

TAFE Queensland South West 2016 International Student Prospectus



Queensland
Government



**MAKE
GREAT
HAPPEN**

tafe
Queensland

Welcome



From the **Executive Director of Studies**

TAFE Queensland South West is committed to offering international students programs to help them succeed in this pursuit for a better life.

We are keen to expand our range of programs on offer to international students with new registrations in 2016 and 2017.

Our faculty directors are devoted to ensuring international students and programs are all inclusive, constructive and progressive.

Jenni Butler

Executive Director of Studies



From the **Director of Corporate Solutions**

Thank you for travelling to Toowoomba to experience our beautiful campus and appreciate the opportunities our region can offer international students.

We believe we can provide students with the Australian essence and lifestyle that many students desire in their quest to live and study in Queensland.

Michele Berkhout

Director of Corporate Solutions

Why you should **study** with us?

1

Highly sought after industry-focused qualifications.

We've more than 390 qualifications that will provide you with a current and relevant nationally-recognised qualification.

2

Professional teachers, first-class facilities.

Our teachers are industry professionals with great contacts, and a passion for passing on their expertise. You'll learn in industry-current facilities, using the latest materials and tools.

3

Location.

With Toowoomba being located in a regional area of Queensland, you'll have plenty of options for living and studying at TAFE. Toowoomba is known as the Garden City with crisp, clean air for a healthy lifestyle.

4

Facilities.

Toowoomba campus offers state of the art training facilities for you to enjoy and utilise during your study. With training restaurants, working beauty salons, mechanical workshops, graphic design labs and nursing precincts to provide you with modern amenities for you to make the most of your training opportunities.

5

Personalised support.

There is a dedicated international unit available to you at all times to guide and support you through from the initial orientation through to graduation of your program. We will provide you with information you need about the locations, accommodation, and other support services available to you.

Our locations

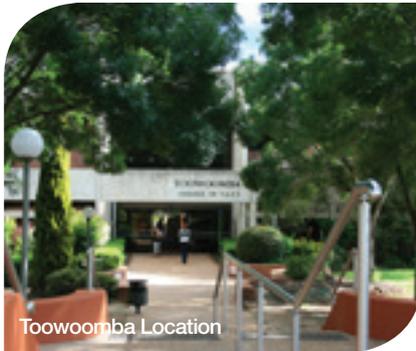
TAFE Queensland South West has located in Toowoomba for international students.



Toowoomba

100 Bridge Street, Toowoomba Q
4350

Phone: +61 7 6494 1600



Toowoomba, Queensland

Toowoomba is known as the 'Garden City' and is a multi-cultural, modern and progressive community with many of the attractions of capital cities around the world. It is Australia's second largest inland city, with a population of 100 000 residents. Toowoomba is renowned for being one of the most liveable cities in Australia with world-class facilities, gardens and parks and beautiful tree-lined streets. The city has earned a reputation as a popular location for international students due to the low cost of living, pleasant climate, easy transport, education, agricultural industry, health and sporting facilities.

Toowoomba has a diverse and rich cultural, sporting and social community with theatres, cinemas, restaurants, galleries, vineyards, live music and interest groups active in the city and surrounds.

There are a number of annual celebrations which attract visitors from around the world. The Carnival of Flowers is held in September and includes many community events and

public celebrations.

Sitting atop the Great Dividing Range, with an altitude of more than 700m, the city experiences a cooler climate with much less humidity than coastal centres. During the four distinct seasons, summer days range from 17 to 28°C, while winter days are between 5 and 17°C on average.

DEMOGRAPHICS

Toowoomba is situated 125km west of Queensland's state capital Brisbane, crowning the edge of the Great Dividing Range 800m above sea level. It is one of Australia's largest inland regional cities with a population now reaching just over 160,000. It is the commercial and economic hub of the Darling Downs and widely accepted as the service centre for the Surat Basin, which encompasses a geographic area from Toowoomba in the east, to Roma in the west, north to Taroom and south to the New South Wales border.

The Toowoomba Regional Council area is a growing residential area, with significant rural and rural-residential areas, and some industrial and commercial land use. It is conservatively predicted that the Toowoomba Regional Council area will be home to nearly 200,000 people by 2036. However, more optimistic forecasts for the area suggest the population could be as high as 234,706 by 2036. There is no doubting that the city is on the cusp of a major growth spurt, with an enormous set of opportunities to come its way.

CLIMATE AND WEATHER

Toowoomba's climate ranges from quite cool during the winter months, to warm during the summer months. The city enjoys four distinct seasons and is particularly magnificent during spring due to the abundance of public parks overflowing with flowers. The average temperature ranges from 11.4 to 22.6 degrees, with an average yearly rainfall of 944mm. There are a vast number of activities and events throughout the year, making the city a top spot to visit any month of the year.

