



**BOX HILL**  
INSTITUTE

# WELCOME

Enrolment Information for  
2023 Local / Domestic Students  
for Accredited Courses



TAFE VICTORIA



Design by Rachael Melville | Box Hill Institute student  
Image credit @melbfashionweek

# Contents

Section	Page
1. What do I do next?	4
2. Your Course Offer	4
3. Campus locations	5
4. Campus maps	6
Box Hill – Elgar map	6
Box Hill – Nelson map	7
Box Hill – Whitehorse map	8
City (CAE) map	9
Lilydale map	10
5. Car parking	12
Parking: on-campus in Box Hill	12
Off-street parking	13
6. Public transport	14
7. Queries	15
8. Eligibility for Government Subsidised place – VET/TAFE courses	16
9. Fees	19
Tuition Fees – VET/TAFE courses	19
Tuition Fee Concession – VET/TAFE courses	20
Tuition Fee Waiver – VET/TAFE courses	21
Service and Amenity fee	22
Materials fee	22
Full Fees – VET/TAFE courses	23
Fees – Higher Education/Degree courses	23

Section	Page
10. VET Student Loan	24
11. FEE-HELP – Higher Education/Degree courses	28
12. Payment plans	30
13. Unique Student Identifier (USI)	32
14. How do I enrol?	34
15. Enrolment steps	35
16. Can I defer my offer?	36
17. Missed enrolment	37
18. RPL application	37
19. After enrolment & before classes start	38
20. Withdrawal	39
21. Refunds	39
Refunds for Certificate I–IV TAFE courses & VCE/Senior Secondary	40
Refunds for Diploma & Advanced Diploma TAFE courses	41
Refunds for Degree courses	42
22. Learning assistance (LNSupport)	43
23. Student Support Services	44
24. Other on-campus facilities	46
25. Policies & Procedures	48
26. Student Administration / Customer Service	49

## Welcome to Box Hill Institute

Box Hill Institute (BHI) is a vibrant and progressive educational facility that will provide training, guidance and support in your chosen studies. You have made a great choice for gaining relevant skills you can translate directly into jobs either now or in the future.

This booklet will guide you through some of the steps you need to take to enrol in your course, and also provides a range of student administrative-related information to assist you during your studies.

### 1. What Do I Do Next?

To apply for your course, follow the instructions on our website, at [www.boxhill.edu.au](http://www.boxhill.edu.au), or call 1300 269 445. If you are successful in your application, you will receive a Course Offer for a place in a Box Hill Institute course. This details how you enrol in your course, because enrolling in your course is how you accept the place that has been offered to you.

This usually needs to be done within the designated time frame specified in the Course Offer, otherwise your place may be offered to someone else.

### 2. Your Course Offer

The Course Offer you have received should provide basic details about the following:

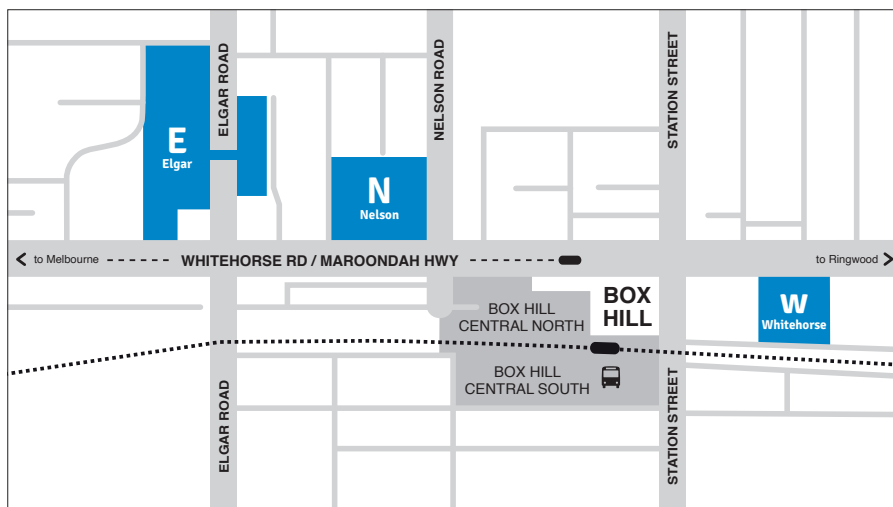
- › the course for which you have been offered a place
- › enrolment details
- › The Box Hill Institute website will provide information on course fees, including:
  - fee rates
  - fee concessions
  - VET Student Loan options (BHI TAFE Diploma/Adv. Diploma courses) or
  - FEE-HELP options (BHI degree courses)
  - Payment plan options

The next few sections will provide further information on each of the above steps, plus will give you a guide of what to expect as part of your enrolment.

# 3. Campus Locations

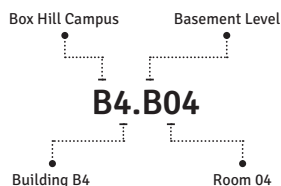
Our three Box Hill locations are found in the heart of Box Hill within a 1km radius. Many courses are also on offer in Melbourne city at CAE, and also at our newer campus in Lilydale.

