



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



**International**  
**Western Australia**

# TAFE INTERNATIONAL WESTERN AUSTRALIA STUDENT SUPPORT GUIDE

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2023





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# WELCOME

TAFE International Western Australia (TIWA) welcomes international students to TAFE and Western Australia.

We want to make sure that the transition from your home country to studying and living in Western Australia is as seamless as possible. We are dedicated to continuously improving our services to meet the needs and expectations of our international students so that your time in Western Australia is enjoyable, happy and productive.





## INTERNATIONAL STUDENT SUPPORT

### TAFE International Western Australia (TIWA)

TAFE International Western Australia (TIWA) is the registered training organisation (RTO) and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider for the delivery of training to international students enrolled in TAFE courses in Western Australia. These nationally recognised courses are delivered by Western Australian TAFE colleges on TIWA's behalf. TIWA retains responsibility for the quality of the training and assessment delivered by the TAFE colleges and for the issue of certification documentation to students.

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

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

For information about finding accommodation or safety advice for international students please visit the help and advice section of the TIWA website [tafeinternational.wa.edu.au/help-and-advice](https://tafeinternational.wa.edu.au/help-and-advice) [🔗](#).

### TIWA contact details

East Perth TAFE Campus Building B, Level 2, 140 Royal Street  
East Perth WA 6004

61 8 9218 2100 | [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au)

Locked Bag 16, Osborne Park DC WA 6916

[tafeinternational.wa.edu.au](https://tafeinternational.wa.edu.au) [🔗](#)

### College international offices

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

- > advice and support on courses and pathways;
- > application for continuing enrolment;
- > advice on change of course/unit pathways;
- > updating student contact details (i.e. address, email, mobile numbers);
- > monitoring class attendance and progress;
- > overseas student health cover information; and
- > Transperth information on public transportation (buses and trains).

### International student advisors

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

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

Contact a student advisor for:

- > support and advice;
- > information about visa conditions;
- > study area liaison; and
- > any change of personal details.

# INTERNATIONAL STUDENT CODE OF CONDUCT

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

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

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

Students may access the complaints and appeals process at any stage. Please refer to page 19 for further information.

## Principle 1: Respect between staff and students and among students

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

To achieve this, all students have a responsibility to:

- > treat every person with courtesy and respect regardless of gender, age, ethnicity, social background, disability, sexual preference, or religious beliefs and customs; and
- > behave appropriately in the learning environment (including online), use respectful dialogue and debate; and consider others by not disrupting the classroom/learning space.

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

- > be asked to leave the classroom or removed from the learning environment;
- > lose privileges such as email, access to the college's learning management system and/or the college's student portal;
- > be cautioned for minor offences;
- > be placed on an intervention strategy; or
- > be suspended or have their enrolment terminated for serious offences.

## Principle 2: Respect for the college's physical environment

All students have the right to a safe and secure physical environment. To achieve this, all students have a responsibility to:

- > behave responsibly and respectfully on TAFE college grounds;
- > follow safety guidelines when using TAFE college facilities and equipment;

- > conform to occupational health, safety and welfare principles.

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

- > be required to pay compensation for any damages;
- > be placed on an intervention strategy; and
- > be prevented from entering on or remaining in the vicinity of the TAFE college campus.

## Principle 3: Respect for individuality and freedom from bullying

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

To achieve this, all students have a responsibility to:

- > not engage in behaviour that threatens the wellbeing of another member of the TAFE college community; and
- > not engage in bullying (including cyber bullying) or harassment of staff or students.

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

- > be placed on an intervention strategy;
- > have their enrolment cancelled;
- > be suspended or have their enrolment terminated, even if the behaviour occurred off campus or out of class hours;
- > be reported to online social networking sites when a contravention of that site's code of practice has occurred; and
- > be reported to Police if a suspected criminal offence has occurred.

