TAFE Queensland South West offers an extensive range of courses and flexible study options across a number of locations, including:

**Bundamba**
Cnr Mary & Byrne St
Bundamba QLD 4304

**Charleville**
Parry St
Charleville QLD 4413
*There is no Customer Service Centre onsite*

**Chinchilla**
9 Zeller St
Chinchilla QLD 4413

**Dalby**
463 Bunya Highway
Dalby QLD 4405

**Inala**
54 Thrush St
Inala QLD 4077

**Kingaroy**
Cnr Bunya Highway and Geritz Rd
Kingaroy QLD 4610

**Nurunderi**
Cherbourg
Collins Rd
Cherbourg QLD 4605

**Roma**
Timbury St
Roma QLD 4455

**Springfield**
Education City Drive
Springfield QLD 4300
*This site is cashless*

**Stanthorpe**
22 Caves Rd
Stanthorpe QLD 4380

**Toowoomba**
100 Bridge St
Toowoomba QLD 4350

**Warwick**
200 Dragon St
Warwick QLD 4370

Our courses are nationally recognised, our facilities are world class and our teachers are highly qualified. This document will provide you with information to assist you to enrol with TAFE Queensland South West. Our friendly customer service team are also on hand to assist you.

For more comprehensive information relating to services, support and your time with TAFE Queensland South West, please refer to our website: [www.tafesouthwest.edu.au](http://www.tafesouthwest.edu.au)

**HOW DO I ENROL INTO A COURSE AT TAFE QUEENSLAND SOUTH WEST?**

The following information provides a general outline of the enrolment procedures for courses offered at TAFE Queensland South West.

In response to your initial enquiry, you will usually receive a brochure and/or documentation containing information about your course of choice. We suggest that you familiarise yourself with this information, as it will assist you in making your decision to study with us.

Different courses are subject to different funding and eligibility requirements, so please refer to your course information, or contact one of our friendly customer service officers if you require clarification or assistance.

Once you have decided on a particular course to study, you will need to take the right steps to secure your place. Our enrolment and payment options are detailed below:

**By Telephone:**
To enrol by telephone, call our Customer Service Team on 1300 914 754. If you have a current concession card, please have your details ready. Payment over the phone can be made with credit card.

**By Email:**
Email your enquiry or your request for enrolment (along with the relevant enrolment documentation) through to southwest@tafe.qld.edu.au

**By Mail:**
Post your completed enrolment documentation with your payment (if applicable). Payment sent via the mail can be credit card details (Mastercard, Visa or AMEX), cheque or money order made payable to TAFE Queensland South West.

**Customer Services**
TAFE Queensland South West
PO Box 80
Toowoomba QLD 4350

**Fax:**
Fax your completed enrolment documentation through to 07 3817 3253

**In Person:**
Visit one of our Customer Service Centres to meet our friendly team and complete your enrolment in person.

**RECOGNITION OF PRIOR LEARNING (RPL)**

Have you already gained knowledge and skills through your work, life experience, training or education that might be relevant to your chosen course? You might already be part-way to completing a qualification. Contact our Customer Service Team to discuss whether this might be a suitable pathway for you.
WHAT FEES AND CHARGES WILL I HAVE TO PAY?

The fees and charges that will apply to your study, and when you have to pay them, will vary between courses and will also depend on factors like:

- Whether you are a domestic or international student;
- Whether you are paying full cost (i.e. Fee for Service) for the course, or are eligible to access a Government subsidy;
- Whether you are using a VET FEE-HELP loan to pay for your course, or to pay for your contribution towards a course (for Government-subsidised students); and
- Whether, if you are accessing a Government subsidy, you are eligible for a concession rate to reduce the amount of your student contribution towards your training.