<b>Box Hill – Elgar</b>	465 Elgar Road, Box Hill	<b>E</b> (map below)
<b>Box Hill – Nelson</b>	853 Whitehorse Road, Box Hill	<b>N</b> (map below)
<b>Box Hill – Whitehorse</b>	1000 Whitehorse Road, Box Hill	<b>W</b> (map below)
<b>City (CAE)</b>	253 Flinders Lane, Melbourne	
<b>Lilydale</b>	Jarlo Drive, Lilydale	

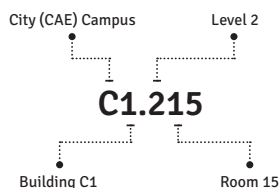


## Room Numbering

**BHI** – The room number is made up of Campus/Building No/Floor Level/Room.  
eg, B4.B04



**CAE** – The room number is made up of Campus/Building No/Floor Level/Room.  
eg, C1.215



## 4. Campus Maps

### Box Hill – Elgar

465 Elgar Road, Box Hill



#### KEY

- |                                  |                  |
|----------------------------------|------------------|
| ▶ entrances                      | --- tram route   |
| □ entrances with disabled access | .... train route |
| P available parking areas        | bus stop         |
| ♿ disabled parking               | bicycle racks    |
| boomgate (restricted parking)    | public telephone |
|                                  | ★ ticket machine |

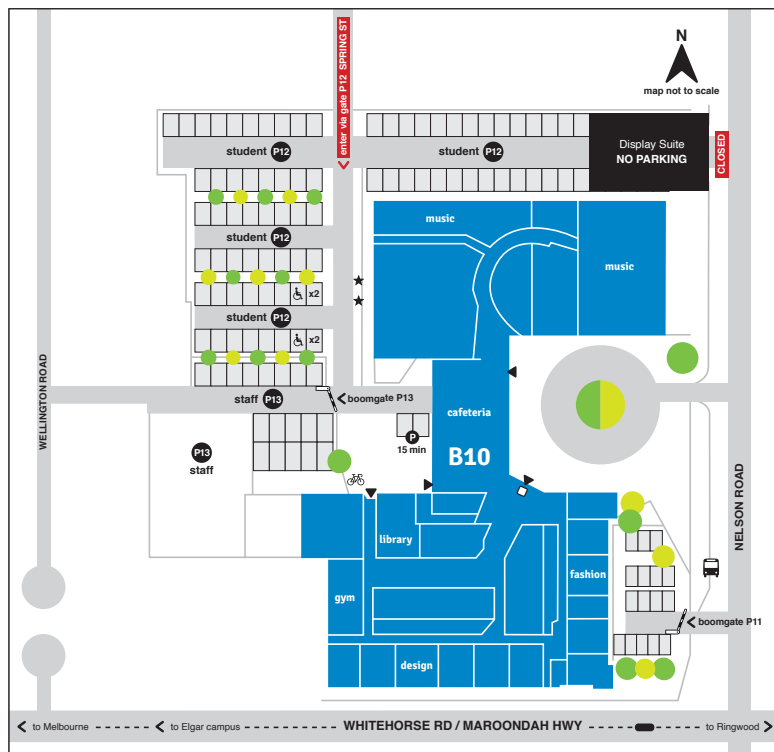




## 4. Campus Maps

### Box Hill – Nelson

853 Whitehorse Road, Box Hill



Please note, the carpark entry from Nelson Road is closed.

## 4. Campus Maps

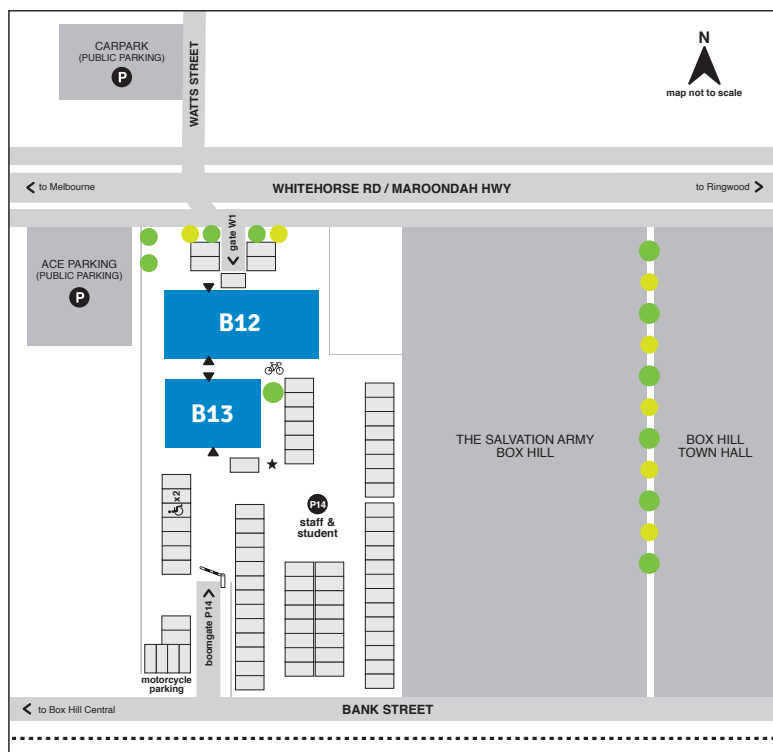
### Box Hill – Whitehorse

1000 Whitehorse Road, Box Hill



#### KEY

- |                                  |                    |
|----------------------------------|--------------------|
| ▶ entrances                      | --- tram route     |
| □ entrances with disabled access | .... train route   |
| P available parking areas        | 🚌 bus stop         |
| ♿ disabled parking               | 🚲 bicycle racks    |
| 🚧 boomgate (restricted parking)  | ☎ public telephone |
|                                  | ★ ticket machine   |



