

Enrolment Terms and Conditions

Please read the following terms and conditions that govern your enrolment with Central Regional TAFE (CRTAFE).

Student Code of Conduct

The Student Code of Conduct can be downloaded from the CRTAFE website at:

<http://www.centralregionaltafe.wa.edu.au/currentstudents/studentservices> and 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 CRTAFE.

Temporary Residents

Persons holding one of the following visa types are to be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions:

- holders of a sub-class 309, 444, 785, 790, 820 or 826 visas
- secondary holders of a temporary visa of sub-class 457
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790

All other 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 usi.gov.au and provide this to CRTAFE. 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 Allowance or Austudy/Abstudy, I must maintain a full-time study load to remain eligible for these payments. I will adhere to the conditions of these subsidies, and advise Centrelink immediately of any changes to my circumstances.

More information can be found on the Department of Human Services website at:

www.humanservices.gov.au/individuals/students-and-trainees

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:

<http://www.centralregionaltafe.wa.edu.au/futurestudents/feespaymentoptions>

If I have entered into a payment plan, which is a legally binding agreement with CRTAFE, I am required to have sufficient funds to pay the agreed instalments on the due date. Defaulting on my instalments/payments may result in sanctions being imposed. Arrangements must be made to pay outstanding instalments to avoid access to CRTAFE 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.

Should an ambulance be called to assist me whilst on CRTAFE grounds I acknowledge that I am responsible for all associated costs.

Withdrawal

If I choose not to continue with my studies I understand that I must formally withdraw (in writing, online via the student portal or in person) at a Student 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 CRTAFE encourages you to speak with your lecturer or Student 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 CRTAFE.

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:

- 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 Student Loans. No incidental fees are refunded. **Important: please review your enrolment and be aware of the census date for your unit/s.**

Fee for Service courses are not refundable once classes have commenced. The CRTAFE Refund Policy can be viewed at <http://www.centralregionaltafe.wa.edu.au/futurestudents/feespaymentoptions>

Results

I agree to access my student results via the student management system 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. I acknowledge that if I am an Apprentice or Trainee, my employer can access my results. Re-enrolment in a unit that has been unsuccessfully completed on two occasions is not permitted, unless prior approval has been obtained from the College.

Awards

If I require an official copy of my results before completing my course, I can request a copy by emailing client.services@crtafe.wa.edu.au (please note additional requests may incur a fee).

Statements of Attainment and Qualifications will be withheld until a valid USI has been provided to the College.

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.

Marketing

I grant permission for CRTAFE to use Testimonials, Photo, Video etc. in which I might appear for the purpose of printed and online marketing communications. **Please advise Student Services in writing if you do not consent for CRTAFE to use your image for any purpose whatsoever.**

Privacy Notice

Under the Data Provision Requirements 2012, CRTAFE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Why we collect your personal information

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

How we use your personal information

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.

How we disclose your personal information

Your personal information (including the personal information collected as part of the enrolment process and your training activity data) may be used or disclosed by CRT for statistical, regulatory and research purposes.

CRT may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer
- Commonwealth and state or territory government departments and authorised agencies
- Tuition Assurance Scheme Operators
- NCVET
- Organisations conducting student surveys and researchers

We are required by law (under the National Vocational Education and Training Regulator Act 2011(Cth) (NVETRA 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, analysing and communicating research and statistics about the Australian VET sector.

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

How the NCVER and other bodies handle your personal information

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 NVETRA 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 NVETRA 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.desegov.au/national-vet-data/vet-privacy-notice>

Surveys

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

Contact information

At any time, you may contact Central 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

ENDS