



**BOX HILL
INSTITUTE**

Global Educators™

Welcome

Enrolment Information for 2012 Local/Domestic Students





Welcome

Congratulations on receiving your course offer, and welcome to Box Hill Institute.

Box Hill Institute is a vibrant and progressive educational facility that will provide training, guidance and support in your chosen studies.

You have made a great choice for gaining relevant skills you can translate directly to jobs either now or in the future. In some courses there are also opportunities to study and work overseas.

Positioned in the leafy eastern metropolitan region of Melbourne, the Institute is conveniently located near a full range of public transport services to help you get to your classes on time.

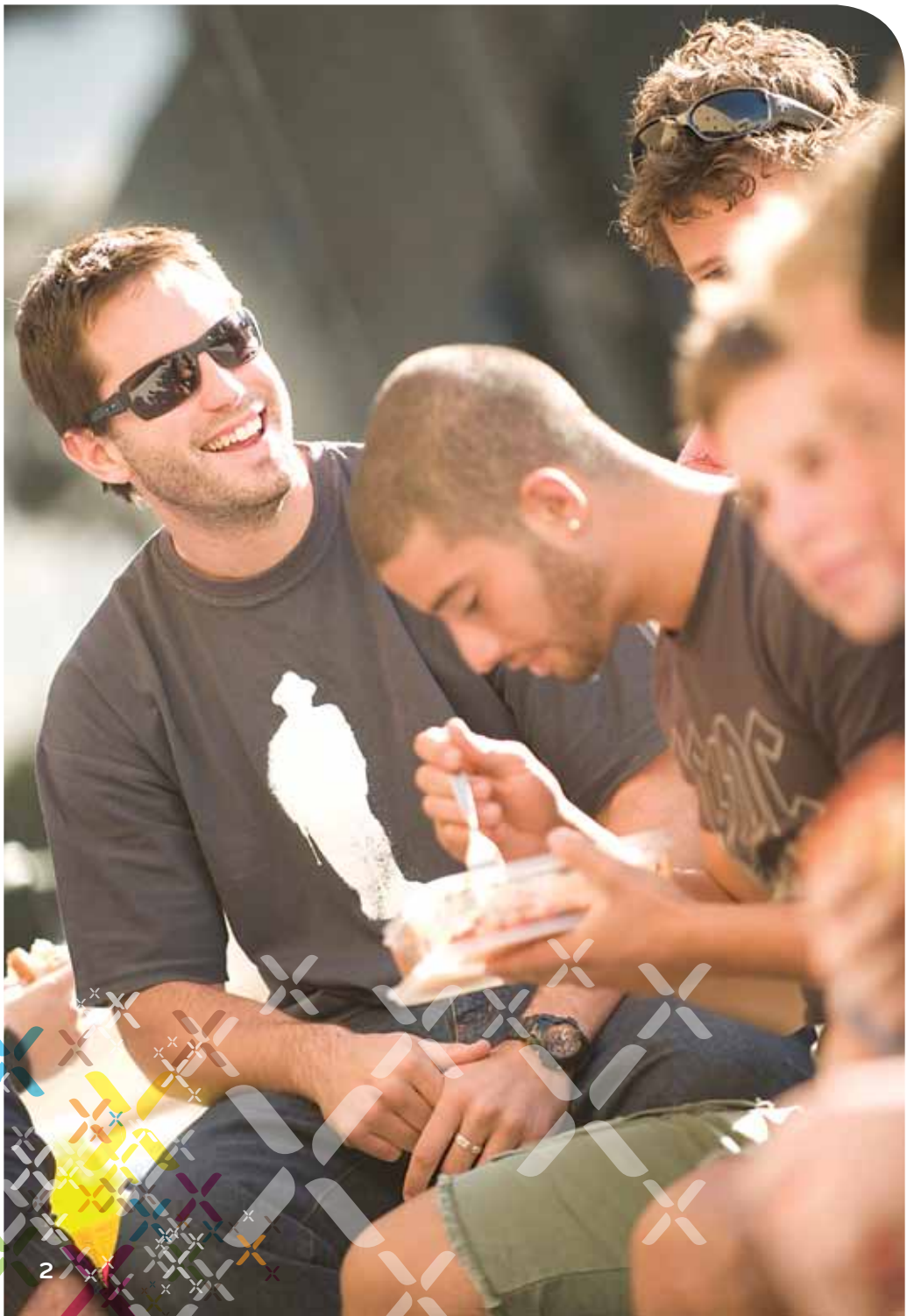
A colourful cafe on each campus provides tasty food and coffee options. A range of student activities and other services are also there to support you through your studies, and make your time on campus as fun as possible.

This booklet will guide you through some of the steps you need to take over the next few weeks to enrol in your chosen course.

Congratulations once again, and I hope you enjoy and prosper in your studies at Box Hill Institute.



John Maddock
CEO, Box Hill Institute



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1. What do I do next?

By now you should have received a Letter of Offer for a place in a Box Hill Institute course. This letter details information about how you enrol in your course, because enrolling in your course is how you accept the place that has been offered to you.

This usually needs to be done within the designated time frame specified in the Letter of Offer, otherwise your place may be offered to someone else.

2. Your Letter of Offer

The Letter of Offer you have received should provide basic details about the following:

- the course for which you have been offered a place
- date and time of your enrolment session
- venue for your enrolment session (campus & room)
- course fees, including
 - fee rates
 - fee concessions
- VET FEE-HELP options (TAFE Diploma/Adv. Diploma courses) or
- FEE-HELP options (degree courses)
- anything else you need to bring to your enrolment session.

The next few sections will provide further information for you on each of the above steps, plus will give you a guide as to what to expect on the enrolment day.

