

Below is a list of frequently asked questions and answers about online enrolments.

Security and Computer Access

[Is the site secure?](#)

[Can I use Mozilla Firefox? \(Or a similar program\)](#)

[I don't have any computer skills. Is help available?](#)

[I don't have a computer. How can I enrol?](#)

[Where do I find the Terms and Conditions for the Student Self Service website?](#)

[I have tried to access the Student Self Service website but it is saying it is unavailable, why?](#)

Registration and Logon

[What if I'm a new student and don't have a student number?](#)

[What do I do if I don't receive my password and user name after I've registered?](#)

[What do I do if I forget my password?](#)

[Which email address is the confirmation password and login sent to?](#)

[Is my password case sensitive?](#)

[I have tried to register but the computer is telling me I have already registered. What should I do?](#)

[What should I do if I have tried to register but the system is telling me my details don't match?](#)

[I have tried to login using the User ID and Password I have been emailed but the system is telling me it's invalid?](#)

[I have tried to login to the system but it's telling me my account is locked. Why?](#)

[I don't remember my User ID, what should I do?](#)

My Details

[Can I change my address twice in the same day?](#)

[Are my details kept private?](#)

My Enrolment

[When do I have to enrol by?](#)

[I don't have a valid health care card. Can I still enrol online and get the concession?](#)

[Can I enrol online if I am a dependant on a Health Care or Pension Card?](#)

[Can I use CentrePay to pay my fees?](#)

[The class that I want to select is greyed out?](#)

[Where are the class numbers?](#)

[I have two courses I need to enrol into. How do I select classes from both?](#)

[I tried to enrol online last night and it didn't work; now when I try again it says I have outstanding fees.](#)

[I can't afford all my fees, and when I get to the payment section, I can't see the payment plan option?](#)

[How can I pay online?](#)

[Can I pay by EFTPOS or cash?](#)

[Will I be posted a receipt/enrolment confirmation in the mail after enrolling online?](#)

[If I enrol online how quickly will it take for it to be processed?](#)

[If my enrolment has lapsed or I have previously completed but would like to redo the subject or course, can I enrol via the internet?](#)

[Do Centrelink accept web documents as confirmation of enrolment?](#)

[If I have already enrolled into some class and go back in to enrol into others, will it allow me to enrol into the same class again?](#)

[How do I know my enrolment was successful?](#)

[Can I enrol if I owe money?](#)

[Can I enrol if I am an international student?](#)

[Why can't I withdraw and apply for a refund from my course?](#)

[What will happen if I enrol and don't choose a payment option?](#)

[Does TAFE recognise my previous qualifications?](#)

My Student Account

[Why can't I get a copy of my B-Pay receipt?](#)

[I paid by credit card online, can I print previous receipts?](#)

[If I have a payment plan for another program, will it prevent me from enrolling online?](#)

[If I have a credit on my account, am I able to see this and use it towards my enrolment?](#)

[I have previously had a bad debt on my account. Can I still enrol online?](#)

Security and Computer Access

Is the site secure?

TAFE Queensland is committed to making on-line payments as safe as possible. Student Self Service uses the payment mechanism called Secure Sockets Layer technology (SSL), a powerful encryption protocol that protects data as it travels via the Internet. This enables financial transactions to be conducted with low risk as they are encrypted and no customer card details are permanently stored on-line.

[» top of page](#)

Can a student use Mozilla Firefox? (or a similar program)

No, this site has been designed for Microsoft Internet Explorer 5.5 or higher, Netscape 6.1 or higher or equivalent browsers. This is to improve the security, functionality and usability for all students.

[» top of page](#)

I don't have any computer skills. Is help available?

Yes, assistance is available for students who experience difficulties while enrolling online. Please contact Brisbane North Institute of TAFE on 131 248, or visit one of our Customer Service Centre's or Libraries.

[» top of page](#)

I don't have a computer. How can I enrol?

Computers are available at our Customer Service Centre's and Libraries across all Brisbane North Institute of TAFE campuses with staff being available to provide assistance where required.

[» top of page](#)

Where do I find the terms and conditions for the Student Self Service website?

You can find the terms and conditions on the home page.