## Principle 4: Respect for the views of others

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

To achieve this, all students have a responsibility to:

- > respect the rights of others to hold and express a range of viewpoints; and
- > express views with consideration for the feelings of others, and an understanding of ethical and cultural implications.

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

- > be asked to leave the classroom or removed from the learning environment;
- > lose privileges such as email, access to the college's

learning management system and/or the college's student portal;

- > be cautioned for minor offences;
- > be placed on an intervention strategy; and
- > be suspended or have their enrolment terminated for serious offences.

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

All students have the right to:

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

To achieve this, all students have a responsibility to use college resources in a lawful and appropriate manner, with consideration for the fair access of others.

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

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

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

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

To achieve this, all students have a responsibility to:

- > familiarise themselves with information provided about courses, academic support and assessment;
- > attend all lectures, tutorials, workshops and practical sessions as detailed in their class timetable;
- > prepare for classes by completing required readings and preparatory tasks;
- > submit assessments within required timeframes;
- > regularly access the student portal and college email account (where this is available);
- > constructively use feedback where it is provided; and
- > provide respectful and constructive feedback about teaching and the quality of courses and programs through college evaluation processes and the annual *International Student Survey*.

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

- > risk receiving a hold result(s) and be required to repeat an assessment(s);

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

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

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

To achieve this, all students have a responsibility to:

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

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

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

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

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

To achieve this, all students have a responsibility to:

- > conduct their work without cheating, plagiarising and fabricating or falsifying of data;
- > appropriately acknowledge the contribution of others in all academic work; and
- > ensure the proper use of copyright material.

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

- > have a re-enrol result recorded for that unit of study;
- > be placed on an intervention strategy;
- > be suspended or have their enrolment terminated (for repeated offences); and
- > face civil or criminal charges for breaches of copyright.




# STUDENT VISA REQUIREMENTS AND OBLIGATIONS

## Your responsibilities

As an overseas student on a student visa, you have a responsibility to:

- > satisfy your visa conditions;
- > maintain your overseas student health cover (OSHC) for the period of your stay;
- > meet the terms of the written agreement with your education provider;
- > inform your education provider if you change your address;
- > maintain satisfactory course progress; and
- > if attendance is recorded for your course, maintain satisfactory attendance.

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

For detailed information on student visa obligations, go to the Department of Home Affairs website [immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions](https://www.immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions) .

## TIWA's responsibilities

TIWA is required to:

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

## Unjustified absences

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

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

## Completion within the expected duration of study

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

International students may be approved for a reduced study load in the following situations.

- > As part of a Intervention Strategy; or
- > where there are compassionate or compelling circumstances and there is evidence to support a reduced study load.

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





## Monitoring of course progress

TAFE colleges will:

- > outline course requirements for international students during designated orientation sessions and in the first class of each unit of study;
- > regularly monitor the course progress of each international student against the delivery and assessment plan for each unit, and identify any students at risk of not completing a unit(s) in their enrolled program;
- > review the results of international students at the end of each semester/term and identify students at risk of not completing their enrolled program;
- > calculate your enrolment load and advise TIWA if you are required to retake a unit where additional tuition and resource fees are payable;
- > provide TIWA with intervention strategies for identified “at risk” students; and
- > monitor attendance of students.

Students undertaking a VET program are required to successfully complete or demonstrate competency in at least 50% of course requirements for each study period they are enrolled into.

Students undertaking an ELICOS program are required to successfully complete or demonstrate competency over a maximum of 20 weeks per level.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, TIWA will notify the student in writing of its intention to report the student to the Department of Home Affairs for unsatisfactory progress.

## Monitoring of attendance (ELICOS students)

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

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

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

If a student is identified with unsatisfactory attendance, TIWA will notify the student in writing of its intention to report the student to the Department of Home Affairs for unsatisfactory attendance.



## STUDENT CONTACT DETAILS

Students need to make sure their email address is up to date. If your contact details change, you must inform your TAFE college straight away.