Fee concessions

Students accessing a government subsidy, might be eligible for a concession rate to reduce the amount of their student contribution fee towards training. Prospective students might be eligible for the concession rate if:

- they hold a Health Care concession card or Pensioner concession card, or are the partner or a dependant of a person who holds a Health Care concession card or Pensioner concession card, and are named on the card; or
- they issue TAFE Queensland South West with an official form under Commonwealth law confirming that they, or their partner, or the person of whom they are a dependant, are entitled to concessions under a Health Care or Pensioner concession card; or
- they are an Aboriginal and Torres Strait Islander person
- they have a disability
- they are an adult prisoner

In addition to the above, Apprentices or Trainees accessing Government funding might also be eligible for a fee concession if:

- they will be under 17 at the end of February in the year in which they are provided training, and they are not at school and have not completed year 12.

Student ID cards

Your enrolment fees will usually include a Student ID and technology fee.

All students studying onsite, with the exception of those students completing Short Courses, are required to have a Student Card and visibly display it while onsite or on vocational placement. Student Cards are available from the Customer Service Centres at each location.

Following enrolment, you will have your photo taken and your card will be processed. Cards are not printed onsite at all locations and may be posted to you, or collected from the Customer Service Centre at a later date. You may also be able to supply a photo if you are unable to have your photo taken onsite. Please call our Customer Service Centre to discuss this option.

Your Student Card will allow you access to Library facilities and printers at some locations (charges may apply). For a replacement Card, contact the Customer Service Centre on 1300 914 754; fees apply.

From 1 July 2014, all tertiary/post-secondary students in Queensland are required to have the new Tertiary Transport Concession Card (TTCC) as proof of eligibility to purchase and travel on a concession go card or concession paper ticket.


Printing charges

Student printing may incur a charge at the standard rates as displayed on the various posters around each location.

Protective clothing, uniforms and other resource charges

Students may be required to buy items of personal apparel which are essential to their protection while undertaking a course e.g. safety glasses, safety boots, hair nets and uniforms. Students might also need specific uniforms or equipment in order to complete the course.

FEE PAYMENT OPTIONS

Not only does TAFE Queensland South West offer a high quality and competitively priced range of courses, we also offer flexible payment options to suit your needs. We will talk you through the different types of courses and the payment options available, so you can choose what will work best for you. Payment options include:

Up-front payment

Pay your fees upfront and in full before you commence your course.

Payment Plan

Pay your fees off while you study. For a number of courses available at TAFE Queensland South West, you may be eligible to apply for a payment plan. Once you have a deposit of 20% of your course fees, or $75 (whichever is greater) you can apply for your interest free student payment plan through our Customer Service Centre. You will need to complete a Payment Plan Application Form (available on our website, or upon request from our Customer Service Team) and provide the required documentation (including identification and pay advice/income statements).

Cancellation of enrolment does not necessarily cancel the obligation to make all payments under the payment plan.

VET FEE-HELP

VET FEE-HELP is an interest free Commonwealth income contingency loan that assists eligible full fee paying students to pay their tuition fees. VET FEE-HELP can be used to pay for all or part of an eligible student’s tuition fees when studying in an approved VET course.

The Australian Government pays the amount of the loan direct to TAFE Queensland South West and students repay their loan through the Australian taxation system once they hit a repayment threshold.

To be eligible for VET FEE-HELP you must be either be:

- an Australian citizen, or
- the holder of a permanent humanitarian visa.

The following students are not eligible for VET FEE-HELP, and must consider other payment methods:

- New Zealand citizens
- permanent visa holders (other than holders of a permanent humanitarian visa)
- overseas students.

You will be required to provide evidence of your citizenship or VISA status through visual confirmation, or certified copy of your passport or birth certificate, when submitting your ‘Request for VET FEE-HELP Assistance’ form.
In addition to meeting the citizenship or residency requirements, you must:

- be enrolled on or before the census date
- meet the Tax File Number (TFN) requirements—that is to provide your TFN or a Certificate of application for a Tax File Number (TFN).
- have completed, signed and submitted a valid Request for VET FEE-HELP Assistance form on or before census date
- have not exceeded the FEE-HELP limit.

