

## 1. PURPOSE

To provide a policy which supports the process of online enrolment of students, via the TAFE QLD Student Self Service website.

## 2. SCOPE

This policy applies to all Institute staff, and students choosing to utilise online enrolment functionality.

<b>Start Point</b>	Student registers on Student Self Service website
<b>Finish Point</b>	Student makes full payment for course
<b>Teams Involved</b>	Customer Service Centres, Faculty Teams, DP Officers, ISAS Team, Students

## 3. RESPONSIBILITIES

**Faculty** staff members are responsible for ensuring that all elements relevant to the delivery packages are set up as per IG53 Administering Online Enrolments Guideline, with adequate time and information prior to start of study

**DP Officers** are responsible for checking DP's, activating web enrolment (and password protection where applicable) and processing paperwork in a timely manner once received from Faculty admin

**Customer Service** officers are responsible for providing support to students using this service

**ISAS Team** is responsible for running regular reports on online enrolment activity and pending web registrations

**Students** are responsible for ensuring all details are accurately recorded at all times, and that full payment is received within specified timeframes

## 4. POLICY

Online enrolment is available to Brisbane North Institute of TAFE students, allowing for a more efficient and customer focused student administration service.

### Functions

Online enrolment for students includes support for associated functions as follows:

- Student Self Service registrations
- Password resets
- Updating personal details
- Enrolments
- Checking accounts and making payments
- Checking results / academic history
- Withdrawals (drops) and refunds (prior to start of study)

### Annual Admin & Utility Fee

All students studying on campus (including workshops) with Brisbane North Institute of TAFE are required to pay a \$35 annual admin & utility fee which includes the cost of a student ID card, access to BNIT learning hubs and associated services for the calendar year.

The Annual Admin & Utility Fee is included in the total online enrolment fees. If students do not have a Student ID Card they may request one by visiting any of our campus based Customer Service Centres.

Students may also obtain their card by completing IF648 Student ID Card Request form and either emailing or mailing a colour passport photo and the completed form back to the Institute.

**Payments**

An online enrolment is not considered to be complete until payment has been made in full. Payment methods available for online enrolment are:

- Credit Card – VISA, MasterCard or American Express
- BPay – if registered with your bank
- Pay in person – by visiting one of our Customer Service Centres
- Pay over the phone – by calling our friendly consultants on 13 12 48

Please Note: If paying via BPay or in person / over the phone students will have 1 business day to do so from the time of enrolment, after which time they will be dropped from all classes or units and no longer considered to be enrolled. Students should take this timeframe into account when enrolling prior to a weekend or public holiday.

**Exclusions**

Some students and payment methods are exempt from using the Online Enrolment service. The groups excluded are:

- ACE students
- Apprentices and trainees
- Sponsored students (Commercial and Third Party contracts)
- International students
- School based students
- Payment Plan applicants
- CentrePay students
- RPL applicants
- Literacy, numeracy, access 10 and migrant education programs

**Drops and Refunds**

Students may request to be dropped from government funded classes with full refund prior to start of study via the Student Self Service site. This request will be forwarded to a customer service officer to approve and process, students will receive written correspondence as to the outcome of the request.

**Other Important Information**

Reference should also be made to the following documentation prior to enrolling with Brisbane North Institute of TAFE:

- BNIT Student Guide
- TAFE QLD Student Rules
- Relevant information included in enrolment packs including course brochure, enrolment selection form, timetable, booklist etc

**DOCUMENT AUTHORISATION**

Owned by	(signature)
Position Title	Senior Manager, Customer Service Centres
Endorsed by	(signature)
Position Title	Manager Marketing, Communication & Customer Service
Endorsed by	(signature)
Position Title	Director, Client Relations
Authorised by	(signature)
Position Title	Institute Director