



Government of **Western Australia**  
Department of **Training**  
and **Workforce Development**



**International**  
**Western Australia**

# VET STUDENT LOANS 2018

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Information for students residing outside of Western Australia. Available to Australian citizens or the holders of permanent humanitarian visas.



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## ABOUT VET STUDENT LOANS

VET Student Loans is an income contingent loan scheme for the Vocational Education and Training (VET) sector administered by the federal Department of Education and Training.

This specific scheme is only available to Australian citizens or permanent residents who reside outside of Western Australia.

VET Student Loans assist eligible students to pay for all or part of their VET tuition fees when studying one or more of the eligible VET courses at one of the nominated TAFE colleges in Western Australia (see Appendix 1).

The Department of Training and Workforce Development (trading as TAFE International Western Australia), in partnership with Western Australian TAFE colleges; delivers and awards nationally recognised qualifications to students who meet the eligibility criteria, residing outside of Western Australia. These students may be eligible for a VET Student Loan if they are studying an approved course at diploma or advanced diploma level at a TAFE college in Western Australia.

### Contact us

If you have any questions regarding the information in this booklet please contact us at:  
[vetstudentloans.tiwa@dtwd.wa.gov.au](mailto:vetstudentloans.tiwa@dtwd.wa.gov.au) 



## VET STUDENT LOANS COURSES

### Courses available for VET Student Loans

TIWA offers the following eligible VET Student Loans courses as of Semester 1, 2018:


National code	Course name	Vet student loan cap	Maximum course fee
<b>North Metropolitan TAFE</b>			
BSB50215	Diploma of Business	\$5,075.00	\$5,081.80
BSB50615	Diploma of Human Resources Management	\$5,075.00	\$4,688.60
BSB51415	Diploma of Project Management	\$5,075.00	\$5,461.70
BSB51915	Diploma of Leadership and Management	\$5,075.00	\$6,802.15
BSB52115	Diploma of Library and Information Services	\$10,150.00	\$11,558.95
<b>North Regional TAFE</b>			
BSB50215	Diploma of Business	\$5,075.00	\$4,180.00
SFI50411	Diploma of Fisheries Compliance	\$15,225.00	\$7,425.00
<b>South Regional TAFE</b>			
CUA50715	Diploma of Graphic Design	\$10,150.00	\$7,916.00

# AM I ELIGIBLE FOR VET STUDENT LOANS?

## Eligibility

You are eligible for a VET Student Loan if you:

- › are a student who resides outside of Western Australia (applies to this specific scheme only);
- › are an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the VET unit of study for which you are seeking VET Student Loans assistance;
- › from 1 January 2016, if you are a New Zealand citizen who is also a Special Category Visa (SCV) holder, and you meet the requisite residency criteria, you may be eligible to access VET Student Loans. More information about the residency criteria is available at [studyassist.gov.au](http://studyassist.gov.au) .
- › are enrolled in an approved VET Student Loans course, Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma course at an approved VET Student Loans provider;
- › meet the Tax File number (TFN) requirements – that is provided your TFN or a Certificate of Application for a tax file number to TIWA with your loan application documentation. The Australian Taxation Office ([ato.gov.au](http://ato.gov.au)) can provide you with more information about tax file numbers;
- › have completed, and submitted a valid eCAF (electronic Commonwealth Assistance form) on or before the census date; and
- › have not exceeded the FEE-HELP limit, see the Study Assist website [studyassist.gov.au](http://studyassist.gov.au) .

Further information about VET Student Loans and your eligibility to seek assistance is available from the Study Assist website [studyassist.gov.au](http://studyassist.gov.au) .


## How do I enrol in an eligible course?

TIWA in partnership with Western Australian TAFE colleges, delivers and awards nationally recognised qualifications to students residing outside of Western Australia.


If you are currently living outside of Western Australia, meet the eligibility criteria and wish to enrol in one of these courses with a Western Australian TAFE college; please contact the college directly or visit their website:

- › North Metropolitan TAFE – [northmetrotafe.wa.edu.au](http://northmetrotafe.wa.edu.au) 
- › South Metropolitan TAFE – [southmetrotafe.wa.edu.au](http://southmetrotafe.wa.edu.au) 
- › Central Regional TAFE – [centralregionaltafe.wa.edu.au](http://centralregionaltafe.wa.edu.au) 
- › South Regional TAFE – [southregionaltafe.wa.edu.au](http://southregionaltafe.wa.edu.au) 
- › North Regional TAFE – [northregionaltafe.wa.edu.au](http://northregionaltafe.wa.edu.au) 

Before enrolling you, the TAFE college will assess your academic suitability for the qualification you wish to enrol into. This will include you providing one of the following:

- › a copy of your Senior Secondary Certificate of Education for completion of Year 12; or
- › A copy of a certificate of a level 4 or above qualification from the Australian Qualifications Framework (delivered in English); or
- › if you cannot provide either of these, the college will assess you to determine whether you display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy [acer.edu.au/cspa/australian-core-skills-framework](http://acer.edu.au/cspa/australian-core-skills-framework) .

If completing the ACSF assessment, the TAFE college must describe the process (including the test) for assessment to you. The assessment will be completed with the approved testing tool the Core Skills Profile for Adults (CSPA). The results of the testing will be reported to you as soon as practicable after the assessment.