Prior to accessing VET FEE-HELP you will be required to ensure you have read and understand the VET FEE-HELP Information Booklet. For more information, please visit the TAFE Queensland South West website, the Study Assist Website, or contact our Customer Service team.

**What if my employer or Job Service Agency are paying for my enrolment?**

If a third party will be paying your fees, you will simply need to provide a Purchase Order or an Authority to Invoice from the third party, authorising us to issue them with an invoice for your fees. An Authority to Invoice template can be obtained from our Customer Service team.

**CERTIFICATE 3 GUARANTEE**

The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III level qualification. It is important that potential students consider their training options before committing to a course which will use up their entitlement.

The amount of subsidy provided will depend upon the course chosen. Students who are eligible for a concession will receive a higher subsidy.

Foundation skills and lower level vocational qualifications may also be delivered based on the learning needs of the student or identified job outcomes.

To be eligible for a Certificate 3 Guarantee a student must:

- not hold or be already undertaking a Certificate III or higher level qualification (not including qualifications completed at school, or foundation skills training)
- be 15 years or older and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen

To enrol and access Certificate 3 Guarantee funding, you will be required to complete a Certificate 3 Guarantee Eligibility Confirmation, and provide evidence demonstrating you meet the eligibility criteria mentioned above.

Please visit the training Queensland Website for Student Fact Sheets and further information regarding the Certificate 3 Guarantee: www.training.qld.gov.au

**HIGHER LEVEL SKILLS**

This program provides a government subsidy to support eligible individuals to access one subsidised training place in selected certificate IV level and above qualifications, or priority skill sets. It is important that potential students consider their training options before committing to a course which will use up their entitlement.

The amount of subsidy provided will depend upon the course chosen. Students who are eligible for a concession will receive a higher subsidy.

To be eligible for a Higher Level Skills Subsidy, a student must:

- not hold or be already undertaking a Certificate IV or higher level qualification (not including qualifications completed at school, or foundation skills training)
- be 15 years or older and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen

Please visit the training Queensland Website for Student Fact Sheets and further information regarding Higher Level Skills: www.training.qld.gov.au

**Is there a refund policy?**

Please visit the TAFE Queensland South West website for our full refund policies, or contact our Customer Service Team to obtain a copy.

**WHAT SERVICES AND SUPPORT WILL BE AVAILABLE TO ME WHILE STUDYING AT TAFE QUEENSLAND SOUTH WEST?**

TAFE Queensland South West supports your study by providing an extensive range of services including:

- Support from highly qualified teachers
- World class facilities
- Computer access
- Internet access (wireless available at some locations)
- Student hubs
- Customer Service Centres
- Library access and services
- On-site parking
- Photocopying and printing facilities
- Learning support
- Disability services
- Indigenous student support
- Hair, beauty and massage services
- Fine-dining restaurants and coffee shops.

Note: not all services are available at all locations

**Student Self Service**

Student Self Service offers a quick and simple way to maintain your student records. It allows you to quickly and easily change your personal details, view and print your academic records, and make payments to your student account.

Once you have registered for this service you can:

- make a payment (via BPAY or credit card)
- view your TAFE student account
- update your personal details
- view your academic results
- view and print your Academic Transcript

Simply visit https://enrol.tafe.qld.gov.au to get started.

**Protecting your personal information**

We are committed to protecting and maintaining the privacy, accuracy and security of your personal information. Our privacy statement can be located on our website, on our enrolment forms, or obtained from the Customer Service Centre upon request.

**FURTHER INFORMATION**

Our Customer Service Team are available Monday to Friday to assist you. Please don’t hesitate to contact us should you require any further information.

Further information relating to our policies and procedures can also be located on our website: www.tafesouthwest.edu.au

P: 1300 914 754  •  E: southwest@tafe.qld.edu.au  •  W: tafesouthwest.edu.au

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