



Southbank
Institute of Technology
Education for aspiring minds

2010 Enrolment Guide



CPIC05 Provider No. 00020E



Queensland Government



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Information contained within this booklet is correct at time of printing and is subject to change at any time without notice. For up to date information call 13 72 48.

General information



Student Service Centre

Address: C Block (Level 1),
66 Ernest Street, South Brisbane

Hours*: Mon, Tues, Thurs, Fri 8.30am to 5pm
Wed 9.30am to 5pm
*Please note opening hours will be extended
prior to the start of the semester.

Email: studentsupport.services@southbank.edu.au

Phone: 13 72 48

Visit: www.southbank.edu.au

Student Support Services

Southbank Institute of Technology provides student services including literacy and numeracy support, Indigenous Australian student support, counselling, AccessAbility services and employment services.

CareerHub

CareerHub at Southbank Institute of Technology is an online employment service for current students and recent graduates.

Create your own personalised user profile where job or industry-specific information can be tailored for you and then emailed directly to potential employers.

CareerHub can assist you to:

- Seek employment
- Build a resume
- Learn how to prepare for interviews
- Source international jobs.

For more information:

Visit www.southbank.edu.au/howtoenrol

Library e-Learn Centre

The Southbank Institute of Technology library has an extensive collection of online and print resources available to students. Library staff can assist students with research tips for assignments, how to effectively search for journal articles and search the Internet. Students also have access to the e-Learn Centre, providing them with access to computers, the Internet, printing and many other facilities.

For more information on library services and opening times:

Visit www.southbank.edu.au/library
Phone 3244 5636

SMS

Southbank Institute of Technology uses SMS as a means of communication with students when an important message needs to be sent (for example, if a class has been cancelled or moved location, or outstanding fees need to be paid). You will need to provide your mobile number (if applicable) when completing/updating your personal details on the Student Self Service website.

Orientation

If you are a new student, orientation is your introduction to Southbank Institute of Technology. Your orientation provides you with the opportunity to obtain extra information about your program and the location of different services on campus such as your faculty, classrooms, Student Services Centre, student support services and the library. Other important information such as timetable changes, textbook and equipment requirements can also be provided at these sessions.

If your enrolment information includes details for an orientation session, you must attend.

Student ID cards

All part-time and full-time students studying on campus must obtain a student ID card.

Photo session times are available on the website.

Visit www.southbank.edu.au/howtoenrol

External students do not require an ID card if all training and assessment is off-campus.

In order to obtain a student ID card, you must be an enrolled student. The ID card is valid for the length of your program and incurs the following fees:

Government subsidised programs:

- The ID card fee is charged at the time of enrolment and added to your enrolment fee.

Higher Education and VET FEE-HELP eligible programs:

- The cost of the ID card is incorporated in your tuition fees.

Attending a photo ID session

Bring with you:

- enrolment confirmation
- suitable form of photo identification (Driver's Licence, 18+ card, Passport).

Replacement cards

If you misplace your ID card, reprints can be obtained by contacting the Student Services Centre on 13 72 48 and requesting a reprint (a charge applies). The card can either be posted to you or collected in person.

Apprentices and Trainees

If some or all of your training occurs on campus, you are only required to purchase an ID card if you are wanting to access the e-Learn Centre outside of class hours or borrow books from the library. However, if all of your training and assessment is off-campus (in the workplace or elsewhere) you do not require an ID card. Concessional full-time cards are not granted to apprentices or trainees, regardless of the amount of hours spent on campus.

Scholarships and Bursaries

Southbank Institute of Technology currently offers a selection of Institute-wide scholarships aimed to support both new and continuing students in their educational pursuits. All scholarships are offered once a year, at the beginning of each academic year.

There are specific eligibility and selection criteria associated with each scholarship therefore you should read the terms and conditions carefully to ascertain whether or not you are eligible to apply. Meeting the eligibility criteria does not guarantee that you will receive a scholarship.

Successful applicants will be exempt from enrolling online. The scholarships officer will contact scholarship recipients with instructions regarding their enrolment process. All applicants will be notified in writing of the outcome of their application prior to the commencement of the semester.

For more information:

Visit www.southbank.edu.au/scholarships

Phone 13 72 48

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process that allows the skills and abilities you already have to be recognised, no matter how you obtained them. This might include skills you studied informally, learned at a previous job or from other life experiences. You are encouraged to give serious thought about applying for RPL to have your previous and valuable experience recognised.