Students who intend to apply for a VET Student Loan must obtain a copy of the VET Student Loans Information booklet from the Study Assist website [studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications](http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications)  before they lodge their application.

# HOW DO I APPLY A VET STUDENT LOAN?


If you are thinking of applying for a VET Student Loan, you should read the VET Student Loans booklet located at [studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications](http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications) 

## Apply for a VET Student Loan

If you are applying for a VET Student Loan, you must:

- › complete the VET Student Loans enrolment form. If you are enrolling with a Western Australian TAFE college and reside outside of Western Australia, TIWA will provide you with a copy of the form after your enrolment;
- › you will then receive an email from the Department allowing you to sign into the eCAF system. Once you sign-in, you will need to verify the pre-populated information and complete the mandatory fields; and
- › you can then submit the eCAF. A copy of your completed form will be emailed to you. You must then send this form to TIWA at [vetstudentloans.tiwa@dtwd.wa.gov.au](mailto:vetstudentloans.tiwa@dtwd.wa.gov.au) .

When you submit your eCAF to TIWA you must also provide the following:

- › either your Tax File Number (TFN) or a Certificate of Application for a Tax File Number (go to the Australian Taxation Office website for more details [ato.gov.au](http://ato.gov.au) ); and
- › evidence of Australian citizenship, that is a certified copy of your birth certificate; or Australian Passport.

**Please note that we are unable to process your application form without all required supporting documentation.**

- › Submit your completed eCAF and all required documentation on or before the census date for the first unit for which you wish to obtain VET Student Loans assistance. Census date information is available on the attached Schedule of VET Tuition Fees (see Appendix 1).
- › The eCAF will not be accepted by TIWA if less than 2 business days have passed from the day of your enrolment to the day you sign/submit the form.

After you have enrolled in a VET Student Loans eligible course, TIWA will issue you a *VET Student Loans Fee Notice* at least 14 days prior to the census date for any enrolments. This invoice notice will contain course information including the unit of study tuition fees to be incurred.

You will only need to apply for a VET Student Loan once for your VET course of study. Unless you choose to pay fees upfront in following semesters, the original application form you have completed will be used to manage the payment of your fees using VET Student Loans in all following semesters. You will be required to apply again if you change the course that you are studying.


From July 2017 you will be required to confirm your continued engagement in your course of study in the Department of Education and Training's dedicated system. Further information will be provided to you when it is available from the Commonwealth Government.

## What happens after I apply?


Once you have submitted your eCAF form, along with all of the required documentation as outlined above; you will be provided with a Commonwealth Assistance Notice (CAN) within 28 days of the census date.

The CAN is a summary of your enrolment and associated fees for that enrolment period, including:

- › units in which you are enrolled;
- › tuition fees for each of these units;
- › the total VET Student Loans assistance you are requesting for the semester; and
- › the loan fee (if applicable), charged by the federal government for administration of your VET Student Loans debt.

Please check all of the details on your CAN carefully and notify TIWA at [vetstudentloans.tiwa@dtwd.wa.gov.au](mailto:vetstudentloans.tiwa@dtwd.wa.gov.au) , within 28 days if there are any errors.


## How do I repay the loan?

You repay your loan through the Australian tax system when you reach the minimum income threshold for repayment. Information about the minimum repayment threshold is available on the Study Assist website at [studyassist.gov.au](http://studyassist.gov.au) .


## What happens if I withdraw?

If you want to withdraw from your course, you must:

- › formally withdraw from your course on or before the census date for the unit of study by contacting the TAFE college with which you are enrolled; and
- › formally withdraw your *Request for VET Student Loans* assistance form before the census date – if you do not withdraw this form by the census date, you will incur a debt with the Australian Government.

You can find more information by reading the VET Student Loans Information booklet: [studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications](http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications) 

# YOUR RIGHTS AND RESPONSIBILITIES

If you are considering applying for a Loan, you should familiarise yourself with your rights and responsibilities by reading the VET Student Loans Information booklet at [studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications](http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications) 

TIWA also has a range of policies and support services designed to assist you during your studies. In addition, there are policies and procedures that protect your rights and outline your responsibilities in relation to VET Student Loans.

The following pages provide a summary of your rights and responsibilities in regards to:

- › fair treatment and equal opportunity;
- › student grievance procedures;
- › student refund & review procedures; and
- › personal information procedures.

## Fairness, equal benefits and opportunity

TIWA is committed to the principles and practices of equal benefits and opportunity and ensures that it treats all students, staff and visitors fairly and respectfully. In Western Australia, TIWA is responsible for the recruitment and admission of international students into government primary and secondary schools, and into courses provided by Western Australian TAFE colleges. TIWA is also responsible for the provision of programs to multijurisdictional students the delivery of which TIWA sub-contracts to its partner colleges.

### Policy

TIWA is committed to ensuring that all of its students are treated fairly, equitably and respectfully by:

- › ensuring that the principles and practices of equal opportunity are promoted within TIWA and at the Western Australian TAFE colleges;
- › establishing and maintaining a working environment which is consistent with the principles of justice and equity;
- › providing guidelines and procedures for the resolution of complaints regarding discriminatory behaviour or behaviour which is inconsistent with its equal opportunity policy;
- › specifically forbidding sexual harassment and discrimination against all staff and students within the TIWA community; and

- › ensuring that the workplace is free from bullying and occupational violence.

