



SELMAR
INSTITUTE OF EDUCATION

**SMF16A Student
Application Form – VIC**

Course:

Course Offer:

Campus: Distance: Workplace: Apprenticeship/Traineeship:

Duration: _____ Tuition Fee: \$ _____

Personal Details: Please Print Clearly

Title: _____ Legal First Name/s: _____ Middle Name: _____

Legal Surname: _____ Preferred First Name: _____

Male: Female: Date of Birth: / /

Contact No. Home: () Mobile: _____ Work: _____

Email: _____

Residential Address: _____

Suburb: _____ State: _____ Postcode: _____

Postal Address: _____

My residential and postal address are the same? Yes No

Emergency Contact Name: _____ Contact No: _____

Victorian Student Number: Enter your Victorian Student Number (VSN):

If you do not have a vsn please complete the following questions:

Have you attended any Victorian school since 2009 or done any training with a vocational education and training (VET) registered training organisation or an Adult and Community Education provider in Victoria since 2011?

- No I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011
 Yes I have attended a Victorian school since 2009.

The most recent Victorian school attended: _____

and / or:

- Yes I have participated in training at a TAFE or other organisation since the beginning of 2011. List the most recent training organisations with which you have participated in training in Victoria since 2011 (list up to 3 training organisations)

Unique Student Identifier Number

From 1 January 2015, Selmar Institute of Education can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

Please provide your USI in the space below:

If you don't have a USI, would you like Selmar Institute of Education to apply for a USI on your behalf?

- Yes, I authorise Selmar Institute of Education to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.
 No, I will apply for my own USI.

If you would like us to apply for a USI on your behalf, you must you must authorise us to do so and declare that you have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf>. By authorizing us to apply for a USI on your behalf, you consent to the collection, use and disclosure of your personal information pursuant to that privacy notice.

How would you like to be notified of your USI? Please select 1 only. Email Mobile phone Mail

Selmar will need to verify your identity when applying for your USI. Please provide a copy of one piece of ID from the list below:

- Drivers licence
- Medicare card
- Australian Passport (ID page)
- Australian birth certificate
- Citizenship certificate
- Visa with non-Australian Passport
- Immicard

Tick the one that best describes your main reason for studying this course

- | | | |
|---|--|--|
| <input type="checkbox"/> To get a job | <input type="checkbox"/> For personal interest or self development | <input type="checkbox"/> To try for a different career |
| <input type="checkbox"/> To develop my existing business | <input type="checkbox"/> It was a requirement of my job | <input type="checkbox"/> Other reasons |
| <input type="checkbox"/> I wanted extra skills for my job | <input type="checkbox"/> To get into another course of study | |
| <input type="checkbox"/> To start my own business | <input type="checkbox"/> To get a better job or promotion | |

Employer details

Company:	Industry:
Your Position:	Address:
Contact No: Work: ()	Fax:()
Supervisor Name:	
Employer Email:	

Labour force status (PLEASE TICK ONLY ONE)

- | | |
|--|--|
| <input type="checkbox"/> Employed - unpaid worker in family business | <input type="checkbox"/> Not employed - not seeking employment |
| <input type="checkbox"/> Employer | <input type="checkbox"/> Unemployed - seeking full time work |
| <input type="checkbox"/> Full time Employee | <input type="checkbox"/> Part time Employee |
| <input type="checkbox"/> Self Employed - not employing others | <input type="checkbox"/> Unemployed - seeking part time work |

Client Occupation Identifier (PLEASE TICK ONLY ONE)

If employed, which of the following classifications BEST describes your current or recent occupation?

- | | |
|---|--|
| <input type="checkbox"/> 1 - Managers | <input type="checkbox"/> 6 - Sales Workers |
| <input type="checkbox"/> 2 - Professionals | <input type="checkbox"/> 7 - Machinery Operators and Drivers |
| <input type="checkbox"/> 3 - Technicians and Trade Workers | <input type="checkbox"/> 8 - Labourers |
| <input type="checkbox"/> 4 - Community and Personal Service Workers | <input type="checkbox"/> 9 - Other |
| <input type="checkbox"/> 5 - Clerical and Administrative Workers | |

Client Industry of Employment (PLEASE TICK ONLY ONE)

If employed, which of the following classifications BEST describes the Industry of your current or previous Employer?

