

2024 Student Handbook



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Welcome to North Metropolitan TAFE (NMTAFE)

We hope you have a great learning experience with us.

We operate under the *Australian Standards for Registered Training Organisations (RTOs) 2015* which means:

- We aim to be responsive to industry and learner needs.
- Our courses meet the requirements of Nationally Accredited Training Packages and VET Accredited Courses.
- Our operations are quality assured and we gather and monitor information about our performance (including feedback via complaints).
- We issue Australian Qualifications Framework (AQF) certification.
- We offer accurate and accessible information about our courses and services to prospective and current students and clients.
- We want each and every student to be properly informed.
- We aim to deal with complaints fairly, efficiently and effectively.



North Metropolitan TAFE recognises Australian Aboriginal and Torres Strait Islander Peoples unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society. We acknowledge the Noongar People, the traditional custodians of the lands on which our campuses are located and pay our respects to ancestors and Elders, past and present.

We support the Uluru Statement from the Heart and embrace the invitation to walk alongside Aboriginal people, in a movement for a better future for all Australians.

As part of our [Disability Access and Inclusion Plan](#) this document is available in alternative formats upon request, including electronic format (USB, CD, emailed) hardcopy (standard and large print) audio format and on the North Metropolitan TAFE website.



Getting started

Student ID cards

Student ID cards are optional, however they are recommended for accessing the scanning, photocopying and printing facilities and borrowing items from the Library.

Student ID cards are the only way to prove you are an enrolled student and must be presented with your SmartRider on Transperth services to prove you are entitled to a travel concession. Student ID cards cost \$10. Go to any campus Library to pay (by credit or debit card) and have your card printed.

Tertiary SmartRider

Full-time classroom-based students are entitled to travel concessions on Transperth services.

If you have an existing SmartRider, you can enter your SmartRider number in the Student Portal. The Public Transport Authority (PTA) will be notified of your enrolment status overnight and apply the tertiary concession rate to your card.

If you don't yet have a SmartRider, you'll need to purchase one from a Transperth Infocentre or retail outlet, and follow the same process.

You can also provide your SmartRider number by phone, email or in person at Client Services at your campus.

Your concession will only commence from the first date of your classes, or the date your data is received by the PTA if this is provided after this date.

If your enrolment status changes at any time, an update will be generated to the PTA and your SmartRider travel rates adjusted accordingly. For more information, visit northmetrotafe.wa.edu.au/student-essentials

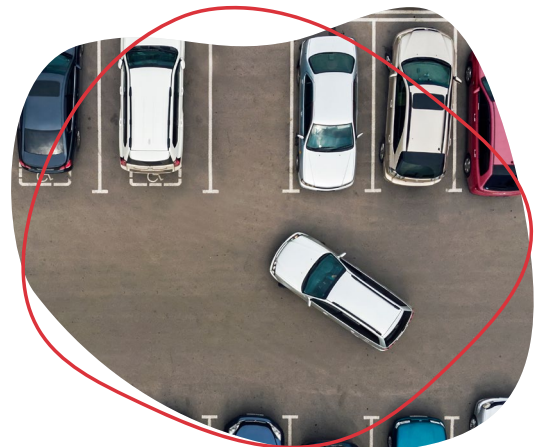
Student parking

Student parking is only available at Balga, Clarkson, Joondalup (Kendrew), Joondalup (McLarty) and Midland campuses. ACROD parking bays are available at every campus.

Students will need to display a valid parking sticker on their vehicle or risk receiving an infringement. You can obtain a parking sticker by [applying online](#) and then collecting and paying your permit fee at Client Services. The cost per parking sticker is \$5.

Please note, a parking sticker is issued on receipt of the prescribed fee. Prescribed fees are per sticker rather than per person and the fee is not refundable. For a student parking sticker to be valid, there must be a matching online parking application for that student.

Please ensure you are familiar with the parking policy for your campus which can be found on the website at northmetrotafe.wa.edu.au/policies



Online systems

During your studies you will be required to use a variety of online systems to access your coursework, timetables, results and information. For many courses, some parts may be delivered on campus and some parts online. Many courses require the submission of coursework through online systems.

