



STUDENT INFORMATION

TAFE Queensland Gold Coast offers an extensive range of programs across five campus locations including:



Ashmore

Cnr Heeb St & Benowa Rd
Ashmore QLD 4214

Coolangatta

5 Scott St
Coolangatta QLD 4225

Coomera

198 Foxwell Rd
Coomera QLD 4209

Coomera Marine

50 Waterway Dr
Coomera QLD 4209

Southport

91-99 Scarborough St
Southport QLD 4215

This guide contains a summary of key pre-enrolment information to assist you to understand your rights and obligations as a TAFE Queensland Gold Coast student and to let you know of the extensive range of services that are available to you. Full copies of our most commonly requested policies and procedures can be accessed on our website. Alternatively, our friendly customer service team is also on hand to assist you, at customer service counters, by phone on (07) 5581 8300 or email enrolments.goldcoast@tafe.qld.edu.au.

HOW DO I ENROL INTO A PROGRAM AT TAFE QUEENSLAND GOLD COAST?

The following is a general outline of the enrolment procedures for programs offered at TAFE Queensland Gold Coast.

In response to your initial enquiry, if you are asking about an accredited course, you will receive a course brochure as well as this flyer. We suggest that you familiarise yourself with the contents of these brochures as they will assist you in making your decision to study with us.

Once you have decided on a particular program to study, you will need to take the right steps to secure your place in that program. The locations of our Customer Service Centres and our different payment options are detailed below:

By Telephone:

To enrol by telephone (credit card payments only), call Customer Service on (07) 5581 8300 and have your credit card details ready.

By Email:

Email your enquiry or request for enrolment to our Customer Service Centre email address: Enrolments.goldcoast@tafe.qld.edu.au

By Mail:

Post your completed enrolment documentation with your cheque or money order to:

The Customer Service Centre
TAFE Queensland Gold Coast
PO Box 5547
GCMC QLD 9726

In Person:

Visit one of our three Customer Service Centres conveniently located at our Ashmore, Coomera or Southport Campuses.

Please note: prior to contacting Customer Service, please remember to bring your current Centrelink Health Care Card, Pensioners Card or Disability Pension Card (if you have one), or have your card details ready if you are phoning us, as you may be eligible for discounted fees, prior to the start of study date.

HOW WILL I BE SELECTED FOR A PROGRAM AT TAFE QUEENSLAND GOLD COAST AND WHAT ARE THE ENTRY REQUIREMENTS?

The selection process varies based on the level of the program you are interested in. Generally, our brochures and flyers contain the entry requirements specific to the program of your choice.

For Australian students wishing to study a Diploma in Queensland, entry to Diploma programs is either by applying directly with TAFE Queensland Gold Coast or via the Queensland Tertiary Admissions Centre (QTAC). More details about QTAC applications can be obtained from their website www.qtac.edu.au.

Please note: charges apply for the use of the QTAC service. Further information and assistance is available from Customer Service.

Certificate level and short courses are available for direct application. Please feel free to contact any of our Customer Service Centres by phone, email, in person, fax or by mail, to obtain

additional information or to clarify any issues or questions you may have. Contact details are outlined in the next section of this guide.

FEE PAYMENT OPTIONS

At TAFE Queensland Gold Coast you can achieve your goals without the added stress of expensive tuition fees. Not only does TAFE Queensland Gold Coast offer a high quality and competitively priced range of courses, we offer flexible payment options to suit your needs. We will walk 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:

Upfront Payment – Pay your fees in full before you commence your course.

Payment Plan – You may be eligible to pay your fees by payment plan. If you qualify for a fee payment plan you can utilise a Direct Debit agreement with TAFE Queensland Gold Coast to have payments debited directly from a nominated account. Terms and conditions apply. See Customer Service for more information.