- | | |
|--|--|
| <input type="checkbox"/> A - Agriculture | <input type="checkbox"/> K - Financial and Insurance Services |
| <input type="checkbox"/> B - Mining | <input type="checkbox"/> L - Rental, Hiring and Real Estate Services |
| <input type="checkbox"/> C - Manufacturing | <input type="checkbox"/> M - Professional, Scientific and Technical Services |
| <input type="checkbox"/> D - Electricity, Gas, Water and Waste service | <input type="checkbox"/> N - Administrative and Support Services |
| <input type="checkbox"/> E - Construction | <input type="checkbox"/> O - Public Administration and Safety |
| <input type="checkbox"/> F - Wholesale Trade | <input type="checkbox"/> P- Education and Training |
| <input type="checkbox"/> G - Retail Trade | <input type="checkbox"/> Q - Health Care and Social Assistance |
| <input type="checkbox"/> H - Accommodation and Food Services | <input type="checkbox"/> R - Arts and Recreation Services |
| <input type="checkbox"/> I - Transport, Postal and Warehousing | <input type="checkbox"/> S - Other Services |
| <input type="checkbox"/> J - Information, Media and Telecommunications | |

Highest school level completed

Are you still at school? Yes No

- | | | |
|--|---|--|
| <input type="checkbox"/> Did not go to school | <input type="checkbox"/> Completed Year 9 or equivalent | <input type="checkbox"/> Completed Year 11 |
| <input type="checkbox"/> Completed Year 8 or below | <input type="checkbox"/> Completed Year 10 | <input type="checkbox"/> Completed Year 12 |

In which year did you complete this school level?

At which school did you complete this?

Country of birth:

Country of Birth Australia Other: Please Specify:

Please Specify Town / City of Birth:

Are you a permanent resident? Yes No

Previous qualifications achieved? Yes No

If Yes, please tick one of these Prior Education Achievement Recognition Identifiers for highest qualification level.

A - AUSTRALIAN **E**- AUSTRALIAN EQUIVALENT **I** - INTERNATIONAL

** Note If you have multiple Prior Education Achievements Recognition Identifiers for any one qualification, use the following priority order.*

1. A - Australian 2. E - Australian equivalent 3. I - International

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| A | E | I | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Bachelor Degree or Higher Degree Level of _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Advanced Diploma or Associate Degree Level of _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Diploma Level or (Associate Diploma) of _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Certificate IV (or Advanced Certificate/Technician) in _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Certificate III (or Trade Certificate) in _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Certificate II in _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Certificate I in _____ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Certificates other than above in _____ |

Language spoken at home

English Other Please Specify: _____

How well do you speak English? Very Well Well Not Well Not at all

Disability (YOU MAY INDICATE MORE THAN ONE)

- | | | | |
|--|--|-----------------------------------|--|
| Have disability? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| <input type="checkbox"/> Acquired Brain Impairment | <input type="checkbox"/> Learning | <input type="checkbox"/> Physical | |
| <input type="checkbox"/> Hearing / Deaf | <input type="checkbox"/> Medical Condition | <input type="checkbox"/> Vision | |
| <input type="checkbox"/> Intellectual | <input type="checkbox"/> Mental Illness | <input type="checkbox"/> Other | |

Indigenous status

- | | |
|--|--|
| <input type="checkbox"/> Neither Aboriginal nor Torres Strait Islander | <input type="checkbox"/> Aboriginal |
| <input type="checkbox"/> Torres Strait Islander | <input type="checkbox"/> Aboriginal and Torres Strait Islander |

SELMAR OFFICE USE ONLY:

Invoice to: Student Employer

Is this student eligible for funding Yes No Funding Source Code: P (Govt Funded) L (Traineeship) Fee for service

Other: _____

Preferred AAC (Traineeships Only): _____

Is the student eligible for concession? Yes No Concession Type : HC P A/TSI

Consultant: _____

Course Commencement Date: / /

Trainer: _____ Acc/Prog. Manager Name: _____

Fees and Charges

- Total Tuition Fee is indicated on Page 1.
- Additional copies of Certificates / Statements of Attainment - \$20.
- Marking of assessments handed in more than 6 weeks after course conclusion - \$50 per unit.