For more information:

Visit www.southbank.edu.au/howtoenrol

Transfer Credit

Transfer Credit is the recognition of any equivalent study you have previously undertaken. To apply for Transfer Credit, you are required to provide evidence of the accredited study with your Transfer Credit Application. You should contact your faculty prior to enrolling to discuss your eligibility for Transfer Credit.

For more information:

Visit www.southbank.edu.au/howtoenrol

Rules and policies

For information on student rules and code of conduct, legislation and policy, health and safety, evacuation drills, access and equity, sexual harassment, copyright, plagiarism, complaints and grievances:

Visit www.southbank.edu.au/howtoenrol

Administration Fee

A \$14 annual administration charge will be added to your total fees at the time of your first enrolment each calendar year.

Centrelink study allowances

Many Southbank Institute programs are approved for study by Centrelink. Students enrolled in these programs may be eligible to receive a Centrelink allowance such as Austudy, Abstudy or Youth Allowance, provided they meet Centrelink's criteria. For more information, contact your nearest Centrelink office.

Centrelink performs regular checks on work/study performance. If you don't meet the requirements while you are receiving a Centrelink allowance (such as attendance or performance obligations), you may have to repay all the allowances you received for that period.

Concessions

All government-funded programs make concessions available to eligible students. You must have a valid concession card such as a Centrelink Pension, Healthcare or DVA at the time of enrolment.

If you are claiming an under 17 concession you must provide evidence of this concession to the Student Services Centre within five working days of your enrolment, otherwise you will be required to pay the full fees for your course.

For more information:

Visit www.southbank.edu.au/howtoenrol

Phone Centrelink 13 24 90

Payment plans

If you are experiencing financial difficulty you can apply for a payment plan by contacting Student Administration.

You are required to finalise your payment plan application before classes commence. Failure to make arrangements in sufficient time will result in you paying full fees at the time of enrolment.

Contact Student Administration, prior to classes commencing, on the telephone number below to obtain an online application form.

To successfully complete a payment plan application you will require your enrolment package. If your application is approved you will need to pay a deposit at the time of enrolment.

Please visit our website for related terms and conditions:

Visit www.southbank.edu.au/howtoenrol

Phone 13 72 48

FEE-HELP and VET FEE-HELP

Southbank Institute of Technology is now an approved FEE-HELP and VET FEE-HELP Provider. If you are enrolling in a Higher Education or VET FEE-HELP approved program you may be eligible to use the HELP loan scheme to pay for your tuition fees. HELP loan schemes are Federal Government initiatives that assist eligible students to enrol without paying any tuition upfront for their study within Higher Education or eligible VET programs (VET courses of study). HELP can cover all or part of your tuition fees.

Payments can be made up until the Census Date. At this time a Commonwealth loan fee is added to your tuition fees, and your total outstanding debt is transferred to the Commonwealth.

For details regarding the loan fee please see www.southbank.edu.au/helpscheme. After Census your HELP loan is payable through the Australian tax system. Voluntary repayments can be made at any time, with compulsory repayments beginning once your income reaches the minimum repayment threshold.

The Southbank Institute Census Date for Semester 2 is Monday 9 August 2010.

You must be enrolled prior to Start of Study. Southbank Institute has implemented new fines for actions undertaken after Start of Study.

For more information:

Visit www.southbank.edu.au/helpscheme

Phone 13 72 48



* VET provider approvals are legislative instruments subject to a disallowance period. Following approval by the Minister (or the Minister's delegate), each notice of approval is subject to a disallowance period of 15 sitting days (not calendar days) in both Houses of Parliament. Previously, approved VET providers have not been able to offer VET FEE-HELP assistance to their students during this disallowance period. A recent change to the Higher Education Support Act 2003 means that providers can now offer VET FEE-HELP assistance to students during the disallowance period.

- Students should be aware that Southbank Institute of Technology's approval as a VET provider may still be disallowed by parliament;
- In the event that Southbank Institute of Technology's approval is disallowed, students will not be able to access VET FEE-HELP for the remainder of their course;
- Any VET FEE-HELP debts already accrued before the disallowance period will not be affected;
- If students requested VET FEE-HELP assistance for units of study where the census date has passed, they will not have to pay upfront tuition fees for these units and will still receive VET FEE-HELP loan for them.





busway

South Bank

Southbank Institute

Getting to Southbank Institute of Technology

Public transport

Southbank Institute of Technology can be reached by train, bus, ferry or a combination of the three.

