



# pre-enrolment brochure

## Program selection and entry requirements

CQ TAFE offers an extensive range of programs, training packages and courses in flexible delivery modes such as full time, part time, external, online and through video conferencing. A wide range of courses are offered at diploma, certificate, prevocational and post trade level as well as short courses and customised fee for service courses. Some training programs may have specific entry requirements such as:

- work experience
- current industry employment
- other educational entry requirements (prerequisites)

Some variation to this policy may apply to mature age students and special consideration may be given in terms of access to programs on the basis of merit, disability and social justice.

Regardless of educational background, you are encouraged to enquire about admission into a training package or program by contacting the Customer Service Centre at your nearest campus, or the Customer Contact Centre on 1300 CQ TAFE (1300 27 8233).

Students wishing to study with CQ TAFE must be a minimum of 15 years of age at the time of program commencement. If students are in the Senior Phase of Learning at school, there are additional requirements. If you are under 15 years of age, you must apply for special permission from the Institute Director, which is only granted in exceptional circumstances. Certain programs may require adult entry (18 years of age or older).

CQ TAFE is a Registered Training Organisation (RTO) and therefore is able to offer qualifications and statements of attainment which are nationally recognised according to the Australian Qualification Framework (AQF) and within our scope of registration.

## Access, equity and diversity

CQ TAFE is committed to providing equal opportunities in vocational education and training by ensuring their program information, services and enrolment procedures are easily accessible.

Institute staff will provide support during your training to achieve your educational and vocational goals through the provision of services such as counselling, disability support, learning assistance and help for international and indigenous students.

## How do I enrol in a CQ TAFE program?

Program brochures are available for each program, containing important information regarding entry requirements, program duration and structure, articulation and fees. To obtain this information, please log on to - [www.cq.tafe.qld.gov.au](http://www.cq.tafe.qld.gov.au) or visit your local Customer Service Centre or call the Customer Contact Centre on 1300 CQ TAFE.

Once you have decided to study a particular course, you will need to secure your place by enrolling as you will not be accepted into class unless you are enrolled.

Things to have ready when you are enrolling:

- a **New Enrolment/Continuing Student Form** – it is your responsibility to ensure that your contact details are correct whilst you are studying with CQ TAFE
- an **Enrolment Selection Form (ESF)** indicating which subjects you are planning to study.
- fee concessions and payment plans are available if you meet certain criteria (refer to Fees and Charges). You must provide relevant details and the necessary documentation to apply for concession. Full-fees will apply if documents are not presented at the time of enrolment.

The institute cannot refund fees if documents are presented after enrolment

- if you are under 18 years a signature of a parent/guardian is required at the time of enrolment

## Contact details and payment options

Our Customer Contact Centre, campuses and payment options are listed below:

### Payment methods

We accept cash, cheque, money order, credit card (Bankcard, Mastercard and VISA), AMEX and BPAY.

Cheques and money orders should be made payable to CQ TAFE.

**By telephone:** to enrol by telephone (credit card payments only) call the Customer Contact Centre on 1300 CQ TAFE 7am to 6pm weekdays and have your credit card details ready.

### By mail, fax or in person:

Our campus details are as follows:

#### Rockhampton Customer Service Centre

Canning Street, Rockhampton QLD  
**Postal address:**  
LMB 8065, Rockhampton QLD 4700  
**Fax:** (07) 4920 2384

#### Mackay Customer Service Centre

Sydney Street, Mackay QLD  
**Postal address:**  
PO Box 135, Mackay QLD 4740  
**Fax:** (07) 4940 3299

#### Gladstone Customer Service Centre

Derby Street, Gladstone QLD  
**Postal address:**  
PO Box 1334, Gladstone QLD 4680  
**Fax:** (07) 4970 7779

#### Central Highlands Customer Service Centre

Capricorn Highway, Emerald QLD  
**Postal address:**  
PMB 4, Emerald QLD 4720  
**Fax:** (07) 4980 7090

**1300 CQ TAFE**  
1300 27 8233

Phone 7am-6pm weekdays

[www.cq.tafe.qld.gov.au](http://www.cq.tafe.qld.gov.au)

Anything's possible at CQ TAFE



**TAFE Queensland**  
Queensland Government

Department of Education, Training and the Arts

## Business hours

Customer Service Centres  
Monday, Tuesday, Thursday and  
Friday 7:45am to 4:30pm and  
Wednesday 7:45am to 4pm

## Cancellations

CQ TAFE reserves the right to cancel training programs/courses where there are insufficient numbers to warrant a class. In this instance, you will be eligible for a refund of fees paid. Refund on materials supplied will only be given where the materials have not been used or defaced.