Due to its elevation, even on the hottest Queensland days the residents of Toowoomba can relax with a cool evening breeze. In fact, you'll feel all of the seasons here: there's a true winter with fog and frost, an autumn of golden falling leaves, and a spring of non-stop colour.

ECONOMY

Toowoomba's Gross Regional Product was \$8.19 billion in 2013, having grown 3.2% from the previous year. However, recent predictions from the Regional Australia Institute see a \$10 billion boost to Toowoomba's GRP in the next 15 years, more than double the 2013 figure.

There are currently nearly 80,000 people employed in Toowoomba, with the Health Care and Social Assistance sector the largest employer, generating nearly 12,000 jobs. This is followed by Retail Trade and then Education and Training.

The Construction industry has the highest output at \$2.49 billion, with the Manufacturing sector coming in second highest at \$2.36 billion, and the Agriculture, Forestry and Fishing sector the third highest at \$1.47 billion.

The majority of the workforce are within the 25-54 years age bracket. The top three occupations are professionals followed by clerical and administrative workers and technicians and trades workers. Manufacturing has the largest total exports by industry, generating \$1.5 billion in 2013/14. The Agriculture, Forestry and Fishing sector is another major contributor to the export industry, generating \$915 million, followed by Mining at \$410 million.

For many workers and their families, moving to Toowoomba and the wider Surat Basin is proving to be the recipe for a bright, new future and a major boom for established and emerging industries.

Why TAFE?

TAFE stands for Technical and Further Education and is similar to a polytechnic or community college. TAFE colleges specialise in courses that provide you with skills for a particular industry or trade, and courses range from Certificate courses to Advanced Diploma level. TAFE offers you hands-on practical vocational learning combined with theory based learning sessions in small class sizes.

Facilities

Library - Libraries are available at all locations. They provide traditional library support including printing and photocopying, Wifi access, and computers and study areas for student use. Staff will assist with accessing print and electronic resources including databases, books, CDs, DVDs, magazines and newspapers and with study and reference queries. Libraries also offer students a comprehensive induction to the use of the facility prior to the commencement of their studies.

Training facilities - Modern class and lecture rooms, laboratories and workshops provide some of the best learning environments available and many of which simulate the workplace.

Our learning environments give you the opportunity to study and learn practical skills side by side with Australian students studying the same programs.

Canteen - Our canteens sell food and refreshments and operate during the semester.

Parking - Our campuses provide free parking for our students and visitors during business hours.

Assessment

TAFE uses a competency-based method of assessing skills. The key to competency-based assessment is that it is based on actual skills and knowledge a student can demonstrate outside of the classroom (such as in the workplace).

The standard TAFE grading system is as follows:

- ♦ Competent or
- ♦ Not yet competent

Qualifications explained

Certificate I

Certificate I courses cover base-level skills for entry to the workforce.

Certificate II

These courses prepare students for entry-level positions or apprenticeships in a variety of industries. As well as providing basic knowledge, a certificate II demonstrates to a potential employer that you're actively interested in their industry.

Certificate III

Develop skills, theoretical knowledge and problem solving abilities with career-relevant certificate III courses. This level of qualification is ideal for those wanting to move out of entry-level roles, gain a trade, or shift to a new career.

Certificate IV

Designed for supervisory and management positions, certificate IV courses typically interest those wanting to advance their careers in the industry they already work in, or further develop skills acquired through previous study.

Diploma

These courses develop broad and in-depth skills in professional, technical or creative fields. Skills taught include planning, development and management.

Advanced Diploma

Advanced Diploma students will develop high-level practical and professional skills. With full-time courses typically taking two or three years, an advanced diploma is ideal for ambitious professionals wanting to fast-track their career.



Entry requirements

English

All classes are instructed in English. Students must be able to demonstrate a suitable level of English language before being admitted to a program.

One of the following must be met in order to gain entry into a TAFE Queensland course:

- IELTS 5.5 overall score, with no individual score less than 5.0
- Diploma of Nursing requires IELTS 6.5 with no score less than 6.0
- TOEFL: 530 (Paper based test) 69 (Internet based test)
- Pearson Test of English (PTE)—Certificate Courses Score of 43 – 49
- ISLPR (4 skills: reading, writing, listening, speaking) with no individual score less than 3.
- TAFE Queensland Certificate IV in English
- First Cambridge Certificate of English, A or B grade
- Cambridge Certificate of Advanced English (47 – 51)
- Successful completion of an acceptable formal course (not ELICOS) where the medium of instruction is English
- ‘Sound Achievement’, or equivalent, Year 12 English in an Australian school
- Special consideration may be given to students who wish to enter certain courses with TAFE Queensland South West. All such cases are subject to approval by the Institute Director or delegated Officer

Please note

- Intending students should seek advice from the Australian Embassy or Consulate in their home country regarding specific Country Assessment Level (CAL) requirements for obtaining a Student Study Visa.
- Original documentary evidence or signed original certified copies must be provided.