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

### Note to student visa holders

Under Student Visa Condition 8533, you must tell your TAFE College:

- > the address where you live in Australia within seven days of arriving in Australia;
- > if you change the address where you live within seven days of the change; or
- > if you change education provider within seven days of receiving the confirmation of enrolment certificate or evidence of enrolment.

For further information regarding your visa details and conditions please visit [immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions](https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions). [🔗](#)



# PRIVACY AND PERSONAL INFORMATION

## Privacy

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

### Collection of information

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

- > the site from which the student was referred;
- > the type of browser and computer platform the student is using;
- > the student's internet provider (IP) address and country location;
- > the date and time of the student's visit; and
- > the pages the student accessed and any files or documents downloaded.

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

### Use of information

#### Email

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

#### Financial information

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

#### IP address

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

# TIWA COURSES

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

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


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

## Australian Qualifications Framework (AQF) levels

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

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

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

For more information about AQF levels please visit [aqf.edu.au](http://aqf.edu.au) .

## Training packages and competency based training (CBT)

Training packages are used as the basis for most of the VET programs delivered by TAFE colleges throughout Australia. A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise.

They are developed by national Service Skills Organisations (SSOs), in consultation with industry and are not owned by an individual training provider.

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

## Competency based assessment (CBA)

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

## Results and awards

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

**Students will receive one of the following results:**

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

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

# RECOGNITION OF PRIOR LEARNING (RPL)

## What is recognition of prior learning?

RPL is a process that provides you with an opportunity to receive credit for any previous work experience, informal and formal education and training and other formal learning that you may have undertaken. RPL credits may reduce the amount of time it takes to complete your qualification and/or reduce your study load in a particular semester(s).

Assessment of RPL may involve one or more of the following.

- > An examination of supporting evidence
- > Contacting referees or previous employers to verify your claims
- > A practical skills test to assess your skills against the requirements of a qualification.

## How do I apply for RPL?

You can only apply for RPL assessment after you have accepted an offer, paid your fees and commenced your studies at a Western Australian TAFE college. If you are an offshore student who intends to apply for RPL, you will need to ensure that any documents you wish to use as evidence are either original or copies which have been verified by a Public Notary.

Examples of evidence you could include but are not limited to the following.

- > Resume/CV detailing previous experience and descriptions of positions you have held.
- > Copies of records of any previous study, including copies

of testamurs, records of results, statements of attainment, graduation statements or transcripts.

- > Licences or tickets (eg crane, forklift, platform etc.).
- > Records of professional development.
- > Membership of professional associations.
- > Any evidence of your industry experience.
- > Contact details of referees who can verify your skills and experience.

If you think you might be eligible for RPL, you should approach the International Centre at your TAFE college to discuss the RPL process.

## What will happen if my application is successful?

The TAFE college will notify TIWA if you have been successful to receive RPL for one or more units. TIWA will adjust your fee and course load.

## How will my fees be adjusted?

You will be required to pay 100% of the course fee up to the date TIWA received notification from the college. After that, you will be required to pay 70% of the remaining fee.

For example; if RPL is granted in week one of commencing your course, your fee will be adjusted to 70% of the total fee.

If RPL is granted in week 10, you will pay 100% of the fee until week 10, then 70% for the remainder of semester.



# TUITION FEES

Tuition fees are not fixed for the duration of your enrolment. Tuition fees are reviewed annually. When approved, fees for the subsequent year will be available at [tafeinternational.wa.edu.au/Documents/schedule-of-fees.pdf](https://tafeinternational.wa.edu.au/Documents/schedule-of-fees.pdf) [🔗](#).

Additional tuition fee payments can be made at any time.

Tuition fees must be paid in advance prior to the start of each semester. Tuition fee reminder notices will be sent in April for semester two and October for semester one the following year. You must ensure payments are made in accordance with the due dates indicated in these notices to ensure you maintain a valid enrolment.