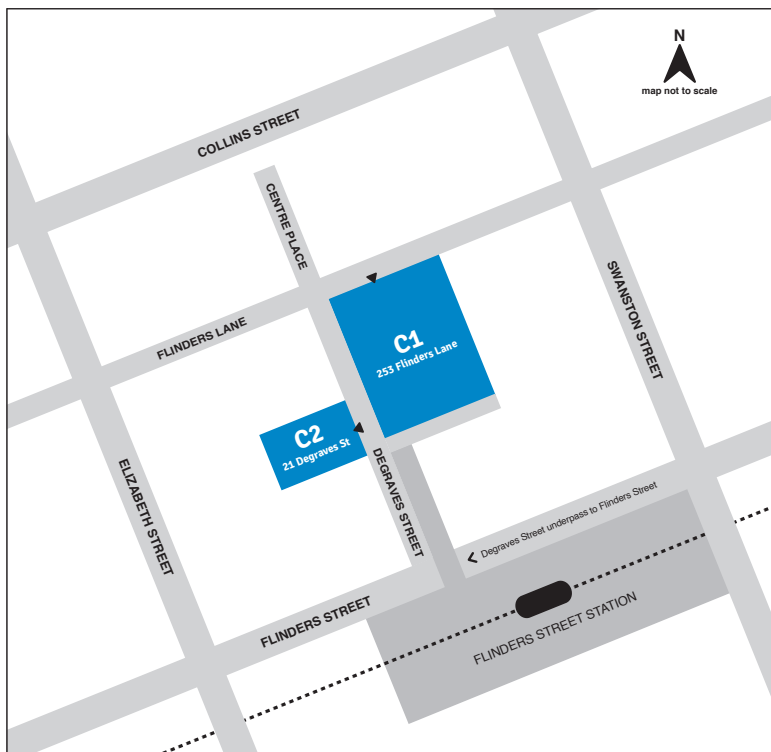


## 4. Campus Maps

### City (CAE)

C1 253 Flinders Lane, Melbourne

C2 21 Degrares Street, Melbourne



## 4. Campus Maps

### Lilydale

Jarlo Drive, Lilydale



#### KEY

- |                                  |                    |
|----------------------------------|--------------------|
| ▶ entrances                      | --- tram route     |
| □ entrances with disabled access | .... train route   |
| P available parking areas        | 🚌 bus stop         |
| ♿ disabled parking               | 🚲 bicycle racks    |
| 🚧 boomgate (restricted parking)  | ☎ public telephone |
|                                  | ★ ticket machine   |





# 5. Parking

## Parking: On-Campus in Box Hill

There is limited parking available to students and visitors on-campus. When parking on campus, the instructions below must be followed. If required, there are a number of off street non-campus parking options also available.

Please allow plenty of time to find a car park.

### Tickets

During **enrolment weeks only**, tickets can be purchased at ticket machines or using the PayStay app.

During **study semesters**, students are required to purchase and display a 'Student Parking Permit' sticker **AND** purchase a daily ticket from the ticket machine to park in any on-campus car parks. Motorbikes are still required to display a permit, but not required to purchase a daily ticket. Motorbikes are required to park in designated motorbike parking areas. Student parking permits can be obtained from Student Administration Building B4 ground level service desk.

**NOTE:** A daily parking fee applies to staff, students, contractors, visitors and tenant vehicles parked at Box Hill Institute Campuses at all times. A valid ticket can be purchased via the PayStay app or ticket machines. Physical tickets must be valid and displayed on the front dashboard at all times. Infringements will be issued for non-compliance.

If a ticket machine is out of service it is the responsibility of the entering party to locate other ticket machines, or use the PayStay service.

Full restricted car park terms and conditions are displayed at the entrance of all car parks.

Student Parking Permit Sticker cost: **\$5.00**

Daily ticket cost: **\$3.50** (Current as at January 2023)

(Always check local parking signage and machines for instructions and latest rates)

## On-Campus Car Parks

### Box Hill

#### Elgar Site

P6 Car Park (Kingsley Cres)	150 spaces	(car park under Buildings 1 & 2)
P9 Car Park (Multi Level)	120 spaces	(car park under Building 7)
P8 Poplar Street Car Park	94 spaces	(open-air car park next to Building 8 – enter via Poplar Street)

#### Nelson Site

Nelson Rd/Spring St	123 spaces	(open-air car park behind main building)
---------------------	------------	--

#### Whitehorse Site

Bank St	80 spaces	(open-air car park behind main building)
---------	-----------	--

## 5. Parking

### Off-Street Parking

Pay parking all-day weekdays and Saturdays is available in the Box Hill vicinity. Parking fees vary depending on the option chosen.

### Off-Street Car Parking in Box Hill

Cambridge Street (behind Box Hill Central)

Harrow Street (behind WHT Campus over railway line)

Ace Parking – Whitehorse Rd (next to WHT campus)

Box Hill Town Hall and Library (next to WHT campus. Limited free, half hour & one hour)

Court St (opposite WHT campus)

Watts St. Multideck (opposite WHT campus – closed Sundays)

Bruce St (opposite Box Hill Central)

Cnr Elgar Rd and Whitehorse Rd (council gravel car park opposite Elgar campus)

General street parking is also available around Elgar Campus (Victoria Crescent and Kingsley Crescent) at no charge, however please observe parking times, as fines are issued to cars parked beyond the designated times.

### Parking in Melbourne CBD

Parking in Melbourne CBD is only available at commercial car parks. These are usually very costly. Limited short term parking only is also available on CBD streets, however these can also be costly, and strict time limits do apply. We suggest you either park on the edge or outside of the CBD and walk to class, or, catch public transport.

The CAE Melbourne city location is within close walking distance to Flinders Street Station, and the tram network running along Swanston, Collins, Flinders, Bourke and Elizabeth Streets.

### Parking in Lilydale

Ample on-campus parking is available.

## 6. Public Transport

All campuses are conveniently located near major tram, train or bus services.

### Box Hill Campus

#### Bus

The Bus Terminus is at nearby Box Hill Central, and is the throughway for a number of major bus lines, including:

270-1, 279, 284, 293, 295, 302, 612, 732-3, 735, 765, 766, 767, 768, 903

#### Train

Box Hill Station is on the Belgrave and Lilydale train lines. The station is also located at nearby Box Hill Central.

