## IMPORTANT DATES

### Semester dates - 2019

#### Certificate and Diploma courses

<table>
<thead>
<tr>
<th>Semester</th>
<th>College</th>
<th>Start date</th>
<th>End date</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Central Regional TAFE</td>
<td>Tuesday 29 January</td>
<td>Friday 5 July</td>
</tr>
<tr>
<td>1</td>
<td>North Metropolitan TAFE</td>
<td>Monday 4 February</td>
<td>Friday 5 July</td>
</tr>
<tr>
<td>1</td>
<td>North Regional TAFE</td>
<td>Monday 11 February</td>
<td>Friday 5 July</td>
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<tr>
<td>1</td>
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<td>Monday 4 February</td>
<td>Friday 28 June</td>
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<tr>
<td>1</td>
<td>South Regional TAFE</td>
<td>Monday 4 February</td>
<td>Friday 28 June</td>
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<tr>
<td>2</td>
<td>Central Regional TAFE</td>
<td>Monday 22 July</td>
<td>Friday 6 December</td>
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<tr>
<td>2</td>
<td>North Metropolitan TAFE</td>
<td>Monday 22 July</td>
<td>Friday 13 December</td>
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<td>2</td>
<td>North Regional TAFE</td>
<td>Monday 22 July</td>
<td>Thursday 12 December</td>
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<tr>
<td>2</td>
<td>South Metropolitan TAFE</td>
<td>Monday 22 July</td>
<td>Friday 13 December</td>
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<tr>
<td>2</td>
<td>South Regional TAFE</td>
<td>Monday 22 July</td>
<td>Friday 13 December</td>
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### North Metropolitan TAFE Higher Education Diploma

<table>
<thead>
<tr>
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<th>Start date</th>
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<tr>
<td>1</td>
<td>Monday 11 February</td>
<td>Friday 7 June</td>
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<tr>
<td>2</td>
<td>Monday 22 July</td>
<td>Friday 8 November</td>
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### ELICOS dates

#### North Metropolitan TAFE

<table>
<thead>
<tr>
<th>Term</th>
<th>Start date</th>
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<tbody>
<tr>
<td>1</td>
<td>Monday 21 January</td>
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<td>2</td>
<td>Monday 1 April</td>
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<td>3</td>
<td>Monday 10 June</td>
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<tr>
<td>4</td>
<td>Monday 19 August</td>
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<tr>
<td>5</td>
<td>Monday 28 October</td>
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WELCOME

TAFE International Western Australia (TIWA) welcomes international students to TAFE and Western Australia. TIWA has designed this booklet to assist students as they begin their chosen course of study. We want to make sure that the transition from the student’s home country to studying and living in Western Australia is as seamless as possible. We are dedicated to continuously improving our services to meet the needs and expectations of our international students so that their time in Western Australia is enjoyable, happy and productive.

INTERNATIONAL STUDENT SUPPORT

TAFE International Western Australia (TIWA)

TAFE International Western Australia (TIWA) is the Registered Training Organisation (RTO) and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider, for the delivery of training to international students, enrolled in a TAFE course in Western Australia. The nationally recognised courses are delivered by a Western Australian TAFE college on TIWA’s behalf. TIWA retains responsibility for the quality of the training and assessment delivered by the TAFE colleges and for the issue of certification documentation to students.

TIWA can assist with a range of issues relating to enrolment. Helpful information for current students can be found at tafeinternational.wa.edu.au/current-students including:

- enrolment;
- forms, publications and policies;
- student welfare and support; and
- tuition fees.

For information about finding accommodation or safety advice for international students please visit the help and advice section of the TIWA website tafeinternational.wa.edu.au/help-and-advice.

TIWA contact details

Eas tol Perth TAFE Campus
Building B, Level 2, 140 Royal Street
East Perth  WA  6004
9218 2100  |  admissions.tiwa@dtwd.wa.gov.au
Locked Bag 16, Osborne Park DC WA 6916
tafeinternational.wa.edu.au

Students need to make sure their email address is up to date as email is TIWA’s primary method of contact.

College international offices

The international office at the student’s TAFE college provides support relating to study or personal issues. College staff will be able to assist with:

- advice and support on courses and pathways;
- application for continuing enrolment;
- advice on change of course/units pathways;
- updating student contact details (i.e. address, email, mobile numbers);
- monitoring class attendance and progress;
- Overseas Student Health Care Information; and
- Transperth information on public transportation (buses and trains).

International student advisors

The international student advisors at the student’s college are the official point of contact within the International Centre.

Student advisors have up-to-date details of support services available in the college to ensure that students have a safe, enjoyable and rewarding place to study.

Contact a student advisor for:

- support and advice;
- visa conditions;
- study area liaison; and
- change of personal details.
STUDENT CONTACT DETAILS

It is the responsibility of each student to ensure they update their contact details with their TAFE college as soon as these change. Each time these details change, the student must inform the TAFE college they are enrolled at.