## Induction/orientation days

If accepted into a program/course, you will be required to participate in an induction/orientation program prior to the commencement of your study. This session will provide you with information critical to achieving a successful outcome from your study. You will be advised at the time of enrolment as to when your induction/orientation will occur.

## Fees and charges at CQ TAFE

The Vocational Education, Training and Employment Regulation 2000, determines the schedule set by CQ TAFE. Additional fees may be charged for printed materials, protective clothing and tools etc. A full copy of this regulation can be accessed from your institute library or the government legislation website. All fees must be paid to finalise enrolment or a payment arrangement entered into. You will be liable for all payments, even if you discontinue enrolment, subject to CQ TAFE's refund policy. Debt recovery action will be taken to recover outstanding fees.

The price for each program or qualification can be provided on request. TAFE programs can be divided into:

- Government-funded programs: The cost of these programs is based on a student contribution fee per subject nominal hour. Concession may be available in some situations (as outlined below). Additional resource/material costs will vary from program to program

- Fee-for-service programs (full-fee paying) - these are competitively priced full-fee paying programs which do not attract concessions

## Late enrolment fees

Fees may be incurred if you complete your enrolment after the commencement of classes.

## Student ID cards

A student ID card is available for issue upon enrolment and is valid for the calendar year period. It is advisable that all students carry this institute ID whilst on campus. The student ID card may entitle you to discounts on software, book purchases and transport concessions.

## Fee concessions

Concessions may be available in the following instances;

- if you are under 17 (at the end of February in the year of study) and have not completed Year 12 (proof of age must be produced when enrolling)
- if you are an Aboriginal or Torres Strait Islander – you will need to provide a statement from the Aboriginal and Torres Strait Islander Student Support Officer, or a statement from a relevant community organisation must be produced on enrolment
- if you have a Pensioner Concession Card or Health Care Card
- if you hold a Department of Veterans' Affairs Pensioner Concession Card, or
- you are a school-based apprentice or trainee

All appropriate documentation must be provided at the time of enrolment to receive the tuition fee exemption. Applications for exemption received after enrolment cannot be considered.

## Instalment plans

Instalment plans are available for some CQ TAFE courses. Prior to enrolment, a **Payment Plan Application** must be completed and you will need to negotiate terms with a Customer Service Centre Officer. Your application

will be processed within 2 business days when you will be contacted.

A minimum of \$75 or 20% of the total cost of enrolment, whichever is the greater, is payable at the time of enrolment, however exceptions will depend on the cost of the program and time frame of payments, which must not exceed 11 fortnights in total. The minimum amount for repayments is \$20 and you must finalise all payments no later than 30 days prior to the completion of study. Once approved, you are liable for the full cost of the program after the start of study date of the class/es. All outstanding invoices must be paid in full even if you withdraw after the program has commenced.

## Centrepay

Students also have the option of instalments being deducted directly from Centrelink payments. You will need to complete a **Centrepay Deductions Form** and submit it to the Customer Service Centre with your Enrolment Form and Payment Plan Application.

## Financial assistance

The Commonwealth Government has a variety of financial support payments dependent on age, study commitments, approved activities and work or job search commitments. Please check with your local Centrelink Office for assistance eligibility and apply early in your program.

If you are experiencing financial difficulties, you should meet with the Counsellor to discuss your situation. The Counsellor will help you in identifying possible alternative funding and will assist you in applying for a suitable support option.

## Student refund policy

To apply for a refund, you will need to complete an **Enrolment Amendment Form** and a **Refund Request Form** and attach any relevant evidence pertaining to the application. The authority regarding student refunds is derived from the Vocational Education, Training and

Employment Regulation 2000, which is available at each campus upon request.