A basic level of computer literacy is assumed. If you require support to access any of the online systems, please refer to the information on our website at northmetrotafe.wa.edu.au/student-essentials, talk with your lecturer or campus Library staff.

Microsoft 365 and Authentication

Before you can login to any of our online systems, you first need to ensure you have set up your Microsoft 365 account.

Microsoft 365 gives you the ability to access your student email, download Microsoft Office programs including Word, Excel and PowerPoint, and access to 1TB of OneDrive data storage.

In order to make your Microsoft 365 account more secure, you are asked to download the **Microsoft authenticator app**. This is available for both Android and iOS devices.

To get started on setting up Microsoft 365 go to northmetrotafe.wa.edu.au/student-essentials

Microsoft 365 - Student Email

Course correspondence is generally communicated via your Microsoft 365 student email account. You are expected to monitor your student email regularly.

If you are unable to access your Microsoft 365 account, please refer to the [Microsoft 365 FAQs](#) or contact your campus Library for assistance.

Student Portal – Ci Anywhere

Connects you to your information at NMTAFE such as:

- Contact details
- Enrolment details
- Financial summary
- Course progress and results

More information about accessing the Student Portal can be found on our website northmetrotafe.wa.edu.au/student-essentials

Blackboard

Blackboard is an online learning platform which may form part of your course delivery.

Once you have set up your Microsoft 365 account you can login to Blackboard by visiting blackboard.northmetrotafe.wa.edu.au

[Blackboard FAQ's](#) may help solve any questions you may have.

More information about our online systems can be found on our website northmetrotafe.wa.edu.au/student-essentials

Timetables

Your timetable will be available in your Microsoft 365 calendar, once you have enrolled, and paid your fees in full, your first instalment has been deducted or you have set up your VET Student Loan.

If a third party is paying your fees, your timetable will be displayed upon receipt of a completed Request to Invoice, this can be found at northmetrotafe.wa.edu.au/invoice-authorisation

If your timetable is not showing in your calendar initially, please check again later, as we are continuously updating timetable information. For **Semester 1 2024**, most timetables will be available from **Monday 22 January 2024**.

Some courses with industry placements or multiple groups register students into timetables at orientation so you will not receive a timetable until then.

Please note timetables are subject to change due to changes to study plans, class sizes, lecturer and room availability. You are advised to regularly check your Microsoft 365 calendar up to and including the second week of semester, to ensure you are viewing current information.

To find out how to access your timetable including accessing your Microsoft 365 calendar, please refer to the information regarding Timetables at northmetrotafe.wa.edu.au/student-essentials



Your studies

Information Technology (IT) services

Students are provided with the following IT services for learning and research purposes:

- Computer software and equipment
- Wi-Fi
- Internet
- Email

Students are responsible for exercising good judgement regarding appropriate use of information, electronic devices and network resources in accordance with the NMTAFE policies ([Acceptable Use of IT Services by Student Policy](#)) and standards and local laws and regulations.

To ensure students are meeting their obligations, NMTAFE may:

- Monitor student accounts for illegal, inappropriate, restricted or objectionable material (while retaining and respecting student privacy).
- Terminate a student's account and/or notify the authorities if a student's use of the IT service breaks the law or has not complied with our policies.

Detailed information about NMTAFE policies and disciplinary procedures for non-compliance can be found on our website northmetrotafe.wa.edu.au/policies

Library services

Enrolled students are eligible to borrow from any of our six campus libraries or utilise our online collection of databases and streaming services.

All things library can be found at guides.dtwd.wa.gov.au/nmtafe-library

Libraries are located at six of our campuses:

- Balga (9207 4218)
- Joondalup (Kendrew) (9233 1005)
- Leederville (9202 4739)
- Midland (9374 6274)
- Mt Lawley (9427 3723)
- Perth (9427 1450)

You can also contact the library by email library@nmtafe.wa.edu.au or use the library chat guides.dtwd.wa.gov.au/nmtafe-library

Library staff can assist students in person, or you can use our suite of online help pages 24/7.