3. Campus Locations

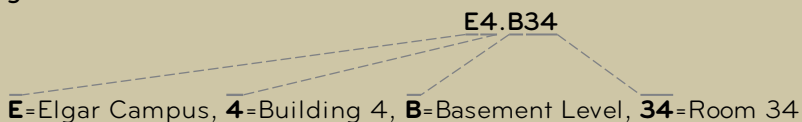
Our 3 main campuses are located in the heart of Box Hill within a 1km radius, as follows:

Elgar Campus	465 Elgar Rd, Box Hill	E
Nelson Campus	853 Whitehorse Rd, Box Hill	N
Whitehorse Campus	1000 Whitehorse Rd, Box Hill	W



Room Numbering

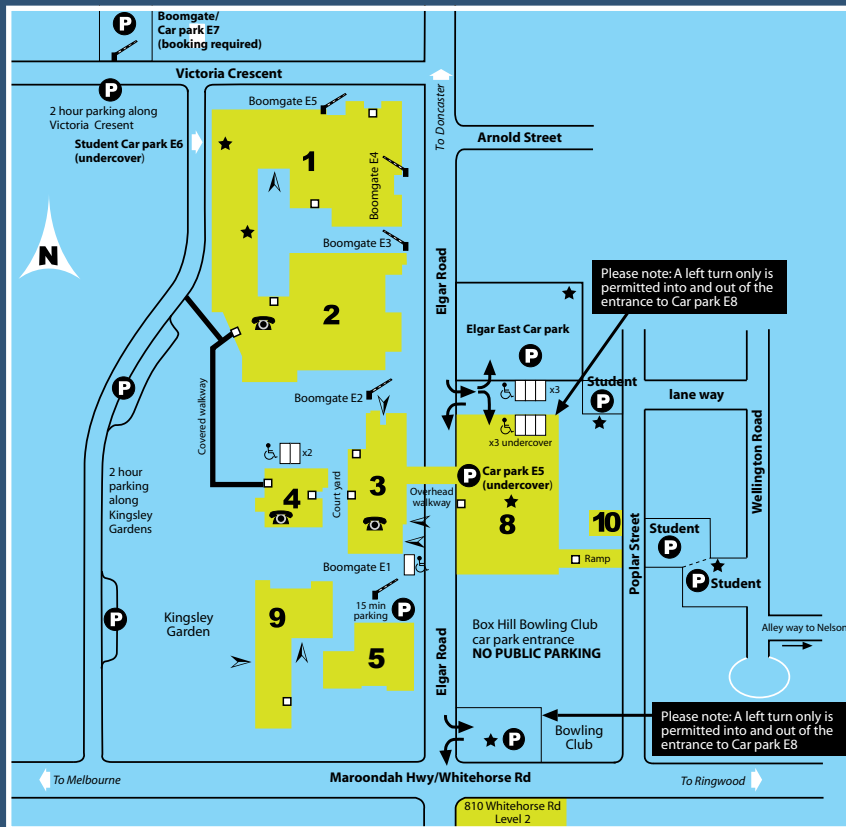
The room number is made up of Campus/Building No/Floor Level/Room. e.g. E4.B34



4a. Elgar Campus Map

If your enrolment is at Elgar Campus, the building layout is as follows:

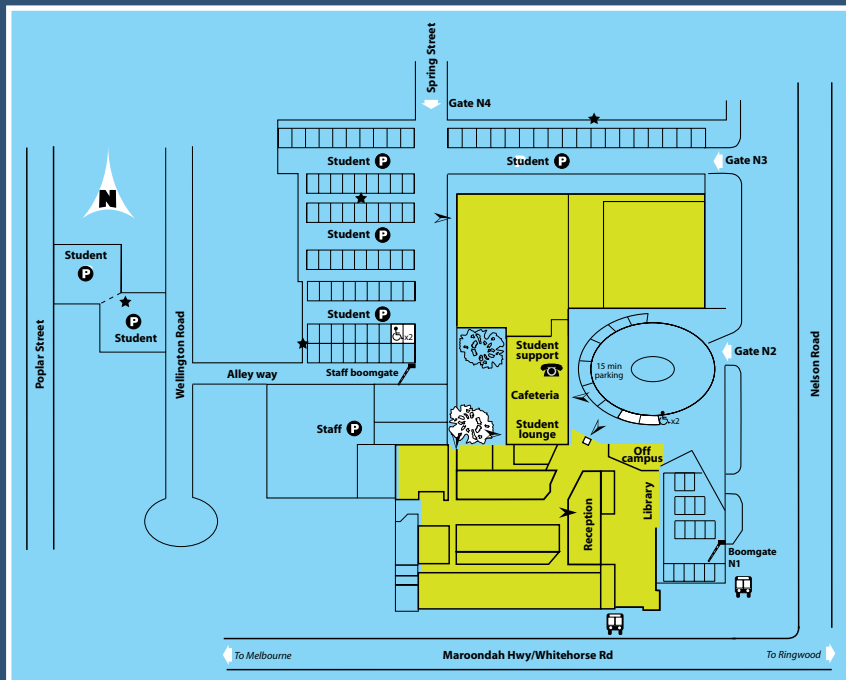
Elgar Campus – 465 Elgar Rd, Box Hill



4b. Nelson Campus Map

If your enrolment is at Nelson Campus, the building layout is as follows:

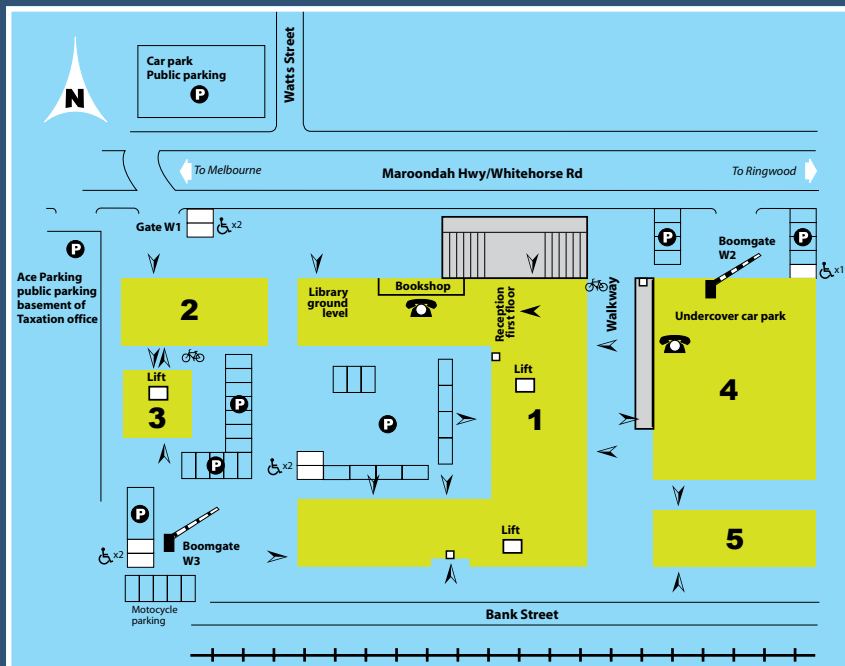
Nelson Campus – 853 Whitehorse Rd, Box Hill



4c. Whitehorse Campus Map

If your enrolment is at Whitehorse Campus, the building layout is as follows:

Whitehorse Campus – 1000 Whitehorse Rd, Box Hill



5a. Parking: On-Campus

There is limited parking available to students and visitors on-campus, however a number of off street non-campus parking options are also available, if on-campus car parks be full.