TransInfo can provide you with information on the best way of getting to campus.

You can also see a map of zones and chart of fare prices for your journey on the TransInfo website.

Phone 13 12 30

Visit www.transinfo.com.au

Concessions for public transport

If you are studying an Austudy-approved program, you may be eligible for a concession on public transport. To receive a concession you must be studying for at least 12 classroom contact hours per week with a minimum program duration of 12 weeks. Concessional full-time student ID cards feature a Queensland Rail (QR) logo. Students studying less than 12 classroom contact hours per week are not eligible for this concession.

Parking

Southbank Institute of Technology does not provide student parking on campus. There is on-street parking in and around the campus which is patrolled by the Brisbane City Council. Infringement notices may be issued to any illegally parked vehicles on South Bank roads. There are several commercial parking facilities within walking distance, including one at South Bank Parklands, two blocks away.

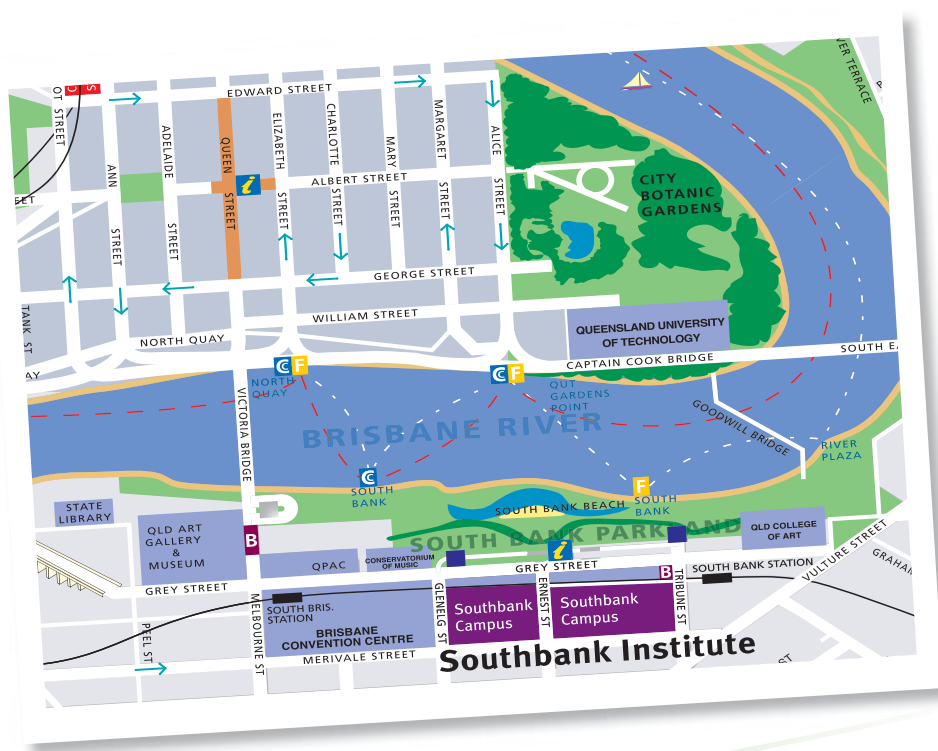
Student bike racks are available on Cholchester Street, near C block and also between A and B blocks. See campus map, page 12.

If you require further information contact:

South Bank Visitor Information Centre 3867 2051

Brisbane City Council Call Centre 3403 8888

Southbank Institute of Technology can be reached by train, bus, ferry, or a combination of the three.



Online enrolments

For a successful online enrolment you will need:

An email address

Your email address must be recorded in our enrolment system for you to gain access to the Student Self Service website. If you do not have your email address or if you have changed your email address, contact us on 13 72 48 for assistance.

Enrolment pack


This will be emailed to you at the start of each semester. You will need your enrolment pack and timetable to enrol.

Concession details

You must have a valid concession card through Centrelink to receive the concession price, if applicable, on your enrolment. If you are under 17 years of age you are eligible for a concession (see page 5 for further information).

Please be advised concessions are not available on FEE-HELP or VET FEE-HELP programs.