TIWA has procedures in place to ensure that all staff and students are treated fairly, makes all relevant policies, procedures and rules are accessible to all staff and students and that these are implemented in a transparent manner. The student admissions process is based on merit ie. clearly defined entry requirements which are published to the TAFE colleges websites and other marketing information. It ensures that individuals raising concerns, complaints or grievances are treated with respect and are not victimised or discriminated against.

### Procedure

To ensure that the principles of fairness, equal benefit and opportunity are upheld:

- › Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessarily mean that all students will be treated the same, fairness must be considered in the context of the relevant circumstances.
- › Decisions regarding students' entry to, progression through and completion of courses are made on a case-by-case basis. TIWA does not apply policies or procedures that exclude eligible applicants or appellants from having their application or appeal considered.
- › TIWA does not apply an income test when making decisions about which students are eligible for VET Student Loans.
- › If educational disadvantage is taken into account in making a selection decision, the specific circumstances of each student's case is considered before determining if a student has suffered educational disadvantage.
- › If TIWA enters into an agreement with an employer or industry body to provide a particular course, selection of students may be restricted that employer's or body's employees.



## Grievance resolution

TIWA is committed to providing high quality education and training and endeavours to treat all students fairly and respectfully. TIWA acknowledges however that on occasion students may have concerns or feel the need to lodge a formal complaint.

This policy outlines the mechanism available to all students and potential students who are entitled to VET Student Loans assistance; to lodge grievances, complaints or appeals in relation to academic and non-academic issues.

### Academic issues

An academic grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of TIWA and its partner colleges, in relation to the following:

- > admission and enrolment;
- > training delivery and assessment;
- > curriculum;
- > exams and assessments;
- > recognition of prior learning (RPL);
- > student progress;
- > issuing of results, testamurs and/or statements of attainment and awards; and
- > any other activities associated with the delivery of training and assessment.

### Non academic issues

A non-academic grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of TIWA and its partner colleges, which arise from events occurring at a campus or from decisions made by TIWA or one of its partner colleges and will cover such issues as:

- > discrimination;
- > unfairness and injustice;
- > vilification;
- > sexual harassment;
- > other forms of harassment;
- > student amenities;
- > complaints in relation to personal information that TIWA or one of its partner Institutes holds in relation to the student;
- > general complaints including dissatisfaction with services;
- > complaints about financial matters; and
- > exclusion from events and facilities.


### Policy

It is TIWA's policy to address and resolve issues among those directly concerned in the first instance. All issues are addressed in a timely manner and treated in the strictest confidence. All parties involved in the issue will be treated with respect and will not be victimised or discriminated against. TIWA ensures its grievance procedure is communicated to staff and that they are trained in the application of this procedure during their induction. The grievance, complaints and appeals process is available to all students at no cost.





### How to raise a concern or grievance

If you have a grievance or complaint you are encouraged in the first instance to raise your concerns/issues with the person(s) involved or if you do not feel comfortable with this, you are encouraged to speak with a member of the Student Services Department at your TAFE college. If you are a current or prospective student who does not wish to raise the matter with the person(s) involved or discuss with a counsellor; then you should submit the grievance/complaint in writing to [vetstudentloans.tiwa@dtwd.wa.gov.au](mailto:vetstudentloans.tiwa@dtwd.wa.gov.au) 

The grievance/complaint is registered and acknowledged in writing. It is then investigated and any further clarification and documentation is requested from the parties involved in order to resolve the matter or to reconsider any original academic or non-academic decision. The Manager Business Processes & Compliance will provide a formal written response to you outlining the agreed outcome to the grievance/ complaint or appeal.

### Appeal proposed resolution

If you raised a complaint and are dissatisfied with the outcome of your formal complaint or grievance then you may lodge an appeal with the General Manager, TAFE International Western Australia (TIWA). The Manager Business Processes & Compliance will provide a report in writing within 3 working days to the General Manager TIWA, including a copy of the complainant's written grievance and the written response from the staff member or where the complaint or grievance is directed at the Organisation or the relevant senior staff member.

The General Manager TIWA will request the Complaints Review Committee to convene, and advise the complainant and respondent of the final outcome.

The Complaints Review Committee may:

- a. uphold and confirm the decision;
- b. vary the decision; or
- c. set the decision aside and substitute a new decision.

The complainant must be notified of the outcomes of the review in writing within 14 days of the original decision by the Complaints Review Committee.

### Review of appeal decision

If you are not satisfied with the outcome of your appeal, you may seek a review with an independent reviewer from the Ombudsman Western Australia.

TIWA will cooperate fully with the Ombudsman Western Australia and the General Manager (TIWA) will ensure that any recommendations made are implemented within 30 days of receipt of the report from the Ombudsman Western Australia or the Department of Education Services.



## Personal information privacy

TIWA respects students' right to privacy and is committed to protecting the privacy of individuals. This includes personal, health, financial and other confidential information, which is necessary for TIWA to carry out its functions. TIWA will take all reasonable steps to protect individual information from loss, misuse or unauthorised disclosure or destruction.

This policy outlines how TIWA will handle personal information it collects from students for the purpose of VET Student Loans assistance and repayment of HELP loans.

## Australian privacy principles

For the purposes of section 54 of *VET Student Loans Act 2016* and TIWA is required to comply with the Australian Privacy Principles (APP) of the *Commonwealth Privacy Act 1988*.

This policy outlines how TIWA will handle personal information it collects from students for the purpose of VET Student Loans assistance and repayment of HELP loans.