Instalment plans may be available for students in their second semester of study. Continuing students can apply for an instalment plan (an A\$200 administration fee will apply). Should you default on a payment, this may result in cancellation of your enrolment. Students whose payments dishonour will incur an A\$10 charge for each dishonour.

Tuition fees may be paid by:

## 1. Credit card on the Internet

(Visa and MasterCard) Visit [tafeinternational.wa.edu.au/current-students/pay-online](https://tafeinternational.wa.edu.au/current-students/pay-online) [🔗](#) to pay your fees online.

## 2. Telegraphic transfer to direct deposit

Please use the following bank account details and quote your file reference number on the bank deposit. Your file reference number is included in your offer letter documentation. Alternatively contact TIWA for a statement of accounts.

Bank Account details:

Department of Training and Workforce Development (IBA)  
Bank: Commonwealth Bank of Australia

Bank Address: Level 14,300 Murray Street PERTH WA 6000  
BSB No: 066-040  
Account No: 1770-0000  
Swift code: CTBAAU2S

Please note: TIWA is not responsible for any losses resulting from fluctuations in exchange rates or any related bank fees.

## 3. Paying in person

TIWA is located at Building B, Level 2, 140 Royal Street, East Perth WA 6004. Our office is open from Monday to Friday between the hours of 8.30am and 4.30pm. EFPTOS facilities are available. Please note: cash payments are not accepted.

## 4. Overseas bank draft or cheque

These should be made payable to TAFE International Western Australia and posted to TIWA (postal address: Locked Bag 16, Osborne Park DC WA 6916);

## 5. Western Union – Global Pay

TIWA has a contract with Western Union Business Solutions, a specialist in global business payments to provide you with a simple and low cost method of paying fees to TIWA in your own currency.

Visit [tafeinternational.wa.edu.au/current-students/paying-your-fees/western-union](https://tafeinternational.wa.edu.au/current-students/paying-your-fees/western-union) [🔗](#). Note that a copy of the bank receipt must be emailed or faxed to TIWA at [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au) [🔗](#) or + 61(0)8 9218 2160.

## 6. BPAY

Make a payment from your cheque or savings account.

- > Biller Code: 656835
- > The BPay reference number is located on your statement of account.



# NON-TUITION FEES

## Resource fees

Resource fees are a mandatory charge and are paid to your TAFE college each semester. These fees are a fixed payment that are determined by each unit of enrolment. Resources fees are charged for items that you will use during your course, for example if you are studying a hospitality course it will be the food that you use; or an art and design course may include paint.

You will be advised of any increases for subsequent semesters. These charges are determined by your TAFE college and may vary each semester during your enrolment. Your TAFE college will advise when resource fee payments are due for future semesters.

Payment of your resource fees will entitle you to full access to services and facilities at your TAFE college.

## Material fees

Material fees are required to be paid for some courses. These fees are for materials that you will keep for use during and after your studies, for example personal protective equipment, text books, uniforms etc.



## CHANGE OF COURSE AND/OR LOCATION

Students wishing to change their course and/or course location must complete a TIWA *Change of course/campus application form* at least two weeks prior to the upcoming semester. This form can be found here [tafeinternational.wa.edu.au/change-course-form](https://tafeinternational.wa.edu.au/change-course-form) [🔗](#)

Change of course and/or campus cannot occur during the semester.

### Change of course

Students wishing to change course will have their application approved by TIWA, dependent upon intakes and available places. If you are currently on an intervention strategy, consultation between TIWA and the TAFE college will occur, prior to the change being approved. TIWA will consider the impact of your change request in line with your expected enrolment completion course level and date. You will be informed in writing of the outcome within 10 working days.

### Change of campus – Same course

Students wishing to change course location in the same course must have their application approved by the receiving TAFE college. Previously completed units will be considered to ensure a suitable enrolment program and transition can be managed which allows students to complete the course within the expected duration. You will be informed in writing of the outcome within 10 working days.