- **Getting online** - Microsoft Authenticator, Microsoft 365, student PC's, Wi-Fi, Blackboard.
- **Course resources** - books and online resources related to your area of study.
- **Assessment help** - researching, writing, evaluating.
- **APA referencing skills** - to ensure you are not plagiarising.
- **Study skills** - time management, note taking, presentations.

For more information about the Library or their support services please contact us at library@nmtafe.wa.edu.au or refer to our website guides.dtwd.wa.gov.au/nmtafe-library

Print on campus

Every student has a printing / photocopying account. Students can use any of the MFD's located on campus or in the Library to print, photocopy and scan. You can add credit online to your account using the [Print On Campus](#) link on the Library website. The link also provides details of costs and step-by-step instructions.

Copyright and plagiarism

Plagiarism refers to using another person's ideas, writing or inventions as your own and failing to acknowledge the source. All sources of information used in your assignments must be referenced correctly.

Copyright refers to only copying materials in accordance with the *Copyright Act 1968* and complying with licences for the use of intellectual property, including software.

To ensure you are doing the right thing check the [Library](#) website where there are guides written about [Plagiarism](#), [APA referencing](#) and [Copyright](#).

Request your Award | Diploma | Certificate

Once you've completed your studies, you are entitled to receive your Award Certificate or Diploma.

Students can access their results and progress via the [Student Portal](#).

Most students will have their Award Certificate or Diploma issued within a day of their final results being entered. An email will then be sent from the Completions and Awards Team confirming that your award has been completed and has been mailed.

If you believe you've completed all your units and all credits have been applied, but you haven't received this email confirmation, please allow one week before requesting your Award by completing an [Application for your Award Form](#).

Students can also apply for the following using the Application for your Award Form:

- Academic Record: shows units that you have been enrolled in, with result codes.
- Statement of Attainment: shows units that you've completed, if you have not completed a full qualification. Does not show result codes.
- Re-issue of your qualification or academic record (fee payable).

Please note we will not be able to issue any documents if you haven't provided your USI ([Unique Student Identifier](#)).

For further information about applying for your Award or to update your details please contact 1300 300 822.

If you are an apprentice or trainee you do not need to complete the Application for your Award form. Upon successful completion of your off-the-job training the Apprenticeship Management Team (AMT) will contact your employer to discuss if early completion of your training contract is preferred. If so, AMT will generate the Training Contract Completion Agreement and send for sign-off by you and your employer. Once you, your employer and NMTAFE have agreed that your training contract is complete, you will receive your Trade Certification from the Apprenticeship Office and NMTAFE will issue your qualification. Call AMT on 9233 1049 for more information.



Student results

Students must access their results via the Student Portal. Results will not be given over the phone. If you require an official copy of your results before completing your course, you can request a copy of your Academic Record via our website northmetrotafe.wa.edu.au/request-your-award-diploma-certificate

Please note students who enrol in assessable units or examinable subjects and do not complete assessment requirements will receive a RE-ENROL result.

Skills recognition and credit

Skills recognition is a formal process where you may be able to be deemed competent for units you're enrolling into, or are currently enrolled in, without having to re-learn or practice things you already know and do, and possibly gain your qualification quicker.

We can assess your skills and knowledge through one of the processes below:

- Recognition of Prior Learning (RPL) – fees apply
- Recognition of Current Competency (RCC) – fees apply
- Trade Skills Recognition (TSR)
- Credit Transfer

Details regarding each of these skills recognition options, including how to apply, are available on our website northmetrotafe.wa.edu.au/skills-recognition

Complaints and feedback

We want to hear from you! Your satisfaction as a student is super important to us at NMTAFE.

We really appreciate your feedback (positive and negative) and complaints because they help us improve.

How do I complain?