Please note the following guidelines regarding fee refunds.

A full refund will be given if the:

- institute cancels a program/course
- you apply for a refund once a transfer credit/exemption has been granted (within 5 weeks of program commencement)

A part refund (less a processing fee) will be given if you cancel your enrolment before the program commences.

***NO REFUNDS will be given once the program commences, unless:***

- you accept a QTAC offer;
- you suffer an illness or injury preventing you from completing the program
- exceptional circumstances arise preventing you from completing the program

Please refer to the Student Information Guide for the comprehensive refund policy.

## Support services at CQ TAFE

### Language, literacy and numeracy support

CQ TAFE provides a tutoring service to assist you during your time with the institute. The learning support teacher can assist with assignment writing skills, numeracy and study skills such as note taking, time management and learning strategies. Please contact client services, or speak with your teacher, to take advantage of this free service.

### Counselling (personal, academic, careers)

Professional counsellors are available to offer support and guidance on a range of educational, vocational and personal issues to enable you to achieve your study and career objectives. The focus of this service is to support students through helping them cope effectively, develop new skills, gain awareness of their options and make informed decisions.

### Aboriginal and Torres Strait Islander and Australian South Sea Islander Student Support

This service provides support and advice to Aboriginal, Torres Strait Islander and Australian South Sea Islander students to achieve our aim of increasing participation in TAFE programs. Student support officers create a network within the community and assist in the operation of the Aboriginal and Torres Strait Islander Advisory Committee.

### Disability support services

The Institute Disability Services Officer (DSO) (based at Rockhampton campus) provides information and support to all CQ TAFE students with a disability. The Disability Services Officer can assist you with enrolment advice, study options, specialist support, adaptive equipment and referrals to community agencies. Please contact the Disability Support Officer or Customer Services for a referral.

Parking spaces are reserved for people with a disability at each CQ TAFE campus and Queensland Transport Parking permits should be clearly displayed. An institute disability parking permit may be obtained from the Disability Services Officer if you provide evidence of need.

To make an appointment with the Counsellor, Institute Disability Officer or Indigenous Support Officer, visit the Customer Service Centre at your nearest campus or phone 1300 CQ TAFE.

### International student support

The International Student Support Officer is available to assist international students in adjusting to life in Australia and with the following:

- visa enquiries
- processing student visas
- providing information on overseas student health cover
- course enquiries
- orientation program
- tutorial support
- academic and counselling support
- information on working in Australia
- assistance with accommodation requirements

Contact the International Student Support Officer by phoning 1300 CQ TAFE or emailing - [cqit.international@det.qld.gov.au](mailto:cqit.international@det.qld.gov.au)

CQ TAFE is bound to the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 2000.

### Student councils

Elected student representatives run student councils at our major campuses. The aim of the councils is to give all students the opportunity to express their needs and concerns and then to talk with CQ TAFE management towards meeting these needs. Student councils are concerned about student welfare, facilities, services, rights and social/recreational needs. To become involved contact the Counsellor.

### Skilling Solutions Queensland

This is a free information service on training and career options. Skilling Solutions Queensland offers a range of services, including:

- career pathway planning
- industry/occupational information
- training information
- language, literacy and numeracy evaluations
- Recognised Prior Learning (RPL) pre-assessments

If you have extensive work skills and experience, you might like to find out if you are eligible for Queensland Government SMARTVET funding for your Recognition of Prior Learning (RPL) through Skilling Solutions Queensland. Contact an officer by phoning 1300 654 687 or log on to [www.skillingolutions.qld.gov.au](http://www.skillingolutions.qld.gov.au)

## Learning at CQ TAFE

### Flexible learning

CQ TAFE, through forming relationships with industry and enterprises, is able to offer a more flexible and comprehensive approach to training. Students are able to work through a unit of competency/module at their own pace and in a variety of modes (internal, external, online and distance). Through our partnerships, you can even complete training at your place of employment. We are committed to providing a client-centred approach to education and training.