Duration Of Course

Students have a maximum of 6 weeks after the last class or the conclusion of work placements to submit all assessment tasks.

After 6 weeks the student's enrolment will be closed and the student will be withdrawn from incomplete units. A \$50 fee will be charged per unit to assess units after this date.

Students who require an extension of study time must request this in writing from their trainer before the 6 week completion time has passed. Refer to the Deferral, Suspension and cancellation of enrolment policy for me information.

Additional requirements for Distance Students

Students completing courses by distance are required to be in contact with their trainer on a monthly basis so Selmar can provide adequate support and monitoring of progress. Regular contact with the trainer is a condition of government funding. Failure to maintain monthly contact with the trainer may result in the enrolment being suspended until regular contact is resumed. Victorian Government funded students must reside in Victoria to remain eligible for funding.

Photo consent

Selmar occasionally takes photos of students participating in classes for publicity purposes. These photos may be displayed on our website. The names and details of the people in the photos are not released or published. Staff will always identify when they are taking photos so students who don't wish to have their photo taken can be excluded from the photo. If at any time your photo is published on the website and you would like it removed we will do so within 24 hours of receiving a written request to remove it.

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Selmar Holdings Pty Ltd, ABN 31 111 455 451. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

- **Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- **Agreement** means this Direct Debit Request Service Agreement between you and us.
- **Banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **Debit day** means the day that payment by you to us is due.
- **Debit payment** means a particular transaction where a debit is made.
- **Direct debit request** means the Direct Debit Request (DDR) between us and you.
- **Us or we** means Selmar Holdings Pty Ltd, (the Debit User) you have authorised by requesting a Direct Debit Request.
- **You or your** means the customer who has signed or authorised by other means the Direct Debit Request.
- **Your financial institution** means the financial institution nominated by you on the DDR at which the account is maintained.

1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account.

1.2 We will arrange for your financial institution to debit your account in accordance with your instructions given to us in the Payment Authorisation section. If, however, a debit payment is due on a day:

- (a) which is not contained in a particular month; or
- (b) which is not a business day,

then the debit payment will be made on the last day of that month or on the preceding business day respectively. If you are uncertain as to when a debit payment will be processed, you should contact your financial institution for assistance.

2. Changes by us

We may vary any details of this agreement or the direct debit request at any time (including cancelling it). We will give you notice in writing of any such change at least fourteen (14) days before the change takes effect.

3. Changes by you

You may request to stop or defer a debit payment or alter, suspend or cancel the direct debit request at any time.

4. Your Obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us.
- (c) you must arrange for the debit payment to be made by another method

or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

(d) additional payments may be added to your payment schedule to cover any debit payment declined due to insufficient funds.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 If we are liable to pay goods and services tax ("GST") on a supply made by us in connection with this agreement, then you agree to pay us on demand an amount equal to the consideration payable or the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us immediately.

5.2 We will investigate and deal promptly and in good faith with any such query, claim or complaint. If your query, claim or complaint cannot be resolved to your satisfaction in that call, we will inform you at that time of the length of time which we estimate the investigation will take.

5.3 If we conclude as a result of our investigations that your account has been incorrectly debited we will adjust your account (including interest and charges) accordingly by directly crediting your account or sending you a refund cheque at our discretion.

We will also notify you of the adjustment either orally or in writing.

5.4 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.5 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

6.1 You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- (b) that your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution if you are uncertain about either of the above matters before completing the direct debit request.

7. Confidentiality

7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- (a) to the extent specifically required or authorised by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim);
- (c) with your implied or express consent

8. Notice

8.1. If you wish to notify us in writing about anything relating to this agreement, you should write to: accounts@selmar.edu.au

8.2 We will notify you by sending a notice via email to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after the email has been sent.