VET FEE-HELP – Defer your tuition fees until you start earning above the income threshold, with assistance through a Commonwealth loan. Available on all Diploma and Advanced Diploma programs and selected high level certificates. Terms and conditions apply. For more information visit the Study Assist website at www.studyassist.gov.au.

For more information about the different course and payment options, please contact our Customer Service Centre.

IF I CHOOSE TO STUDY WITH TAFE QUEENSLAND GOLD COAST, WHAT CAN I EXPECT?

At the beginning of each semester and or/ program, most new students will receive an orientation either face-to-face or via an online format. You will have the opportunity to meet the General Manager, teachers and support staff of the learning area you will be studying with. Additionally, at orientation you will be made aware of essential information including, but not limited to:

- Workplace Health and Safety requirements.
- Enrolment conditions.
- Student Support services and Library services.
- TAFE Queensland Gold Coast policies and procedures.
- Your timetable (including important dates and assessment requirements).
- ID card (if not already obtained at enrolment).
- Flexible Learning: A number of programs at TAFE Queensland Gold Coast are offered through flexible delivery arrangements. Flexible delivery is designed so that you are able to study at your own time and pace. Programs offered through this mode of study are constantly being refined and developed, so please regularly check with Customer Service for the most up-to-date information.
- Blended Learning: are programs delivered both online and on campus with students able to choose which classes to attend face to face or which units to complete online.

WILL I BE PROVIDED WITH ADDITIONAL LEARNING SUPPORT IF I NEED IT?

Although your course may not have formal entry requirements, you will still need to have certain levels of literacy and numeracy in order to be able to obtain the required skills and knowledge for the course. All students in accredited courses undergo language, literacy and numeracy testing at orientation to identify any areas where you may need additional support. If you are found to be at risk of non-completion based on these results, you will be confidentially contacted to discuss your study options. This occurs within the refund period, so if you agree to change or withdraw you can do so without penalty. You can access free pre-enrolment testing to check your literacy and numeracy levels prior to making your study decision.

For information on the range of free learning support services available, or to book a pre-enrolment test call 07 5581 8300 or email studentsupport.goldcoast@tafe.qld.edu.au

WHAT SERVICES AND SUPPORT ARE AVAILABLE TO ME WHILE STUDYING AT TAFE QUEENSLAND GOLD COAST?

TAFE Queensland Gold Coast supports your study by providing an extensive range of services including:

- Homestay accommodation (for International students only).
- On-site child care centre – includes before and after school care (Ashmore campus only).
- Computer access.
- Customer Service Centres.
- Internet access (wired and wireless).
- Library access and induction.
- On-site parking (fees may apply).
- Photocopying and printing facilities.
- Access to public telephones.
- Campus security.
- Student common rooms.
- Career and program counselling.
- Learning support.
- Disability services.
- Indigenous student support.
- Hair, beauty and massage services.
- Fine-dining restaurant (Ashmore only) and cafeteria (Coomera and Ashmore only).

Online Services

Students of TAFE Queensland Gold Coast have access to the following online services:

- The student intranet: Portal to all Online Services. Provides timetables, event calendars, campus maps, policies and other resources.
- Student Self Services (SSS): SSS is the first step to obtaining a password to access other online services. SSS also allows you to manage your personal information, as well as view and print your TAFE academic information and financial details.
- Library Information Management System (LIMS): Access learning and information resources related to the Library.
- My.TAFE: my.TAFE lets students gain access to online courses and resources.

Students can access the above Online Services via the TAFE Queensland Gold Coast homepage at www.tafegoldcoast.edu.au by clicking on the links located on the right hand side.

Please note: a current email address is required to access the above services. Please contact Customer Service to update or supply your email address.

WHAT ASSESSMENTS WILL I BE REQUIRED TO UNDERTAKE AS PART OF MY PROGRAM?

For each unit of your program, you will be given or have access to a study guide containing details of the assessments you will need to successfully complete in order to pass the unit. The study guide will contain critical information about those assessments such as due dates, the type of assessment being conducted and what learning outcomes each assessment

is designed to test – so that you know what learning from your unit you need to demonstrate to pass that assessment.