#### Tram

The 109 Box Hill/Port Melbourne Tram Line has stops near all three main Box Hill campuses, and runs along Whitehorse Road.

### City (CAE)

#### Bus

All metropolitan bus routes with city destinations.

#### Train

Flinders Street Station (all major metropolitan train routes).

Southern Cross Station (metropolitan and country train services).

#### Tram

All city destination trams running along Swanston, Collins, Flinders, Elizabeth and Bourke Streets.

## 6. Public Transport

## 7. Queries

### Lilydale Campus

#### Bus

Bus Route 670 (Lilydale Lakeside route) runs along John Street and Jarlo Drive, Lilydale, with a stop on campus.

A number of major bus lines run via nearby Lilydale Station including:

663, 670, 673, 676, 677, 679, 680, 683, 684, 685

#### Train

Lilydale train line and station nearby.

#### General Information

Ventura Bus Line: (03) 9488 2100 or visit [www.venturabus.com.au](http://www.venturabus.com.au)

Metro Trains Melbourne: 1800 800 007 or visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

Public Transport Victoria or Yarra Trams:

Yarra Trams at: [www.yarratrams.com.au](http://www.yarratrams.com.au)

1800 800 007 or visit [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

#### Taxi Services:

1300 635 222 (Melbourne Cabs) or 131 008 (Silver Top Cabs).

## 7. Queries

### Do you have a question?

Box Hill Institute's online help desk can assist during business hours to answer your questions and receive your feedback.

To interact with online help:

#### Box Hill Institute

Visit [www.boxhill.edu.au/enquiry/](http://www.boxhill.edu.au/enquiry/)

#### CAE Melbourne City

Email [enquiries@cae.edu.au](mailto:enquiries@cae.edu.au)

Visit [www.cae.edu.au](http://www.cae.edu.au)



## 8. Eligibility for Government Subsidised Place

(VET/TAFE Courses)

To be eligible for a Government subsidised place, you must be a domestic student and meet a range of eligibility criteria.

### Citizenship, Residency and General Rules

You must be one of the following:

- › Australian citizen
- › Permanent resident (holder of a permanent visa)
- › New Zealand citizen
- › Asylum seeker/victim of human trafficking (must have ARC/ASRC referral or relevant bridging visa)

**and**

- › physically present in the State of Victoria at all times for which you are undertaking the training and assessment; and
- › have a USI (Unique Student Identifier) See Section 13; and
- › commencing a maximum of 2 government-subsidised qualifications plus a maximum of 2 government-subsidised skills sets in 2023 (some exceptions apply); and
- › concurrently studying no more than 2 government-subsidised programs (qualifications or skills sets) at any one time; and
- › have presented relevant citizenship/residency proof at enrolment.

(Temporary residents and international students are not eligible for a government subsidised place, and so pay full fee rates).

Citizenship/residency proof you must provide at enrolment that is acceptable, includes one of:

- › a current green Medicare card; or
- › an Australian birth certificate (not birth extract); or
- › a current Australian passport; or
- › an Australian citizenship certificate; or
- › an Australian Certificate of Registration by Descent; or
- › a current New Zealand passport; or
- › a New Zealand citizenship certificate; or
- › New Zealand Birth Certificate; or
- › formal papers from Dept. of Home Affairs confirming permanent residence.

## 8. Eligibility for Government Subsidised Place

(VET/TAFE Courses)

### Eligibility for Foundation Skills Programs

If you were wishing to study a Foundation Skills program, you are only entitled to government funding providing you:

- › don't hold an Australian Diploma or higher level qualification; and
- › are not enrolled in the Commonwealth Government's 'Skills for Education and Employment (SEE) program'.

Please check with our staff if you are unsure.

### Under 17?

If you will still be under 17 by the commencement of your course, additional requirements apply as follows:

- › If you are under 17 and have completed year 10, you must bring correspondence from your school principal authorising you to move to BHI.
- › If you are under 17 without year 10, you must bring correspondence/approval from a Department Regional Director to move to BHI.
- › If you are under 17 and not currently or have never been enrolled in a Victorian school (i.e. coming from interstate, overseas or home-schooling), you must bring correspondence/approval from a Department Regional Director to move to BHI.

A completed 'Exemption from School Form' is the common method of acceptable correspondence.

## 8. Eligibility for Government Subsidised Place

(VET/TAFE Courses)

### Eligibility Exclusions:

The following student categories are not eligible for a government subsidised place in 2023, and thus would need to enrol as a fee-for-service student:

- › Secondary school students studying at a government, non-government, independent or Catholic secondary school, or registered for home-schooling (excluding school-based apprentices/trainees); or
- › Persons detained under the Mental Health Act at the Thomas Embling Hospital; or
- › Prisoners detained in a prison or youth justice facility (excluding individuals on a community-based order or from the Judy Lazarus Transition Centre).
- › Interstate residents (unless they are able physically attend all training and assessment in Victoria)
- › Overseas residents.

### Not Eligible?

Not eligible? Don't worry it's not the end of the world, there may be options available! Make sure you discuss your situation with the Institute.

### General Note

Students accessing a Skills First government subsidised place at TAFE should be aware that the course is being subsidised by the Victorian and Commonwealth Governments under the Skills First Program. Note that enrolling in a government subsidised place will affect future training options and eligibility for further government subsidised training under the Skills First Program.

## 9. Fees

The fees you pay will depend on whether you are enrolling in a VET/TAFE level course and eligible for a government-subsidised place or not, or whether you are enrolling in a Higher Education (degree) course.