Victorian Government Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

Selmar is required to provide the Department with student and training activity data. This includes personal information collected in the Selmar enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Selmar provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at:

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by Selmar; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data,

including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic) (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey Participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Consequences of not providing your information

Failure to provide your personal information may mean that it's not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For more information in relation to how student information may be used or disclosed please contact the compliance department of Selmar Institute of Education on 03 9516 6600 or info@selmar.edu.au

I understand that in line with Student Identifiers Act 2014 that I must obtain a USI and that all personal information collected through the Unique Student Identifier (USI) number will be securely stored by Selmar Institute of Education and that the Department of Industry may disclose this information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

In accordance with section 11 of the Student Identifiers Act 2014, Selmar Institute of Education will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we made the application or the information is no longer needed for that purpose, unless we are required by or under law to retain it.

Student Declaration

In signing the Selmar Institute of Education Application Form:

- I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice and declare that the information contained in this application is to the best of my knowledge true, correct and complete at the time of my application.
- I acknowledge that providing any false information and/or failing to disclose any information relevant to my application for enrolment and/or failure to complete an application/enrolment form may result in the withdrawal of any offer, particularly as it relates to my eligibility to obtain an offer for government subsidised training, and/or cancellation of enrolment at the discretion of Selmar.
- I understand that it is my responsibility to provide all relevant and required documentation.
- I authorise Selmar Institute of Education to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.
- I confirm that I have read the privacy information at <http://www.usi.gov.au/Training-Organisations/Documents/Privacy-Notice.pdf>, and consent to the collection, use and disclosure of my personal information pursuant to that privacy notice.
- I authorise Selmar to check all available records to confirm that information provided is correct, particularly information pertaining to my eligibility for the Victorian Training Guarantee.
- I am aware of the conditions that relate to my admission and agree to pay all fees for which I am liable.
- I can view the following policies and procedures online at www.selmar.edu.au and I can contact Selmar Institute of Education to request a copy to be emailed or sent to me and have been made aware of the following policies: Refund Policy, Student Grievance Policy, Access and Equity Policy, Privacy Policy and the Deferral, Suspension and Cancellation Policy. I confirm that I have read and understood the terms and conditions of enrolment and agree to be bound by them.
- I agree to undertake language, literacy and numeracy assessment prior to acceptance into the course and adhere to other course entry requirements identified in the course information on the Selmar Institute of Education website.

Name: _____

Signature: _____

Date: / /

If under 18 years of age

Name of parent/legal guardian: _____

Signature: _____

Date: / /

Refund Policy

POLICY STATEMENT

Selmar Institute of Education is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment.

This policy outlines the circumstances in which a student may receive a full or partial refund of their tuition fees.

Scope

This policy applies to the refund of fees paid for the delivery of courses to local students. Refunds may be provided to students, their employers or any other agency which has paid the course fee on behalf of a student.

Definitions

Tuition Fee – The tuition fee for the delivery of the training.

Materials fee – A charge to cover the cost of manuals or other materials required by the student for a specific course. These items remain the property of the student.

FULL REFUNDS

Selmar cancels a course

Where Selmar cancels a course, a full refund including tuition fee and any materials fee will be offered. Selmar will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may request a full refund instead. The materials must be returned in a re-sellable condition to receive a refund of the materials fee.

Withdrawal prior to commencements

Where a Victorian Government funded student withdraws from a course prior to the course commencement date, a full refund of the tuition fee will be provided.

Where a non-government funded student withdraws from a course with 7 days notice prior to the course commencement date, a full refund of the tuition fee will be provided.

PARTIAL REFUNDS

Withdrawal Prior to course commencement

Where a non-government funded student withdraws from a course less than 1 week before course commencement they will receive a 90% refund of course fees.

Withdrawal after course commencement

All students who withdraw within 4 weeks of course commencement will receive a 60% refund of tuition fees.

No Refund

Students who withdraw after 4 weeks of commencement will not be eligible for a refund.

Where a student's enrolment is cancelled by Selmar Institute of Education due to a breach of the Discipline Policy (SMP 21) no refund will be provided. A student has the right to appeal the decision to cancel enrolment due to a breach of the Discipline Policy (SMP21).