Payment details

If you are studying in a FEE-HELP or VET FEE-HELP eligible program, you can defer payment of your fees by selecting the FEE-HELP payment option online. Otherwise, your fees must be paid at the time of enrolment using a credit card, or within 24 hours if you are using , Apay or the 'Pay at Institute' option.

Follow steps 1 to 5 to enrol online.

Step 1.

Register and/or Log on to Student Self Service

Student Self Service (SSS) is your personalised service that allows you to add/update your personal details, enrol, make payments, view your academic record, view your account and print certain unofficial documents.

To do this:

1. Open your browser and in the address box, type in <https://enrol.tafe.qld.gov.au>
2. **Continuing students** Your student number is your user ID. If you cannot remember your password please use the forgotten password prompt on the SSS website.
New QTAC students Your user ID (student number) has been provided to you in your enrolment information. Please refer to your TAFE Queensland email for your SSS password.
New students You will need to register. Simply click on the 'register' button on the SSS website and follow the prompts.
3. If you are registering into SSS for the first time, you will create your own student number and be given a temporary password which you will be asked to change to a personalised password when you log in.

4. When you are logged in to the site from your Student Centre page, where you can choose from:

- Enrolment
- Campus Finances
- Campus Personal Info
- Academic Records.

5. If you require assistance, use the Help icon available on every page throughout the SSS website or contact Student Administration on 13 72 48.

Step 2.

Add, check or update your personal information

Select 'Campus Personal Info' to check and update your personal information. It is your responsibility to keep this personal information up-to-date.

Below is some advice on important personal information items.

Name and date of birth You cannot update these items on the internet. If you require a change to your name, you will need to provide documentary evidence of your changed details to the Student Services Centre. Apprentices and trainees need to complete a Minor Amendment form within their faculty for a name change.

Email Your email needs to be checked regularly to make sure it is up-to-date.

Disability Details from students with a disability are collected for statistical purposes. Please contact the Institute if you require any assistance with your studies. Southbank Institute provides a range of physical and human resources to assist all students to achieve success. All services are confidential, though you must meet with a AccessAbility Services officer to determine the type of support you need. Services are arranged only via your contact with the AccessAbility Services team and are not automatically initiated when you indicate a disability on your personal details.

Privacy The personal information you provide is protected. Details about your profile are collected via the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). AVETMISS details help provide statistical information on Vocational Education and Training (VET) providers, programs, students and apprentices/trainees within Australia. Your profile includes employment details, language, schooling, previous educational qualifications and contact preferences.

For information on our privacy declaration:

Visit www.southbank.edu.au/howtoenrol

Step 3.

Enrol in classes

From the SSS Student Centre page select 'Enrol'. Refer to the Web Enrolment Form for the delivery package number and authorisation code.

Use your supplied timetable to select your classes.

Select your classes

Advice on selecting your classes is available from your school and/or refer to your timetable for class days, dates and times.

Required or optional? Some programs are structured with compulsory classes in which you must enrol and other programs offer you a choice of optional/elective classes to enrol into. When you are given a choice, make sure you select classes carefully by referring to the class days, dates and times on the timetable to avoid class clashes.

What time are classes taught? Refer to your timetable to check the class days, dates and times.

What if I have timetable clashes? If you enrol in a program with compulsory/required classes, you should not have a clash as the timetable would have been designed to avoid this. However, if you enrol in a program with electives/optional classes then you need to try to avoid clashes by carefully selecting your classes. If you have questions about your timetable, consult your school for advice.

A prerequisite is where enrolment is only permitted when a pass or competency has already been obtained in any class listed as a prerequisite.

A corequisite is where enrolment is only permitted when a student is enrolled, at the same time, into another class listed as a corequisite or a pass or competency has already been obtained for the listed corequisite.

Unsuccessful enrolments To check if any unsuccessful enrolments are returned, view the message under each class. You may choose to continue with your enrolment or go back and select an alternative class, if available. If no other options are available, contact Student Administration on 13 72 48.

Step 4.

Payment and enrolment confirmation

When to pay?

Fees must be paid upfront each semester at the time of enrolment. Enrolment and payment **MUST** occur prior to start of study.

If your program has nominated payment options of FEE-HELP or VET FEE-HELP, you may be eligible to defer payment through the HELP loan scheme. Choosing to defer payment through a HELP scheme does not remove your option to make upfront payments. You may make any payments towards your debt up to or on the Census Date by accessing Payment Methods through the Student Centre of Student Self Service, or any of our alternative payment methods.