The different course levels and fee rate types are as follows:

**Table A**

VET or HE?	Course Level	Tuition Rate Types	HELP Loan Available
VET/TAFE Fees Apply	VCE/Senior Secondary	Government subsidised or Full Fee	<b>No</b>
	Certificate I Certificate II Certificate III Certificate IV	Government subsidised or Full Fee	<b>No</b>
	Diploma Advanced Diploma Vocational Grad Cert Vocational Grad Dip		<b>Yes - most courses VET Student Loan</b> (20% loan fee applies to full fee students)
Higher Education Fees Apply	Undergraduate Certificate Diploma (Higher Ed) Associate Degree Bachelor Degree Graduate Certificate Graduate Diploma Masters	Full Fee	<b>Yes FEE – HELP</b> (20% loan fee applies to all students)

Fees for TAFE level courses are generally charged once annually, however some courses may split their fee over 2 semesters, and will charge a portion at the start of the year, and the remaining portion mid-year.

Fees for government subsidised students are made up of four components:

1. Tuition Fee (hourly rate)
2. Service & Amenity Fee
3. Materials Fees (including Course Teaching Materials fees/Retained Course Items fees).

## 9. Fees

### Tuition Fees (VET/TAFE Government Subsidised Courses)

Tuition fees are calculated on an hourly rate based on your total enrolled unit hours for study commencing in the 2023 calendar year. Units commencing in future calendar years will be enrolled at that time.

To see the exact rate applicable to the course in which you are interested, please go to the specific course entry page on the Box Hill Institute or CAE website, via the course search facility. Please Note: The student tuition fee is indicative only and is subject to change given individual circumstances at enrolment. Rates may also increase in future calendar years.

### Tuition Fee Concession (VET/TAFE Courses)

A concession tuition fee rate applies (20% of standard rate) if you are enrolling in a government subsidised place and you meet the required criteria, as follows:

You must be enrolling in a VCE/Senior Secondary or Certificate I–IV level course, and be either a holder of or listed as a dependant on one of the following:

- › Commonwealth Health Care Card (HCC)
  - › Pensioner Concession Card
  - › Veterans' Gold Card
  - › are an Aboriginal/Torres Strait Islander
  - › are an asylum seeker/victim of human trafficking (as referred by ASRC/ARC)
- (Note: a Senior's Card alone is not sufficient)
- › **and** you provide your Concession card/proof at enrolment. (The original must be presented if enrolling in person, or a copy uploaded as part of your online application that will then be validated).

Students enrolling at the VET Diploma and above are not eligible for a concession (the only exceptions are Indigenous students).

Being a dependent means if you don't have your own Concession card, but your name is listed on your parent/guardian's card, you are also entitled to the fee discount if you provide your parent/guardian's Concession card at enrolment. You will then pay the relevant category concession tuition fee rate.

HCCs are issued by Centrelink, and are usually associated with either:

- › you or your parent/s being in receipt of a government benefit (i.e. a pension or payment of some type such as Youth Allowance, Parenting Payment etc); or
- › you being a 'low income earner'.

It is in your interests to check with Centrelink, as you may be entitled to a 'low income' (LI) HCC and the concession rate on your fees. Centrelink can be contacted on 13 24 90, or at [www.centrelink.gov.au](http://www.centrelink.gov.au) (search on 'Low Income').

## 9. Fees

### How do I receive the concession rate?

You must provide your relevant concession card as part of your enrolment. If you have applied for a HCC with Centrelink, but have not received it as yet, you must obtain a temporary HCC/letter from Centrelink that will also enable you to receive the fee discount 'upfront' at enrolment.

If you intend to apply for a HCC with Centrelink, you should do so as soon as possible, and well before your enrolment.

### Can I receive the discount 'retrospectively'?

Should you receive a late HCC that has been back-dated as starting prior to your course commencement date, this may be considered if presented no later than 6 weeks after your course start date to Student Administration.

### Tuition Fee Waiver (VET/TAFE COURSES)

A full exemption (\$0) from the Tuition Fee component of your fees applies, if you are enrolling in a government subsidised place, and are:

- › Free TAFE – Commencing a course or skill set on the Free TAFE for priority courses list, and meet eligibility criteria
- › under the Skills First Youth Access Initiative (must present with a referral form for this initiative)
- › on a community based order (must provide a letter confirming your status from the Youth Justice Unit of the Department of Justice and Community Safety)
- › from the Judy Lazarus Transition Centre (must provide a letter confirming your status from the management of the Judy Lazarus Transition Centre)

Service & amenity and materials fees still apply.

### Financial Hardship

If you are experiencing severe financial hardship, you should contact the following to make an appointment to further discuss your options:

Student Life - Box Hill (03) 9286 9891

Student Life - City (CAE) (03) 9652 0611

## 9. Fees

### Service and Amenity Fee

The Service and Amenity fee is a compulsory fee charged by Box Hill Institute to provide services of direct benefit to students. The fee helps to pay for important student services such as libraries, counselling, welfare services, recreational services, and printing.

For students studying in 2023, the fee is dependent upon course duration and commencement quarter, and may be up to a maximum of \$260.

### Materials Fee

Materials fees are charged per course and cover materials used in the course plus some items that you are issued and keep after the course. Fees can range from \$100 – \$2500.

The course teaching materials fee covers materials that are necessary to the course, supplied by the Institute and are consumed or transformed by you during the course. The details of this cost appropriate to your specific course will be provided with the pre-enrolment course information.

Retained course items materials fees are for items provided to you, which are bought or leased and become your property after the course is finished. They attract GST.

Book lists may also be issued in addition to these charges. Some courses may also have specific requirements (for example, a uniform or tools).

### Free TAFE in 2023

**Some of our courses are part of the Free TAFE initiative. If eligible for these courses you pay no tuition fee and are charged service and amenity and materials fees only. For more information visit our website at [www.boxhill.edu.au/free-tafe-for-priority-courses/](http://www.boxhill.edu.au/free-tafe-for-priority-courses/)**

Note: Domestic students are generally entitled to one Free TAFE course commencement in their lifetime. However for courses listed in designated pathways, a further Free TAFE place may be available providing you have successfully completed the first program you studied under Free TAFE, and, the subsequent Free TAFE program you wish to study is in the same designated pathway as your earlier Free TAFE course.