Notification of withdrawal and requests for refunds

Withdrawals must be requested in writing on an Enrolment Variation Form.

Exceptional Circumstances

In exceptional circumstances the Head of Department may authorise a partial refund of the tuition fee for a student who withdraws 4 weeks after the course commencement date. The proportion of fees to be refunded will be at the discretion of the Head of Department and take into consideration how much of the course the student has completed.

Exceptional circumstances are defined as those where

due to illness or injury a student is unable to continue their studies and would not reasonably be able to continue after a 6 month deferral.

Refund of Materials Fees

Materials fees may be refunded at the discretion of the Head of Department where a student cancels before, or within 4 weeks of course commencement. The materials must be returned in re-saleable condition and the Head of Department will determine whether there is a possibility of re-selling them to another student before offering a refund.

DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY

Definitions

Deferral – postponement prior to commencement of course.

Suspension – temporary postponement of enrolment during course.

Cancellation – Cessation of enrolment in course.

Compassionate or compelling circumstances

– Generally those circumstances beyond the control of the student that could have an impact on the student's capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies.
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident or
 - A crime committed against the student or
- Selmar Institute of Education being unable to offer a prerequisite unit resulting in a longer than expected completion date.

Extenuating Circumstances – 'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence

SELMAR INITIATED SUSPENSION OR CANCELLATION

Suspensions

Selmar Institute of Education can suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in the Discipline & Termination of Studies Policy SMP21
- As part of an intervention strategy for unsatisfactory course progress
- In compassionate and compelling circumstances

The length of time a student can have their enrolment suspended at the initiation of the Institute is at the discretion of the Head of Campus. A student's enrolment cannot be suspended for more than one term (10 weeks) without re-assessing the circumstances that led to the suspension to determine if they are still applicable.

Cancellations

Selmar Institute of Education may cancel a student's enrolment in the following instances:

- Student demonstrates serious misconduct as outlined

in the Discipline & Termination of Studies Policy SMP21

- Erratic course progress, for example, consistent unsatisfactory course progress or continuous absence from scheduled course hours.

- In the case of Government Funded students

– failure to show ongoing monthly engagement in units of study.

- Non payment of outstanding fees

- Failure to return to study after the end of an approved suspension period.

STUDENT INITIATED DEFERRAL, SUSPENSION OR CANCELLATION

Deferral

Students may defer prior to commencement of a course in the following limited circumstances:

1. on the grounds of compassionate or compelling circumstances (at the discretion of the Institute)
- Students must request a deferral of the commencement of their course prior to the course commencing. The request must be made in writing to the Administration Department on an Enrolment Variation Form (SMF11).

The length of time a student may have their enrolment deferred is at the discretion of the Head of Campus but may not exceed 6 months. The student will receive a Confirmation of Enrolment letter and a new Student Agreement (SMF 3) to reflect the new commencement. Deferral does not entitle the student to a refund.

Suspension

Once a course has commenced, students may request a suspension of their enrolment on the grounds of compelling or compassionate circumstances. Students must submit a Course Variation Form (SMF11) to the Administration Department with documentation attached to support their claim of compelling or compassionate circumstances. The granting of a suspension of enrolment is at the discretion of the Institute.

The length of time a student may have their enrolment suspended is at the discretion of the Head of Campus and will depend on the individual circumstances. Suspensions of more than 3 months will not be granted without a re-assessment of the circumstances.

Suspension does not entitle the student to a refund.

Students who fail to return to study at the end of an approved suspension period may have their enrolment cancelled.

Cancellation

All students wishing to cancel their enrolment must apply in writing to the Administration Department on a Course Variation Form (SMF11).

If the student requests a refund, the Refund Policy will apply.

Assessing and recording student requests to defer or suspend.

The Head of Campus is responsible for approving student initiated deferrals and suspension.

In assessing the request the Head of Operations and Administration will consider:

- the evidence provided by the student to demonstrate compelling or compassionate circumstances
- the impact these circumstances may have on the ability of the student to continue with their studies
- the impact these circumstance may have on the ability of the student to complete the course within the expected duration of study specified on the CoE.