How to pay?

- Credit Card – VISA, MasterCard and American Express are accepted.
- Australia Post – Pay in person.
- Pay in Person at Institute – allows you to pay over the counter using cash, cheque, EFTPOS or money order.
- **BPAY** – register for BPAY with your banking institution, if you haven't already done so. You only have to do this once. Allow sufficient time for your bank to set up your BPAY.

Biller code 999870

Customer reference number This is your 10 digit student number with the first number moved to the end. For example, student number 1234 5678 90 will become BPAY customer reference number 2345 6789 01.

- FEE-HELP – allows you to defer payment of your fees through the HELP loan scheme. Information and forms detailing how to complete your HELP application will be posted to your mailing address.

For more information go to FAQs.

Visit www.southbank.edu.au/howtoenrol

(To obtain an ID card for your records, please ensure you print or email your enrolment confirmation.)

Need help?

For assistance with any part of the enrolment process, contact the Student Services Centre:

Phone 13 72 48

Step 5.

Attend Orientation

If you are a new student you are now ready to attend your ID session and orientation. Refer to page 5 for further information.

Changing your enrolment

Adding classes

Once enrolled, you can add classes to your enrolment. It is best to discuss this with your school prior to obtain the correct codes and forms.

If enrolling into a Higher Education program you will incur a late enrolment fine when adding classes to your enrolment after the Administration Date.

For a VET FEE-HELP eligible program, you must finalise your enrolment before the Start of Study. Adding classes to your enrolment after this point will require approval from your school.

Ensure your enrolment is complete and accurate before the Census Date. Any classes added to your enrolment after the Census Date will require full upfront payment, and cannot be deferred under a HELP scheme.

Dropping classes

If you are enrolled in a Higher Education or VET FEE-HELP eligible program, dropping before the Census Date for your program will not incur any financial liability to the Commonwealth Government, and you will be eligible to receive a refund of any payments made towards your enrolment.

If dropping classes after the Census Date for your program, you will still incur the associated HELP debt. Dropping classes or cancelling your enrolment will have financial and academic consequences as detailed in Figure 1.

Students who discontinue their studies are responsible for cancelling their own enrolments. If not done within the specified time frames, students are liable to pay for the relevant fees and charges and/ or receive academic penalties. You can formally withdraw from a program up to three weeks prior to the end date of your class(es) by completing a Change Enrolment form and, if applicable, a Refund Request form. Forms must be submitted to your school for approval before any changes will be made.

Figure 1: Financial and academic consequences from dropping courses or cancelling enrolment

Date	Government Subsidised and Full Fee students (without VET FEE-HELP)	VET FEE-HELP eligible students	Higher Education students
Before Administration Date	- No Financial Liability - Refund Administration fine (\$10) - No Academic Penalty	- No Financial Liability - No Academic Penalty	- No Financial Liability - No Academic Penalty
After Administration Date but Before Census Date	- Full Financial Liability - No Academic Penalty	- No Financial Liability - No Academic Penalty	- Financial Penalty/Fine for Change/Withdrawal (\$50 per Unit of Study) - No Academic Penalty
After Census Date	- Full Financial Liability - No Academic Penalty	- Full Financial Liability to the Commonwealth Government - No Academic Penalty	- Full Financial Liability to the Commonwealth Government - No Academic Penalty
After Withdrawal Date	- Full Financial Liability - Academic Penalty	- Full Financial Liability to the Commonwealth Government - Academic Penalty	- Full Financial Liability to the Commonwealth Government - Academic Penalty