When the TAFE college updates this information it is automatically forwarded to TIWA. This information will be used by the TAFE college and TIWA to contact the student during their enrolment.

It is extremely important that TIWA has details of an emergency contact for students. This can be someone in Australia or overseas. Students need to email their emergency contact information to admissions.tiwa@dtwd.wa.gov.au.

Note to Student Visa Holders – Under Student Visa Condition 8533, the student must tell their education provider:

- the address where they live in Australia within seven days of arriving in Australia,
- if the student changes the address where they live within seven days of the change, or
- if the student changes education provider within seven days of receiving the confirmation of enrolment certificate or evidence of enrolment.
INTERNATIONAL STUDENT CODE OF CONDUCT

TAFE International Western Australia is committed to providing international students with a safe and supportive learning environment. While on any campus of a Western Australian TAFE college, TIWA’s premises or when engaged in any course related activity off campus; international students are expected to behave in a considerate, courteous and lawful manner when dealing with staff, other students and members of the public.

The behaviour expected of international students is outlined in this Code of Conduct. In order to maintain their enrolment with TIWA students must comply with the International Student Code of Conduct.

TAFE college staff will discuss breaches of the International Student Code of Conduct with the student. Any breach of the Code of Conduct will result in students being placed on an intervention strategy. For repeated or serious breaches an intention to report for cancellation of the enrolment will be issued.

Students may access the Complaints and Appeals process at any stage.

Principle 1: Respect between staff and students and among students

All students have the right to an equal opportunity to learn.

To achieve this, all students have a responsibility to:
> Treat every person with courtesy and respect regardless of gender, age, ethnicity, social background, disability, sexual preference, or religious beliefs and customs.
> Behave appropriately in the learning environment (including online), use respectful dialogue and debate; and consider others by not disrupting the classroom/learning space.

Students who do not behave in accordance with this principle may:
> Be asked to leave the classroom or removed from the learning environment.
> Lose privileges such as email, access to the college’s Learning Management System and/or the college’s student portal.
> Be cautioned for minor offences.
> Be placed on an intervention strategy.
> Be suspended or have their enrolment terminated for serious offences.

Principle 2: Respect for the college’s physical environment

All students have the right to a safe and secure physical environment.

To achieve this, all students have a responsibility to:
> Behave responsibly and respectfully on TAFE college grounds.
> Follow safety guidelines when using TAFE college facilities and equipment.
> Conform to occupational health, safety and welfare principles.

Students who do not behave in accordance with this principle may:
> Be required to pay compensation for any damages.
> Be placed on an intervention strategy.
> Be prevented from entering on or remaining in the vicinity of the TAFE college campus.

Principle 3: Respect for individuality and freedom from bullying

All students have the right to a safe environment free of bullying and harassment.

To achieve this, all students have a responsibility to:
> Not engage in behaviour that threatens the wellbeing of another member of the TAFE college community.
> Not engage in bullying (including cyber bullying) or harassment of staff or students.

Students who do not behave in accordance with this principle may:
> Be placed on an intervention strategy.
> Have their enrolment cancelled.
> Be suspended or have their enrolment terminated, even if the behaviour occurred off campus or out of class hours.
> Be reported to online social networking sites when a contravention of that site’s code of practice has occurred.
> Be reported to Police if a suspected criminal offence has occurred.

Principle 4: Respect for the views of others

All students have the right to feel safe to communicate various perspectives and views in an environment where freedom of expression is respected.

To achieve this, all students have a responsibility to:
> Respect the rights of others to hold and express a range of viewpoints.
> Express views with consideration for the feelings of others, and an understanding of ethical and cultural implications.

Students who do not behave in accordance with this principle may:
> Be asked to leave the classroom or removed from the learning environment.
> Lose privileges such as email, access to the college’s Learning Management System and/or the college’s student portal.
> Be cautioned for minor offences.
> Be placed on an intervention strategy.
> Be suspended or have their enrolment terminated for serious offences.

**Principle 5: Respect for the rights of others to access resources**

All students have the right to:

> Reasonable access to appropriate facilities such as classrooms, IT and library facilities.
> Access to resources that are maintained and in a good working order.

To achieve this, all students have a responsibility to:

> Use college resources in a lawful and appropriate manner, with consideration for the fair access of others.

Students who do not behave in accordance with this principle may:

> Have their user access suspended with or without prior notice.
> Be placed on an intervention strategy.
> Be required to pay for any damages.
> Have criminal or other penalties imposed where State or Commonwealth legislation has been breached.

**Principle 6: Respect for the academic requirements of programs**

All students have the right to accurate and up to date information about their course, including assessment requirements, fair and impartial feedback on their performance and to be able to provide fair and considered feedback about the course, teaching staff or their student experiences without fear of reprisal.

To achieve this, all students have a responsibility to:

> Familiarise themselves with information provided about courses, academic support and assessment.
> Attend all lectures, tutorials, workshops and practical sessions as detailed in their class timetable.
> Prepare for classes by completing required readings and preparatory tasks.
> Submit assessments within required timeframes.
> Regularly access the student portal and college email account (where this is available).
> Constructively use feedback where it is provided.
> Provide respectful and constructive feedback about teaching and the quality of courses and programs through college evaluation processes and the annual International Student Survey.