Academic

Certificate and Diploma courses require a minimum of Year 12 in Australia or the International equivalent.

Under 18 years of age

All overseas visa holders must be 18 years of age at the commencement of programs.

For more information, visit www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Pages/Default.aspx

Pre-requisite requirements

Automotive/Information Technology/Hospitality programs.

Students must successfully complete the Certificate III before enrolling in Certificate IV or Diploma programs.



Health care & medical facilities

Overseas Student Health Cover (OSHC)

All international students are required to be covered by medical insurance for the length of their visa. OSHC will cover you for some of the costs of medical treatment during your stay. If you have any questions about OSHC you can contact your OSHC provider.

How to use your health insurance card

If you need to visit a doctor or medical centre, show your health insurance card at the end of the visit. You will be charged the doctor's fee and the government fee may be processed by the medical centre. Remember to keep your receipt.

What happens if you become sick?

- Phone the doctor or medical centre and make an appointment. Go to your appointment. Your doctor will ask questions about your health. Your doctor may give you a prescription for medicine.
- Get a medical certificate. If you are away from your classes, you will need to prove you were sick. A medical certificate from your doctor will show that you were unable to attend class. There is no extra charge for this certificate.
- Pay your bill. At the end of each appointment, show your health insurance card and pay the bill. If your doctor or medical centre can't process the fees using your health insurance card, you will need to pay all the fees and claim back the government fees from your health insurance.

Medicines

If you are sick, your doctor or GP might prescribe medicine such as antibiotics. Prescription medicines are available at chemists and pharmacies. To purchase prescription medicines, you must provide your doctor's prescription to the chemist. Your health insurance will only pay for prescription medicines above a certain value. Make sure you show your health insurance card when you are paying for prescription medicines at the chemist or pharmacy.

During your studies...

Recognition of Prior Learning (RPL)

Experienced and qualified - TAFE Queensland South West are passionate about giving you the qualifications you deserve.

If you have on-the-job experience and would like to have it formally recognised with a nationally-accredited qualification, you can apply for recognition of prior learning (RPL). The process is simple—using current workplace practice, previous training, and achievements, you can demonstrate your ability in various subject areas. Your experience could provide you with credit towards subjects, or full qualifications either at a certificate or full diploma level. If there are gaps in your knowledge we then provide training to help you achieve your qualification.

Career pathways

In many cases, Australian universities will also allow prior diploma or higher level TAFE study to count as credit towards a degree.

Both Institutes have strong partnership with the University of Southern Queensland (USQ) with qualifications that allow students to start studying at TAFE and complete their qualifications at the university. Students must successfully complete their diploma before graduating and enrolling at USQ.

Being accepted at university is achievable through TAFE qualifications (you may also be able to upgrade your OP score through a TAFE Queensland South West qualification).

Fees

You must pay all relevant fees before your semester starts in Australian currency (AUD), or you will not be allowed to start or continue your studies.

Accommodation

There is no on-campus accommodation at TAFE although a range of private accommodation options are available.

USQ Residential Colleges (Short Term Option)

If you are looking for short term temporary accommodation the University of Southern Queensland Residential Colleges provide fully catered (3 meals per day) short term accommodation. During this time you can source other accommodation or stay on for a longer period of time in the Residential Colleges. The USQ Residential Colleges are located on the opposite side of town to the Toowoomba Campus. Applications for the USQ Residential Colleges can be submitted directly to USQ via www.usq.edu.au/accommodation.

Renting

Should you choose to rent a house or unit it is important to research available options (as prices and quality of rental accommodation varies significantly as well as some provide furniture and some do not). You can obtain a list of rental properties from Real Estate Agents by browsing the website www.realestate.com.au.

Transport

Transport to Toowoomba

You can travel to Toowoomba from the Brisbane International Airport via the Air Train and Greyhound Coach or by using the Airport Flyer.

Option 1: Air Train and Greyhound Coach

Catch the Air Train from the airport to the Roma Street Transit Centre where you can then travel on a Greyhound bus to Toowoomba. The Air Train stations at the Domestic and International Airports are located directly outside the terminals, with trains departing every 15 minutes to the city during peak times. For further information please go to the Air Train website www.airtrain.com.au.

At Roma Street Transit Centre make your way to the top level to the Transit Centre and buy a bus ticket to Toowoomba from the Greyhound Pioneer Counter. Buses depart approximately every hour; To view timetables or for more information visit www.greyhound.com.au/ServiceInformation/timetables.aspx.