- support options available to the student (e.g. counselling, temporary reduction in course load, specialised trainer to attend workplace something along the lines of distance learner options)

Students will be advised in writing of the outcome of their request for a deferral or suspension. If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process.

All documentation relating to the assessment

and outcome of student deferral, suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application must be recorded on the Student Management Database (WiseNET).

Students are advised to retain their original documents (eg. medical certificates, police Statements) for their own records and submit copies with applications for deferral, suspension or cancellation. Selmar Institute of Education may ask to see the original documents.

COMPLETION WITHIN COURSE DURATION

Students have a maximum of 6 weeks after the completion of all classes and work-placements to submit required assessments. After 6 weeks the student's enrolment will be closed and they will be withdrawn from incomplete units. Students who require an extension of study time must request this in writing from their trainer before the 6 week completion time has passed. Request for study extensions should explain the reason the extension is required and the timeline for completing outstanding units. The trainer will determine whether or not to grant an extension, and for how long, based on the student's academic performance and the information outlined in the request for an extension.

Students who are dissatisfied with a trainer's decision regarding a request for an extension have 20 working days to access the Selmar's internal complaints and appeals process.

Appealing a deferral, suspension or cancellation decision.

In cases where cancellation or suspension of the student's enrolment is initiated by the Institute, students will be notified in writing of the reason for the cancellation or suspension and given 20 working days to access the Institute's internal complaints and appeals process unless 'Extenuating Circumstances' relating to the welfare of the student exist.

If 'Extenuating Circumstances' exist the cancellation suspension can be implemented prior to the 20 days appeal period passing.

Appeals will be dealt with expeditiously to minimise any disadvantage to the student in the event that their appeal is upheld. Students are not permitted to return to class until the process has been finalised. However, at the discretion of the Head of Operations and Administration, students may be provided with course material and contact with a trainer to enable them to continue their studies off-campus during the appeal process.

Payment Authorisation

Student Name: _____

SECTION 1 - FEE INFORMATION

Tuition Fee: \$ _____

SECTION 2 - PAYMENT OPTIONS (choose one of the following payment options)

Vet Student Loans

Upfront payment/balance to be paid on: / /

Payment plan to commence on: / / Installments of: \$ _____ Paid: Weekly Fortnightly Monthly

(Minimum of \$50 per week)

Method: Cash Debit Card/Credit Card Direct Debit

Invoice to: Student Employer Via: Postal Address Email

Notes: _____

SECTION 3 - PAYMENT AUTHORISATION

I hereby authorise Selmar Institute of Education to charge me the tuition fee via the following payment method: *

Debit Card/Credit Card Direct Debit

Signed: _____

Name: _____

Date: _____

SECTION 4 - PAYMENT DETAILS (please only fill in the details of the payment method indicated above)

Credit/Debit Card Details

Card Type: Master Card Visa

Name on Card: _____

Card Number: _____

Expiry Date: _____

Security code: _____

Direct Debit Details

Bank Name: _____

Branch: _____

Account Name (s): _____

BSB: _____

Account No: _____

* You request and authorise Selmar Holdings Pty Ltd (APCA ID:318329) to arrange, through its own financial institution, a debit to your nominated account any amount Selmar Holdings Pty Ltd has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you acknowledge:

You have understood and agreed to the terms and conditions governing the debit arrangements between you and [insert debit user name] as set out in this Request and in your Direct Debit Request Service Agreement. You authorise and request that this Direct Debit Request remain in force until cancelled, deferred or otherwise altered in accordance with the Service Agreement; and You confirm account details are correct and that this request is signed by required number of authorised signatories.

**If you would like to speak to someone about your payment please contact
Amanda Campbell from Accounts on 03 9516 6633 or selmaraccounts@selmar.edu.au**



SELMAR

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Selmar Institute of Education is an Award Winning Registered Training Organisation (RTO).
We are registered with ASQA to issue national qualifications. RTO No: 121531 ACN No: 111 455 451.
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