Students who do not behave in accordance with this principle may:

> Risk receiving a hold result(s) and be required to repeat an assessment(s).
> Risk receiving a re-enrol result(s) and be required to repeat the unit(s).
> Be placed on an intervention strategy, and if the behaviour continues, an intention to report for poor academic performance will be issued.
> Receive a caution for minor offences to suspension or termination for serious offences, where abusive or derogatory comments are made about college staff or students.

**Principle 7: Respect for the roles and responsibilities of academic staff**

All students have the right to reasonable access to staff for individual consultation outside of class time (either in person, via phone or email).

To achieve this, all students have a responsibility to:

> Respect the rights of academic staff to manage their time, and balance competing responsibilities.
> Observe reasonable norms of behaviour for contacting lecturers outside of scheduled class times.

Students who do not behave in accordance with this principle may:

> Receive formal correspondence advising that their behaviour is inappropriate.
> Be placed on an intervention strategy.
> Be suspended or have their enrolment terminated, even if the behaviour occurred off campus or out of class hours.
> Be reported to online social networking sites when a contravention of that site’s code of practice has occurred.
> Be reported to Police if a suspected criminal offence has occurred.

**Principle 8: Respect for intellectual property and academic integrity**

All students have the right to information about principles of academic integrity and the consequences of non-compliance and conversely, to have their intellectual property rights recognised and respected.

To achieve this, all students have a responsibility to:

> Conduct their work without cheating, plagiarising and fabricating or falsifying of data.
> Appropriately acknowledge the contribution of others in all academic work.
> Ensure the proper use of copyright material.

Students who do not behave in accordance with this principle may:

> Have a re-enrol result recorded for that unit of study.
> Be placed on an intervention strategy.
> Be suspended or have their enrolment terminated (for repeated offences).
> Face civil or criminal charges for breaches of copyright.
STUDENT VISA REQUIREMENTS AND OBLIGATIONS

Student responsibilities

Overseas students on a student visa have a responsibility to:
> satisfy their visa conditions;
> maintain Overseas Student Health Cover (OSHC) for the period of their stay;
> meet the terms of the written agreement with their provider;
> inform their provider if they change their address;
> maintain satisfactory course progress; and
> if attendance is recorded for their course, maintain satisfactory attendance.

International students must uphold their visa conditions while studying and living in Australia or their visa may be cancelled and they may have to leave Australia.

For detailed information on student visa obligations, go to the Department of Home Affairs website homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students.

TIWA's responsibilities

TIWA is required to:
> notify the Secretary of the Commonwealth Department of Education and Training (under Section 19 of the ESOS Act 2000) if a student breaches any conditions of their visa;
> notify Home Affairs of any other changes to a student’s academic status for example, where a student’s enrolment is terminated by TIWA or the student, where a student defers their studies, finishes their course early or fails to commence a course; and
> monitor, record and assess the course progress of each student for the course in which the student is currently enrolled, to ensure that the student completes their course within accepted duration specified on the student’s CoE.

Course progress and attendance

In order to meet the National Code 2018 compliance requirements in relation to the management of course progress of international students, TIWA and the TAFE colleges monitor course progress and implement student management plans where necessary. TAFE colleges who deliver ELICOS programs also monitor students’ attendance and take action where necessary to address poor attendance.

Monitoring of course progress

TAFE colleges will:
> outline course requirements for international students during designated orientation sessions and in the first class of each unit of study;
> regularly monitor the course progress of each international student against the delivery and assessment plan for each unit, and identify any students at risk of not completing a unit(s) in their enrolled program;
> review the results of international students at the end of each semester and identify students at risk of not completing their enrolled program, and
> provide TIWA with student management plans for identified “at risk” students.

VET Students

Students undertaking a VET program are required to successfully complete or demonstrate competency in at least 50% of course requirements in each study period they are enrolled into. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, TIWA will notify the student in writing of its Intention to Report the student to Home Affairs for unsatisfactory progress.
Higher Education Students

Academic progress procedures for students enrolled into a Higher Education course at a TAFE college are outlined in the college’s Academic Progress Policy.

Monitoring of attendance (ELICOS students)

The International Centre monitors the attendance of students enrolled into an ELICOS program to ensure that:

- students enrolled in an ELICOS program are maintaining an attendance level of at least 80% during each term;
- if a student is absent from class for two or more consecutive days, that he/she submits evidence (such as a medical certificate) or a valid reason to the International Centre staff or the absence will be recorded; and
- students who are more than 20 minutes late or who leave class before the scheduled finish, have this absence recorded.

Students with unsatisfactory attendance (ie. less than 80% of scheduled classes) will be required to attend an interview with the International Centre Manager. If the reasons for the unsatisfactory attendance are not acceptable, the International Centre Manager will send a request for an Intention to Report to TIWA.