There are a few ways you can let us know what you think:

- **Online** Fill out our [Online Feedback form](#)
- **Phone** Call 1300 300 822

- **Hard copy** Get a form from Client Services or download one [Complaints and Feedback form](#) and submit it in a sealed envelope.
- **Email** Send a detailed email to feedback@nmtafe.wa.edu.au
- **Written letter** Mail or hand-deliver a letter to Locked Bag 6, Northbridge WA 6865

Hint: Consider an informal resolution: If possible, try to resolve any issues informally by discussing it with the relevant parties.

Need help to provide feedback or make a complaint?

- **Disability, mental health or medical condition**
Contact [Accessibility and Learning Support](#)
- **Aboriginal or Torres Strait Islander** Reach out to the Student Liaison Officer at [Koolark](#)
- **Students who are under the age of 18 years** Parents/guardians can complain on your behalf. Visit Client Services if you need.
- **International students** Contact [International Student Support](#)
- **English is a Additional Language (EAL) student** Get help from Client Services or if you need the services of an interpreter contact feedback@nmtafe.wa.edu.au

What happens next?

- **Acknowledgment** You will receive written acknowledgment within two (2) business days.
- **Resolution timeframe** We aim for resolution within ten (10) business days, with updates if needed.

Unhappy with the complaint decision or process?

- **Internal appeal** Download and complete the Complaint appeal form and email feedback@nmtafe.wa.edu.au
- **External review** Seek independent review from Ombudsman WA if unsatisfied.

Find more details on our [Complaints and Feedback](#) policy information page.

Academic appeals As a student, if you think an assessment decision was unfair or incorrect, check out our [Academic appeals](#) page for more information.



Support services

Academic support – Lecturers, Principal Lecturers and Heads of Programs (HoP)

Lecturers, Principal Lecturers and Heads of Programs can assist in different ways if you need help throughout your course. It's important to contact academic staff as soon as possible if you have any questions about your course content, your progress or reduced study load options.

To arrange an appointment, see the Staff Contacts tab in [Blackboard](#).

Apprenticeship Management Team (AMT)


AMT provides specialised assistance to Apprentices, Trainees and their Employers. We can provide assistance with matters relating to commencements, training plans, apprentice travel, training contract extensions, variations, suspensions, terminations and completions.

For more information about AMT please contact us on 9233 1049 or apprentices@nmtafe.wa.edu.au or refer to our website northmetrotafe.wa.edu.au/current-students/apprenticeships-and-traineeships


Apprentice Support Network Providers (AASNs)

Apprenticeship Network providers are contracted by the Australian Government to provide free Australian Apprenticeships support services to apprentices and employers throughout the apprenticeship lifecycle - from pre-commencement to completion.

There are three in WA

 **MEGT** 136348 | megt.com.au

 **APPRENTICESHIP support** 1300 363 831 | apprenticeshipsupport.com.au

 **The APPRENTICESHIP Community** 6165 3362 | apprenticeshipcommunity.com.au

AASNs provide a range of services to employers and apprentices including contract sign ups, assistance with navigating the incentives system, and mentoring.

An Apprentice Mentor provides confidential support to assist with navigating any challenges that arise during your training contract. They are available to talk about any issues that you have such as:

- Issues that are making you uncomfortable in the workplace
- Difficulty with meeting your work obligations due to living arrangements or personal issues.
- Managing your wages
- Feelings of isolation at work or home
- Not enjoying the work related to your contract.

If you are unsure which is the AASN attached to your contract, it will be on the contract documents you signed, or you can contact Apprenticeship Management Team who can put you in touch with your AASN.

Aboriginal and Torres Strait Islanders assistance

Koolark – Centre for Aboriginal Students

Koolark means Home in the Noongar language. At Koolark we provide support for all Aboriginal and Torres Strait Islander students.

Support Officers and Mentors may assist you with:

- Advice on courses and scholarships
- Mentoring and advocacy
- Tutoring support
- Pathway opportunities
- Cultural support
- Referrals to external support agencies
- Study facilities and study groups
- Access to indigenous specific educational programs

For more information about Koolark please contact us on 9428 0340 or Koolark@nmtafe.wa.edu.au or refer to our website northmetrotafe.wa.edu.au/koolark



Accessibility and Learning Support

Support services for students with a diagnosed disability, mental health condition or medical condition to enable access and participation at NMTAFE.