### Assessment

Assessment will be conducted in an open, accountable and transparent manner with particular emphasis on the aspects of fairness and equity for all. Assessment practices will enable you to take full advantage of credit obtained through Recognition of Prior Learning, Credit Transfers and National Recognition. CQ TAFE is also committed to incorporating alternative approaches to suit individuals who would otherwise be disadvantaged by cultural

## Fact sheets are available for:

- Student services
- International students
- Recognition of Prior Learning (RPL)
- Payment plans
- Centrepay
- Refunds
- Third party payments
- Apprenticeships
- Academic Appeals Process
- Customer Feedback

## Handy Hint:

When contacting us for enrolment, remember to quote your current Centrelink Customer Reference Number (CRN) as you may be eligible for discounted fees



background, language barriers or a disability. If you believe you may be disadvantaged or require assistance, please discuss this with your teacher or contact Customer Service Centre for a referral.

Competency based assessment requires you to demonstrate knowledge and skill to the standard of performance described in a unit of competency. These standards have been determined as relevant skills currently utilised in the appropriate industry. Assessment is conducted through the collation of evidence and making judgments about your performance against those current industry standards.

CQ TAFE, as a registered training organisation, applies the national standard of mutual recognition between registered bodies.

#### **Credit transfer**

Credit transfer may be granted if you are able to provide documentary evidence of equivalent units of competency or courses that have been achieved in another accredited course of study. Please contact the Customer Contact Centre on 1300 CQ TAFE for further information.

#### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is one way that you can have current skills and knowledge assessed by a registered training organisation to see if they meet today's industry standards. If you are considering enrolling in a course to gain a qualification please consider your previous experience in relation to this qualification. For example if you would like a Certificate III in Business Administration

and have worked in an office or administration role for the past few years there will be skills that you already have which could be considered for RPL and for which you will not need further training.

RPL could provide you with a full or partial qualification and also identify what training you may need to complete, thereby reducing the time to achieve your qualification. If you think you may qualify for RPL, please contact the CQ TAFE RPL Centre on 4970 7810 or the Customer Contact Centre on 1300 CQ TAFE .

#### **Academic appeal**

CQ TAFE provides numerous avenues for all students to appeal academic decisions, procedures or issues that directly relate to the successful completion of their program. An Academic Appeals Committee is also established for further review once all other avenues have been exhausted. This committee is subject to the provisions of the Judicial Review Act 1991.

## **Your rights and responsibilities**

#### **Compliments, complaints and feedback**

CQ TAFE is committed to continually improving the quality of our training and services. Your feedback is important to us - it can help us make improvements which will benefit our customers. CQ TAFE take all complaints, compliments and suggestions seriously and has a set structure to manage this process. If you have a complaint, compliment or suggestion you can speak directly to a staff member, complete a customer feedback form from Customer Service Centres, email directly to CustomerFeedback.CQIT@deta.qld.gov.au, access

our on line feedback form at [www.cq.tafe.qld.gov.au](http://www.cq.tafe.qld.gov.au) or speak directly to a Customer Contact Consultant on 1300 CQ TAFE. In receipt of feedback, contact should be made within 5 working days. All feedback will be investigated, and you will receive weekly follow-up until resolution. "CQ TAFE values your honest feedback... to help us... to help you". See fact sheet.

#### **Disciplinary procedures**

CQ TAFE has systems and processes in place to manage and deal with any disciplinary matters or any instances of misconduct that may arise whilst you are studying with us. For further information, please refer to the Student Information Guide 2009 which is provided to you at enrolment.

#### **Privacy and records management**

We are committed to protecting and maintaining the privacy, accuracy and security of your personal information. Your personal information will only be used for the purpose for which it is collected or a directly related purpose, unless you have otherwise given permission, or unless disclosure is permitted or required by law. Information about students who have been excluded from CQ TAFE may be shared with other TAFE Institutes. For further information about privacy, please obtain a copy of the 'Queensland Privacy Policy' at any of our Customer Service Centres or on our website - [www.cqtafe.qld.gov.au](http://www.cqtafe.qld.gov.au)

## **Need more help?**

Call 1300 CQ TAFE to speak to one of our friendly consultants.

The Customer Contact Centre is open from 7am to 6pm Monday to Friday.

# **Our Vision**

*Dynamic, Responsive, and Innovative  
Leading the way in customer focused skilling solutions*