Where applicable an Intention to Report letter will be sent to the student informing them that TIWA intends to notify Home Affairs of their unsatisfactory attendance. Students then have 20 working days in which to appeal this decision.

If after this period students have not lodged an appeal, have not withdrawn from the course, or have completed an appeals process resulting in the appeal being denied, TIWA will cancel the students COE within five working days of the end of the appeals period.

The student’s enrolment must be maintained throughout the reporting process. TIWA will notify the TAFE college once the cancellation of enrolment occurs.

Unjustified absences

Students who have low attendance over a four week period and have not communicated the reason for their absence to their lecturer, will be reported to their International Centre Manager, who will also inform the Manager Student Services and Compliance at TIWA.

The student will be advised in writing that they must meet with the International Centre Manager within five working days, failure to do so will result in an Intention to Report by TIWA.

Completion within the expected duration of study

International students must maintain full time enrolment loads in each semester to ensure that their course will be completed within the expected duration of study.

International students enrolled into VET and Higher Education programs only, may be approved for a reduced study load in the following situations:

- as part of a Student Management Plan/Intervention Strategy, or
- where there are compassionate or compelling circumstances and there is evidence to support a reduced study load.

Students who are required to re-enrol into units which they did not successfully complete in the previous semester, will only be granted a six month extension to their enrolment in order to complete these course requirements.
DEFERRING, SUSPENDING OR CANCELLING A COURSE

A student’s enrolment can be deferred or temporarily suspended for compassionate grounds or exceptional circumstances, such as:

> severe medical illness of the student or a member of their family;
> death in the student’s family;
> medical condition while undertaking studies including pregnancy; and
> a natural disaster which affects the student or their family.

Prior to lodging an application to defer it is recommended students contact the Department of Home Affairs to discuss how this may impact their visa. Should the student decide to proceed they must complete the Application to Defer which can be found at tafeinternational.wa.edu.au and email to admissions.tiwa@dtwd.wa.gov.au.

The application must detail the reason(s) for requesting to defer or suspend studies and include documents to substantiate exceptional circumstances.

If a student is under 18 years of age written support from the student’s parent or legal guardian to support the application is required.

When a deferral or temporary suspension is approved, students will be advised in writing of the deferral period and the new commencement date. The Department of Home Affairs will be informed of the change relating to the student’s course of study, which may affect their visa status.

Please note

Deferral of a student’s enrolment may result in an increase in tuition, resource and material fees. If a student defers their enrolment, they will be required to pay the fees which apply at the new commencement date. Confirmation of Enrolments (CoEs) for the revised period will not be issued until all additional fees and charges are paid in full.

If the deferral or temporary suspension is refused, the student will be advised in writing and will have 20 working days to lodge an appeal (refer to the Complaints and Appeals Policy further on the TIWA website tafeinternational.wa.edu.au).

TIWA suspending or cancelling enrolment

A student’s enrolment can be suspended or cancelled if they have breached the TAFE college or TIWA’s Code of Conduct.

Suspensions and cancellations will be executed by TIWA after considering all the evidence presented. Depending on the breach the student may be excluded from classes during this time.

> The student will be notified in writing of the decision to suspend or cancel their enrolment and advised that they have 20 working days to access TIWA’s appeals process (refer to the complaints and appeals process).
> If the decision is to suspend or cancel the student enrolment TIWA must inform the Department of Home Affairs of the change of circumstances relating to the student’s course of study. This may affect the student’s visa status.
> If the student’s appeal is successful and the decision is not to suspend or cancel their enrolment, the TAFE college will place the student on an intervention strategy to ensure the behaviour/breach is not repeated.
> The student will be counselled as to the consequences of a suspension or cancellation of enrolment should the issue continue.
COURSE CHANGES, TRANSFER AND RELEASE

Student transfer and release

Students transferring to another provider – TAFE

Students who have not completed six (6) months of study in their principal course* and wish to transfer to another provider must complete a Release Request Form. Students will be informed in writing of the outcome within 10 days.

Releases will only be granted in compassionate and compelling circumstances relating to the welfare of the student.

Compassionate and/or compelling circumstances are defined as a sudden change of circumstances beyond the student’s control that impact plans for on-campus study in Australia. Such circumstances must be supported by documentary evidence.

The following circumstances will not generally be considered compassionate or compelling circumstances:

- Lack of understanding of TIWA’s Student Transfer and Release Policy and/or Withdrawal and Refund Policy.
- Distance of the student’s residential address from the campus at which they are studying.
- A desire to change to a new course with lower fees.
- If the student’s CoE has already been cancelled for non-commencement or for an inactive enrolment status.
- A desire to move to another training provider to be with friends.
- Matters not related to the student’s study with TIWA (such as accommodation issues, personal matters not affecting the student’s study).
- Student fees are outstanding.

*The principal course is defined as the highest qualification level in a package of courses. For example:

1. A student who enrols in a university package that consists of eg. the Diploma of Business (TAFE course) and the Bachelor of Business (University Degree), will have the Bachelor of Business as their principal course.