TIWA will only **collect information** that is necessary or directly related to its functions and activities as a VET provider, that is:

- › inform you of the purpose for which we are collecting information, if we are required to collect particular information by law and who we usually disclose personal information to;
  - › make sure the information we collect is relevant to the purpose for collection and that we do not unreasonably intrude into your personal affairs;
  - › protect the security of your personal information against loss, unauthorised access, use, modification or disclosure, and any other misuse;
  - › give you access to your personal information and make sure any corrections, deletions or additions you request are implemented. If we are unable to amend your records as requested as they are found to be accurate, we will attach to your record any statement you provide about the correction, deletion or addition you want to make;
  - › ensure that records are accurate, up-to-date, complete and not misleading; and
  - › check the accuracy and completeness of your personal information before use.
- TIWA will only use your personal information for relevant purposes and the purpose for which it was collected unless:
- › you have consented for it to be used for another purpose;
  - › TIWA believes that it is necessary to use your personal information to prevent or lessen a serious and imminent threat to a person's life or health;
  - › TIWA is required or authorised under law to use it for another purpose; or
  - › it is necessary to use your personal information to enforce the criminal law, or a law imposing a pecuniary penalty, or to protect public revenue. In this case, we will include a note in your records that we have used your personal information for this purpose.



TIWA will not disclose your personal information to another person, body or agency unless:

- › you have been made aware that we usually pass your information to that person, body or agency – for example, the Western Australian TAFE college you are enrolled at;
- › you have consented to the disclosure;
- › TIWA believes that it is necessary to disclose your personal information to prevent or lessen a serious and imminent threat to a person's life or health;
- › TIWA is required or authorised under law to disclose it; or
- › it is necessary to disclose your personal information to enforce the criminal law, or a law imposing a pecuniary penalty, or to protect public revenue. In this case, we will include a note in your records that we have disclosed your personal information for this purpose.

TIWA maintains a register that is available for inspection and that sets out:

- › the nature of the records containing personal information relating to VET Student Loans assistance;
- › the purpose for which each type of record is kept;
- › who each type of record concerns;
- › how long each type of record is kept for;
- › who is entitled to access each type of record and the conditions under which they are entitled to have that access; and
- › the steps a person should take to obtain access to that information.


### Statutory collection and disclosure requirements

TIWA is required to collect and disclose personal information in relation to students who are eligible for VET Student Loans assistance in compliance with the *VET Student Loans Act 2016* VET Student Loans (Consequential Amendments and Transitional Provisions) Act 2016 to the following:

- › Department of Education and Training – statistical information about student demographics, completions and personal details of students requesting VET Student Loans assistance or who have a HELP debt.
- › Australian Taxation Office (ATO) – the Department of Education and Training reports particular personal details (Tax File Numbers, addresses etc) of students with a HELP debt, to the ATO. The ATO may also contact TIWA directly requesting personal information if a student's HELP debt needs adjusting.
- › TAFE Directors Australia (TDA) VET Tuition Assurance Scheme – if TIWA ceases to provide a VET course of study, it will give TDA access to students personal details in compliance with VET tuition assurance guidelines.



## Complaints procedure

If you believe that a TIWA staff member has breached the policies and procedures set out above, you should discuss your concerns with the Manager Business Processes & Compliance at [vetstudentloans.tiwa@dtwd.wa.gov.au](mailto:vetstudentloans.tiwa@dtwd.wa.gov.au) 

If a satisfactory resolution cannot be reached, the alleged breach may be submitted in writing to the Ombudsman Western Australia, PO Box Z5386, St Georges Terrace, Perth WA 6831. Your complaint will be handled in accordance with the Grievance Procedure outlined in this handbook.

## VET fee payment

Students who are eligible for VET Student Loans have two options to pay their tuition fees:

- › pay some or all of their tuition fees up-front; or
- › submit an eCAF to defer some or all of their tuition fees through VET Student Loans.

As an Approved VET Student Loans Provider, TIWA must set a census date for each unit of study it provides or proposes to provide during a year, for qualifications registered under VET Student Loans. The census date is the last day a student may either apply for VET Student Loans assistance for that unit; or withdraw from a VET Course/Unit of Study in which they are enrolled without incurring a liability for tuition fees or a VET Student Loans debt.

A census date can be set no earlier than 20% of the way through a unit. The period of time during which the unit of study is undertaken must include any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). If a unit does not include a final examination, an examination period must not be included.

## VET tuition fee refund

### Withdrawal before the census date

Students who withdraw on or before the census date will receive a full refund of any upfront fees that were paid and will not incur a VET Student Loans debt.

### Withdrawal after the census date

Students who withdraw after the census date or fail to successfully complete will not receive a refund of any upfront fees that were paid and will incur a VET Student Loans debt.

### Special circumstances

You may also apply to have their FEE-HELP balance re-credited in special circumstances. Where withdrawals are submitted after the census date or you fail to successfully complete, you may apply for a re-credit under special circumstances, based on one of the following:

- › medical reasons;
- › family/personal reasons;
- › employment related reasons – for example, where your employment status or arrangements have changed so that you are unable to continue your studies, and this change is beyond your control; and
- › course related reasons – for example, where the provider has changed the unit it had offered and you are disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

TIWA must re-credit the FEE-HELP balance if it is satisfied that special circumstances apply to you that are:

- › beyond your control ie. a situation that occurs which is not due to your action or inaction and for which you are not responsible. This situation would generally be expected to be unusual, uncommon or abnormal;

- › do not make their full impact on you until on, or after, the census date; or
- › make it impracticable for you to complete the requirements for the unit during the period which you undertook, or were to undertake, the unit.

