the TAFE South Australia Institute Executive Director, or expelled by the Minister, for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens TAFE SA property.

Violence, intimidation and harassment will not be tolerated. The police will be contacted in cases of possible criminal behaviour.

Internet User Agreement

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

Complaints and Appeal Procedures

TAFE South Australia aims to ensure that all parties involved in a complaint are protected from victimisation and that confidentiality and privacy are maintained as far as possible.

To reduce the likelihood of an action for defamation, all parties should limit their discussion to factual details of the complaint.

Your complaint may be made in two ways: informal and formal. In either case, your complaint may be withdrawn at any time. If you are not satisfied with the resolution of an informal complaint, you may lodge a formal written complaint.

You can contact any of the following for further information:

1. A lecturer, who is responsible for setting the tone within a learning environment and upholding the principles of equal opportunity
2. An educational manager, who is responsible for attempting to resolve complaints in the workplace or learning environment
3. The manager international student services (at your Institute).
4. The executive director at your Institute.
5. A student services officer, who has information about complaint policies and procedures and can assist in helping to resolve complaints. Student Services Officers may facilitate meetings between students and the lecturers of other students. A student services officer is available at most TAFE South Australia campuses.
6. The South Australian Training Advocate offers a personalised service for international students studying in South Australia. Friendly, experienced staff will support students who are not sure how to access help by connecting them with the people best suited to resolve their concerns. The service consists of providing a contact point for assistance by:

- working together to complement and support existing arrangements with their training provider
- providing an advocacy service where required
- referring students to the appropriate authority where necessary and offering support in this process
- investigating complaints where appropriate.

An International Student can expect high quality personalised service and support from the Training Advocate based on the principles of:

- Confidentiality
- Fairness
- Impartiality
- Prompt attention
- Recognition of rights and
- Respect

Office the Training Advocate (OTA)

Phone toll free on **1800 006 488** for assistance or visit the offices at

Ground Floor East, 31 Flinders Street, Adelaide

Access and Equity

TAFE South Australia is committed to fair and equitable access to vocational education by all groups in society.

We recognise that some groups have been identified as disadvantaged in terms of educational outcomes.

These groups include: women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with disabilities, the long term unemployed and the rurally isolated.

TAFE South Australia strives to achieve equal educational and vocational outcomes for these groups. A range of support mechanisms and services are available to assist you to complete your studies if you are in one of these groups.

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

Health and Safety

TAFE South Australia is committed to handling occupational health, safety and welfare issues affecting our staff and students. You too 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.

You are responsible for:

- cooperating with any health and safety directives given by staff of the Institute
- ensuring that you are not under the influence of alcohol or drugs, or in such a state as to endanger your health and safety at work or the health and safety of others at work
- knowing the location of emergency exits and following evacuation procedures as required
- ensuring responsible management of your personal health and medical conditions
- not intentionally or recklessly interfering with or misusing anything provided by the TAFE South Australia campus in the interests of health, safety or welfare

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 the 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 South Australia campus on the availability of services, such as patrol staff and surveillance videos.

Support Services

(Please contact your local TAFE South Australia campus to check availability of these services.)

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

Accommodation

- accommodation register and referrals
- rent relief information

Additional services

- prayer room
- first aid rooms
- health services

ATM (Automatic Teller Machines)

- available on some campuses

Access to:

- educational support for students with a disability
- advocacy and mediation

Bookshop

- Elizabeth Campus ph: +61 8 8207 9749
- Regency Campus ph: +61 8 8348 1813

Cafeteria/Canteen

- serving hot meals and preparing fresh food daily
- day and evening opening hours (some campuses)

Counselling and guidance

- career and course counselling
- crisis counselling and referrals to appropriate agencies
- assistance with complaints, complaint procedures, equity issues, discrimination, financial allowances and benefits
- grants and scholarships

Learning support

- Maths, English, IT and online support
- information on learning style
- oral presentations
- individual and peer tutoring
- study skills and assignment preparation

Student Association/Student Liaison

- assistance with student involvement and representation
- services and amenities for students, including student newspaper and newsletters
- support for student initiatives

Libraries

Access to, assistance with, and training in, the use of library services, facilities and equipment, e.g.:

- books, magazines, videos and newspapers
- online journals, databases and library catalogues
- multimedia, AV equipment and scanners
- photocopiers and colour printers
- computer, internet and email access
- research, referencing and copyright advice
- inter-library loans
- quiet study areas, rooms for group study
- study skills and support

Library use:

When you sign your enrolment form, you are agreeing to return by the prescribed due date, any resources lent to you by the libraries of TAFE South Australia. You are also agreeing to pay for any damage, replacement or loss of resources lent to you by TAFE South Australia Libraries.

Opportunities to "Tell us what you think"

TAFE South Australia 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.

There are several ways you are able to provide feedback:

- speak directly to your lecturer
- visit the client services centre at your local campus and speak with a student services officer
- complete a **TAFE SA Tell us What You Think** feedback brochure (located in client-focussed areas at your local campus)
- attend student forums and focus groups
- complete student satisfaction surveys
- contact your Student Association representatives

TAFE South Australia will listen with respect to your feedback; treat all feedback with confidentiality; and take appropriate action on feedback received. Your feedback is welcome and assists the Institute to improve its services to you.

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

Qualifications

TAFE South Australia delivers training for qualifications within the Australian Qualifications Framework (AQF). TAFE South Australia courses are offered at a range of levels from certificates to advanced diplomas, degrees, graduate and vocational graduate diplomas. Some TAFE South Australia campuses also offer graduate certificates and bachelor degrees through partnership arrangements with other non-TAFE tertiary institutions.

Qualification Parchments and Statements of Attainment

As an international student you will only receive a parchment or Statement of Attainmenr for the course that you have successfully completed and that you have been issued a Confirmation of Enrolment for. You will also receive a Student Result Notification.

National Recognition

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

TAFE South Australia accepts AQF Qualification Parchments and Statements of Attainment issued by other Registered Training Organisations. There are no fees for national recognition.

Every effort has been made to ensure that the information in the international student pre-enrolment information brochure is correct as at **2 August 2007**

TAFE South Australia 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 of the various policies.