2. A student who enrols in a TAFE Advanced Diploma that consists of a Certificate III, Certificate IV, Diploma and Advanced Diploma will have the Advanced Diploma as their principal course.

Students transferring to TAFE International Western Australia (TIWA) from another provider

If students do not have a release approved on PRISMS, they will not be issued with a Confirmation of Enrolment (CoE).

The student’s original RTO or course ceases registration

If the original registered provider has ceased to be registered and can no longer provide the course of study this should be confirmed via a search on the CRICOS register at cricoss.education.gov.au. Once verification is made the student may be enrolled.

The student has a release from their current provider

If the student has been issued a release from their current provider he/she may be enrolled.

The student’s original registered provider has sanctions imposed on them

If the student is transferring due to the original registered provider having a sanction imposed upon them by a government agency, TIWA will enrol the student detailing the reason for a change in provider and referencing the sanction and issuing government body.

The student is transferring at the request of their government sponsor

If the student is transferring due to a government sponsor of the student advising them to change their registered provider, TIWA will enrol the student.

The student must provide documentation from the relevant government sponsor supporting this change in registered provider.

Change of course

Students wishing to change course will have their application considered by TIWA, dependent upon intakes and places available. If the student is currently on an Intervention Strategy, then consultation between TIWA and the TAFE college will occur, prior to the change being approved. Students will be informed in writing of the outcome within 10 working days.

Change of campus – same course

Students wishing to change TAFE college but maintain their enrolment in the same course must have their application approved by the receiving TAFE college. Previously completed units will be factored into the student’s adjusted study load to ensure that there is a suitable program and transition for the student. TIWA will process the change once the receiving TAFE college has granted approval. Students will be informed in writing the outcome within 10 working days.
TUITION FEES, REFUNDS AND WITHDRAWALS

Tuition fees

Tuition fee reminder notices will be sent in May for Semester 2 and October for Semester 1 each year.

Please see below for important information regarding tuition fees:

- Ensure fees are paid by the due date indicated in the fee payment notice.
- Payment options and methods are detailed on the statement of account issued with the offer letter. They are listed on the Fee Payment notice students will receive as well.
- TIWA’s tuition fees are reviewed annually. If tuition fees are increased students will be required to pay the new fees as they are introduced.
- TIWA does not accept in person cash payments.
- Unpaid fees may result in the automatic cancellation of a student’s enrolment at the end of any appeals process.
- When students have to repeat a subject or subjects a tuition fee is payable.
- TIWA does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- Students are required to pay for their own textbooks, uniforms and equipment.
- Resource and materials fees – many of the courses offered by TIWA have a resource fee which includes any consumable that is used by a student in the course of their study e.g. paint, internet use and/or a materials fee which includes any item that remains the property of the student after the course e.g. personal protective equipment, tools, textbooks. These fees must be paid to the student’s college once they have attended their orientation session. For detailed information on course costs students can see the study area or international centre at their TAFE college.

Making payment

There are several different ways that students can pay fees to TIWA.

The Western Union option is the most reliable method of ensuring that payment is correct and will also provide students with a clear process to pay using an overseas currency.

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<tr>
<th>Payment option</th>
<th>Instruction</th>
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<tbody>
<tr>
<td>Credit card on the internet</td>
<td>Pay now [ ] by Visa or Mastercard.</td>
</tr>
<tr>
<td>EFTPOS cards</td>
<td>Please note that in general, EFTPOS accounts have a withdrawal limit of $1,000 per day. This may prevent students paying the full amount of their fees using this method.</td>
</tr>
<tr>
<td>BPAY</td>
<td>Please contact the participating financial institution to make a payment from a cheque or savings account. Biller Code: 656835, BPAY Reference Number: (will be located on the statement of account).</td>
</tr>
<tr>
<td>Pay in person</td>
<td>Students can present their statement of account with their credit card at the TIWA office located at: East Perth TAFE Campus, Building B, Level 2, 140 Royal Street, East Perth WA 6004. Please note: TIWA can no longer accept cash payments at our office.</td>
</tr>
<tr>
<td>Overseas bank draft or cheque</td>
<td>Payable to TAFE International Western Australia (postal address: Locked Bag 16, Osborne Park DC WA 6916)</td>
</tr>
<tr>
<td>Western Union</td>
<td>Visit tafeinternational.wa.edu.au/current-students/paying-your-fees/western-union [ ], students follow simple instructions on how to complete payment using their choice of currency.</td>
</tr>
</tbody>
</table>
Refund and withdrawal

After students have commenced their enrolment their circumstances may change which means they may have to withdraw.

The policy below applies to students wishing to seek a refund. All TIWA refunds will be made in accordance with the refund table below.

A notice of withdrawal may be accepted as grounds for a partial refund of fees if the supporting documentary evidence can substantiate a claim due to:

> illness or disability;
> death of a close family member (parent, sibling, spouse, child), or
> political or civil event that prevents a student continuing a program.