Please allow plenty of time to find a car park, should you choose to drive to your designated enrolment session.

Tickets

During **enrolment weeks only**, tickets can be purchased at ticket machines for \$2.10 for non-permit holders.

During **study semesters**, students are required to purchase and display a 'Student Parking Permit' sticker plus purchase a daily \$2.10 ticket from the ticket machine to park in any on-campus car parks.

Student Parking Permit Sticker cost:

Full Year	\$10.50	
Full Year (discount)	\$5.25	(Health Care Card Holders)
Single Semester	\$5.25	
Single Semester (discount)	\$2.60	(Health Care Card Holders)

On-Campus Car Parks

Elgar Campus

Kingsley Cres	151 spaces	(car park under Buildings 1 & 2)
Victoria Cres	170 spaces	(car park under Bld. 1 – after 5pm only)
Wellington Rd	46 spaces	(open-air car park)
Poplar St	46 spaces	(open-air car park)
Building 8	153 spaces	(car park under Building 8)

Nelson Campus

Nelson Rd/Spring St	127 spaces	(open-air car park behind main building)
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Whitehorse Campus

Whitehorse Rd/Bank St	68 spaces	(open-air car park – after 5pm only)
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5b. Off-Street parking in Box Hill

Pay parking all-day weekdays and Saturdays (free at nights and Sunday) is available in the Box Hill vicinity. Parking fees vary depending on the option chosen.

Off-Street Car Parking

Cambridge Street 145 spaces
(behind Box Hill Central)

Harrow Street 323 spaces
(behind WHT Campus over railway line)

Tax Office – Whitehorse Rd 244 spaces
(next to WHT campus)

Box Hill Town Hall & Library 50 spaces
(next to WHT campus. Limited free, half hour & one hour)

Court St 34 spaces
(opposite WHT campus)

Watts St. Multideck 476 spaces
(opposite WHT campus – closed Sundays)

Bruce St 86 spaces
(opposite Box Hill Central)

Whitehorse St 34 spaces
(centre of highway)

Cnr Elgar Rd & Whitehorse Rd 66 spaces
(council car park opposite Elgar campus)

Box Hill Hospital Arnold St
(visitor pay parking 5.30pm-11.00pm)

General street parking is also available around Elgar Campus (Victoria Cres and Kingsley Cres) at no charge, however please observe parking times, as fines are issued to cars parked beyond the designated times.

7. Fees (TAFE courses)

7a. Government subsidised place eligibility

The following fee rates are for local/domestic students who are either:

- Australian citizens
- Permanent residents
- East Timorese asylum seekers
- New Zealand citizens (visa 444)
- Temporary protection visa holders
- Asylum seekers/victims of human trafficking (up to 30th June 2012)

and

- are residing in Victoria for the duration of their studies; and
- meet eligibility criteria as detailed below; and
- have presented citizenship/residency proof at enrolment

(Temporary residents and international students are not eligible for a government subsidised place, and so pay full fee rates).

Acceptable citizenship/residency proof you must bring to enrolment include (original or certified copy only):

- green Medicare card; or
- an Australian birth certificate; or
- a current Australian passport; or
- a current New Zealand passport; or
- a naturalisation certificate (Australian citizenship certificate); or
- a Temporary protection visa; or
- formal papers from DIAC confirming permanent residence.

For students under 20 **proof of age** must also be presented.

Am I eligible for a government subsidised place?

Under the Victorian Training Guarantee, you are eligible if you are commencing in 2012 and are:

- age 15–19 enrolling in any accredited course level
- age 20+ enrolling in a Foundation-level course or an apprenticeship at any level



- age 20+ enrolling at a higher level than any Australian qualifications you already hold (i.e. have fully completed in the past).

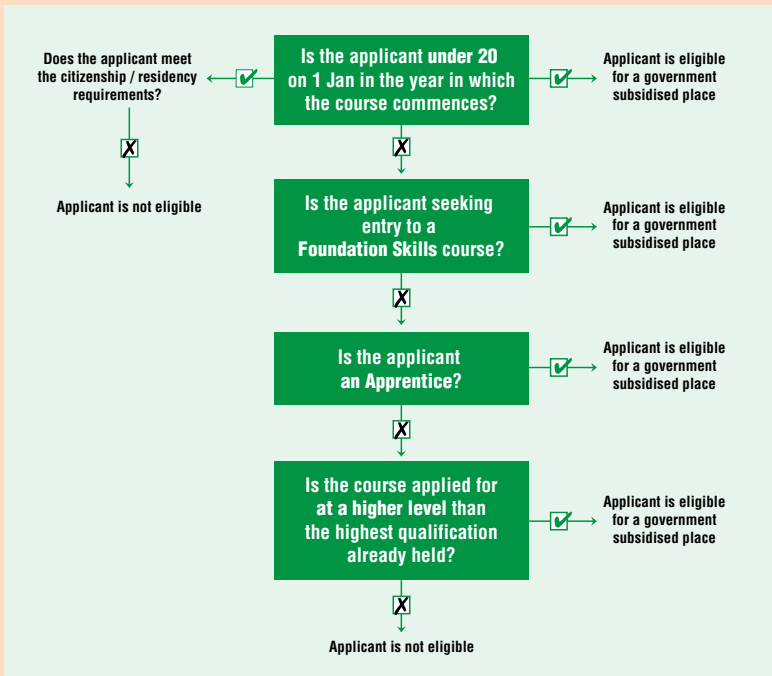
(Age is as at January 1, 2012)

If you are aged 20+ and already hold an Australian qualification at the equivalent or higher level to the course that you want to study in 2012, you are not eligible for a government subsidised place. You must be moving up the qualification scale to be eligible (Foundation courses and apprenticeships excepted).

You should check Box Hill Institute’s website in case you may be entitled to an eligibility exemption. A limited number of these may be available in 2012.