TAFE Queensland Gold Coast has an assessment policy in place to ensure that students and teachers work together to achieve the relevant program objectives. In your class induction, a TAFE Queensland Gold Coast staff member will go through the Assessment Policy document with you. You will sign-off at the end of the induction to say that you have understood the Assessment Policy, as well as the other relevant policies covered in the induction, such as the Refund Policy. The Assessment Policy and all of the main policies that apply to your study are also available on the student intranet.

Competency-Based Assessment

To be eligible to pass your program, you must satisfactorily complete all the requirements of that program. This means that you will be assessed in terms of being able to do the job to industry standards. In line with the belief that a person cannot be partially competent, results for units will be given as one of the following:

J – Competent

M – Not yet competent

Results of assessment can be viewed and printed from SSS.

TAFE Queensland Gold Coast has personnel with appropriate qualifications and experience to deliver your training and facilitate your assessment. Assessments must meet national assessment principles, including Recognition of Prior Learning and Credit Transfer. Adequate facilities, equipment and training materials are utilised to ensure the learning environment is conducive to your success.

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 for and accessing Government funding towards your course;
- 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-funded students); and
- whether, if you are accessing Government funding, you are eligible for a concession rate to reduce the amount of your student contribution towards your training*.

***Please note:** TAFE Queensland Gold Coast can only give concessional rates to Government-subsidised students who are paying their student contribution fee directly to TAFE Queensland Gold Coast, or who have a partner or family member doing the same on their behalf, and that concession cards must be shown at time of enrolment in order for the concession to apply. See the section labelled “Fee Concession” for further details on concessions.

GOVERNMENT SUBSIDISED AND VET FEE-HELP STUDENTS

Your “student contribution fee”, the amount you pay towards your tuition, is inclusive of all mandatory resources and other fees. Depending on your course, there may also be optional or recommended resources (e.g. some text books) that you can buy if you choose to and these will not be covered in the all inclusive price you have been quoted.

Please note: TAFE Queensland Gold Coast may provide you with your student resources in electronically, rather than hard copy, to keep costs down for you. If you prefer to study in hard copy, you will need to either print those resources yourself or pay TAFE Queensland Gold Coast to print them for you.

FEE FOR SERVICE STUDENTS

If you are a full fee-paying student, in addition to your student contribution fee (the amount you pay TAFE Queensland Gold Coast associated with paying for your tuition) you may also need to pay any or all of the following fees and charges:

Printed Learning Resources Charges

Students may be charged for printed learning resources where these are provided in lieu of textbooks. These will be actual costs and not a generalised fee.

I.T. Charges

An I.T. fee is applied per semester for access to the internet on campus.

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 program e.g. safety glasses, safety boots, hair nets, uniforms. Students might also need specific uniforms or equipment in order to complete the course. Once purchased, these items remain the personal property of the student.

Student ID Cards

Your enrolment fees will include a student ID card. This is used for identification purposes when entering classrooms or borrowing resources from our Libraries. It is a TAFE Queensland Gold Coast requirement that all students must provide a 100 point identification check prior to enrolment. Some short courses do not require an ID card.

ALL STUDENTS

Printing Charges

Student printing will incur a charge at the standard rates as displayed on the various posters around each campus. Students will be required to place money on their ID card to facilitate printing/scanning/faxing.

TAFE Queensland Enrolment Policy for Non-Queensland Residents

Please be advised that to access Queensland Government funded training, you must have a Queensland residential address. Advertised fee structures apply to Queensland residents only – residents outside of Queensland should clarify the fees as they may differ.

IS THERE A REFUND POLICY?

TAFE Queensland Gold Coast has a number of different refund policies, depending on whether you are a domestic or international student and your method of payment. Please visit our website for the full refund policy which applies to you, or to see our Tuition Assurance Statement.