Free TAFE designated pathways are available to be viewed on our website [www.boxhill.edu.au](http://www.boxhill.edu.au).



## 9. Fees

### **Full Fees** VET/TAFE courses

If you are not eligible for a government subsidised place, or have been offered a full fee (self funded) place in a course, you are charged a full course fee that covers the cost of your study in that course for one year. Further fees apply in subsequent years. (Some courses may enrol on a semester-by-semester basis, in which case your initial fee would be for Semester 1, and then a further fee would be incurred midyear.)

Full fee course fee rates vary, depending on the length and nature of the course. Most rates are viewable on Box Hill Institute at [www.boxhill.edu.au](http://www.boxhill.edu.au).

Please note that:

- › Full fee paying courses are not subsidised by the government in any way
- › A VET Student Loan applies to eligible full-fee paying students enrolling in those Diploma/Advanced Diploma/Vocational Graduate Certificate & Vocational Graduate Diploma courses that have been approved for VET Student Loans by the Commonwealth government. Refer to section 10.

### **Fees** Higher Education/Degree courses

Higher Education/Degree fees are generally charged on a full fee basis\*. If you are enrolling in a degree course (i.e. a Bachelor or Associate Degree course – See Table A) you will be charged a course fee that covers the full cost of your study in that course for the first year. Further fees apply in subsequent years.

To see the exact rate applicable to the course in which you are interested, please go to the specific course entry page on the Box Hill Institute website, via the course search facility. Please Note: The student tuition fee is indicative only and the subject to change given individual circumstances at enrolment. Rates may also increase in future calendar years.

Please note that:

- › A FEE-HELP Loan applies to eligible students enrolling in higher education courses. Refer to Section 11

# 10. VET Student Loans

(TAFE Diploma / Adv. Diploma courses)

## What is a VET Student Loan (VSL)?

A VET Student Loan is an Australian government loan scheme enabling eligible Box Hill Institute students to defer part or all of tuition fees, and re-pay them via the Australian taxation system, once income reaches a certain threshold (\$48,361 in the 2022-2023 financial year).

A VET Student Loan gives rise to a HELP debt that continues to be a debt due to the Commonwealth until it is repaid.

Box Hill Institute can offer you a VET Student Loan providing you meet VET Student Loan eligibility, and, you are enrolling in a Diploma, Advanced Diploma, Vocational Graduate Certificate, Vocational Graduate Diploma, where the course is listed on the courses approved for VET Student Loans.

A VET Student loan is not available to students enrolling in any Certificate I–IV level courses.

A VET Student Loan is not available for non-tuition fees.

## Is there a loan fee?

A 20% loan fee applies to full fee students only and is added to your VET Student Loan debt. There is no loan fee for government-subsidised students.

## Am I eligible for VET Student Loan?

To be eligible for a VET Student Loan, you must meet citizenship requirements, the academic suitability course entry requirements, your course must be listed on the VET Student Loan eligible courses list, your total loan for the course must be within the stated course loan cap, and you must not have exceeded your combined HELP loan limit. If you are under 18, you must also have parental consent. Details as follows:

### Citizenship

For citizenship requirements, you must be either:

- › an Australian citizen; or
- › a permanent humanitarian visa holder; or
- › a qualifying New Zealand Citizen (New Zealand Special Category Visa holder who meets the long-term residency requirements (a resident in Australia for at least 10 years and entered Australia whilst under 18, AND have been in Australia for at least 18 months of the past 2 years. Refer to Study Assist for further details.)

Please note that permanent residents are not eligible for a VET Student Loan.

# 10. VET Student Loans

(TAFE Diploma / Adv. Diploma courses)

## Academic Suitability for Course

You must either:

- Have successfully completed Year 12 or equivalent; or
- be at Australian Core Skills Framework Exit Level 3 for your literacy/numeracy skills profile; or
- Have completed a previous Australian Certificate IV or higher level qualification

## Course Eligibility

Your course must appear on the List of Courses Eligible for a VET Student Loan as published by the Australian government.

## Not Have Exceeded course VET Student loan cap

Your VET Student Loan/s to date for the course must not have exceeded the stated course loan cap.

## Not Have Exceeded Combined HELP Loan limit

In addition, you must also have a sufficient combined HELP loan balance available. In 2023, students are entitled to \$113,028 in VET Student Loan, VET FEE-HELP, FEE-HELP and HECS HELP combined, over their lifetime.

Please note: All existing FEE-HELP, VET FEE-HELP and VET Student Loans are carried over and count towards your Combined HELP Loan Limit. For HECS HELP, only HECS HELP debts incurred from 1 January 2020 count towards the combined HELP loan limit.

## USI

You must have a Unique Student Identifier (USI).

## Have Parental Consent

If you are under 18 you are also required to have parental consent via completion of a *Parental Consent – Student Under 18* form; or

You have received Youth Allowance on the basis that you are independent (within the meaning of Part 2.11 of the Social Security Act 1991) and provide your Health Care Card as evidence of this.

## How do I apply for a VET Student Loan?

- Complete the VET Student Loan Intention form and submit as part of your application
- Submit either your Tax File Number or a 'Certificate of Application for a Tax File Number' at enrolment (a Certificate of Application for a Tax File Number is obtained from the Australian Taxation Office, and should be provided either at enrolment or to Student Administration no later than 2 weeks after your enrolment)

# 10. VET Student Loans

(TAFE Diploma / Adv. Diploma courses)

- Submit any evidence of your prior Certificate IV or higher qualification completion, or your Year 12 completion at enrolment. (If you don't have either of these, the result of literacy/numeracy skills profile you sit with Box Hill Institute will be used. You must be assessed as being at ACSF Exit Level 3 to qualify).
- Submit your citizenship evidence as part of your application:

## **Australian Citizens**

- passport, birth certificate, official extract of birth certificate, or Australian citizenship certificate.