See Table A to check your eligibility for a government subsidised place for 2012. (Please note different rules apply to continuing students. A continuing student has commenced their course in 2011 or prior).

Table A: Eligibility check for a government subsidised place



Fees for TAFE level courses are generally charged once annually, however some courses do split their fee over 2 semesters, and will charge a portion at the start of the year, and the remaining portion mid-year.

Fees for government subsidised students are made up of three components:

1. Tuition Fee
2. Service & Amenity Fee
3. Materials Fees (including Course Teaching Materials fees and/or Retained Course Items fees).

7b. Tuition Fee

If you are commencing your course in 2012, and are eligible for a government subsidised place, you will pay the Skills Reform rates as detailed in Table B, depending on your course category.

Table B: 2012 Tuition Fees

Hourly rates apply, with a minimum and maximum fee. (Most full-time students enrol in more than 615 hours, and therefore pay the category maximum.)

Course Category	Hour rate \$	2012 Maximum \$	2012 Concession \$	Age 20+ Prior Qual. Check?	VET FEE-HELP?
Commenced Course PRIOR to 1 July 2009					
Fee Maintenance Students who commenced their course prior to 1 July 2009 (all course levels).	\$1.47	\$939	\$59	No (all course levels)	Yes (Dipl /Adv Dipl courses only)**
Skills Reform rates - Commencing Course AFTER 1 July 2009					
Foundation Skills Most general education, ESL adult literacy & numeracy, Yr 11, VCAL-Foundation level courses. Specific course list applies.	\$1.08	\$500	\$50	No	No
Apprenticeship All apprentices regardless of course level.	\$2.17	\$1250	\$187.50	No	No
Traineeship All trainees regardless of course level.	\$2.17	\$1250	\$187.50	Yes	No
Skills Creation Most Certificate I & II level courses. Includes VCE Yr 12, VCAL-Intermediate and VCAL-Senior level courses.	\$1.62	\$875	\$105	Yes	No
Skills Building Most Certificate III & IV level courses.	\$2.17	\$1250	\$187.50	Yes	No
Skills Deepening All Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma courses.	\$4.33	\$100* age 15-24 only	\$2500***	Yes	Yes (Dipl /Adv Dipl courses only)**

* Skills Deepening Concession applies to students under 24 only. Does not apply to students 25+ (Indigenous and Asylum seekers excepted).

** VET FEE-HELP not available to government subsidised Vocational Graduate Certificate courses (full fee students excepted).

*** Annual tuition fee maximum for all combined enrolments for a government subsidised student is \$2500.

7c. Tuition Fee Concessions

A fee discount applies to the Tuition Fee component of your fees, if you are enrolling in a government subsidised place and you meet the required criteria, as follows:

You must be either a holder of or listed as a dependant on a

- Commonwealth Health Care Card (HCC) (includes Low Income' (LI) Health Care Card; or
- Pensioner Concession Card; or
- Veterans' Gold Card; or
- an indigenous student; or
- an Asylum seeker/victim of human trafficking (up to 30th June 2012. Must have referral)

and

- you are enrolling in a Certificate I - IV level course; or
- you are enrolling in a Skills Deepening course and you are aged 15 - 24

Students aged 25+ enrolling at the Skills Deepening level are not eligible for a concession (Indigenous students and Asylum seekers excepted).

Being a dependant means if you don't have your own card, but your name is listed on your parent/guardian's card, you are also entitled to the fee discount.

You will then pay the relevant category concession tuition fee only, regardless of your total enrolled hours, as listed in Table C:

Table C: 2012 Concession Tuition Fees

Course Category	Concession	2012 Concession
Foundation Skills Most general education, ESL adult literacy & numeracy, Yr 11, VCAL-Foundation level courses. Specific course list applies.	Yes	\$50
Apprenticeships All apprentices regardless of course level.	Yes	\$187.50
Traineeships All trainees regardless of course level.	Yes	\$187.50
Skills Creation Most Certificate I & II level courses. Includes VCE Yr 12, VCAL-Intermediate and VCAL-Senior level courses.	Yes	\$105
Skills Building Most Certificate III & IV level courses.	Yes	\$187.50
Skills Deepening All Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma courses.	No	\$100 Age 15 - 24 only

HCCs are issued by Centrelink, and are usually associated with either:

- you or your parent/s being in receipt of a government benefit (i.e. a pension or payment of some type such as Youth Allowance, Parenting Payment etc); or
- you being a 'low income earner'. HCCs are issued to low income earners and the assessment is solely based on your salary over the prior 8 weeks.

It is in your interests to check with Centrelink, as you may be entitled to a 'low income' (LI) HCC and the concession rate on your fees.

Centrelink can be contacted on 13 24 90, or at www.centrelink.gov.au (search on 'Low Income').

How do I receive the concession rate 'upfront'?

You must bring your relevant HCC to your enrolment session, and present it when paying your fees;

or

If you have applied for a HCC with Centrelink, but have not received it as yet, either:

- obtain a temporary HCC from Centrelink that will also enable you to receive the fee discount 'upfront' at enrolment. (You should do this prior to your scheduled enrolment session); or
- you may be able to defer the tuition component of your fee (other than the concession fee) for 4 weeks, by applying for a 'Tuition Fee Deferment Agreement' with the Institute's Welfare Officer (03) 9286 9891. The deferred fee is then waived upon presentation of your subsequent HCC once it is presented to the enrolment cashier within the required time frame.

Can I receive the discount 'retrospectively'?

Alternatively, if you have applied for a HCC with Centrelink, but have not received it as yet, you may pay the standard tuition fee rate at enrolment, and then apply for a refund of the difference retrospectively once you receive your HCC from Centrelink and present it to the enrolment cashier.

However please note that:

- the HCC must be dated within 4 weeks of the enrolment payment date for you to be entitled to the refund; and
- the HCC should be presented to the Student Administration Cashier

for refund within 4 weeks of the enrolment payment date also.

If you intend to apply for a HCC with Centrelink, you should do so as soon as possible, and preferably before your designated enrolment session. (Centrelink do backdate HCCs from the date you have applied for your HCC, regardless of how long they take to issue it to you.)