For domestic non-VET FEE-HELP students, we will provide a student and /or third party / guarantor responsible for a student’s fees and charges with a full or partial refund in the following instances:

Course Fees

- TAFE Gold Coast cancels the course.
- You cancel your enrolment before the course/ classes begin.
- You receive an academic exemption since enrolling into any course.
- You receive an unsatisfactory result in a course and you request and pay for the re-evaluation of that course. If you are successful, you will receive a refund of the re-evaluation fee.

If you cancel your Certificate or lower level enrolment after the course starts, the following applies:

- The General Manager shall not refund any fees and charges paid by/for the student for the cancelled course once classes have commenced.
- The General Manager shall not cancel any remaining payments or monies due in respect to any cancelled course enrolment/s for classes that have commenced.
- The General Manager must cancel any further course enrolment/s and refund fees paid in advance in respect to classes that have not commenced.
- The General Manager shall cancel any future payments due in respect to classes that have not commenced.

Please note: Refund applications may be obtained from all Customer Service Centres and all learning areas.

If a course has started, TAFE Queensland Gold Coast will not provide a refund, however, if any of the following events occur while you are undertaking study, you may apply to the General Manager for a refund under the following circumstances:

- You accepted a place offered through QTAC for another course.
- You suffer an illness or injury preventing you from completing the course.
- Exceptional circumstances prevent you from completing the course.

In these circumstances you will be required to provide supporting evidence detailing the event/s to be considered for a full or partial refund.

VET FEE-HELP REFUNDS FOR ALL DIPLOMA LEVEL STUDENTS.

This section is applicable to all students enrolled in a Diploma level course, or selected higher level certificates that offer VET FEE-HELP payment options, regardless of the student’s payment method.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- if a student does have a VET FEE-HELP loan, the student **will not** incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- if a student does have a VET FEE-HELP loan, the student **will** incur a VET FEE-HELP debt.

Tuition fees and census dates are published on our website.

Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for re-crediting a FEE-HELP Balance.

Material fees and other charges

TAFE Queensland Gold Coast will not refund material fees and other charges that are considered to have already been supplied to and/or used by the student. Examples of these are available from the Customer Service Centre or your learning area.

Fee adjustment for certain transfers and cancellations of enrolment

If you are enrolled into a course and then transfer to essentially the same course at another TAFE Queensland Institute or another course at TAFE Queensland Gold Coast, no later than two weeks after the start of the cancelled course, the tuition and material fees and other charges paid for the original or cancelled enrolment will be applied to the new or later enrolment. Any balance of course, material or other charges will be refunded.

Please note: “Course” means unit of competency, subject or module that is part of a training program that you are officially enrolled in at TAFE Queensland Gold Coast.

WHAT IF MY APPLICATION FOR A REFUND IS REFUSED?

If your refund application is refused you will be given a written notice of the reasons for this refusal. You may, within 12 days after the written notice is given, apply to the General Manager for a reconsideration of the refusal.

For full terms and conditions of our refund policy, including information on withdrawing, fee adjustments, transfers and cancellations, please visit our website or contact Customer Service.

CAN I ACCESS ANY WELFARE OR GUIDANCE SERVICES WHILE STUDYING AT TAFE QUEENSLAND GOLD COAST?

TAFE Queensland Gold Coast offers many different welfare and guidance services to assist you in obtaining your qualification/s. These services include:

Counselling Services

A free and confidential professional counselling service is available to all students. Both program/career counselling and personal counselling are available.

Learning Support

Learning support is provided within each Learning Area to assist students in areas such as:

- Language, literacy and numeracy.
- Study skills.
- Writing assignments.
- Exam techniques.

Disability Services

Do you have a disability? It is important to make your needs known to help us plan for your learning support. Please advise us of your physical or mental disability at the time of your enrolment.