Refund forms can be downloaded from tafeinternational.wa.edu.au.

Making a request for a refund

Refund applications for full or partial refunds must:

> be made in writing using the TIWA Refund and Withdrawal Form;
> be accompanied by Request for Release Form (if applicable);
> set out the reasons for the request; and
> be forwarded to admissions.tiwa@dtwd.wa.gov.au.

The information provided by the student must include:

> the student’s payment details;
> the student’s signature (or parent/guardian if under 18 years), and
> all supporting documents relevant to the claim.

Refund applications where an applicant’s student visa is unsuccessful must include a copy of the official notification of rejection from the Department of Home Affairs.

Refunds submitted for any other reason (not visa rejection) must include supporting documentation not limited to but may include:

> copy of plane tickets/boarding passes;
> passport bio data and signature page; and
> medical certificates etc.

Refund applications will not be processed where the signature on the Refund and Withdrawal Form does not match the student’s signature as shown on other documents provided by the student for admission to TIWA.

> For minors the Refund and Withdrawal form must be signed by the nominated parent/guardian.
> The date of the notification for refund is the date the completed form is received by TIWA or date/time of email.
> All amounts due to TIWA must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.
> All refunds will be paid in Australian dollars ($AUD), where this is not possible refunds will be paid in United States dollars ($USD).
> Fees paid by online credit card will be refunded to the same credit card.
<table>
<thead>
<tr>
<th>Refund information</th>
<th>Amount Refunded ELICOS</th>
<th>Amount Refunded TAFE</th>
<th>Amount Refunded Higher Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa unsuccessful prior to commencement</td>
<td>All the fees paid excluding $280</td>
<td>All the fees paid excluding $280</td>
<td>All the fees paid excluding $280</td>
</tr>
<tr>
<td>If TIWA is unable to provide the course at any of its institutions</td>
<td>100% refunded</td>
<td>100% refunded</td>
<td>100% refunded</td>
</tr>
<tr>
<td>If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by TIWA</td>
<td>All fees paid excluding $600</td>
<td>All fees paid excluding $600</td>
<td>All fees paid excluding $600</td>
</tr>
<tr>
<td>Student withdrawal 10wks or more before the course commences</td>
<td>TIWA will retain 10% of the full term tuition fee</td>
<td>TIWA will retain 10% of the full semester tuition fee</td>
<td>TIWA will retain 10% of the full semester tuition fee</td>
</tr>
<tr>
<td>Student withdrawal 4–10wks before the course commences</td>
<td>TIWA will retain 30% of the full term tuition fee</td>
<td>TIWA will retain 30% of the full semester tuition fee</td>
<td>TIWA will retain 30% of the full semester tuition fee</td>
</tr>
<tr>
<td>Student withdrawal 0–4wks before the course commences</td>
<td>NO REFUND</td>
<td>TIWA will retain 50% of the full semester tuition fee</td>
<td>TIWA will retain 50% of the full semester tuition fee</td>
</tr>
<tr>
<td>Student withdrawal 0–4wks after the course commences</td>
<td>NO REFUND</td>
<td>TIWA will retain 60% of the full semester tuition fee</td>
<td>TIWA will retain 60% of the full semester tuition fee</td>
</tr>
<tr>
<td>Student withdrawal 4wks or more after the course commences</td>
<td>NO REFUND</td>
<td>NO REFUND</td>
<td>NO REFUND</td>
</tr>
<tr>
<td>Breach of visa conditions or rules of the provider and the student is terminated</td>
<td>NO REFUND</td>
<td>NO REFUND</td>
<td>NO REFUND</td>
</tr>
<tr>
<td>Change of visa sub-class to permanent resident</td>
<td>Prorata based on number of weeks studied</td>
<td>Prorata based on number of weeks studied</td>
<td>0–4 weeks after classes commence</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Prorata based on number of weeks studied OR More than 4 weeks after classes commence No refund – new fee rate will apply from the next semester</td>
</tr>
<tr>
<td>Change of visa sub-class temporary resident</td>
<td>No refund – new fee rate will apply from next term</td>
<td>No refund – new fee rate will apply from next semester</td>
<td>No refund – new fee rate will apply from next semester</td>
</tr>
<tr>
<td>If the student obtains a deferral and then does not enrol in the course the refund policy relevant at the date of deferral will be applied to any pre-paid fees</td>
<td>Policy applied based on deferral date</td>
<td>Policy applied based on deferral date</td>
<td>Policy applied based on deferral date</td>
</tr>
<tr>
<td>If the student does not meet mainstream entry from an ELICOS enrolment</td>
<td>All the fees paid excluding $280</td>
<td>All the fees paid excluding $280</td>
<td>All the fees paid excluding $280</td>
</tr>
<tr>
<td>Visa unsuccessful after commencement</td>
<td>Prorata based on number of weeks studied</td>
<td>Prorata based on number of weeks studied</td>
<td>Prorata based on number of weeks studied</td>
</tr>
<tr>
<td>Withdrawal prior to acceptance of TIWA offer</td>
<td>100% refunded</td>
<td>100% refunded</td>
<td>100% refunded</td>
</tr>
<tr>
<td>Withdrawal of visa prior to visa grant/refusal</td>
<td>100% refunded</td>
<td>100% refunded</td>
<td>100% refunded</td>
</tr>
<tr>
<td>If the student does not meet mainstream entry from an English package enrolment</td>
<td>N/A</td>
<td>All the fees paid excluding $500</td>
<td>All the fees paid excluding $500</td>
</tr>
</tbody>
</table>