Support depends on the individual needs of the student and how their disability may be impacting on their ability to access and participate at NMTAFE. Support services may include:

- Alternative formats for learning materials
- Adaptive technologies, software and specialised equipment
- Assessment alternatives and adjustments
- Specialised study support
- Auslan interpreters

To access support the student must:

1. Contact and register with Accessibility and Learning Support by calling 9427 1314 or via email access.support@nmtafe.wa.edu.au
2. Meet with an Accessibility and Learning Support Coordinator to discuss your needs (the earlier you meet the better as some supports can take time to organise and implement)
3. Provide evidence of the functional impact of your disability (e.g. Medical documentation or assessment report)

NMTAFE is an adult learning environment and it is the responsibility of the student to inform the Accessibility and Learning Support team of their needs or if their support needs are not being met.

For more information about Accessibility and Learning Support please contact us on 9427 1314 or access.support@nmtafe.wa.edu.au or refer to our website northmetrotafe.wa.edu.au/current-students/accessibility-and-learning-support

Client Services

Client Services staff are located at all our campuses and can assist you with:

- Enrolments
- Payment of fees, refunds and withdrawals
- Course information
- Feedback, Compliments and Complaints
- Tertiary SmartRider
- Student parking permit
- General information about our services and facilities

For further information about Client Services please contact us on 1300 300 822 or enquiry@nmtafe.wa.edu.au or refer to our website northmetrotafe.wa.edu.au/student-essentials

Students are responsible for their own property, including any work they are completing as part of their course. If you leave personal items or partially completed work on campus or in classrooms, the college accepts no responsibility for them if they are lost or damaged.

Duty of care for minors

The learning and social environment at NMTAFE is very different from secondary education. Parents, guardians and minors (students aged less than 18 years of age) may find a summary of the information below useful but are also encouraged to refer to the detailed information for parents and guardians on our website northmetrotafe.wa.edu.au/info/students-under-18years

NMTAFE environment

NMTAFE is an adult learning environment with a focus on developing skills to the standard required in the workplace, so this means that:

- Students are responsible for their own learning and are expected to manage their workload, seeking assistance from lecturers when needed.
- Students may be required to complete assessment tasks / assignments outside of their scheduled timetable. Students are responsible for submitting their work by the due date.
- Students may be required to work on projects with adult students both in and out of class, and share the College's facilities such as the library, canteen and computer labs with adult students.

Students are expected to act in a mature manner and manage their own behaviour so that it complies with the [Student Code of Conduct](#).

Orientation, attendance and absences for minors

Attendance is recorded for every scheduled class. If a student is absent from scheduled on campus class parents will be notified within three (3) working days of the absence. Please ensure any changes to your contact details are updated by contacting Client Services.

Supervision

NMTAFE does not provide direct supervision of students outside of classroom lectures. We strongly advise that you discuss the timetable with your child to ensure such things as transport to and from the college and activities between classes are constructively used.

For more information about Duty of Care for minors please contact the Duty of Care Officer on 9427 1190 or DutyofCare@nmtafe.wa.edu.au





International student support

The International Office at NMTAFE provides support relating to your study or personal issues. International Advisors will be able to assist you with:

- Advice on courses and pathways
- Advice on change of course/ units pathways
- Updating your contact details (i.e. address, email, mobile numbers)
- Monitoring your class attendance and course progress to ensure you are meeting your visa obligations
- Helping you to liaise with your study area
- Transperth SmartRider information
- Advice on accessing counselling

For more information about International Student Support please contact us on: 9427 1873 or internationalstudy@nmtafe.wa.edu.au or refer to our website northmetrotafe.wa.edu.au/international

Jobs and Skills Centres

Jobs and Skills Centres are one-stop shops for careers, training and employment advice and assistance. Services are free, and accessible to all members of the community.