The Disability Support Officer (located at the Student Services Centre) is also available prior to enrolment to meet with you and discuss your support needs.

We provide support for all types of disabilities. Talk to us about your options. All information will be treated confidentially.

Access, Equity, Diversity

TAFE Queensland Gold Coast is committed to equality for everyone. We will ensure that you have easy access to the information on program services available and enrolment procedures. Staff at your learning area will support you in completing your studies.

Support Services such as counselling, disability support and learning support are available to help you succeed. We will always adhere to all

policies, procedures and practices that contribute to improving all outcomes for a diversity of vocational education and training clients.

Indigenous Student Support

Indigenous Student Support is available to support indigenous students on issues including; identifying specific requirements, assistance with course and career options, providing information on scholarships and supporting the students during their studies.

For more information and appointment bookings phone: 5581 8372.

Student Support have offices at Southport and Ashmore Campuses for more information and appointment bookings phone: 5581 8300.

TAFE QUEENSLAND GOLD COAST'S KEY POLICIES

Academic Appeals

If at any time during your study at TAFE Queensland Gold Coast you are dissatisfied with any academic decision or process or have an issue that directly relates to the successful completion of your program, you can access TAFE Queensland Gold Coast's Academic Appeals Process by contacting administration staff at the learning area where you are studying.

Behavioural Expectations and Disciplinary Procedures

All TAFE Queensland Gold Coast students are subject to the TAFE Queensland Student Rules regarding their behaviour in connection with their studies, on and off campus. The rules cover topics such as Academic and Behavioural Misconduct, and set out TAFE Queensland Gold Coast expectations of you and your fellow students. Please note that bullying, harassment and dangerous behaviour are not tolerated by TAFE Queensland Gold Coast. The rules also contain information on the disciplinary procedures that TAFE Queensland Gold Coast follows in the event that a student breaches, or is suspected to have breached, those rules and on appeals procedures that students utilise if TAFE Queensland Gold Coast makes an adverse finding against the student.

Exemptions, cross credits or Recognition of Prior Learning

You must apply for an academic exemption on the approval form within 5 weeks after the class starts. An academic exemption means the student holds a successful result in the same course from another registered training provider. It also means the student has successfully completed the same course, with a different code and name, however the course content is the same. A member of the Customer Service Centre or your learning area can provide you with information for re-evaluations. An administration charge will apply to all refunds. Recognition of Prior Learning (RPL) is the process that formally recognises that you have acquired relevant skills and knowledge as a result of work experience, life experience, previous training or education. For further information, our credit and recognition policy and Recognition of Prior Learning and / or credit transfer policy can be found on our website, alternatively please contact the relevant teaching team.

Feedback and Complaints

TAFE Queensland Gold Coast has policies and procedures in place for dealing with client complaints. During your study at TAFE Queensland Gold Coast you will be provided with several opportunities to provide feedback about your experience, including surveys and focus groups. You can also email your feedback to: feedback.goldcoast@tafe.qld.edu.au at anytime.

Protecting your Personal Information

We are committed to protecting and maintaining the privacy, accuracy and security of your personal information. Your personal information will only be used for the purpose for which it is collected or a directly related purpose or with your permission or if TAFE Queensland Gold Coast is authorised or required by law to use or disclose that information in a particular way.

For further information regarding privacy, visit www.tafegoldcoast.edu.au or contact: RTI.goldcoast@tafe.qld.edu.au



Do you have an email address?

As a student of TAFE Queensland Gold Coast it is important that Customer Service has your current email address so that you don't miss out on important information. Please contact Customer Service to update or supply your email address.

TAFE QUEENSLAND GOLD COAST CUSTOMER SERVICE CENTRES

Ashmore, Coomera & Southport

Ph: (07) 5581 8300

Fax: (07) 5581 8333

Email:

Enrolments.goldcoast@tafe.qld.edu.au

Customer Service Hours
8am-5pm Monday to Friday
9am-5pm Wednesday