Campus map

A - Life Science

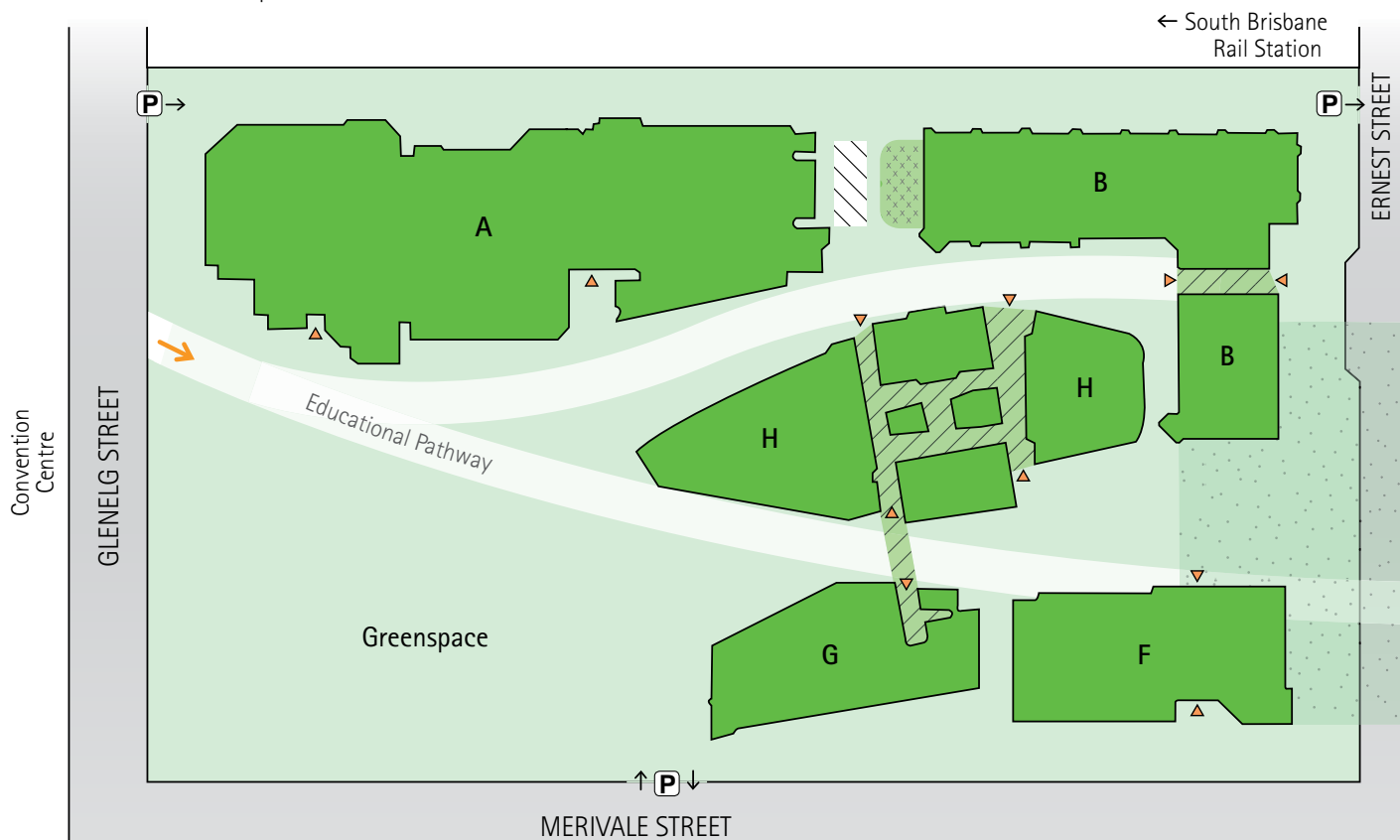
- Skin & Body Spa
- Dental Technology
- Denture Clinic
- Product Design & Development
- VET & Higher Education
- Spotless
- Fitness Centre
- Sports Hall

H - Design Technology

- Multimedia
- Photography
- Graphic Design
- Animation
- Civil Engineering
- Architectural & CAD studies

B - Health Science

- Anatomy & Physiology
- Staff Lounge
- Food Science
- Applied Science
- Nursing
- Children & Human Services



- Site Arrival
- ▲ Building Entry
- Garden Bed
- ▨ Bike Racks
- ▨ Covered Circulation
- i Information Boards
- P Carpark Entry / Exit

G - Business & Information Technology

- Business
- Information Technology
- Sales & Business Development

F - Communication

- Communication & General Education
- Literacy & Learning Centre
- English Language Programs
- TAFE English Language & Literacy Services (TELLS)

C (A) - Learning Common

- Library / eLearn
- Corporate Services
- Institute Directorate
- International Sales
- Student Administration
- Marketing