NMTAFE hosts four Jobs and Skills Centres at Balga campus; Joondalup (Kendrew) campus; Midland campus and Perth campus. You can drop in to our Centres between 8:30am and 4:00pm Monday to Friday.

For more information about Jobs and Skills Centres please contact us on 13 64 64 or visit our website jobsandskills.wa.gov.au

Mental health support

For severe or urgent support go to the emergency department at your local hospital or contact a crisis counselling service.

- Emergency or Ambulance: 000
- Mental Health Emergency Response Line: 1300 555 788
- Lifeline: 13 11 14 (24 hour crisis counselling)
- Suicide call back service: 1300 659 467 (crisis counselling for people affected by suicide)
- 1800Respect: 1800 737 732 (sexual assault, domestic or family violence)

- Crisis care: 9223 1111 (domestic violence, homelessness and family violence)
- Next Step Drug and Alcohol Service: 9442 5000 (24 hour support service for people affected by alcohol and other drug use)
- QLife: 1800 184 527 (peer support for LGBTQIA+)
- Legal Aid WA: 1300 650 579 (free or low cost legal assistance)

For non-urgent, short term mental health support students can access up to three (3) free counselling sessions with an external psychological service provider.

To access this service students should:

- Request a referral from a NMTAFE staff member.
- Indicate your consent, as part of the referral, giving NM TAFE.
- permission to pass on your name to the external service provider.
- Contact the provider to book your appointment.

Please be aware, if you make an appointment and do not attend or cancel the appointment within 24 hours, you will be responsible for paying the costs of the appointment.

For long term mental health support please speak with your GP (doctor) to receive a Mental Health Treatment Plan. This plan can provide you with up to 10 individual psychological appointments per calendar year (with Medicare rebate entitlements).

For online support:

- **Think Mental Health** provides a range of mental health tools and resources.
- **Head to Health** can help you find digital mental health services.
- **eMHprac** provides a range of digital mental health resources and how to use them.

Read Write Now (External Service)

Read Write Now provides free one-on-one tutoring to improve your literacy, numeracy and basic computer skills. You will meet with a volunteer tutor for about an hour and a half per week in a public venue or online. This service is available to adults (18 years and over) and permanent residents who can speak English well.

Call 1800 018 802

Email readwritenow@nmtafe.wa.edu.au

Apply at read-write-now.org.au/get-help/student-application

While you are at NMTAFE

NMTAFE By-Laws and Student Code of Conduct

As a student at NMTAFE you must follow NMTAFE's by-laws and Student Code of Conduct.

NMTAFE By-laws and Student Code of Conduct are available on our website at northmetrotafe.wa.edu.au/policies

The Student Code of Conduct outlines the standard of academic integrity and personal behaviour expected of all NMTAFE students. It is expected that as an NMTAFE student you will:

- Treat staff and fellow students courteously and with consideration at all times.
- Be responsible for your study program.
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing.
- Take reasonable care of NMTAFE property, equipment, and facilities.
- Be aware that mobile phone use during class time that is disruptive to the lesson, or inappropriate, is unacceptable behaviour. This includes, but is not limited to, unauthorised recording of dialogue, taking of photographs or filming unless required as a reasonable adjustment for students with disability.

Behaviour contrary to the student code of conduct often constitutes a breach of our by-laws. Sanctions (penalties) may be imposed on people who breach the by-laws including fines, suspension, expulsion, exclusions and withholding results.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from our staff.

Work Health and Safety

The safety and health of our staff and students is important to NMTAFE. Students share a responsibility for the safety and health of themselves and others which is known as your 'duty of care'.

This 'duty of care' requires that you:

- Make yourself aware of and comply with the relevant NMTAFE policies, procedures and instructions.
- Take reasonable care of yourself and others in the learning environment by being aware of the effects of your actions.
- Cooperate with NMTAFE staff so they are able to carry out their duties under the *Work Health and Safety Act 2020*.
- Report all known or observed hazards, incidents and injuries to an NMTAFE staff member or security personnel.