# DEFERRING, SUSPENDING OR CANCELLING AN ENROLMENT

Your enrolment can be deferred or temporarily suspended for compassionate grounds or exceptional circumstances, such as:

- > severe medical illness to you or a member of your family;
- > death in your family;
- > medical condition while undertaking your studies including pregnancy; or
- > a natural disaster which affects you or your family.

Prior to lodging your application to defer it is recommended you contact the Department of Home Affairs to discuss how this may impact your visa. Should you decide to proceed you must complete the application to defer which can be found at [tafeinternational.wa.edu.au/defer-form](https://tafeinternational.wa.edu.au/defer-form)  Once completed, email your application to [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au).

The application must detail your reason(s) for requesting to defer or suspend your studies and include evidence to support your request.


If you are under 18 years of age you must provide written support from your parent or legal guardian to support your application.

When a deferral or temporary suspension is approved, you will be advised in writing of the deferral period and your new commencement date. Home Affairs will be informed of the change relating to your course of study, that may affect your visa status.

## Please note

Deferral of your enrolment may result in an increase in tuition, resource and material fees. If you defer your enrolment, you will be required to pay the fees that

apply at your new commencement date. Confirmation of enrolments (CoEs) for the revised period will not be issued until all additional fees and charges are paid in full.

If the deferral or temporary suspension is refused, you will be advised in writing and will have 20 working days to lodge an appeal. To view TIWA's *International student complaints and appeals policy*, go to [tafeinternational.wa.edu.au/Documents/policy-complaints-appeals.pdf](https://tafeinternational.wa.edu.au/Documents/policy-complaints-appeals.pdf) 

## TIWA suspending or cancelling your enrolment

Your enrolment can be suspended or cancelled if you have breached the TAFE college or TIWA's *International Student Code of Conduct*.

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

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



# REFUND POLICY

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

All TIWA refunds will be made in accordance with the refund table and conditions contained in this policy.

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

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

Refund forms can be downloaded from **tafeinternational.wa.edu.au/refund-withdrawal-form** [📄](#).

## Making a request for a refund

Refund applications for full or partial refunds must:

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

The information provided by the you must include:

- > your payment details;
- > your signature (or guardian if under 18 years); and
- > all supporting documents relevant to the claim.

Refund requests where your student visa application is unsuccessful must include a copy of the official notification of rejection from the Department of Home Affairs.

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

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

Refund applications will not be processed where the signature on the refund and withdrawal form does not match your signature as shown on other documents provided by you for admission to TIWA.

- > For minors the *TIWA Refund and Withdrawal form* must be signed by the nominated parent/guardian.
- > The date of the notification for refund is the date the completed form is received by TIWA or date/time of email.
- > All amounts due to TIWA must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.
- > All refunds will be paid in Australian dollars (\$AUD). Where this is not possible refunds will be paid in United States dollars (\$USD). TIWA is not responsible for any losses resulting from fluctuations in exchange rates or any related bank fees.
- > Fees paid by credit card will be refunded to the same credit card.