Option 2: Airport Flyer

The Airport Flyer is a mini-coach shuttle service between Brisbane Airport and Toowoomba. The Airport Flyer provides a door-to-door service for passengers. To book this service or for more information visit www.theairportflyer.com.au.

Driving

Australians drive on the left hand side of the road, similar it is important to remember that in Australia cars drive on the left hand side of the road. This is important to remember, whether you are driving or just trying to cross the road! If you are planning to drive in Queensland, you must have an English translated international driver's licence or a valid Queensland driver's licence. To apply for an international licence, visit www.idlicense.com. To apply for a Queensland driver's licence, phone Queensland transport on 13 23 80 or visit www.tmr.qld.gov.au/Licensing/Getting-a-licence.aspx.

It is mandatory to learn Australian road rules before driving in Queensland. Go to www.tmr.qld.gov.au/Licensing/Visitors-and-new-residents.aspx for information about road rules and traffic laws. Penalties for breaking traffic laws (speeding, illegal parking) range from expensive fines to losing your driver's licence, or even going to jail.

There is FREE student parking available at all locations.

Bicycles

By law, cyclists must wear a helmet at all times. At night, you must use reflectors and lights so drivers and other cyclists can see you.

Orientation

The time and place of your International orientation.

The orientation is held before the beginning of each semester and will provide you with valuable information as you adjust to life and study in Australia. You will collect class timetables, program information and receive your Student ID card if available.

It also gives you an opportunity to meet staff and other students in the program. Orientation is an essential part of your TAFE studies and should not be missed.





About Australia

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school.
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Diplomatic Mission in your country can tell you which State schools are registered to take international students.
- Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State Government for the dependants to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

Emergency Telephone Numbers

For emergency i.e. fire, ambulance or police, dial 000.

When you dial 000, the operator will ask you what service you want (fire, ambulance or police) your name, address, telephone number, and what you require assistance for. If your English is not good, say "Fire/Police/Ambulance" and tell the operator what country you are from, and you will be put through to a translator.

Police

In Australia, police protect people and property, detect and prevent crime and preserve peace for everyone. They are not connected to the military or politics. The police can help you if you feel unsafe.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospitals. Use them wisely as you will not be covered by health insurance and be charged money if it is not an emergency.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations when gas or chemicals become a danger. A fire does not need to be large for you to call the fire brigade.

Banking

Exchanging Money

Australian currency is dollars and cents (AUD). Money exchanges can change your country's currency into Australian currency. You can exchange your money at dedicated money exchanges at the airport in Brisbane, or at any major bank.

Banks and ATMs

Banking services are provided by banks, building societies and credit unions. There are five major banks in Australia: ANZ, National Australia Bank, Commonwealth Bank, Suncorp and Westpac. All five of these banks have automatic teller machines throughout Toowoomba.

How to Open a Bank Account

Once you are settled in Toowoomba or Ipswich, it is a good idea to open a bank account. If you open your account within six weeks after you arrive, you only need to show your passport as identification. After six weeks, you must show additional identification to open an account.

You can choose any bank or building society you want to open your account. You will need to show your passport, student ID (which will help you avoid higher bank fees) and some money to deposit. Your first deposit can be any amount as little as \$10.00.

To withdraw money, you can go into any branch of your bank, or just use your bank card at an ATM. You may need to set up a personal identification number (PIN) in order to use an ATM. Ask at your bank if you need help doing this. If your bank card is lost or stolen you MUST phone your bank immediately!

Telephones

Mobile Phones

If you come to Australia to study it may be a good idea to have a mobile (or cell) phone, which makes it easy for you to be contacted. Before bringing your phone to Australia, check to make sure it can be used here. Some countries, such as Japan and the USA, operate their mobile phones on networks that are not available in Australia. Another option is to buy a phone in Australia.

Phone Cards

You might want to buy a phone card to make international calls. These are available at newsagencies and most phone shops and selected stores.

Public Phones

There are numerous public phones available. They are coin operated and a short local call costs around \$0.40.

Work opportunities

Students often use their vocational placement as a step to full employment. There are numerous employment agencies to assist students in finding part-time work in many industries.

Earning an Income

Taxes

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

Getting a Tax File Number

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at www.ato.gov.au or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

Lodge online using e-tax at www.ato.gov.au

For a registered tax agent visit www.tpb.gov.au

Tax returns are lodged at the end of the Australian tax year—(1 July to 30 June).

Superannuation

If your monthly wage is more than AU\$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia

You will need to provide the details of your superannuation fund.

Cost of living

Accommodation and living costs in Toowoomba are generally lower than the capital cities of Sydney, Melbourne and Brisbane. Depending on the type of accommodation selected, the annual cost of living is approximately AUD\$12000 - \$14000. This is in addition to Tuition fees payable for the program undertaken. Apart from rent and living expenses there are some extra costs that need to be considered when renting. These are for Electricity and/or Gas (not all homes have Gas), and Telephone expenses.