7d. Tuition Fee Exemptions (TAFE courses)

An exemption from the Tuition Fee component of your fees applies, if you are enrolling in a government subsidised place, and are:

- enrolling in the Diploma/Adv. Diploma of Children's Services course
- a job-seeker enrolling in any Certificate I-IV level course, where you are registered with an employment services provider (ESP) and provide a copy of your ESP referral at enrolment, or you are a participant in a Commonwealth Government Access program (evidence required)
- a young person under a non-custodial order (referral from Department of Human Services required)

Financial Hardship

If you are experiencing severe financial hardship, you should contact Box Hill Institute's Welfare Officer on (03) 9286 9891 to make an appointment to further discuss your options.

7e. Service and Amenity Fee

The Service and Amenity fee is a compulsory fee charged by Box Hill Institute. It entitles students to a range of services. Funds are used to provide services of direct benefit to students.

For students studying in 2012, the fee is:

\$65 (0 - 404 hours)

\$90 (405 + hours)

(Most full-time students enrol in more than 615 hours and therefore pay \$90)

7f. Materials Fee

Materials fees are charged per course and cover materials used in the course plus some items that you are issued and keep after the course. Fees can range from \$100 - \$2500.

The course teaching materials fee covers materials that are necessary to the course, supplied by the Institute and are consumed or transformed by you during the course. The details of this cost appropriate to your specific course will be provided with the pre-enrolment course information.

Retained course items materials fees are for items provided to you, which are bought or leased and become your property after the course is finished. They attract GST.

Book lists may also be issued in addition to these charges. Some courses may also have specific requirements (for example, a uniform or tools).

In 2012, materials charges also encompass a Pre-training Review (ACER Test) fee of \$10, applicable to all students commencing in their course in 2012.



7g. Full Fees (TAFE courses)

Full fee / Self funded places

If you are not eligible for a government subsidised place, or have been offered a full fee (self funded) place in a course, you are charged a full course fee that covers the cost of your study in that course for one year. Further fees apply in subsequent years. (Some courses may enrol on a semesterly basis, in which case your initial fee would be for Semester 1, and then a further fee would be incurred midyear.)

Full fee course fee rates vary, depending on the length and nature of the course. Most rates are viewable on Box Hill Institute's website, at www.boxhill.edu.au.

Please note that:

- Full fee paying courses are not subsidised by the government in any way
- VET FEE-HELP applies to eligible full-fee paying students enrolling in Diploma / Advanced Diploma / Vocational Graduate Certificate & Vocational Graduate Diploma courses.

You should contact the relevant teaching centre at Box Hill Institute for further information on full fee course rates, and whether there would be any part payment options available to you.

Ring 1300 BOX HILL, and request to speak to the coordinator for your relevant course.

8. VET FEE-HELP (TAFE Diploma / Adv. Diploma courses)

What is VET FEE-HELP?

VET FEE-HELP is an Australian government loan scheme enabling you to defer part or all of your tuition fees, and re-pay them via the Australian taxation system, once your income reaches a certain threshold (\$47,193 in 2011-2012 financial year).

Box Hill Institute can offer you VET FEE-HELP providing you meet VET FEE-HELP eligibility, and, you are enrolling in a **Diploma, Advanced Diploma or Vocational Graduate Certificate** course, regardless of whether you are taking up a government subsidised or full fee place.

For Vocational Graduate Certificate courses, VET FEE-HELP is only available to full-fee students.

VET FEE-HELP is not available to students enrolling in Certificate I-IV level courses.

Is there a loan fee?

It depends on whether you are enrolling as a government subsidised or full fee student as to whether you will incur a loan fee, as follows:

- There is no loan fee for government subsidised students
- A 20% loan fee applies to full fee students and is added onto your VET FEE-HELP debt.

Am I eligible for VET FEE-HELP?

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

- an Australian citizen; or
- a permanent humanitarian visa holder. Applies to visa sub-classes: 200-217, 803, 807, 809, 810, 817, 851(CD), 866.
- In addition, you must have a sufficient lifetime VET FEE-HELP (FEE-HELP) balance available. (In 2012, students are entitled to \$89,706 in VET FEE-HELP & FEE-HELP combined, over their lifetime.) Permanent residents and New Zealand citizens are not eligible for VET FEE-HELP.

How do I apply for VET FEE-HELP?

- Read the VET FEE-HELP booklet (available from Student Administration or on website)
- Complete the VET FEE-HELP application form
- Bring either your **Tax File Number** or a '**Certificate of Application for a Tax File Number**' to enrolment (A Certificate of Application for a Tax File Number is obtained from the Australian Taxation Office, and should be provided either at enrolment or to Student Administration no later than 2 weeks after your enrolment)
- Bring your **citizenship evidence** to enrolment:
 - **Australian Citizens**
 - passport, or
 - birth certificate; or
 - official extract of birth certificate; or
 - Australian citizenship certificate.
 - **Permanent Humanitarian Visa Holders**
 - your permanent humanitarian visa.

What if I am not eligible for VET FEE-HELP?

You pay full fees 'upfront' to Box Hill Institute.

Where can I find further information about VET FEE-HELP?

Further information about VET FEE-HELP can be obtained at the following website:

www.deewr.gov.au/Skills/Programs/VetFeeHelp/Pages/default.aspx

or by contacting our Student Administration VET FEE-HELP Administrator, on (03) 9286 9239.

9a. Fees (Degree courses)

Full fee paying places

If you are enrolling in a degree course (i.e. a Bachelor or Associate Degree course) you will be charged a course fee that covers the full cost of your study in that course for 6 months. Further fees apply in subsequent semesters and years.

9b. FEE-HELP

Because Box Hill Institute is a Higher Education Provider, you may be able to defer your course fees via the FEE-HELP loan scheme made available by the Australian government.

This enables you to defer part or all of your fees, and re-pay them via the taxation system, once your income reaches a certain threshold (\$47,193 in 2011-2012 financial year).

A 25% loan fee applies to FEE-HELP, and is added onto your FEE-HELP debt.

Am I eligible for FEE-HELP?

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

- an Australian citizen; or
- permanent humanitarian visa holder.
Applies to visa subclasses: 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 803, 807, 809, 810, 817, 851CD, 866
- In addition, you must have a sufficient lifetime FEE-HELP balance available. (In 2012, students are entitled to \$89,706 in FEE-HELP over their lifetime).

Permanent residents are not eligible for FEE-HELP.

How do I apply for FEE-HELP?