Evacuations

All campuses have emergency procedures for managing situations that may require evacuation of a building, including evacuation alarm systems and fire suppression sprinkler systems. You should learn the evacuation procedure for your campus. Evacuation plans, assembly areas and instructions on evacuation routes are located on floor plans located near each class. If in doubt, ask your lecturer.

Upon hearing the evacuation alarm, all students must stop what they are doing and follow the instructions given by the wardens, or any staff member who may be directing the response to an alarm.

If the alert siren sounds:

- Go to the nearest fire exit as directed. DO NOT RUN
- Only take your personal belongings
- Do not use lifts or telephones
- Advise a warden, staff member or lecturer of any injured persons as soon as possible

Any person with a mobility disability (e.g. person in a wheelchair) in a multi-storey building should remain in a designated stair well (which are fire safe) with a volunteer helper, if possible.

Emergency services personnel, or a trained staff member using an evacuation chair, will transport a person with a mobility disability from the building. Students should not attempt to bring wheelchairs downstairs or attempt to use the evacuation chairs unless trained.

When you get outside, go to the nominated assembly area and remain in class groups so the lecturer can check the roll and account for all students.

Do not remove or use vehicles on campus grounds during evacuations until an all clear is given.

First aid

NMTAFE maintains a network of staff who are registered and trained first aiders. All security guards have been trained in first aid. If you are in need of first aid, please speak to your lecturer, a staff member, or security personnel and a first aider will be contacted.

Ambulance and insurance cover

In the event of a student requiring emergency medical treatment, NMTAFE has a duty of care to call an ambulance. As NMTAFE do not cover the cost of the ambulance or medical expenses, it is strongly recommended that all students obtain personal insurance and ambulance cover. Students are not covered for personal accident whilst on campus.

Smoking on college premises

NMTAFE has a 'Smoke Free Workplace Policy' (including vaping and e-cigarettes) which precludes anyone from smoking while on our grounds or in our vehicles. This includes the areas immediately outside entrances to the campus buildings. "No Smoking" signs have been installed around NMTAFE buildings and grounds and must be obeyed at all times. Offenders may face disciplinary action.

For more information about safety, health and security while on campus or on formal college-organised work experience please refer to our website northmetrotafe.wa.edu.au/safety-health-and-security

Fees, refunds and withdrawals

Fees and payment

Students must arrange payment of fees before course commencement to be considered enrolled.

Fees can be paid:

- In full by EFTPOS and credit cards at Balga, East Perth, Clarkson, Joondalup (Kendrew), Joondalup (McLarty), Midland, Leederville, Perth and Mt Lawley campuses.
- By payment plan in fortnightly instalments – Direct Debit ONLY.
- By VET Student Loan for approved Diploma and Advanced Diploma Courses.
- By completion of an Invoice Authority Form if being paid by a Third Party or Employer.

Please note if you have a debt from a previous semester you will not be able to enrol. Please contact Client Services to arrange payment of all outstanding fees.

Fees may include:

- **Course fees** – set by the State Government and are calculated on the category of enrolment.
- **Resource fees** – covers materials purchased by NMTAFE which will be consumed or transformed by students in the course instruction.

Each course listed on the NMTAFE website contains a Fees tab that provides estimated fees.

Please note in addition to fees students may need to purchase textbooks, uniforms and other course specific material. Information regarding additional fees is provided by the learning area at orientation.

More information about fees and payment options can be found on the website at northmetrotafe.wa.edu.au/fees or by calling 1300 300 822.

Concession rates

Students may be entitled to concession rates if enrolled in a concession eligible course and hold, or are a dependent of a person who holds, any of the following:

- Current Health Care or Pensioner Concession Card;
- Current recipient of Austudy, ABSTUDY, Jobseeker or Youth Allowance;
- Current Repatriation Health Benefits Cards issued by the Department of Veteran's Affairs; or
- Eligible secondary school aged person.

Please note your concession card start date must be on or before the start date of the course.

You should apply for a concession card as early as possible. Please check the Services Australia Website for details regarding eligibility and applications humanservices.gov.au/customer/themes/students-and-trainees

Withdrawals

Students who decide to stop studying or to not commence their course must formally withdraw in writing.

