Guide to becoming an online and on campus student

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Welcome

We're pleased you're interested in becoming an online and on campus student at South Metropolitan TAFE.

Online study is very rewarding but can also be challenging. This information pack will help you understand what you can expect when studying online with us, but also what you need to do to get ready to apply, enrol, and study well online.

Please read all the following information carefully.

Transitioning to online study

The nature of online study can involve a significant investment of time and the ability to be a focused, self-motivated learner. You should consider your personal circumstances and past study history before committing to study online.

Our website is a great place to start in preparing for online study. Below is a summary of the kinds of topics you should read to get ready. To read more, visit our online study tips on website. https://www.southmetrotafe.wa.edu.au/online-study-tips

- Be clear about your goals
- Corral your support team (family, friends, workmates)
- Create a dedicated study space
- Timetable your time
- Become acquainted with online study and assignment tools early
- Manage procrastination
- Manage your note taking and research
- Take care of your health

Demonstrating practical skills

Qualifications and accredited courses have training package requirements that students demonstrate practical skills. For online and on campus students this means you will work online to build your knowledge, and come to campus to develop and demonstrate practical skills or use a combination of working in industry and work placement to enhance online learning.

Be aware that if you need to undertake **work placement**, additional requirements such as getting **licenses or clearances to work** may be necessary before you can enter the workplace. Some clearances involve fees or a delay in approval and you will need to manage this well to be able to enter your work commitments on time. Also, some courses require you to be

working in a role in an organisation appropriate to your level of study. Be prepared to discuss how your work can satisfy requirements of industry when you apply.

In some courses, we require you to use **online systems and tools** to record your practical skills and create files that can be shared with your lecturer for marking. You may need to download and learn to use additional software to create the files that are compatible with our systems, so that lecturers can open and read your work well.

Competency-based assessment is a phrase you may come across during your study with us. It's a system used by our lecturers in identifying and rewarding you for skills learned during study, work or life and contributes to your results in demonstrating skills that align to the training package requirements. Visit our website to find out more.
https://www.southmetrotafe.wa.edu.au/practical-skills-assessment-online-students

Read the study requirements tab of the course page on our website to find out what you can expect to need to do to satisfy the requirements of your course. Your lecturer will also provide instructions to you after you have enrolled for any practical requirements and preferred ways or software to demonstrate and share your work.

Preparing to attend campus

As an online and on campus student, you will need to plan your visit to campus. Some campuses have strictly limited parking so we recommend students consider public transport options. Visit our website to find out more
https://www.southmetrotafe.wa.edu.au/important-campus-information/smart-travel

When and where you should go on campus depends on your course. You may receive information directly from your lecturer about class timetables, block attendance for practical assessments or flexible access to lecturers. For semester-based students, you may also receive emailed information from the College about orientation and timetable access. If you are unsure, your best option is to speak to your lecturer.

Getting support

We understand the challenges you might face in becoming a great online student. Where we can help, we are available to support you by answering questions, providing referrals to other TAFE services and can sometimes even consider your personal circumstances when needing additional support.

Lecturer support

First and foremost, your lecturer is your best source of information about how to study your course. Our lecturers are available by phone and email for all courses and will respond within SM TAFE business hours. You should always ask your lecturer for information first and then reach out to other TAFE services with their advice.

In some cases, lecturers also make themselves available on-campus for face-to-face tutorials and drop-in question time and can be booked for appointments. The ability for your lecturer to be flexible and allow extra opportunities will vary from course to course. Check the course page for more regular arrangements made for the course or speak to your lecturer after you enrol to find out what additional support is available.

Student support

If you have a disability or medical condition, you are encouraged to let us know when you enrol so we can connect you to our Student Support team to put in place a plan to assist you in reaching your study goals.

We work with you and your lecturer in a discussion of your individual needs so we can develop an approach that may include identifying settings for your assistive technologies in using our online systems, reasonable adjustment for coursework or assignments and study skills support. Our student support team can help you remotely using videoconferencing tools such as Zoom.

If you are a primary carer for someone with a disability, medical condition, mental illness or who is frail aged, you may be eligible for some study adjustments to support you to participate equitably in your course.

You can also request student support services after you have started studying, should your circumstances change, you become a primary carer, or you decide support is necessary for an ongoing disability or medical condition or mental illness. If you decide you want Student Support assistance and have already started studying, find their contact details on our website below.