Approximate costs of renting in Toowoomba

| | |
|---------------------------------------|-------------------|
| Bond/security deposit (4 weeks' rent) | \$280-640 |
| Two weeks in advance | \$120-320 |
| Electricity connection | \$80 |
| Telephone connection | \$60-210 |
| Gas connection | \$80 |
| Total | \$620-1330 |

Living costs guide

Weekly average cost of living

| | |
|-----------------------------|------------------|
| Rent (shared accommodation) | \$75-150 |
| Food | \$60-100 |
| Electricity/gas | \$10-15 |
| Transport | \$20 |
| Clothing & toiletries | \$25 |
| Entertainment | \$25-50 |
| Phone calls/postage | \$25-40 |
| Other expenses | \$15-30 |
| Total | \$250-435 |



Ready to study

1

Apply

Send your application

To apply please click on your chosen program by visiting the TAFE Queensland South West website, and click on 'Enrol Now':

www.tafesouthwest.edu.au/international/students/

Attach certified copies of the following:

- Passport
- Educational certificate and academic records
- English language tests results (see page 6)
- Evidence of employment history (if applicable)
- References from employers (if applicable)

Ensure that your current name is added to copies obtained under your former names and that certified translations accompany documents that are not in English.

When should I apply?

Apply as early as possible to ensure that a place in your preferred course is available. You need to keep in mind the time it takes to apply for your student visa.

3

Fees

Pay the fees

Before the Letter of Offer expires, you should:

- Pay tuition fees as stated in your Letter of Offer.
- Pay Overseas Health Cover (OSHC) as stated in your Offer. You must pay for the OSHC for the duration of your visa for yourself and any family members accompanying you to Australia.
- Payment of the amount should be made in Australian dollars via
 - ♦ bank cheque
 - ♦ international bank draft
 - ♦ credit card
 - ♦ direct deposit or telegraphic transfer to the Institute's account which will be specified in the Offer of Place letter.
- If you pay direct deposit or telegraphic transfer, you must provide proof of payment (such as a receipt).
- When we have received your fees you will receive your electronic Confirmation of Enrolment (eCoE).

2

Offer

Receive your Letter of Offer

If your application is successful, you will be sent a Letter of Offer of Place. This may be a conditional offer made on the condition that you meet certain requirements.

- To accept the offer, complete and sign the Acceptance Form (in particular page 1) and return it together with your payment.
- Send the required documentation to show that conditions have been met (if your offer is conditional).

4

Visa

Apply for your student visa

When you receive your eCoE, take it to an Australian Diplomatic Mission in your home country, along with your Letter of Offer and all other Australian Government Visa requirements. We advise that you seek assistance from your agent or the Department of Immigration and Border Protection (www.border.gov.au). To find the Australian Diplomatic Mission nearest you visit: www.dfat.gov.au/missions

5

Arrive

Planning your arrival

You must make your own travel arrangements.

As a general rule, arrange your travel after your visa has been approved — not before.

Airport pickup can be arranged at a nominated fee

Accommodation

For accommodation in Toowoomba

- Student Village
- Rentals
- Housestay

Arrival in Australia — passport

Remember to carry your passport with you at all times for easy access, as you will need it to complete travel documentation. Keep a pen handy at all times.

Changing money

After you pass through Customs, change your money into Australian dollars at the airport. You may also change money into Australian dollars before you travel from your home country to ensure that you have money for taxis and bus fares.

International Unit

Visit the International Unit at your campus.



OVERSEAS STUDENT TERMS AND CONDITIONS OF STUDY

(Standard 3—the National Code 2007)

FR004

TERMS AND CONDITIONS OF STUDY

These Terms and Conditions of Study shall be applied to all overseas students on a student visa, enrolled in a CRICOS Registered program at TAFE Queensland South West. The student understands and acknowledges that he / she must adhere to all TAFE Queensland South West policies and meet all requirements of their Department of Immigration and Border Protection (DIBP) Student Visa conditions.

Entry Requirements

- English language proficiency (5.5 Academic IELTS with no stream less than 5.0) or equivalent; or (6.5 Academic IELTS for Diploma of Nursing students);
- Educational qualifications (Year 12 sound achievement in English and mathematics);
- Mature age (18 years old) evident by legible copy of passport
- Transfer documentation (Letter of Release);
- Overseas Health Cover (OSHC) for duration of study.

STUDENT ORIENTATION

The student orientation is compulsory for all overseas students before start of study. The purpose of orientation is to share important information, provide timetables, tour the facilities, and provide important information such as attendance, course progress and payment; enrolment conditions; TAFE Queensland South West's policies and procedures and workplace health and safety.