If you are interested in applying for FEE-HELP, you must:

- Read the FEE-HELP booklet (available from Student Administration or on website)
- Complete the FEE-HELP application form, and bring it to your enrolment session
- You will be required to provide either your **Tax File Number** at enrolment, or a '**Certificate of Application for a Tax File Number**' (this is obtained from the Australian Taxation Office, and should be provided either at enrolment or to Student Administration by the 1st March 2012)
- Bring your **citizenship evidence** to enrolment:
 - **Australian Citizens**
 - passport, or
 - birth certificate; or
 - official extract of birth certificate; or
 - Australian citizenship certificate.
 - **Permanent Humanitarian Visa Holders**
 - your permanent humanitarian visa.

What if I am not eligible for FEE-HELP?

Either:

- You pay full fees 'upfront' to Box Hill Institute; or
- If you are a temporary or permanent resident only, most full-fee paying courses will allow the course fee to be paid over a period of time in instalments directly to Box Hill Institute
Where this option is available and chosen, students are required to sign a fee instalment or 'payment plan' agreement, as to when fee payments will be made.

Where can I find further information about FEE-HELP?

Further information about FEE-HELP can be obtained at the following website: www.goingtouni.gov.au/
or by contacting the Student Administration Higher Education Officer, on (03) 9286 9002.



10. What happens on my enrolment day?

The enrolment day is where you have been given a scheduled time to present to Box Hill Institute to 'accept the offer' and enrol in the course and units that you will study in 2012.

You will generally meet with your course coordinator/teacher to select units, and then go to Student Administration to pay fees and obtain a Student ID Card and Diary (see Enrolment Steps on next page).

What do I bring to the enrolment session?

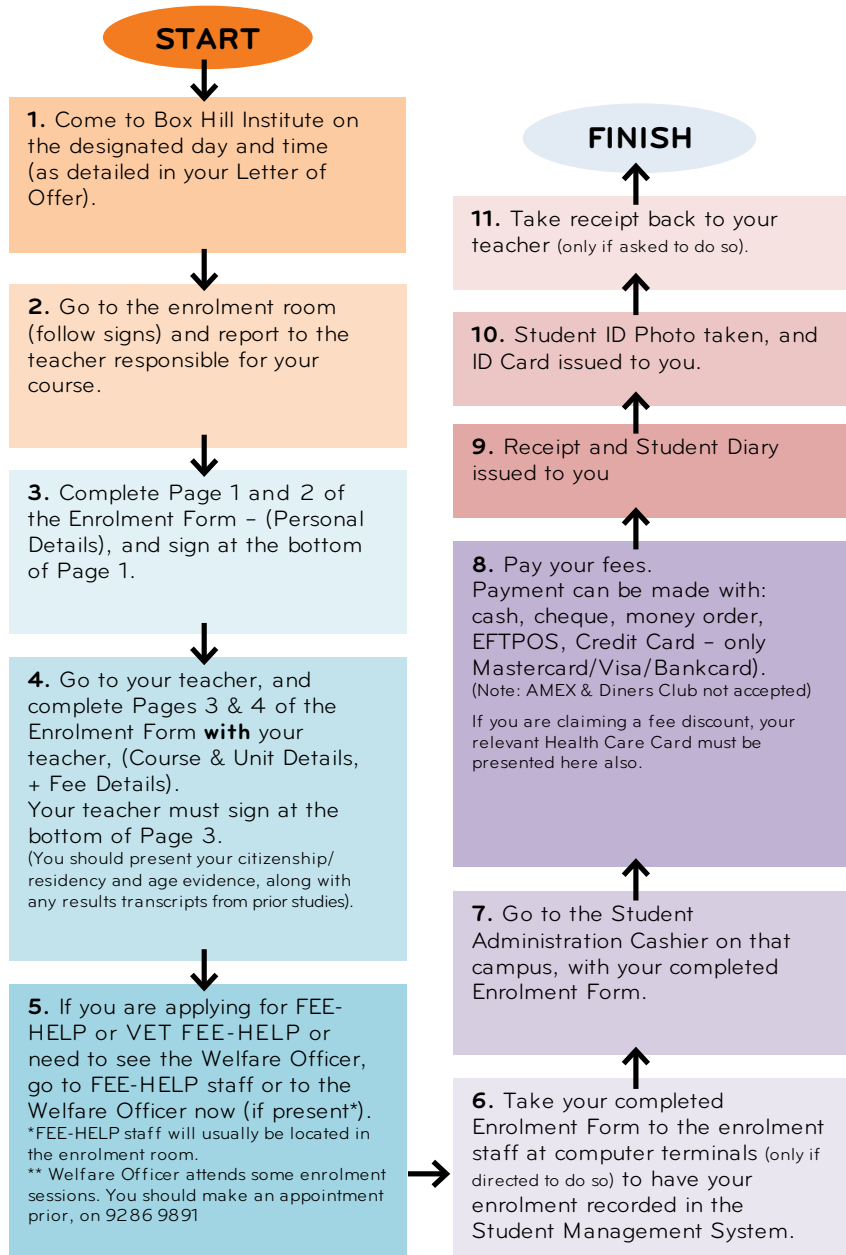
You should bring with you:

- your Letter of Offer
- Pen
- Paper
- Citizenship/residency evidence (original or certified photocopy) See p.12.
- Age evidence
- Results Transcripts (for any prior studies you have undertaken – you may be entitled for some Recognition of Prior Learning (RPL))
- Health Care Card / Fee Discount eligibility evidence (if you are applying for the tuition fee and its concession)
- VET FEE-HELP or FEE-HELP documentation (if you are enrolling in a diploma or above level course and intending to apply for VET FEE-HELP or FEE-HELP).

Includes:

- FEE-HELP form
- Tax File Number or Certificate of Application for a TFN
- Citizenship evidence (i.e. birth certificate– see prior page).
Original + photocopy are required.
- Fee Payment (cash, cheque, money order, EFTPOS, Credit Card – only Mastercard/Visa accepted).
Some EFTPOS cards have a daily withdrawal limit. Double check that you will not exceed this prior to the enrolment day, if you are planning to pay fees via EFTPOS.
- Employer Invoice/Fee Letter If your employer is going to pay for your fees and prefers to be invoiced for these, please bring an authorization letter from your employer confirming that they agree to pay for your fees, and requesting an invoice be sent to them.
- This booklet (the maps will help you locate the venue and room)
- Anything else you have been specifically asked to bring along.