Find out more about student support on our website.
https://www.southmetrotafe.wa.edu.au/student-services/student-support

Aboriginal support

If you identify as Aboriginal or Torres Strait Islander, make sure you tell us when you use our enrolment form. We have a team of support staff ready to help you with advocacy, enrolment and application processes, pastoral care, referrals to internal and external support services, referrals for disability support and study support.

Our Aboriginal student support team can help you remotely using videoconferencing tools such as Zoom.

Find out more about Aboriginal support on our website.
https://www.southmetrotafe.wa.edu.au/student-services/aboriginal-support

Enrolment support

After you've enrolled, your circumstances may change. You must speak to your lecturer first about changing your study plan as they have the best advice for how to proceed. Then, you will be directed to our friendly Customer Service Centre teams who are ready to help with adjusting or changing your study plan, or creating a new payment plan, or cancelling your enrolment and withdrawing from your course.

For enrolment support, email info@smtafe.wa.edu.au and let them know the course you are studying online, so your enquiry can be forwarded to the a customer service team to help you.

Your rights and responsibilities

Before you commit to any study, you should know in advance what is required and expected of you. Education is an investment in your future and financial penalties and delays in reaching your goals exist if you fail a unit. This is why it's so important to ensure you know well what our rules are and what rights you have.

Our policies

It is important you read through our policies page on our website as it covers range of responsibilities for all students to ensure a positive learning experience at SM TAFE. The most important policies to read include:

- Comments and feedback
- Academic appeals
- Student code of conduct
- Computer facilities and equipment
- Safety and health (for online students, we have policy information about harassment and violence)
- Our by-laws, and
- Freedom of information

To read our policies visit the policies page on our website.
https://www.southmetrotafe.wa.edu.au/students/policies-forms-responsibilities

How to apply and enrol

Applying and enrolling is a two-step process at SM TAFE. You will need to apply first and satisfy all the necessary entry criteria, and should you be successful, you will be made an

offer for a place via email. To be able to enrol, you will need to have an offer email with a special link to our enrolment form that you can complete online.

Completing our online webforms is the first step to you becoming used to our online tools and making the transition to online and on campus study.

What you should do before you apply

There are a number of things you should do and consider before you apply and enrol to make sure you are choosing the right course, have the necessary requirements, and can study online and on campus. You should consider:

- Your ability to use online systems including logging in and navigating new software, finding and understanding your assessment information

- Your ability to become an independent learner, to create your own schedule and commit to regular study to be able to achieve progress and not be overwhelmed by online study

- Having the necessary equipment such as headphones and a microphone to collaborate with classmates and lecturers online and to create and share practical skills in your assessments

- Having access to the necessary computer equipment and internet to complete online study (library computers and WiFi are available at SM TAFE during library hours to assist those who do not always have the technical requirements to study from home)

- Having the satisfactory cyber security measures to ensure work you share in our online collaborative spaces does not compromise our equipment and systems. Thus means that you should ensure you have a current and up to date antivirus program running on your personal computer and files and take care when using internet cafes or public WiFi.

- Being clear about the course you are studying, making sure you have read all the information on the course page of our website including entry requirements and study requirements of the course

- Having started applying for the special clearances that are required for work placement before you enrol to ensure you can satisfy the training package requirements

- Having access to a workplace where you can develop your practical skills as part of the "competency-based assessments" required by some training packages

- Are able to attend essential orientation, block classes or flexible sessions to complete practical demonstrations

How to apply

To apply, find your preferred study mode on the course page of our website. Click the purple ribbon to open up the study mode option, to see more details about the study mode such as when the course is available. For online and on campus study, the location of study will be the campus you are required to attend followed by 'online and on campus'.

Find the "Apply now" link to the right of the study mode information. You will be sent to our Student Portal to login or register or to an expression of interest form to begin a discussion with the training area.

If your course uses an expression of interest form, you will be asked to upload evidence showing you satisfy the entry requirements, such as working in industry or relevant qualifications.

About your Student Portal login

If you have already studied with us, you will have a login already, which is your Student ID and a password you would have reset when getting access to our online systems. If this is your first time making an application with us, you will need to register as a new student. If you have made an application with us before, you need to use the number provided to you in your first registration along with the password you created during your registration.