[» top of page](#)

I have tried to access the Student Self Service website but it is saying it is unavailable, why?

Scheduled maintenance of the website is required to be performed daily where no access will be available. The message displayed to you will advise you on the expected time the system will be unavailable.

[» top of page](#)

Registration and Logon

What if I'm a new student and don't have a student number?

Before attempting to enrol, select the Register button and proceed with the online registration process. You will require a valid email address to successfully complete this registration.

[» top of page](#)

What do I do if I don't receive my password and user name after I've registered?

Your login and password will be sent to the email address you have supplied to TAFE Queensland. You should receive these within 10 minutes of completing your registration; however, it could take longer. If you have not received an email within 24 hours, please phone Brisbane North Institute of TAFE on 131 248 during business hours for assistance.

[» top of page](#)

What do I do if I forget my password?

Select the forgotten password link on the main login page. You will be asked a series of questions to verify your personal details, after which your password will be reset and emailed to you.

[» top of page](#)

Which email address is the confirmation password and login sent to?

To the address entered when the student is registering as long as this address matches the one recorded in the TAFE Queensland system. You will have the option to enter another address for an email confirmation to be sent to.

[» top of page](#)

Is my password case sensitive?

No.

[» top of page](#)

I have tried to register but the computer is telling me I have already registered. What should I do?

Click on "Forgotten Password" on the home page to have your password reset and emailed to you.

[» top of page](#)

What should I do if I have tried to register but the system is telling me my details don't match?

If any of the details you have entered don't match what TAFE Queensland has on record, you will be unable to register. Please contact Brisbane North Institute of TAFE on 131 248 to confirm your details.

[» top of page](#)

I have tried to login using the User ID and Password I have been emailed by the system is telling me it's invalid?

Make sure you have entered the User ID and Password exactly how it has been detailed in your email. If you are certain you are entering the correct details, contact Brisbane North Institute of TAFE on 131 248 to have your details confirmed.

[» top of page](#)

I have tried to login to the system but it's telling me my account is locked. Why?

For security purposes you are given 5 attempts to login, if after the fifth attempt you were not successful; your account will be locked. To have your account unlocked, please call Brisbane North Institute of TAFE on 131 248.

[» top of page](#)

I don't remember my User ID. What should I do?

Check your student ID card or contact Brisbane North Institute of TAFE on 131 248.

[» top of page](#)

My Details

Can I change my address twice in the same day?

No. You will get the error message "You have an address change specified for this date, please enter a new date".

[» top of page](#)

Are my details kept Private?

Yes. You can view the Privacy Statement [here](#).

[» top of page](#)

My Enrolment

When do I have to enrol by?

All students must be enrolled prior to the commencement of your first class. Please refer to your web enrolment form to see the last date your classes will be available online.

Please be aware however, that most programs are a first in come first served and you may miss out on a place.

[» top of page](#)

I don't have a valid health care card. Can I still enrol online and get the concession?

No, you must have a valid concession card at the time you enrol online. The Student Self Service site checks with Centrelink to ensure this is valid at the time of enrolment. If you proceed with your enrolment without verifying this concession online, you will be charged the full rate for your classes, which is non-refundable. Please contact your local Centrelink office for information on eligibility and application process.

[» top of page](#)

Can I enrol online if I am a dependant on a Health Care or Pension Card?

Yes, if you have previously been validated by an Institute. If this has occurred it will allow the check to go through the Centrelink validation process. If you are no longer a dependant then the primary card holder should have advised Centrelink and the validation will error.

[» top of page](#)

Can I use CentrePay to pay my fees?

No. Brisbane North Institute of TAFE online enrolment requires payment (either via credit card or BPAY).

[» top of page](#)

The class that I want to select is greyed out?

The class is unavailable. Please contact Brisbane North Institute of TAFE on 131 248 for further assistance.

[» top of page](#)

Where are the class numbers?

Class numbers are displayed on the class details page; please select your classes according to class numbers provided in your enrolment pack.

[» top of page](#)

I have two courses I need to enrol into. How do I select classes from both?

You will be required to enrol in all classes from the first Delivery Package and pay in full, after which you can select your second Delivery Package for enrolment and proceed with the full enrolment process.