STUDENT VISA OBLIGATIONS

Attendance and course progress

It is a condition of Student Visa that an overseas student:

- Must maintain full time status with satisfactory attendance (a minimum of 20 hours a week) with a minimum attendance rate of 80% per semester.
- Must achieve a satisfactory level of course progress for the program of study.
- If an overseas student fails to meet these requirements, the DIBP will be notified and their Student Visa may be at risk of cancellation.
- Unsatisfactory course results are when an overseas student has been awarded an 'M' result on two (2) occasions for the same unit of competency.

Payment of fees

- Fees must be paid by the due date indicated on the Letter of Offer. If student fails to pay fees as per the Letter of Offer they will be in breach of their Student Visa conditions.
- Overseas students will not be allowed to commence studies until all applicable fees are paid. This includes OSHC, as well as any previous offers you have had with other TAFE Queensland regions.

COURSE APPLICATION, OFFER & ACCEPTANCE

Course application

A prospective student/parent/guardian makes an enquiry to an Overseas Education Agent or the TAFE Queensland South West to request course information. The student will be provided with information such as course brochure and pricing, Overseas Student Guide and Application Form.

Course offer

Prior to an offer being made, TAFE Queensland South West is responsible for verification and determination of each prospective student's entry requirements appropriate for the course of study.

On receipt of a completed student application with supporting documentation, TAFE Queensland South West will assess and may provide a Letter of Offer to the overseas student or Education Agent outlining course details, duration of study, overseas health cover, payment terms, policies and conditions.

Places within all course offerings are subject to availability.

Acceptance of course offer

- On receipt of payment, signed copy of the Letter of Offer, TAFE Queensland South West will send the student:
 - Confirmation of payment
 - Electronic confirmation of enrolment (CoE)
 - Confirmation of start dates and if applicable, information relating to overseas health cover and orientation details

PROVIDER'S RESPONSIBILITIES - GOVERNANCE

TAFE Queensland South West and overseas students enrolled within its programs are governed by a range of acts and regulations. Those particularly relevant to overseas students are identified as follows:

- ESOS Act 2000 (Education Services for Overseas Students) and ESOS Regulations 2001;
- The National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007);
- VET Quality Framework;
- Australian Skills Qualification Authority (ASQA).

MARKETING AND PROMOTIONS

TAFE Queensland South West will ensure that marketing of education and training services is professional, accurate and maintains the integrity and reputation of the industry

FEES, PAYMENT AND REFUNDS

Fees

All relevant fees must be paid in advance for study and are subject to change. Fees for airfares, airport pickup and transfer, accommodation, meals, car parking and transport are additional to course tuition fees. Fees are payable - in Australian currency, by due date in the Letter of Offer as acceptance of Terms and Conditions:

- Fees for course tuition includes course content not course duration (completion of the course in a shorter timeframe does not mean a reduction of course tuition fees);
- Student cancellation of enrolment due to rejection of a student visa application will incur an administration charge of \$500;
- Fees may be reduced or refunds granted for credit transfer, this may impact on student visa conditions. Fees will not be reduced for Recognition of Prior Learning (RPL); this may impact on student visa conditions.

Payment of Tuition Fees

Prior to the start of each semester, a tax invoice for course tuition fees in Australian currency is sent to the student's current mailing address for payment by the due date on the tax invoice. Students must pay all applicable fees including OSHC, before start of study or the student will not be allowed to start study.

- Non-payment of relevant fees may put the Student visa and graduation at risk;
- Any additional fees that may be incurred by TAFE Queensland South West from currency conversion fluctuations and any telegraphic transfer transactions to TAFE Queensland South West will result in the student receiving an additional tax invoice.

Tuition refunds

1. Visa

- 1.1 Where the initial student visa application is rejected prior to course commencement, TAFE Queensland South West will refund tuition fees paid. The refund application must be supported by a copy of the visa rejection letter from DIBP.
- 1.2 Where the student visa application is rejected after course commencement, TAFE Queensland South West will charge pro-rata tuition fees for the period of study.
- 1.3 The terms of this agreement, with regard to withdrawal from study, also apply where:
 - a) a student is granted permanent resident status;
 - b) an application for a visa extension is rejected or DIBP cancels the student's existing visa;
 - c) a student withdraws or cancels their course before commencing any subsequent semester of studies.
- 1.4 If a student has paid directly to an Overseas Student Health Cover Provider, and requires a refund for Overseas Student Health Cover, the student must contact their health fund provider to arrange their own refund.

2. Formal course/s

- 2.1 If a student withdraws or receives a Letter of Release from their formal course for any reason, excluding visa rejection:
 - a) Up to and including 28 days before course commencement;
 - If the student has paid the full semester tuition fee, TAFE Queensland South West will refund the semester tuition fees paid, less a \$500 administration fee.
 - b) After course commencement;
 - TAFE Queensland South West will not refund tuition fees except in the event of death of the student. Such refunds will be calculated based on the amount of study already completed.