11. Enrolment Steps



12. Can I defer my offer?

Deferment of Offer is available for some (but not all courses), and if allowed, enables you to defer taking up your place and enrolling in the course for up to 1 year.

During that time, a place is held for you, however you are required to advise the Institute by 1st November 2012 if you intend taking up your deferred place in 2013.

Be aware that fee rates vary from year-to-year, and if you do successfully defer your offer in 2012, the fee rate you were quoted for 2012 will no longer apply in 2013. If you do take up your deferred place in 2013, you would be required to enrol and pay at 2013 fee rates.

Deferment will not be granted where you are choosing to study in a course elsewhere. Rather, is intended for genuine reasons where you may wish to have up to a year's gap in your studies.

Successful Deferment of Offer applications also incur an administrative fee of \$59.

If you do wish to apply for a Deferment of Offer, you must:

- obtain a Deferment of Offer form from the Student Administration Office on your campus
- take it to your course coordinator or Head of Centre for authorization
- take it to Student Administration, and pay the \$59 Administration Fee at the Cashier.

You will receive a confirmation letter with the outcome of your Deferment of Offer Application, by mail.

13. What if I miss my enrolment session?

It is up to you to be available to present to enrol on your designated enrolment day. If you are not able to make it, you should send a 'proxy' on your behalf. You should also provide your proxy with a letter from you, authorizing them to enrol on your behalf.

If you/your proxy do not present on your designated enrolment day, then your place may be offered to another student in either 2nd Round Offers through VTAC, or to a student on the course waiting list.

If you have any concerns in regard to your designated enrolment day, you should contact your relevant course coordinator prior to the enrolment day, to discuss your concerns. Phone 1300 BOX HILL, and ask for the centre or coordinator of the course in which you are enrolling.

A late fee may be charged for students enrolling after the designated enrolment session. (\$40 TAFE courses / \$100 degree courses.)

14. Can I apply for RPL?

RPL stands for 'Recognition of Prior Learning', and enables you to receive credit in TAFE-level courses, for studies you have completed in the past, or receive credit for extended work or life experience that you may have. Your prior studies/work experience must be deemed equivalent to the studies you would be undertaking in unit/s within your course, as the Institute must be satisfied that you are 'competent' in unit/s prior to the granting of RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning occurred, and available translations into the units in which you are enrolling. You may even need to undergo some testing prior to RPL being granted. In other instances, your provision of past results transcripts may be sufficient for your assessment.

Bring your results transcripts to your enrolment session, and mention to your enrolling teacher that you wish to apply for RPL. A separate appointment will generally need to be made to assess RPL applications, and there may be an assessment fee in some instances.



15. After enrolment & before classes start

Class Timetable

You should be provided with:

- your course start date (this is written on Page 2 or 3 of your enrolment form)
- a class timetable (this may be provided either at enrolment, or in the days leading up to your course start date)
- a booklist and/or materials list, if you are required to obtain any materials individually prior to your classes commencing.

Student Diary

This is issued to you at enrolment, and contains lots of information about the Institute and services available to you. Have a read!

Student Web Access

After your enrolment has been paid you will gain access to your own StudentWeb account, usually within one to two days. (Refer to the Student Diary for step-by-step instructions in how to access your account, and the facilities available to you on StudentWeb.)

Email Account

After your enrolment has been processed in the system, you will have access to your own free 5GB Box Hill Institute email account. (Further details are available on the StudentWeb at <http://studentweb.bhtafe.edu.au/email> or in the Student Diary.)

Travel Concession Card

If you are enrolling as a Full-time student and plan to use public transport to travel to/from studies, you can purchase travel tickets at concession rates providing you either:

- have a Health Care Card; or
- purchase a Travel Concession Card from a train station.

To purchase a Travel Concession Card, you must first obtain an application form from your local train station, and bring it to Student Administration with 2 passport-sized photos, for authorization once you have enrolled. (International students and apprentices are not eligible for a Travel Concession Card.)

16. Withdrawal

If you need to withdraw from the course for any reason, either before or after classes start, you must complete a Course Exit form.

This is available from:

- Student Administration Office on your campus; or
- downloadable from the Box Hill Institute website, at <http://www.boxhill.edu.au/services/Pages/Forms.aspx>

When completed, the form must be lodged with your relevant course coordinator or Head of Centre, for further completion and authorization.

Once authorized, your Head of Centre will then forward it on to Student Administration, where your course withdrawal will be processed in to the Student Management System, and your withdrawal assessed for any refund eligibility.

17. Refunds

To be considered for a fee refund, you must formally withdraw via submission of a Course Exit or Unit Withdrawal form. If you simply stop attending classes without formally withdrawing from your course or unit/s, you will not be considered for any fee refund.

Fee refund amounts vary, and are dependent on:

- when you formally withdraw
- the type of place you were enrolled in (i.e. either a government subsidised or full fee paying place)
- whether your course is a TAFE level Certificate I-IV, a TAFE level Diploma/Advanced Diploma, or a Degree level course.

Various components of the fees you have paid are assessed by both your Head of Centre and Student Administration to determine your eligibility for a fee refund, regardless of whether you withdraw before or after course commencement.

If you are entitled to a fee refund, the refund is generally issued to you via a cheque by mail, unless you have specifically requested a direct deposit back into your bank account on the course exit form.

Refunds generally take 21-28 days to be processed.

Refunds are not issued in cash.

17a. Refunds for Certificate I–IV TAFE courses

You must formally withdraw no later than 4 weeks after the course start date, to be entitled to any tuition fee or amenity fee refund, as follows:

(Refund rates quoted are for local students or temporary residents only. They do not apply to international students.)

Government subsidised places

If you are withdrawing within 4 weeks of the course start date:

If you withdraw **within 4 weeks** of the course start date, you will be entitled to a full refund of tuition and amenity fees paid for your course category, less a portion of any of the materials fees that you may have already expended in class time.

(If classes have not yet started, you will receive a full materials fee refund also).

If you are withdrawing after 4 weeks after the course start date:

If you withdraw **after 4 weeks** after the course start date for any reason, you will not be entitled to a refund of tuition fees or amenity fees. You may be entitled to a refund of some materials fees, depending upon the time that has elapsed and the materials expended since you started.

Full fee places (domestic/local students)

If you are withdrawing within 4 weeks of the course start date:

If you withdraw **within 4 weeks** of the course start date, you will be entitled to a refund of course fees paid, less a portion of the fees for materials that you may have already expended in class time. (If classes have not yet started, you will receive a full fee refund.)