For more help with your login to Student Portal, visit the eCampus page of our website. https://www.southmetrotafe.wa.edu.au/studying-online/ecampus

During your application, you may be asked to provide evidence that you can satisfy the entry requirements for the course. If you do not complete the form with the necessary files or evidence, your application assessment will be delayed. You can save your application and return later to upload more files before you submit your application.

Once you submit, a notification will be sent to our assessment team, who will review your information and any files you have uploaded. Should you be successful, an offer will be made to you. This will be an email from our system with a link for you to use when you enrol and accept your offer.

What you should do before you enrol

There are a number of items to consider and prepare before you enrol.

Read the terms and conditions of enrolment

Ensure you have read and understood the full Enrolment Terms and Conditions before enrolling:

About our fees

The fees on our website are indicative of the full cost of the course. The fees listed are applicable only to Australian Citizens or Permanent Residents who reside in Western Australia. If you reside outside of WA or are on a visa not listed above the fees may be different.

If you are claiming concession fees you must provide a copy of your current concession card each time you enrol.

Course fees must be paid to confirm enrolment. Once you are enrolled you will be provided access to information in relation to course materials and assessments.

To understand the cost of each individual unit, call 1800 001 001 to speak to a Customer Service team member who will discuss your individual circumstances and the units that apply to your first semester of study.

Decide on your payment type and complete application forms

Options for payment include:
- Payment in full for your units using a credit card with a completed and emailed form or over the phone. Payment can be arranged by our customer service staff after you submit your enrolment form
- **Payment plan** – this option requires a deposit of minimum $100 and balance will be split into a payment plan over eight fortnights, or 16 weeks. A completed payment plan form will be required to be uploaded into our enrolment form.

Authority to Invoice Third Party – this option is when an employer or agency wishes to pay your fees. The form will need to be completed by your employer or agency and submitted when you enrol.

- **VET Student Loan** (for eligible courses) - You will need to complete a VET Student Loan application with proof of citizenship and evidence of completion of a Year 12 certificate (or equivalent). A completed VSL application form will be required to be uploaded into our enrolment form. For more information and to check eligibility visit
https://www.southmetrotafe.wa.edu.au/futurestudents/studentloans

More information about payment options visit
https://www.southmetrotafe.wa.edu.au/futurestudents/feespaymentoptions

Prepare your evidence

You will need to provide evidence of your address, date of birth and concession status if applicable. You will need to take photos using your phone, download files sent to you on email or from websites, or scan copies of your paperwork to upload to our form. Ensure the photos or scans are legible, that your important information can be read by our assessment officers to avoid delays in processing your enrolment.

Apply for Recognition of Prior Learning (RPL)

You may have identified that previous work experience or training has given you the skills and knowledge which will enable you to demonstrate your competence in a unit. RPL involves the assessment of previously unrecognised skills and knowledge achieved outside the formal education and training system, for example:

- work skills and knowledge of your industry
- paid or unpaid work experience
- community work experience

Visit http://training.gov.au/Home/Tga to download the individual unit of competency documents for each qualification to see if you might be able to qualify for RPL. Fees apply for RPL.

You can also discuss RPL with your lecturer who will assist you by providing you with access to the relevant documents and explaining the procedure for recognition after you have enrolled, but we recommend you begin the process before you enrol, to ensure you have the right study plan from the beginning.

For more information visit https://www.southmetrotafe.wa.edu.au/study-types/recognition-prior-learning

How to enrol

You should know before you enrol that you will only pay for the units you enrol in. In most cases for online and on campus study that starts anytime, that will be your first stage of units in your study plan or into units that match the next available scheduled classes. For semester-based courses, you will be enrolled into the full semester of units.

You should also have the necessary evidence before you enrol. Your enrolment will be delayed if anything is missing.

If you have an offer email with a link to enrol, click the link to go to our online form.

You will be asked to provide more information about you, including the following:

Upload your evidence

Upload your ID and your concession card if applicable.

Get your Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life. Students can access their USI account online from a computer, tablet, or smart phone anywhere and anytime.