Refund Table
PRIVACY AND PERSONAL INFORMATION

Privacy

TIWA is committed to safeguarding user privacy and user confidentiality and security of any information provided to us.

Collection of information

When students visit TIWA’s website, the following information is recorded for statistical purposes:

> the site the student was referred from;

> the type of browser and computer platform the student is using;

> the student’s Internet Provider (IP) address and country location;

> the date and time of the student’s visit; and

> the pages the student accessed and any files or documents downloaded.

No attempt will be made to identify a student’s personal details except in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect TIWA’s logs.

Use of information

Email

Student email details are stored securely and TIWA will not disclose them to third parties without the student’s consent, unless required by law.

Financial information

If the student enters financial information, for example credit card details as part of TIWA’s online application process, this information will be used solely for the purposes of payment of fees owing and will not be stored.

IP address

We may use the student’s IP address to identify problems with our server and for maintenance purposes only.
TIWA COURSES

All courses offered by TAFE colleges to international students are registered on the Australian Government’s Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and are full time.

Full time study at TAFE consists of a minimum of 20 hours of training per week.

TAFE colleges in Western Australia deliver a range of courses that are developed in consultation with industry.

Australian Qualifications Framework (AQF) levels

Students can choose to study different types of courses at Western Australian TAFE colleges. Each course type represents a different AQF level.

Please see below the course types and qualification levels:

- Level 2 – Certificate II
- Level 3 – Certificate III
- Level 4 – Certificate IV
- Level 5 – Diploma
- Level 6 – Advanced Diploma

TAFE pathways may include one or more courses at different AQF levels and of different course durations.

For more information about AQF levels please visit aqf.edu.au

Competency Based Training

Training packages and Competency Based Training

Training packages are used as the basis for most of the Vocational Education and Training (VET) programs delivered by TAFE Institutes throughout Australia. A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people’s skills in a specific industry, industry sector or enterprise. They are developed by national Service Skills Organisations (SSOs) in consultation with industry and are not owned by an individual training provider.

Training package qualifications are made up of a set of core and elective units of competency. These units of competency outline the skills and knowledge students must acquire if they are to successfully complete a qualification. These competencies are delivered by qualified trainers using a Competency Based Training (CBT) approach. CBT places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency Based Assessment

Competency Based Assessment is the process of collecting evidence and making judgements as to whether a competency has been achieved. The purpose of assessment is to confirm that a student can perform to the standard expected in the workplace as outlined in the competency. The evidence may be collected by observing a student undertaking a task in the workplace, through a formal theory test, the completion of a project and so on.

If students believe that they are already competent, they can apply for Recognition of Prior Learning (RPL). RPL is the term used to describe a number of assessment processes that formally recognise the competencies an individual has acquired through formal or non-formal learning, work experience and/or life experience. Students can find more information about RPL on TIWA’s website tafeinternational.wa.edu.au/recognition-of-prior-learning

Recognition of Prior Learning (RPL)

RPL is a process that assesses the student’s:

- previous work experience;
- informal and formal education and training experiences; and
- other non-formal learning that the student may have undertaken against the requirements of a qualification and gives the student credits for the learning.

RPL credits may reduce the amount of time it takes to complete a qualification and/or reduce the study load in a particular semester(s).

If a student thinks they may be eligible for RPL, they should approach the International Centre at their TAFE college to discuss the process. The International Centre staff will be able to assist them to complete the application.

Recognition of Prior Learning (RPL)

If students believe that they are already competent, they can apply for Recognition of Prior Learning (RPL) RPL is the term used to describe a number of assessment processes that formally recognise the competencies an individual has acquired through formal or non-formal learning, work experience and/or life experience. Students can find more information about RPL on TIWA’s website tafeinternational.wa.edu.au/recognition-of-prior-learning

For more information about AQF levels please visit aqf.edu.au
Results and awards

On completion of units at the end of each semester, students will receive an academic transcript from their TAFE college with the results of their units.

Students will receive one of the following results:

<table>
<thead>
<tr>
<th>Result code</th>
<th>Result</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO</td>
<td>Competent</td>
<td>The student has met the requirements of the unit of competency.</td>
</tr>
<tr>
<td>H</td>
<td>Hold</td>
<td>The student has not yet met the requirements of the unit of competency and may need to re-submit or re-sit an assessment.</td>
</tr>
<tr>
<td>R</td>
<td>Re-enrol</td>
<td>The student has not met the requirements of the unit of competency and must re-enrol and undertake this unit again. Please note that fees are incurred when a student re-enrols into a unit(s).</td>
</tr>
</tbody>
</table>

If the student has a hold result in any units of competency, their lecturers will give the student feedback and provide them with guidance which they can apply when they re-submit or re-sit assessments.