You may make an application to have your FEE-HELP balance re-credited within 12 months of the withdrawal date for a unit, or, if you have not withdrawn, within 12 months of the end of the period in which the unit was to be undertaken. The 12 month period may be extended on the grounds that it was not possible to apply within the 12 months period.

All applications must include independent supporting documentation. All documentation must include sufficient information to support the claims made.

You may make an application to have your FEE-HELP balance re-credited within 12 months of the withdrawal date for a unit, or, if you have not withdrawn, within 12 months of the end of the period in which the unit was to be undertaken. The 12 month period may be extended on the grounds that it was not possible to apply within the 12 months period.

Where TIWA has allowed a person to defer completion of their studies regarding a unit of study in issue, the 12 month period applies from the end of the extended period for the unit in issue.

## Student review procedure

If you are not satisfied with the decision made by the Manager Business Processes & Compliance in relation to re-crediting your FEE HELP balance, you may request a review of the decision. The review shall be carried out by the General Manager TIWA.


A request to review a decision must be submitted to the General Manager TIWA in writing within 28 days of receiving notice of the original decision, unless the General Manager TIWA allows a longer period. It must specify the reasons for making the request and include any supporting documentation.

The General Manager TIWA shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE HELP balance for a VET Student Loans enabled course or unit of study in writing.

The General Manager TIWA shall seek all relevant information from the person who made the original decision, review the case within 2 weeks and advise you of the decision in writing giving the reasons for the reviewer's decision. If you have not been advised of a decision within 45 days of having submitted the application for review, the original decision is taken to be confirmed.

The General Manager TIWA may confirm the decision, vary the decision or set the decision aside and substitute a new decision.

You will be notified of the outcomes of the review in writing within 2 weeks of receiving the review application. This notice shall also advise you that you have the right to apply to the Administrative Appeals Tribunal within 28 days of a decision for a review of that decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal. The notice will appear as follows:

If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days from this written notice. The current fee to lodge an application with the AAT for the review of a decision can be found on the AAT website [aat.gov.au](http://aat.gov.au) 

## Appendix 1 - VET Student Loans (VSL) Providers Statement of Tuition Assurance

The Statement of Tuition Assurance provides you with a 'safety net' if the course in which you are enrolled cannot be delivered eg. you may be offered enrolment in a similar course of study or at another approved VET Student Loans provider. This statement applies to students with an approved VET Student Loan after 1 January 2017.

## Appendix 2 - VET FEE HELP (VFH) Providers Statement of Tuition Assurance

Applies only to students continuing on an official VFH grandfathering arrangement in 2018 for enrolments on a loan approved prior to 1 January 2017.

## Appendix 3 - Schedule of Vet Tuition Fees

The Schedule of VET Tuition Fees details the qualifications and units on offer, including the price for each one and the Western Australian TAFE college who delivers these programs.



# TAFE INTERNATIONAL WESTERN AUSTRALIA

## Statement of Tuition Assurance for Exempt TAFE VET Student Loans (VSL) Providers

### Introduction

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course, sometimes with another provider, and where this is not possible, the students' FEE HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the *VET Student Loans Act 2016*, the Department of Training and Workforce Development trading as TAFE International Western Australia ABN: 28 925 312 809 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. It is intended that, from 1 January 2018, TAFE International Western Australia will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, TAFE International Western Australia is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and TAFE International Western Australia's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on TAFE International Western Australia's website and advised to all students that have enrolled in the intervening period.

### What happens if TAFE International Western Australia ceases to provide a course after it starts but before it is completed?

#### Information for affected students

6. TAFE International Western Australia will notify affected students in writing that an approved course is no longer provided within 2 business days after TAFE International Western Australia ceases to provide the course after it starts but before it is completed.
7. As soon as practicable, TAFE International Western Australia will also update its website to reflect that the course is no longer being delivered and to give students information about the relevant tuition assurance arrangements.

#### Replacement courses

8. TAFE International Western Australia will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
9. Replacement courses must meet the following requirements:
  - » the course must lead to the same or comparable qualification as the original course;
  - » the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
  - » the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
  - » the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.



11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.
12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:
  - » a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
  - » a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.
14. If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

#### **Re-crediting of students' FEE-HELP balances**

15. Where there is no suitable replacement course for a student, TAFE International Western Australia will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

#### **Prepaid fees**

16. For tuition fees paid up-front greater than \$1500, TAFE International Western Australia has in place the VET Student Loans Fee Payment, Refund and Review Policy.
17. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from TAFE International Western Australia if TAFE International Western Australia fails to provide the agreed services. TAFE International Western Australia has in place the VET Student Loans Fee Payment, Refund and Review Policy. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

#### **Record keeping**

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.