Refunds will be granted

In the case of 'provider default', the student is protected by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Where TAFE Queensland South West cannot offer or continue to offer the course, TAFE Queensland South West shall:

- a) Offer an alternate course to the original one;
- b) Pay a refund including course money collected by Education Agent on behalf of TAFE Queensland South West, within two (2) weeks (10 working days) of 'provider default'; or
- c) Refer to alternate TAFE Queensland region;
- d) Reach mutual agreement of a decision with the student.

Refunds will not be granted

If the student provides fraudulent or forged documentation, thereby, misleading TAFE Queensland South West to offer the student a place within a course;

- If the student notifies TAFE Queensland South West of a cancellation of enrolment or unauthorised leave after the start of study date;

If TAFE Queensland South West initiates a cancellation of enrolment due to a breach of student rules (misbehaviour, non-payment of student fees) or student visa conditions (attendance, course progress);

If DIBP cancels the student visa after start of study date of course;

- If the student cancels OSHC after the start of study date; or
- If original documentation granting Australian permanent residency after the start of study date for the current compulsory study period is not supplied. All fees paid in advance shall be payable at domestic prices, from the next consecutive compulsory study period.



OVERSEAS STUDENT TERMS AND CONDITIONS OF STUDY

(Standard 3—the National Code 2007)

FR004



Exceptional circumstances for refund considerations

Student Default

If within four weeks of commencing a Vocational Education and Training (VET) course, the student's English language competence is assessed as not meeting the course entry standard, the student may transfer from the VET course to the English language course at TAFE Queensland South West.

Deferral of Enrolment

A student may request a refund due to compassionate or compelling circumstances (serious illness or injury where a student was unable to attend class, bereavement of close family member/s such as parents or grandparents of the student, major political upheaval or natural disaster in the home country) where the student was unable to continue to study. Decisions on refunds or transfer of funds shall be at the discretion of the General Manager or delegated officer. In the first instance, the student must supply evidence of their inability to continue in the course. TAFE Queensland South West shall grant a deferral of enrolment while the student returns home; the balance of course fees is credited to the "Deferred Offer of Course Place" to resume studies at a later date, up to 12 months after the first day of deferral. If the student subsequently cancels the "Deferred Offer of Course Place", TAFE Queensland South West shall not refund the fees credited towards the student's account.

Suspension of Enrolment

TAFE Queensland South West reserves the right to suspend or otherwise penalise a student who commits a serious breach of TAFE Queensland's Student Rules or of overseas student visa conditions. If a student has their enrolment suspended by TAFE Queensland South West, the terms and conditions within this policy shall apply.

Cancellation of Enrolment

- A student may request to cancel their enrolment, after the start of study date of the course. The student must submit in writing the reasons for the request and attach supporting information (receipt of payment, Confirmation of Enrolment, any original or certified copies of relevant supporting documentation) for consideration.
- A continuing student may withdraw from TAFE Queensland South West and return home, after the start of study date of the course. The student must provide supporting documentation, such as a copy of an airline ticket in their name.
- Where the student's demonstrated English language level does not reflect the IELTS test result for course entry, a decision may be made by TAFE Queensland South West within the first four weeks of the start of study date of the course, where the student may be required to improve their English language competence before progressing in the current course.

Transfer between Registered Providers

- A student may request to have fees paid in advance transferred to another TAFE Queensland region within the first 14 (10 working) days of the start of study date of the course.
- All overseas students may request before the start of study date of the course, to transfer to a new provider, upon which the refund policy would apply.
- When a student applies for a transfer they must provide the following supporting documentation:
 - (i) Receipt of payment;
 - (ii) Confirmation of Enrolment;
 - (iii) Letter of Release from the existing registered provider. An approved transfer shall result in the fees paid in advance being transferred to the receiving TAFE Queensland region.

STUDENT, DEFERRAL, SUSPENSION, CANCELLATION AND TRANSFER

Deferral, Suspension and Cancellation of Enrolment

TAFE Queensland South West manages deferrals, suspensions and/or cancellations of enrolment to ensure any extension of the student's duration of study, as specified on the student's CoE, occurs as the result of an approved deferral of study, temporary suspension of study, and/or cancellation of enrolment granted under Standard 13 of The National Code 2007.