## **Permanent Humanitarian Visa Holders**

- your permanent humanitarian visa.

## **New Zealand Citizens**

- your Special Category Visa.

A copy of 'Movement Records' list from Department of Home Affairs – Immigration and citizenship. You can apply for this summary online at no cost at: <https://immi.homeaffairs.gov.au/form-listing/forms/1395.pdf>

- Student Administration will register your VSL intention with the government.
- You will then receive an email with a pass key and link asking you to "Submit an eCAF" by completing the eCAF form online.
- Once you have submitted your eCAF, you will receive a confirmation email

This should all be done before you commence your course.

## **What if my tuition fees are greater than the VSL course cap for my course?**

If the tuition fees are greater than the VSL course cap you can use VSL up to the course cap, but would need to pay up front or take out a payment plan for the portion of fees (gap fee) not covered by the VET Student Loan.

Please note: Payment plans are not available for Aviation courses.

## **What if I am not eligible for a VET Student Loan or my course is not approved for a VET Student Loan?**

You either pay full fees 'upfront' to Box Hill Institute, or you may be able to take our a payment plan via Debit Success. See Section 12.

## **Where can I find further information about VET Student Loan?**

Further information about VET Student Loan can be obtained at the following website: [www.studyassist.gov.au](http://www.studyassist.gov.au) or by contacting our Student Administration VET Student Loan Administrator, on (03) 9286 9518.



# 11. Fee-Help

(Higher Education/Degree Courses)

Because Box Hill Institute is a Higher Education Provider, you may be able to defer your course fees via the FEE-HELP loan scheme made available by the Australian government.

FEE-HELP is an Australian government loan scheme enabling you to defer part or all of your fees, and re-pay them via the Australian taxation system, once your income reaches a certain threshold (\$48,361 in the 2022-2023 financial year).

A 20% loan fee applies to FEE-HELP, and is added onto your FEE-HELP debt.

## Am I eligible for FEE-HELP?

To be eligible for FEE-HELP, you must be either:

- › an Australian citizen; or
- › permanent humanitarian visa holder; or
- › New Zealand Special Category Visa holder who meets residency requirements (entered Australia when under 18 and have been here at least 10 years. Further information available on the Study Assist website).
- › In addition, you must have a sufficient Combined HELP Loan balance available. (In 2023, students are entitled to \$113,028 in HELP loans over their lifetime).
- › You must also have a Unique Student Identifier (USI) to access FEE-HELP.

Permanent residents are not eligible for FEE-HELP.

# 11. Fee-Help

(Higher Education/Degree Courses)

## How do I apply for FEE-HELP?

If you are interested in applying for FEE-HELP, you must:

- › Read the FEE-HELP booklet (available from Student Administration or on website)
- › Complete the FEE-HELP application form, and bring it to your enrolment session
- › Obtain your USI (if you don't already have one)
- › You will be required to provide either your Tax File Number at enrolment, or a 'Certificate of Application for a Tax File Number' (this is obtained from the Australian Taxation Office, and should be provided either at enrolment or to Student Administration by the March 1 2023)
- › Submit your **citizenship evidence** at enrolment:

### **Australian Citizens**

- passport, birth certificate, official extract of birth certificate, or Australian citizenship certificate.

### **Permanent Humanitarian Visa Holders**

- your permanent humanitarian visa.

### **New Zealand Citizens**

- your Special Category Visa.

- › Student Administration will register your FEE-HELP intention with the government

## What if I am not eligible for FEE-HELP?

You either pay full fees 'up front' to Box Hill Institute, or you may be able to take our a payment plan via Debit Success. See Section 12.

## Where can I find further information about FEE-HELP?

Further information about FEE-HELP can be obtained at the following website: [www.studyassist.gov.au](http://www.studyassist.gov.au) or by contacting the Student Administration Higher Education Administrator, on (03) 9286 9002.



## 12. Payment Plans

Box Hill Institute has a Payment Plan option available to students wanting to spread their fee costs over the year.

If you are a domestic student and not eligible for any other type of FEE-HELP or a VET Student Loan, then this may be a great payment option for your tuition fees also.

The Payment Plan is with Debit Success. It enables you to make weekly or fortnightly re-payments from your nominated bank account via direct debit. For study in 2023 final instalment is due by one month prior to your course finish date in 2023.

### Who is eligible for a Payment Plan?

Students studying qualifications at all course levels from Year 11/12 and Certificate I right through to Bachelor Degrees (excluding international, short courses and skill sets), where you are:

- › a domestic government-subsidised or domestic full-fee student, and not eligible for any other available loan or deferment agreement for the tuition component – i.e.
  - not eligible for a VET Student Loan (diploma/adv diploma)
  - not eligible for FEE-HELP (degrees)
- › and you are unable to pay the full tuition component of your fees upfront at enrolment\*; and/or
- › you are unable to pay the full service and amenity, materials or core skills support upfront at enrolment

If you are under 18 years old, your parent/guardian will also need to complete part of your payment plan contract.

\*Please note: Payment plans are **not** available for enrolment in **Aviation courses** for tuition fee components.

### Which fees are covered by a Payment Plan?

You can pay a portion of your fees up front at enrolment and the remainder is repaid via weekly or fortnightly instalments, through a direct debit arrangement with Debit Success, or you can put 100% of your fees on the payment plan.

## 12. Payment Plans

### What are the Payment Plan terms?

For study in 2023 weekly or fortnightly repayments are required, with final instalment due no later than one month prior to your course finish date in 2023.