If you are withdrawing after 4 weeks after the course start date:

If you withdraw **after 4 weeks** after the course start date for any reason, fee refunds may/may not apply, and are up to the discretion of the relevant Head of Centre.



17b. Refunds for Diploma & Advanced Diploma TAFE courses

You must formally withdraw on/prior to the unit census date for the semester in which you are enrolled, to be entitled to any fee refund. This applies to both government subsidised and full fee places.

(Refund rates quoted are for local students or temporary residents only. They do not apply to international students.)

Census Dates for 2012: (TAFE Skills Deepening courses)

Semester 1 units:	2 April 2012
Semester 3 (full year) units:	30 April 2012
Semester 2 units:	3 September 2012

Government subsidised & Full fee places

If you are withdrawing on/prior to the semester census date:

You may withdraw up until the census date for the semester in which you are enrolled, to be entitled to a full fee refund of tuition and amenity fees paid.

If you applied for VET FEE-HELP for all/any portion of your fees, your VET FEE-HELP will be cancelled for the semester in which you were enrolled, providing you formally withdraw on/prior to the census date for that semester.

Material fee refunds will be dependent upon the time that has elapsed and the materials expended since you started.

If you are withdrawing after the semester census date:

No refund applies for any formal withdrawal made after the census date for the semester in which you are enrolled.

If you applied for VET FEE-HELP for all/any portion of your fees, you will still incur a VET FEE-HELP debt for units where your formal withdrawal is made after the unit census date.

If you have further queries in regard to diploma/advanced diploma course refunds, please contact the Student Administration VET FEE-HELP Administrator on (03) 9286 9239.

17c. Refunds for Degree courses

You must formally withdraw on/prior to the unit census date for the semester in which you are enrolled, to be entitled to any fee refund.

(Refund rates quoted are for local students or temporary residents only. They do not apply to international students.)

Census Dates for 2012: (Degree courses)

Semester 1 subjects:	23 March 2012
Semester 2 subjects:	24 August 2012

If you are withdrawing on/prior to the semester census date:

You may withdraw up until the census date for the semester in which you are enrolled, to be entitled to a full fee refund of all course fees paid.

If you applied for FEE-HELP for all/any portion of your fees, your FEE-HELP will be cancelled for the semester in which you were enrolled, providing you withdraw on/prior to the census date for that semester.

If you are withdrawing after the semester census date:

No refund applies for any withdrawal made after the census date for the semester in which you are enrolled.

If you applied for FEE-HELP for all/any portion of your fees, you will still incur a FEE-HELP debt for units where your formal withdrawal is made after the census date.

If you have further queries in regard to degree course refunds, please contact the Student Administration Higher Education Administrator on (03) 9286 9002.



18. Student Support Services

Student Support Services delivers free services and programs to help you succeed in your study, and enjoy your time with Box Hill Institute.

Services include:

- Careers counselling
- Koori liaison
- Youth pathways for 15 - 19 year olds
- Maths & English support
- Welfare advice
- Advice on fees, social security allowances and benefits
- Applications for course related financial support
- Disability liaison services
- Accommodation register
- Counselling
- E counselling.

Location: Nelson Campus, Ground Floor

Phone: (03) 9286 9891

19. Student Activities

Student Activities and Representative Committees (SARC) provide a range of services and publications to make your life on campus as enjoyable as possible. Student lounges are also located on each campus.

SARC services include:

- Student Rep Committee (SRC)
- Student Media
- The Box on The Box television program
- The Box (student magazine)
- Activities (a calendar of activities run throughout the year)
- Student lounges
- Fax service
- Lost property.

20. Other on-campus facilities

Cafeterias

A cafeteria on each campus provides a range of food and coffee options, and a space to relax if you prefer, away from classes. In addition, Box Hill Institute's close proximity to Box Hill Central and Doncaster Shopping Town also mean extended food and shopping facilities are close at hand.

Library

Libraries are located on each campus, and enable you to borrow up to 10 items at a time including books, periodicals, DVDs and videos. There are also spaces for you to study quietly, plus computers available to use, with access to email, internet and MS Office, as well as scanners and a CD burner. The Libraries are all wireless enabled.

Other Services

A range of other services are available to students, some for a small fee.

Services include:

- Bookshops
- Employment services (Jobs Plus)
- Flowers on Elgar
- Fountain's Restaurant
- Prayer Room (N1.G138)
- Pets on Elgar (veterinary clinic & pet supplies store)
- Salon on Elgar (hairdressing services)
- Spa and Beauty
- Short Courses
- Whitehorse Gym.

Global Education Network (GEN)

Box Hill Institute partners with like-minded educational institutions in Canada (Southern Alberta Institute of Technology), Singapore (Institute of Technical Education) and the USA (Kirkwood Community College), to enable international learning and exchange opportunities.

Find out about international study options, at gen@boxhill.edu.au



21. Student Administration

Student Administration provides a range of educational administrative services to you throughout the duration of your course. Enrolment cashiers are also located at Student Administration, along with Student ID card services.

The main Student Administration Office is located at Elgar campus, with an additional small outlet at Whitehorse campus.

Office hours:

(These may reduce during term breaks, and extend during peak enrolment periods)

Student Administration – Elgar Campus

Building 4, Ground Floor

8.00am – 5.00pm Monday-Friday

8.00am – 7.00pm last Tuesday of each month (school holidays excepted)

Service Centre – Whitehorse Campus

Building 1, Level 1

9.00am – 1.00pm & 2.00pm – 5.00pm Monday-Friday

Contacts:

Phone: 1300 BOX HILL (1300 269 445)

Phone

Direct: (03) 9286 9555

(please note - this phone may not be manned during peak enrolment sessions)

Fax: (03) 9286 9018

Email: studentadmin@bhtafe.edu.au

Website:

www.bhtafe.edu.au/students/Pages/Student-administration.aspx

Please Note:

If you have outstanding fees or fines at any point in the year, your academic results may be held until the outstanding amounts have been paid. You will also be unable to receive a certificate of completion or graduate until all outstanding fees and fines are settled.



www.boxhill.edu.au

1300 BOX HILL

Produced by Registrar's Centre

Box Hill Institute

December 2011

The information contained in this guide is correct at the time of publication.

ISSN: 1442-228X

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