All students have the opportunity to appeal their results and, if necessary, be reassessed.

When the student has been deemed competent in all of the units of competency in their qualification, they will be issued with an Award that is for example, if they have been studying a Diploma program, they will be issued with their Diploma.

Please note that the TAFE college will not be able to issue a student’s award until they provide their Unique Student Identifier (USI).

Creating a Unique Student Identifier (USI)

All students enrolled in TAFE studies at a TAFE college in Australia need to have a Unique Student Identifier (USI). The USI is linked to the student’s enrolment record and provides the student with easy access to their training records and results whenever they need them.

Students need to create their USI before they attend their orientation session. To create a USI students should visit usi.gov.au

To find out more about the USI visit tafeinternational.wa.edu.au/usı
COMPLAINTS AND APPEALS

TAFE International Western Australia (TIWA) is committed to providing students with a supportive and inclusive learning environment. As part of this commitment, TIWA acknowledges that student complaints may arise from time to time. TIWA recognises that addressing student complaints in a respectful, timely and responsible manner, and at no cost to students; benefits everyone involved and contributes to the continuous improvement of the institute as a whole.


Principles

In handling student complaints and appeals, TIWA is guided by the following principles:

1. **Access:**
   Students may lodge a complaint or appeal with their TAFE college or TIWA, with active assistance about the process provided by the TAFE college and/or TIWA staff.

2. **Transparency:**
   TIWA provides clear information about the complaint and appeals process to students.

3. **Fairness:**
   The complaints and appeals process will be fair and impartial, and assessed on merit.

4. **Confidentiality and privacy:**
   Details of a complaint or appeal, will be known only to those involved in the resolution of the complaint or the hearing of an appeal. Information is handled according to privacy laws and other relevant legislation, and reported without identifying parties to the complaint and/or appeal.

5. **Continuous improvement:**
   Analysis of student complaints and appeals will contribute to the continuous improvement of TIWA’s policies and practices.
Process

The four key steps involved in addressing student complaints or appeals are as follows:

1. Informal complaint

If a student has an issue related to their course of study, they should try and resolve the problem by speaking with a staff member in the International Centre at the TAFE college or at TIWA.

Note: TIWA acknowledges that there may be instances where this step is not appropriate or applicable, for example, the student does not feel comfortable doing so.

2. Formal complaint

If the issue cannot be resolved informally, the student should submit a formal complaint to the TAFE college or TIWA for investigation. A staff member at the International Centre of the TAFE college or TIWA will assist the student as required.

The student will receive a written outcome of their complaint within 10 working days.

If the student is not satisfied with the outcome they may lodge an internal appeal. Instructions on how to lodge an internal appeal will be provided in the complaint outcome letter.

Note: If a complaint is submitted anonymously, an outcome cannot not be provided.

3. Access to internal appeal

If an internal appeal is lodged an independent panel will be convened and will review:

- the original complaint;
- supporting documentation and correspondence with the student in relation to the initial complaint;
- the complaint outcome; and
- any additional information from the student or the college as required.

In some circumstances, the student may be asked to meet with the panel to discuss the complaint. Students may be accompanied by a support person of their choosing.

The internal appeal outcome will be provided in writing within 10 working days.

4. Access to external appeal

If the student is not satisfied with the process or outcome of the internal appeal, the student can lodge an external appeal with the Ombudsman Western Australia:

Ombudsman Western Australia
PO Box Z5386
St Georges Terrace
PERTH WA 6831

Or Email – mail@ombudsman.wa.gov.au

Please note that in reviewing the appeal, the Ombudsman Western Australia will consider whether TIWA has followed its policies and procedures, rather than find that TIWA's original decision should be overturned.

5. Privacy and recordkeeping

Records will be stored in accordance with privacy legislation and TIWA's Record Management Policy.

6. Outcomes and decisions

The outcome of student complaints and appeals are monitored to ensure completion of any resulting actions.

Analysis of student complaints and appeals shall contribute to the continuous improvement of TIWA's policies and practices.

7. Timelines

Where possible, all complaints and appeals processes will commence within 10 working days and will be finalised within 60 calendar days.

If this is not possible, students will be informed in writing as to the reason.
More information can be found on the web

tafeinternational.wa.edu.au

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RTO Provider Number 52395
CRICOS Provider Code 00020G
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Disclaimer: Every effort has been made to ensure the information in this document is correct at the time of printing, however changes may have been made since that date. The most up-to-date and accurate information is provided on the website at www.tafeinternational.wa.edu.au. TAFE Western Australia reserves the right to alter any course, fee, subject, admission requirement or other arrangement without prior notice.