How to get a USI:
http://www.southmetrotafe.wa.edu.au/futurestudents/uniquestudentidentifier

Statistical information

Under the 2020 National VET Data Policy and the National VET Provider Data Provision Requirements 2012, South Metropolitan TAFE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). For more information visit
https://www.southmetrotafe.wa.edu.au/enrolments/enrolment-terms-and-conditions

Prepare your payment option application forms

You may choose to take up a payment plan or credit card/debit card payment option, or have your employer or agency pay your fees by using an Authority to Invoice Third Party form, or if you are accepting an offer for an eligible course, you may choose to take up a VET Student Loan as a payment type. Both these options require forms to be completed before you enrol. You will need to upload your completed forms into our enrolment form.

Application checklist

When you apply, you will need to set aside **10 minutes at least** to complete all fields, including entering information about yourself and uploading files into our form. For some courses, you will need to provide evidence to prove that you can study as per the training package study requirements, including literacy and numeracy and other entry requirements.

Use our handy checklist below to ensure you are ready to begin, then visit the "Apply now" link on the course page for your preferred study mode.

Ensure you have read important information first	
Terms and Conditions of application Understand your obligations when studying at SM TAFE before you apply.	
Course page on our website Ensure you have read the entry requirements before you apply.	
eCampus pages of our website Check our requirements for studying online including ability to undertake online study and technical requirements. Some courses will need practical assessments and additional software or equipment.	
This pack Ensure you have understood what online study means at SM TAFE. Ensure you have clicked links to our website and read the additional information.	
Register for Student Portal (if applicable)	
If your course application links takes you to our Student Portal (also called ciAnywhere), get ready to use your login, or to create a login. If you have studied with us before, you will have received a Student ID. Student IDs usually start with a P or M and are followed by 6 digits, or start with a 3 and are followed by 7 digits. If you don't have a Student ID, you will need to register in Student Portal using your name, email address and birth date.	
Get ready to answer information about yourself	
Name as per your ID	

Address as per your proof of residency and citizenship status The fees on our website apply only to WA residents. If you reside outside of WA you should seek an indicative fee cost from Customer Service before you apply.	
Contact details A correct email address and mobile phone number are important to ensure we can process any enquiries about your application quickly	
Get ready to upload your files It's a good idea to arrange your photos, scans or PDF files of forms of ID or completed forms in one folder on your computer, ready to upload for each field in the form.	
Entry requirements listed on the course page of our website When you apply, you will be asked to satisfy any entry requirements on the course page of our website. This might be uploading a resume to prove a work history, uploading a qualification certificate to prove past study or training, telling us where you work and how your workplace will help inform your study, uploading a reference or letter of support from someone you work with, or uploading your ID showing your birth date to prove you are of age.	

Enrolment checklist

When you enrol, you will need to set aside **10 minutes at least** to complete all fields, including entering information about yourself and uploading files into our form. You will need to ensure you are completely ready to enrol and have read all the important information to avoid delays in processing your enrolment or disruption to your study after enrolment.

Use our handy checklist below to ensure you are ready to begin, then visit the link provided to you in your offer email.

Ensure you have read important information first	
Terms and Conditions of enrolment Understand your obligations when studying at SM TAFE before you enrol.	
Course page on our website Ensure you have read the study requirements, important information, job opportunities and study pathway information before you enrol.	
Ensure you have started your applications for important enrolment items	
Unique Student Identifier (USI) All students studying nationally accredited courses need a USI. If you need to apply, ensure your name is the same as your ID and you use the name on your ID and USI registration in our enrolment form.	
Recognition of Prior Learning Our RPL process takes time to complete. You will need to know if units within your study plan will be credited before you finalise your study plan, so you can avoid being enrolled and having to pay for them as units of study, rather than paying for them as RPL.	
Working with Children Check or Police Clearance If your course page on our website includes specific instructions in the Important Information tab about needing these items for work placement, you should get these clearances first to avoid disappointment later	
Get ready to answer information about yourself	
Name as per your ID	
Address as per your proof of residency	
Date of birth as per your ID	

Student statistical information We need to collect information about your cultural, disability, educational background and study reasons	
Get ready to upload your files It's a good idea to arrange your photos, scans or PDF files of forms of ID or completed forms in one folder on your computer, ready to upload for each field in the form.	
Proof of residency in WA	
Concession card (health care card, etc)	
Payment plan form (if you choose to pay by payment plan)	
Authority to Invoice Third Party form (if your employer or agency chooses to pay your fees)	
VET student loan application forms (if you are studying an eligible course and choose to pay by a VET Student Loan)	