This can be done by completing the Student Withdrawal form at Client Services or on our website at northmetrotafe.wa.edu.au/withdrawals

It is not sufficient to verbally inform someone at the College of your intention to withdraw. Students who do not formally withdraw in writing will owe the total fees for the units enrolled.

Refund policy

Please note this policy does not apply to international students, commercial students or fee for service courses. International students can access the [TAFE International WA Refund Policy](#).

The categories below summarises the circumstances in which a refund or fee waiver will be granted. A full copy of NMTAFE's refund policy is available at northmetrotafe.wa.edu.au/policies or by contacting Client Services on 1300 300 822.

1. Full refund of fees

A full refund of course and resource fees paid will be granted in the event of the following:

- A qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached.

2. Partial refund of fees on withdrawal before the census date

Students who formally withdraw from the unit on or before the census date (completion of 20% of the unit) will be eligible for a full refund of the unit course fee, and:

- full refund of the resource fee if the course is a Diploma or Advanced Diploma; or
- 50% of the resource fee if the course is a Certificate course

3. Students transferring course enrolments

If a student transfers from one course to another course within NMTAFE within the first four weeks of semester, fees paid to date will be transferred to the new course. Fees will not be transferred to courses that commence in a different semester.

4. Financial hardship/exceptional circumstances

The Director Client Services may approve a fee waiver if students satisfy the criteria for severe financial hardship or exceptional circumstances for eligible courses.

An exceptional circumstance is when one of the following events occur, which compromises the student's ability to meet their essential living needs or those of their dependents:

- Student or family member has a sudden or unexpected health issue or disability;
- Death of a significant wage earner in the family;
- Relationship breakdown or domestic violence; or Natural Disaster.

Documentary evidence is required in all cases. Please speak with Client Services staff for further information.

5. Personal circumstances beyond control

The Director Client Services may approve a pro rata refund if students withdraw after the census date for reasons of personal circumstances that are beyond the control of students. For example, serious illness resulting in extended absence from classes and injury or disability that prevents the student from completing their program of study.

Documentary evidence is required in all cases. Please speak with Client Services staff for further information.

● **CLARKSON** 31 Harmony Avenue, Clarkson

● **JOONDALUP (MCLARTY)** 63 McLarty Avenue, Joondalup

● **JOONDALUP (KENDREW)** 35 Kendrew Crescent, Joondalup

18 Loxwood Road, Balga

● **BALGA**

Corner of Lloyd Street and Eddie Barron Drive, Midland

● **MIDLAND**

Corner of Richmond and Oxford Streets, Leederville

● **LEEDERVILLE**

● **MOUNT LAWLEY**

Corner of Lord and Harold Streets, Mount Lawley

● **PERTH**

● **EAST PERTH**

140 Royal Street, East Perth

12 Aberdeen Street, Perth
19 Aberdeen Street, Perth
25 Aberdeen Street, Perth
30 Aberdeen Street, Perth
133 Newcastle Street, Perth

● **ISC** Campus with Jobs and Skills Centre



RTO: 52786

📞 1300 300 822 | ✉ enquiry@nmtafe.wa.edu.au | 🌐 northmetrotafe.wa.edu.au

📍 Balga | Clarkson | East Perth | Joondalup (Kendrew) | Joondalup (McLarty) | Leederville | Midland | Mount Lawley | Perth

North Metropolitan TAFE recognises Australian Aboriginal and Torres Strait Islander Peoples unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society. We acknowledge the Noongar People, the traditional custodians of the lands on which our campuses are located and pay our respects to ancestors and Elders, past and present.

We support the Uluru Statement from the Heart and embrace the invitation to walk alongside Aboriginal people, in a movement for a better future for all Australians.

As part of our Disability Access and Inclusion Plan this document is available in alternative formats upon request, including electronic format (USB, CD, emailed) hardcopy (standard and large print) audio format and on the North Metropolitan TAFE website.