Transfer between Registered Providers - Cancellation of Enrolment

TAFE Queensland South West processes an overseas student transfer between registered providers, where the transfer will not be detrimental to the student. Only accept and process an overseas student transfer between registered providers where the student has completed six months of his/her principal course except in compassionate and compelling circumstances (The National Code 2007). There is no obligation on a TAFE Queensland region to agree to the transfer. Prior to approval of a student initiated request to transfer, the principal registered provider shall:

- Assess, provide feedback about its decision to approve the transfer, and process the student initiated request to transfer within five working days. If the transfer is not approved, TAFE Queensland South West will provide a letter stating the reasons for refusing the release including why the transfer may be detrimental to the student. In this instance, the student will have the right to appeal the TAFE Queensland South West's decision via the internal complaints and appeals process within 20 working days.
- Check the receipt of valid documentation about compassionate and compelling circumstances (e.g. medical certificate, death certificate, travel fare, Police/Psychologist Report), and/or extenuating circumstance which may impact on the student's welfare.

COMPLAINTS, APPEALS AND DISPUTES

Differences of opinion and misunderstandings occur every day. Most situations can be resolved between students, trainers, assessors and support staff. Students can find out about all available actions by making an appointment with the Inclusive

Education Manager. There are three (3) easy stages to resolve issues at the TAFE Queensland South West.

Stage 1: Complaint

- Inform students that they can make an internal complaint and appeal and raise external disputes and formal concerns about TAFE Queensland South West;
 - before entry into a written agreement, receipt of course money or enrolment, share policy information about complaints and appeals with students, and again in the orientation where student attends the course;
- Ensure practices for internal complaints and appeals:
 - (a) maintain the student's enrolment and allow for a support person;
 - (b) maintain and share written records with the student;
 - (c) commence the process within 5 working days and complete it in a timely manner;
 - (d) refer the student for external independent, inexpensive dispute resolution and formal concerns;
 - (e) notify in writing to the student, TAFE Queensland South West's intention to report the student visa breach to DIBP, and the student's right to access or not TAFE Queensland South West's internal complaint and appeal processes within 20 working days; and
 - (f) report student visa breach to the DIBP.
- notify DIBP via the Secretary of Department of Education through PRISMS, for student visa breaches;
- maintain records about internal student complaints and appeals to comply with relevant Australian legal and other requirements; and implement appropriate documented policies and processes for the induction, performance management and training of staff and suppliers involved with student complaints and appeals processes.

Stage 2: Appeals

Appeals are covered initially under the TAFE Queensland's Student Rules. Internally, the highest level of complaints and appeals is TAFE Queensland South West's Appeals Committee. Students may nominate a support person or be represented by another person, if the student so chooses at any stage of the complaints and appeals processes.

Stage 3: Dispute

Further information is available at www.ombudsman.qld.gov.au or by contacting the Overseas Student Ombudsman.

GRIEVANCE

- If an overseas student feels they have been aggrieved / harassed / intimidated / discriminated against they need to seek the assistance of the Overseas Unit or Inclusive Education Manager for advice on how to proceed.
- A student may also nominate a support person to accompany them at any stage of the dispute resolution process.
- Further information is available at www.ombudsman.qld.gov.au or by contacting the Overseas Student Ombudsman.

CREDIT TRANSFER AND RPL

Credit Transfer

If the student has a Qualification or Statement of Attainment and Statement of Results, an application for credit transfer can be made with TAFE Queensland South West. TAFE Queensland South West recognises VET Quality Framework Qualifications, and Statements of Attainments issued by other Providers.

Recognition of Prior Learning (RPL)

Recognition of prior learning acknowledges the student's current competence through education and training endeavours, work, and life experiences. Students are eligible for RPL, if they have completed an identical unit of competency with TAFE Queensland South West or another Provider. This means students will not be required to complete the same unit of competency again. The RPL application process requires the student to:

- Provide certified copies of Qualifications, Statements of Attainment and Statement of Results from previous study;
- Provide CV, professional references, or work samples;
- Participate in an interview with probing questions to demonstrate the student's abilities by a content specialist; and
- Be notified of the assessment result based on the student's ability to meet all performance criteria for each unit.

REFERENCES

- Education Services for Overseas Students (ESOS) Act 2000;
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007.

DECLARATION

I have read and understand the Terms and Conditions above:

Please print NAME:

SIGNATURE:

DATE:

TAFE Queensland Regions



CRICOS code: 03020E

Alexandra Hills
Bracken Ridge
Caboolture
Grovely
Loganlea
Mount Gravatt
Southbank



CRICOS code: 03037G

Ashmore
Coomera
Southport



CRICOS code: 02012B

Cairns
Cannonvale
Townsville



CRICOS code: 02011C

Bundamba
Kingaroy
Roma
Springfield
Toowoomba



CRICOS code: 02004B

Bundaberg
Hervey Bay
Maroochydore
Maryborough
Mooloolaba
Nambour



CRICOS code: 02014M

Acacia Ridge
Bracken Ridge
Eagle Farm