C (B) - Indigenous Centre

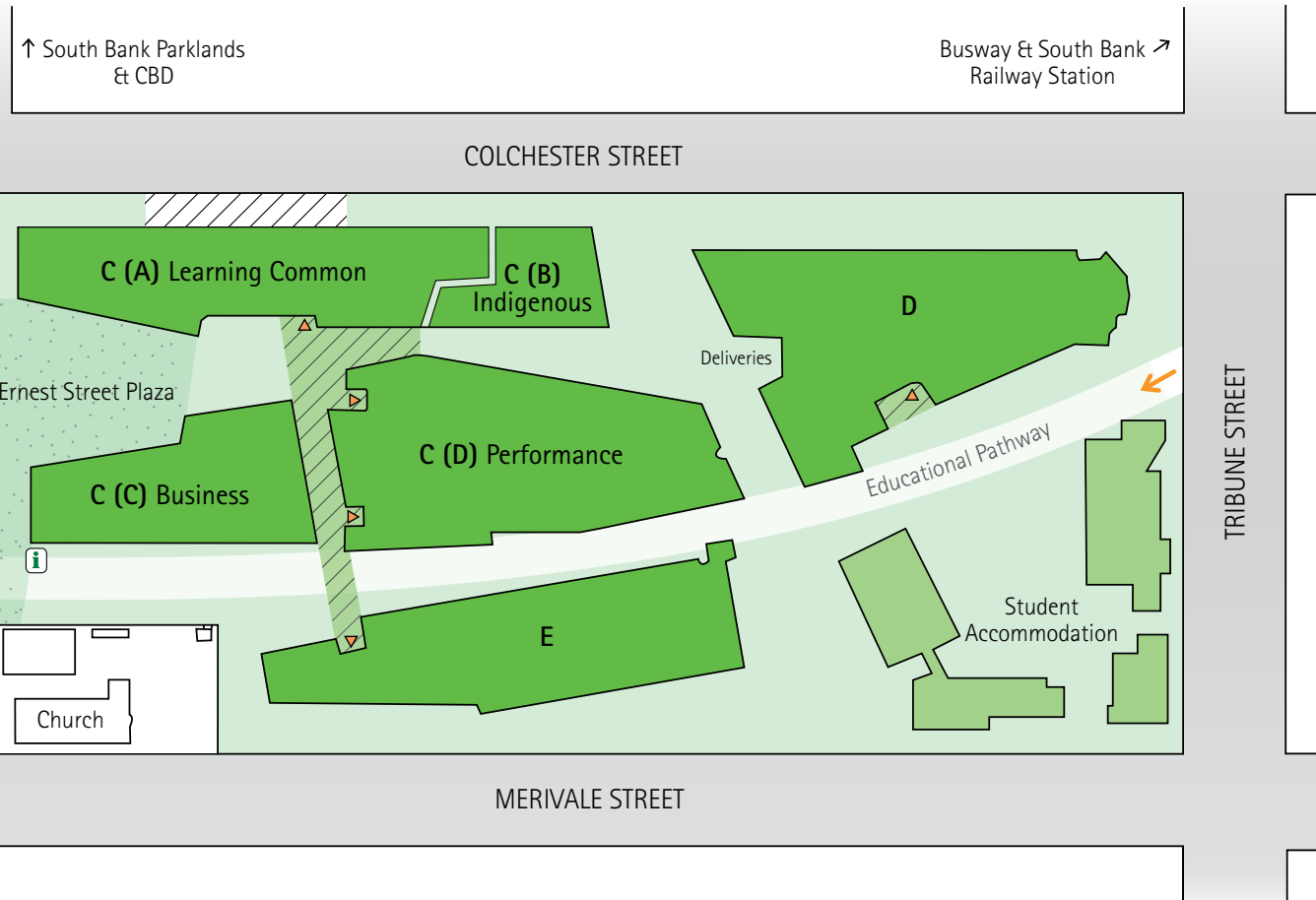
- C (C) - Business Centre**
- Student Services Centre
 - Restaurant & Function Room
 - Security

C (D) - Performance Centre

- Performing Arts
- Auditorium

D - COTAH

- Hospitality Management
- Tourism
- Food Inventory
- Mail Services
- Supply
- Meat Trades
- Bakery
- Floristry
- Retail
- Facilities Unit



E - Creative Arts

- Sculpture
- Production Workshop
- Ceramics
- Painting
- Drawing
- Contemporary Music
- Jewellery
- Print Making
- Watchmaking

**Southbank Institute
of Technology**

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