

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.

Start Point	Student registers on Student Self Service website
Finish Point	Student makes full payment for course
Teams Involved	Customer Service Centres, Faculty Teams, DP Unit, ISAS Team

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

Delivery Package Unit is responsible for checking DP's and processing paperwork in a timely manner once received from Faculty

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

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

4. POLICY

Online enrolment will be progressively made available to Brisbane North Institute of TAFE students, allowing for a more efficient 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 (selected programs)
- Checking accounts and making payments
- Checking results / academic history
- Withdrawals and refunds (prior to start of study)

Annual Administration Fee

All students studying on campus (including workshops) with Brisbane North Institute of TAFE are required to pay a \$30 annual administration fee which includes the cost of a student ID card, access to BNIT learning hubs and associated services.

The Annual Administration 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, by emailing a passport photo (along with a Student ID Card Request form), or by mailing their request with a passport photo to Locked Mail Bag 3 Eagle Farm BC 4009.

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 131 248

Please Note: If paying via BPay or in person / over the phone students will have 24 hours to do so from the time of enrolment, after which time they will be dropped from all classes 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 as at Semester 1 2009 are:

- Continuing Students
- ACE students
- Apprentices and trainees
- Sponsored students (Commercial and Third Party contracts)
- International students
- School based students
- Payment Plan applicants
- CentrePay students
- RPL applicants
- Non Centrelink based concession holders
- 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

DOCUMENT AUTHORISATION

Owned by	Senior Manager, Customer Service Centres
Authorised by	Institute Director