## Refund table

Refund information	Amount refunded ELICOS	Amount refunded TAFE
Visa unsuccessful prior to commencement	All the fees paid excluding \$280	All the fees paid excluding \$280
If TIWA is unable to provide the course at any of its institutions	100% refunded	100% refunded
If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by TIWA	All fees paid excluding \$600	All fees paid excluding \$600
Student withdrawal 10weeks or more before the course commences	TIWA will retain 10% of the full term tuition fee	TIWA will retain 10% of the full semester tuition fee
Student withdrawal 4–10weeks before the course commences	TIWA will retain 30% of the full term tuition fee	TIWA will retain 30% of the full semester tuition fee
Student withdrawal 0–4weeks before the course commences	NO REFUND	TIWA will retain 50% of the full semester tuition fee
Student withdrawal 0–4weeks after the course commences	NO REFUND	TIWA will retain 60% of the full semester tuition fee
Student withdrawal 4weeks or more after the course commences	NO REFUND	NO REFUND
Breach of visa conditions or rules of the provider and the student is terminated	NO REFUND	NO REFUND
Change of visa sub-class to permanent resident	Prorata based on number of weeks studied	Prorata based on number of weeks studied
Change of visa sub-class temporary resident	No refund – New fee rate will apply from next term	No refund – New fee rate will apply from next semester
If the student obtains a deferral and then does not enrol in the course the refund policy relevant at the date of deferral will be applied to any pre-paid fees	Policy applied based on deferral date	Policy applied based on deferral date
If the student does not meet mainstream entry from an ELICOS enrolment	All the fees paid excluding \$280	All the fees paid excluding \$280
Visa unsuccessful after commencement	Prorata based on number of weeks studied	Prorata based on number of weeks studied
Withdrawal prior to acceptance of TIWA offer	100% refunded	100% refunded
Withdrawal of visa prior to visa grant/refusal	100% refunded	100% refunded
If the student does not meet mainstream entry from an English package enrolment	N/A	All the fees paid excluding \$500

*All figures in the table are in \$AUD.*

# RELEASE REQUESTS

## Students transferring to another provider

Students who have not completed six months of study in their principal course\* and wish to transfer to another provider must complete a *Release request form*. This form can be found here [tafeinternational.wa.edu.au/release-request-form](https://tafeinternational.wa.edu.au/release-request-form) .

Once completed please forward to [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au). Students will be informed in writing of the outcome within 10 days.

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

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

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

- > Lack of understanding of TIWA's *Student transfer and release policy* and/or *Withdrawal and Refund Policy*.
- > Distance of your residential address from the campus at which you study.

- > A desire to change to a new course with lower fees.
- > If your CoE has already been cancelled for non-commencement or for an inactive enrolment status.
- > A desire to move to another training provider to be with friends.
- > Matters not related to your study with TIWA (such as accommodation issues, personal matters not affecting your study).
- > Student fees are outstanding.

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

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

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





## COMPLAINTS AND APPEALS

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

The following information provides a summary of TIWA's complaints and appeals policy for international students. To view TIWA's *International student complaints and appeals policy*, go to [tafeinternational.wa.edu.au/Documents/policy-complaints-appeals.pdf](https://tafeinternational.wa.edu.au/Documents/policy-complaints-appeals.pdf) [🔗](#)

### Principles

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

#### 1 Access

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

#### 2 Transparency

TIWA provides clear information about the complaint and appeals process to students.

#### 3 Fairness

The complaints and appeals process will be fair and impartial; and assessed on merit.

#### 4 Confidentiality and privacy

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

#### 5 Continuous improvement

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



## Process

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

### 1 Informal complaint

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

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

### 2 Formal complaint

If the issue cannot be resolved informally, you should submit a formal complaint to the TAFE college or TIWA for investigation. A staff member at the International Centre of the TAFE college or TIWA, can assist you. Students will receive a written outcome of their complaint within 10 working days. If you are not satisfied with the outcome, you may lodge an internal appeal. Details about how to lodge an internal appeal, will be provided in the complaint outcome letter.

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

### 3 Access to internal appeal

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

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

In some circumstances, you may be asked to meet with the panel to discuss the complaint. You may attend the panel meeting, accompanied by a support person of your choosing.

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

### 4 Access to external appeal

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

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

Or via email to – [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

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

### 5 Privacy and recordkeeping

All records relating to a complaint and an appeal (where applicable); will be stored in accordance with privacy legislation and TIWA's *Record management policy*.

### 6 Outcomes and decisions

The outcome of student complaints and appeals are monitored to ensure completion of any resulting actions. Analysis of student complaints and appeals shall contribute to the continuous improvement of TIWA's policies and practices.

### 7 Timelines

Where possible, all complaints and appeals processes will commence within 10 working days and will be finalised within 60 calendar days. If this is not possible, students will be informed in writing as to the reason.



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



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

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