[» top of page](#)

I tried to enrol online last night and it didn't work; now when I try again it says I have outstanding fees.

There was an error with your enrolment. Please give the system 24 hours to drop you from your classes, and reverse these outstanding fees.

[» top of page](#)

I can't afford all my fees, and when I get to the payment section, I can't see the payment plan option?

Payment Plans are not available through the web. If you would like to apply for a payment plan please call Brisbane North Institute of TAFE on 131 248.

[» top of page](#)

How can I pay online?

Payment can be made by credit card (AMEX, MasterCard, and Visa) or by BPAY. Please contact your financial institution for further information relating to BPAY.

[» top of page](#)

Can I pay by EFTPOS or cash?

Proceed with your enrolment and select 'counter' as your payment method. You have 24 hours to make this payment at the counter of a Brisbane North Institute of TAFE Customer Service Centre.

[» top of page](#)

Will I be posted a receipt/enrolment confirmation in the mail after enrolling online?

No. Once your enrolment and payment has been finalised, you have the option of printing your receipt immediately or email this confirmation to your stored email address.

[» top of page](#)

If I enrol online, how quickly will it take for it to be processed?

This will take effect immediately. This means that if you realise after completing the enrolment online that you don't have enough funds, you can come immediately into one of our Customer Service Centre's to make payment.

[» top of page](#)

If my enrolment has lapsed or I have previously completed but would like to redo the subject or course, can I enrol via the internet?

No, it'll error and you will need to call Brisbane North Institute of TAFE on 131 248.

[» top of page](#)

Do Centrelink accept web documents as confirmation of enrolment?

You will need contact Centrelink directly.

[» top of page](#)

If I have already enrolled into some class and go back in to enrol into others, will it allow me to enrol into the same class again?

No. The class shows under the Delivery Package with action 'Enrolled" and it is not available for selection again.

[» top of page](#)

How do I know my enrolment was successful?

Your enrolment confirmation will be available once you complete the enrolment process. You can either print or email the document to your nominated email account.

[» top of page](#)

Can I enrol if I owe money?

If you owe more than \$20 to TAFE Queensland you will be required to pay your outstanding debt before you can enrol. If the amount you owe is under \$20 then this amount will be added to your enrolment charges at the end of the transaction.

[» top of page](#)

Can I enrol if I am an international student?

Online enrolment is not currently available to international students of Brisbane North Institute of TAFE. Please contact us on 131 248 to find out how you may enrol.

[» top of page](#)

Why can't I withdraw and apply for a refund from my course?

If you are trying to withdraw after your course has commence you will need to Brisbane North Institute of TAFE on 131 248 to discuss your options.

[» top of page](#)

What will happen if I enrol and don't choose a payment option?

You will be automatically dropped in 20 minutes.

[» top of page](#)

Does TAFE recognise my previous qualifications?

TAFE Queensland recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations. For further information, please contact Brisbane North Institute of TAFE on 131 248.

[» top of page](#)

My Student Account

Why can't I get a copy of my B-Pay receipt?

BPAY receipts are not stored in TAFE Queensland systems. These are financial transactions that occur through your bank. Please contact your banking institution for further information in relation to BPAY payments.

[» top of page](#)

I paid by credit card online, can I print previous receipts?

Yes. Duplicate receipts for payments made via the web are available online in "My Document Requests" from 7 days after payment.

[» top of page](#)

If I have a payment plan for another program, will it prevent me from enrolling online?

No, it will only prevent you from enrolling if you have an outstanding amount greater than \$20.00. You will be advised that once you have paid the outstanding amount you can enrol.

[» top of page](#)

I have a credit on my account, am I able to see this and use it towards my enrolment?

Yes. The credit can be seen under 'My Account'. When enrolling, you will receive a message stating there is credit on your account and the enrolment fee will be reduced by the credit amount.

[» top of page](#)

I have previously had a bad debt on my account. Can I still enrol online?

No. A message will appear advising you that you are not permitted to enrol and to contact Brisbane North Institute of TAFE for more information. This will display for TAFE exclusion, Institute exclusion, Debt previously written off or a current Debt.

[» top of page](#)