# TAFE INTERNATIONAL WESTERN AUSTRALIA

## Statement of Tuition Assurance for Exempt TAFE VET FEE-HELP (VFH) Providers

### Introduction

1. Tuition assurance protects students in the event a course provided by an approved VFH provider ceases to be provided after it starts but before it is completed.
2. As an approved VET provider under the *Higher Education Support Act 2003*, the Department of Training and Workforce Development trading as TAFE International Western Australia ABN: 28 925 312 809 must meet the VET tuition assurance requirements or be exempt from those requirements.
3. It is intended that, from 1 January 2018, TAFE International Western Australia will be exempted from the requirement to meet the VET tuition assurance requirements. Instead, TAFE International Western Australia is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.
4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and TAFE International Western Australia's obligations from that date.
5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on TAFE International Western Australia's website and advised to all students that have enrolled in the intervening period.

### What happens if TAFE International Western Australia ceases to provide an eligible VET course of study?

#### Information for affected students

6. TAFE International Western Australia will notify affected students in writing that an eligible VET course of study is no longer provided within 2 business days after TAFE International Western Australia ceases to provide the course.
7. As soon as practicable, TAFE International Western Australia will also update its website to reflect that the course is no longer being delivered and to give students information about the tuition assurance arrangements.

#### Replacement courses

8. TAFE International Western Australia will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.
9. Replacement courses must meet the following requirements:
  - » the course must lead to the same or comparable qualification as the original course;
  - » the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
  - » the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
  - » the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.
11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.





12. The student will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:
  - » a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
  - » a copy of an authenticated VET transcript issued by the Student Identifiers registrar.
13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension
14. If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

#### **Re-crediting of students' FEE-HELP balances**

15. Where there is no suitable replacement course for a student, TAFE International Western Australia will notify the student that he or she may apply to TAFE International Western Australia to have their FEE HELP balance re-credited for the affected parts of the original course.
16. TAFE International Western Australia will consider students' applications as soon as practicable and notify them of the decision about the application, together with a statement of reasons for the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of VET FEE-HELP assistance received by the student for the affected VET units of study.

#### **Prepaid fees**

17. For tuition fees paid up-front greater than \$1500, TAFE International Western Australia has in place the VET Student Loans Fee Payment, Refund and Review Policy.
18. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from TAFE International Western Australia if TAFE International Western Australia fails to provide the agreed services. TAFE International Western Australia has in place the VET Student Loans Fee Payment, Refund and Review Policy. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

#### **Record keeping**

19. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

# NORTH METROPOLITAN TAFE

Course: BSB50215 Diploma of Business | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBADM502	Manage meetings	50	5/02/2018	12/03/2018	29/06/2018	0.062	\$551.50
BSBADM504	Plan and implement administrative systems	60	5/02/2018	9/04/2018	29/06/2018	0.074	\$664.80
BSBFIM501	Manage budgets and financial plans	50	5/02/2018	9/04/2018	29/06/2018	0.062	\$551.50
BSBHRM506	Manage recruitment selection and induction processes	60	5/02/2018	14/05/2018	29/06/2018	0.074	\$669.80
BSBINM501	Manage an information or knowledge management system	40	5/02/2018	14/05/2018	29/06/2018	0.049	\$448.20
BSBPMC522	Undertake project work	45	5/02/2018	12/03/2018	29/06/2018	0.056	\$497.35
BSBSUS501	Develop workplace policy and procedures for sustainability	50	5/02/2018	9/04/2018	29/06/2018	0.062	\$546.50
BSBMGT518	Develop organisation policy	55	5/02/2018	14/05/2018	29/06/2018	0.068	\$595.65
BSBWRT401	Write complex documents	50	5/02/2018	12/03/2018	29/06/2018	0.062	\$556.50

Course: BSB50615 Diploma of Human Resources Management | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBCMM401	Make a presentation	30	5/02/2018	14/05/2018	29/06/2018	0.028	\$334.90
BSBHRM501	Manage human resource services	60	5/02/2018	12/03/2018	29/06/2018	0.056	\$669.80
BSBHRM506	Manage recruitment selection and induction processes	60	5/02/2018	9/04/2018	29/06/2018	0.056	\$669.80
BSBHRM507	Manage separation or termination	60	5/02/2018	14/05/2018	29/06/2018	0.056	\$669.80
BSBHRM509	Manage rehabilitation or return to work programs	30	5/02/2018	12/03/2018	29/06/2018	0.028	\$344.90
BSBHRM512	Develop and manage performance management processes	60	5/02/2018	14/05/2018	29/06/2018	0.056	\$664.80
BSBHRM513	Manage workforce planning	60	5/02/2018	12/03/2018	29/06/2018	0.056	\$669.80
BSBWRK510	Manage employee relations	60	5/02/2018	9/04/2018	29/06/2018	0.056	\$664.80

## Course: BSB51915 Diploma of Leadership and Management | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBCUS501	Manage quality customer service	50	5/02/2018	14/05/2018	29/06/2018	0.038	\$566.50
BSBR5K501	Manage risk	50	5/02/2018	14/05/2018	29/06/2018	0.038	\$556.50
BSBMGT502	Manage people performance	50	5/02/2018	9/04/2018	29/06/2018	0.038	\$556.50
BSBLDR501	Develop and use emotional intelligence	55	5/02/2018	12/03/2018	29/06/2018	0.041	\$675.65
BSBLDR502	Lead and manage effective workplace relationships	45	5/02/2018	12/03/2018	29/06/2018	0.034	\$512.35
BSBLDR503	Communicate with influence	55	5/02/2018	9/04/2018	29/06/2018	0.041	\$605.65
BSBMGT516	Facilitate continuous improvement	50	5/02/2018	9/04/2018	29/06/2018	0.038	\$551.50
BSBMGT517	Manage operational plan	50	5/02/2018	12/03/2018	29/06/2018	0.038	\$566.50
BSBPMG522	Undertake project work	45	5/02/2018	9/04/2018	29/06/2018	0.034	\$497.35
BSBLDR504	Implement diversity in the workplace	55	5/02/2018	9/04/2018	29/06/2018	0.041	\$605.65
BSBWOR501	Manage personal work priorities and professional development	50	5/02/2018	14/05/2018	29/06/2018	0.038	\$556.50
BSBWOR502	Lead and manage team effectiveness	50	5/02/2018	9/04/2018	29/06/2018	0.038	\$551.50

