

The following information and conditions of enrolment at WAIFS are provided to applicants for information purposes only. This information does not form a binding agreement between the student and West Australian Institute of Further Studies (WAIFS). Successful applicants will receive a Letter of Offer and Acceptance of Offer form. Returning the signed Acceptance of Offer Form and paying the initial fee creates a binding Agreement between WAIFS and the student named in the WAIFS' Letter of Offer.

This information and information contained in the Letter of Offer and the Acceptance of Offer Form may be subject to variation as necessary to comply with any Australian Commonwealth or State law, regulation or amendment thereof.

1. General

- 1.1. The availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.
- 1.2. WAIFS's responsibilities to the student pertain only to the WAIFS course/s outlined in the Letter of Offer.
- 1.3. Students must meet the minimum entry requirements for entry into the course(s) of their choice
- 1.4. Students are expected to attend all classes and work-based training placements (if applicable) and to undertake all assessments, projects, tests and examinations on the dates and times specified by their trainers. Students must abide by all WAIFS' policies that are in force at the time of their enrolment.

2. Fees

- 2.1. Tuition fees, charges and accounts are payable in advance of each semester. Students are not able to commence a unit if any fees are outstanding.
- 2.2. The total tuition fees stated in an Offer Letter are indicative only and may change in accordance with VET Fees and Charges Policy 2017.

3. Refunds and Cancellation of Enrolment

- 3.1. Notification of cancellation or withdrawal from a course of study must be made in writing to WAIFS.
- 3.2. If a student wishes to change their enrolment to a course delivered concurrently to the original enrolled course (and enrolments are still available) the fees paid will be transferable to the new course.

4. Withdrawal from a Course

- 4.1. Students must provide written advice of withdrawal from their course to ensure that they are eligible for refunds in accordance with the terms and conditions below. Course withdrawals must be notified by email to admissions@waifs.wa.edu.au and should contain the student name, student number and course name in the subject heading.

5. Refunds

5.1 Full Refunds

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- A 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.

WAIFS will approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

5.2 Partial Refunds

The census/withdrawal date for each unit is one week from the commencement date of the unit as stated on the course timetable.

Students who withdraw for reasons other than those outlined under "FULL REFUNDS" and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- A full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

5.3 Pro Rata Refunds

WAIFS can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Students should arrange a meeting with WAIFS' credit controller to discuss their individual circumstances and be informed of the paperwork that WAIFS will require.

5.4 Refunds Following Re-marking

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the re-marking charge will be refunded.

5.5 Charges for Specific Services

WAIFS charges the following fees for specific services:

- Assessment only and assessment held in normal assessment period – each unit \$20.00.
- Re-marking of an assessment – each unit \$25.
- Replacement of award/qualification/academic record \$50.00.
- Re-issue of academic statement \$20.00.
- Results on computer network \$20.00.
- Results from archive \$30.00.
- Remote assessment supervision \$50.00.

6. Protection of Fees in Advance

6.1 WAIFS implements the 'TAC Guideline on the Protection of Fees in Advance' to ensure that mechanisms are in place to protect a student's investment and provide access to funds or a comparable course acceptable to the student at no additional cost, in the event that WAIFS ceases to operate or is unable to provide the services outlined in its contract with a student.

Application of this Guideline:

- Minimises the potential for students to be left financially disadvantaged;
- Assists with consistency in application of AQTF 2007 Conditions of Registration – Section 5, and;
- Bridges the disparity in the levels of protection applied to local students compared to international students.

WAIFS therefore implements the following policy in relation to 'Capping of fees paid in advance':

WAIFS only accepts payment up to \$500 prior to the commencement of the course/ unit/ competency. Following commencement of the course/unit/competency WAIFS accepts no more than \$1000 in advance at any given time from each student for tuition services yet to be received by the student.

7. Location and Facilities

7.1 WAIFS is located at Level 1 Central Arcade, 811 Hay Street, Perth WA 6000.

WAIFS facilities for use by its enrolled students include the following:

- (i) Fully equipped classrooms;
- (ii) Access to Lecture materials and notes;
- (iii) Laptop computers are available for students' use with printers and internet access;
- (iv) A large student recreation area with wireless internet access;
- (v) On-call Counsellor;
- (vi) Student support services, including English and numeracy support and referral (at no cost) to external specialist services such as legal services.

Further information on WAIFS, its location and facilities can be found at <http://waifs.wa.edu.au/student-services/>.

8. Circumstances in which personal information about students may be shared

Information collected about you on this form and during your enrolment (including personal information and contact details, course enrolment details and changes) can be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Assurance Scheme. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

9. Recognition of Prior Learning (RPL)

All students are able to apply for Recognition of Prior Learning ("RPL") within 4 weeks of commencement of their course. RPL forms can be obtained from your trainer or from admissions@waifs.wa.edu.au.

10. Credit Transfer

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course. Credit transfer does not involve an assessment of the student's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a course. Students may be granted credit for the completion of formal accredited learning with a school, university or RTO.