## Course: BSB52115 Diploma of Library and Information Services | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBCUS501	Manage quality customer service	50	5/02/2018	12/03/2018	29/06/2018	0.043	\$566.50
BSBEBU401	Review and maintain a website	60	5/02/2018	14/05/2018	29/06/2018	0.052	\$649.80
BSBLDR403	Lead team effectiveness	40	5/02/2018	12/03/2018	29/06/2018	0.034	\$433.20
BSBLIB402	Consolidate and maintain industry knowledge	60	5/02/2018	9/04/2018	29/06/2018	0.052	\$649.80
BSBLIB403	Complete a range of cataloguing activities	100	5/02/2018	14/05/2018	29/06/2018	0.086	\$1083.00
BSBLIB406	Obtain information from external and networked sources	60	5/02/2018	12/03/2018	29/06/2018	0.052	\$649.80
BSBLIB407	Search library and information databases	50	5/02/2018	9/04/2018	29/06/2018	0.043	\$541.50
BSBLIB503	Develop and promote activities, events and public programs	60	5/02/2018	9/04/2018	29/06/2018	0.052	\$649.80
BSBLIB506	Maintain digital repositories	50	5/02/2018	14/05/2018	29/06/2018	0.043	\$541.50
BSBLIB507	Promote literature and reading	30	5/02/2018	9/04/2018	29/06/2018	0.026	\$324.90
BSBLIB509	Provide subject access and classify material	100	5/02/2018	12/03/2018	29/06/2018	0.086	\$1083.00
BSBLIB511	Research and analyse information to meet customer needs	60	5/02/2018	9/04/2018	29/06/2018	0.052	\$649.80
BSBLIB513	Monitor compliance with copyright and licence requirements	40	5/02/2018	12/03/2018	29/06/2018	0.034	\$433.20
BSBLIB603	Contribute to collection management	100	5/02/2018	14/05/2018	29/06/2018	0.086	\$1083.00
BSBLIB604	Extend own information literacy skills to locate information	100	5/02/2018	9/04/2018	29/06/2018	0.086	\$1083.00
ICTSAS410	Identify and resolve client ICT problems	35	5/02/2018	14/05/2018	29/06/2018	0.030	\$379.05
ICTWEB201	Use social media tools for collaboration and engagement	20	5/02/2018	14/05/2018	29/06/2018	0.017	\$216.60
ICTWEB418	Use development software and ICT tools to build a basic website	20	5/02/2018	14/05/2018	29/06/2018	0.017	\$216.60
ICTWEB420	Write content for web pages	30	5/02/2018	14/05/2018	29/06/2018	0.026	\$324.90

## Course: BSB51415 Diploma of Project Management | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBPMG511	Manage project scope	40	5/02/2018	12/03/2018	29/06/2018	0.038	\$448.20
BSBPMG512	Manage project time	40	5/02/2018	12/03/2018	29/06/2018	0.038	\$448.20
BSBPMG513	Manage project quality	40	5/02/2018	14/05/2018	29/06/2018	0.038	\$448.20
BSBPMG514	Manage project cost	40	5/02/2018	9/04/2018	29/06/2018	0.038	\$448.20
BSBPMG515	Manage project human resources	40	5/02/2018	12/03/2018	29/06/2018	0.038	\$448.20
BSBPMG516	Manage project information and communication	40	5/02/2018	9/04/2018	29/06/2018	0.038	\$448.20
BSBPMG517	Manage project risk	40	5/02/2018	9/04/2018	29/06/2018	0.038	\$448.20
BSBPMG518	Manage project procurement	50	5/02/2018	14/05/2018	29/06/2018	0.047	\$551.50
BSBPMG519	Manage project stakeholder engagement	40	5/02/2018	9/04/2018	29/06/2018	0.038	\$433.20
BSBPMG520	Manage project governance	20	5/02/2018	14/05/2018	29/06/2018	0.019	\$226.60
BSBPMG521	Manage project integration	50	5/02/2018	14/05/2018	29/06/2018	0.047	\$561.50
BSBWOR502	Lead and manage team effectiveness	50	5/02/2018	12/03/2018	29/06/2018	0.047	\$551.50

# NORTH REGIONAL TAFE

Course: BSB50215 Diploma of Business | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBADM502	Manage meetings	50	Ongoing	Ongoing	Ongoing	0.0658	\$550.00
BSBADM503	Plan and Manage Conferences	60	Ongoing	Ongoing	Ongoing	0.0789	\$660.00
BSBADM506	Manage Business Document Design and Development	50	Ongoing	Ongoing	Ongoing	0.0658	\$550.00
BSBINN301	Promote Innovation in a Team Environment	30	Ongoing	Ongoing	Ongoing	0.0395	\$330.00
BSBHRM501	Manage Human Resource Services	60	Ongoing	Ongoing	Ongoing	0.0789	\$660.00
BSBPMG522	Undertake Project Work	45	Ongoing	Ongoing	Ongoing	0.0592	\$495.00
BSBHRM405	Support the Recruitment, Selection and Induction of Staff	45	Ongoing	Ongoing	Ongoing	0.0592	\$495.00
BSBINM501	Manage an Information or Knowledge Management System	40	Ongoing	Ongoing	Ongoing	0.0526	\$440.00
This is a sample selection of elective units – please contact North Regional TAFE for specific elective availability							

Course: SFI50411 Diploma of Fisheries Compliance | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
SFICORE101C	Apply Basic Food Handling and Safety Practices	20	Ongoing	Ongoing	Ongoing	0.0296	\$220.00
SFIEMS301B	Implement and Monitor Environmentally Sustainable Work Practices	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00
BSBWHS401A	Implement and Monitor WHS Policies, Procedures and Programs to Meet Legislative Requirements	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00
BSBMGT401A	Show Leadership in the Workplace	50	Ongoing	Ongoing	Ongoing	0.0741	\$550.00
BSBMGT403A	Implement Continuous Improvement	50	Ongoing	Ongoing	Ongoing	0.0741	\$550.00
BSBRSK401A	Identify Risk and Apply Risk Management Processes	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00
BSBWOR401A	Establish Effective Workplace Relationships	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00
BSBWOR402A	Promote Team Effectiveness	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00
SFIEMS501B	Develop Workplace Policy for Sustainability	50	Ongoing	Ongoing	Ongoing	0.0741	\$550.00
SFICOMP502C	Contribute to Fisheries Management	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00
BSBCMM401A	Make a Presentation	30	Ongoing	Ongoing	Ongoing	0.0444	\$330.00
SFILEAD503C	Cultivate Productive Working Relationships	45	Ongoing	Ongoing	Ongoing	0.0667	\$495.00
SFILEAD504C	Plan and Achieve Change and Results	45	Ongoing	Ongoing	Ongoing	0.0667	\$495.00
SFILEAD505C	Communicate with Influence	45	Ongoing	Ongoing	Ongoing	0.0667	\$495.00
BSBINN301A	Promote Innovation in a Team Environment	30	Ongoing	Ongoing	Ongoing	0.0444	\$330.00
SFICOMP410A	Promote Fisheries Management Awareness Programs	30	Ongoing	Ongoing	Ongoing	0.0444	\$330.00
SFIOBSV302B	Collect Reliable Scientific Data and Samples	40	Ongoing	Ongoing	Ongoing	0.0593	\$440.00

# SOUTH REGIONAL TAFE

Course: CUA50715 Diploma of Graphic Design | Delivery mode/s: Online

National code	Name	Hours	Commence date	Census date	Completion date	EFTSL	Tuition Fee
BSBCRT501	Originate and develop concepts	30	Ongoing	Ongoing	Ongoing	-	\$240.63
CUAGRD501	Research visual communication history and theory	50	Ongoing	Ongoing	Ongoing	-	\$394.38
CUAACD501	Refine drawing and other visual representation tools	60	Ongoing	Ongoing	Ongoing	-	\$471.25
CUAACD512	Work with photomedia in creative practice	50	Ongoing	Ongoing	Ongoing	-	\$394.38
CUAGRD504	Create and manipulate graphics	55	Ongoing	Ongoing	Ongoing	-	\$432.82
CUAGRD505	Design and manipulate complex layouts	60	Ongoing	Ongoing	Ongoing	-	\$471.25
BSBDES403	Develop and extend design skills and practice	30	Ongoing	Ongoing	Ongoing	-	\$240.63
BSBCRT401	Articulate, present and debate ideas	40	Ongoing	Ongoing	Ongoing	-	\$317.50
BSBMKG419	Analyse consumer behaviour	55	Ongoing	Ongoing	Ongoing	-	\$394.38
CUAGRD502	Produce graphic designs for 2-D and 3-D applications	55	Ongoing	Ongoing	Ongoing	-	\$432.82
CUAGRD503	Produce typographic design solutions	55	Ongoing	Ongoing	Ongoing	-	\$432.82
BSBDES502	Establish, negotiate and refine a design brief	65	Ongoing	Ongoing	Ongoing	-	\$509.69
BSBADV509	Create mass print media advertisements	80	Ongoing	Ongoing	Ongoing	-	\$625.00
BSBADV510	Create mass electronic media advertisements	80	Ongoing	Ongoing	Ongoing	-	\$625.00
CUADIG509	Investigate technologies for the creation of digital art	60	Ongoing	Ongoing	Ongoing	-	\$471.25
CUADIG502	Design Digital applications	50	Ongoing	Ongoing	Ongoing	-	\$394.38
CUAGRD506	Develop graphic design practice to meet industry needs	55	Ongoing	Ongoing	Ongoing	-	\$432.82
CUAPPR503	Present a body of own creative work	55	Ongoing	Ongoing	Ongoing	-	\$432.82
CUAPPR504	Establish and maintain environmentally sustainable creative practice	25	Ongoing	Ongoing	Ongoing	-	\$202.19

More information can be found on the web  
**[tafeinternational.wa.edu.au](http://tafeinternational.wa.edu.au)**

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RTO Provider Number 52395

Issue Date: 22 June 2018

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