Payment Plan is subject to the following administrative fees: (both are added to the debt) and are non-refundable:

- > \$12 initial fee; plus
- > a 4.8% billing fee

If you withdraw **within** the refund period stipulated in the Refund Policy, the payment plan will be adjusted as required.

If you withdraw **after** the refund period stipulated in the Refund Policy, you will be required to continue paying instalments until the balance is settled.

### How do I apply?

You will need your Australian bank account or Australian credit card account details to complete a Debit Success Payment Plan Agreement with Student Administration/ Customer Service as part of your enrolment.

If you have details of a bank or credit card account other than your own, the account holder must also sign the agreement form.

This will enable direct debit of weekly or fortnightly payments from your nominated bank account to commence within 14 days of your enrolment.

### Important – please note!

When a student enters into a Student Payment Plan Agreement with Debit Success it is a legal and binding contract. In the event that student payments go into arrears, the account will be sent to debt recovery (debt collection).

This process will incur an additional fee of 25% (calculated on the total of the original Payment Plan) and has the potential to affect a student's future credit rating.

## 13. Unique Student Identifier (USI)

If you are undertaking any nationally recognised training you must have a Unique Student Identifier (USI). This includes study in Certificate I-Vocational Graduate Diploma level courses, apprenticeships, skill sets, undertaking VCE, Senior Secondary or VET in Schools courses or undertaking any Degree, Undergraduate Certificate or Graduate/ Masters qualification.

A USI gives you access to your 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 your nationally recognised training records and results for VET study undertaken from 1 January 2015 onwards and for Higher Education courses commenced from 1 January 2021. Results are available in the year after study.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Once you create your USI you will need to give your USI to each training provider you study with. So you will be required to submit your USI as part of your application to Box Hill Institute.

### Steps to create your USI

The following steps show how you can create a USI: It's very easy and only takes a couple of minutes providing you have one of the identity documents at hand, as listed below:

#### Step 1

Have at least one form of ID ready from the list below:

- › Driver's Licence
- › Medicare Card
- › Australian Passport
- › Non-Australian Passport (with Australian visa) for international students
- › Birth Certificate (Australian)
- › Certificate Of Registration By Descent
- › Citizenship Certificate
- › Immi Card
- › Centrelink Concession Card

## 13. Unique Student Identifier (USI)

### Step 2

Have your personal contact details ready (i.e.: email address, mobile number, or physical address) .

**Important:** Please note that the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details you enter when you create a USI must match exactly with those on your form of ID.

### Step 3

Visit the USI website at: [usi.gov.au/students](https://usi.gov.au/students)

### Step 4

Select the 'Get a USI' link and follow the steps.

### Step 5

Upon completion, the USI will be displayed on the screen, plus, it will also be sent to your preferred method of contact (i.e. email).

### Step 6

You should then write down the USI and keep it somewhere handy and safe.

**You must then submit your USI as part of your application to Box Hill Institute.**

**For more information:**

Website: [usi.gov.au](https://usi.gov.au)

## 14. How Do I Enrol?

**APPLICATION** Firstly you need to complete the course application process either via the online application process, or via a campus Enrolment Hub in person. This will involve you completing an application form, submitting a range of documents pertaining to your identity, citizenship and age, obtaining a USI, completing a pre-training review and literacy/numeracy profile. For some higher level courses you may also be required to attend the campus for an interview or some other pre-selection assessment to determine your suitability for a program. If you are wanting to apply for Recognition of Prior Learning, you should also supply your Results Transcripts from prior studies undertaken.

**OFFER** If you are accepted into the course you will receive an offer for a place in the course

**ENROLMENT** Once you have received an offer for a place in a course, you need to finalise your enrolment by accepting the offer and paying or accounting for all fees incurred as soon as possible, and within the required timeframe.

Enrolment is where you accept the offer that has been made to you for a place in a course, and account for fees incurred. This includes either paying fees upfront, arranging a HELP Loan where eligible, establishing a payment plan, or any combination of these payment methods, depending on what payment options are possible for your course.

(Note - if you have received an initial offer via the VTAC process, you may still need to complete aspects of the application requirements after receiving your VTAC offer, and prior to payment. Box Hill Institute's Offers and Admissions staff are happy guide you through these processes if assistance is needed.)

The final enrolment and payment step is completed with Student Administration Cashiers either online, by phone for standard upfront payments and HELP loans, or by attending the campus in person.

### What do I need when paying my fees?

- Fee Payment Upfront – credit card (Visa and Mastercard), EFTPOS.  
(Note - Some EFTPOS cards have a daily withdrawal limit. Double check that you will not exceed this prior to payment)
- Payment Plan – you must have bank account details, and parent/guardian if you are under 18 years old
- Third Party Payment – a “Letter of Authority to Invoice” completed by the 3rd party. Please request the form from an Admissions Officer in advance, if your employer or another 3rd party is going to pay for your fees. Box Hill Institute will then invoice them accordingly.
- Health Care Card/Fee Discount eligibility evidence – if you are applying for a tuition fee concession rate.
- VET Student Loan or FEE-HELP – you should have already supplied your citizenship evidence as part of your initial course application process, and completed the relevant VSL Intention Form or FEE-HELP Application form. If not, you will be required to complete these forms. This includes supplying your Tax File Number (TFN). For VSL, evidence of prior Certificate IV or higher, or Year 12 completion if relevant (and if not already supplied as part of your initial course application).

# 15. Enrolment Steps

## 1. APPLY

**Apply either online, or in person at a campus Enrolment Hub. Complete:**

- › Application (personal details and prior education)
- › Upload/submit copy of required identity/citizenship and age documents, concession evidence (if applicable)
- › Obtain USI
- › Pre-training review
- › Literacy/Numeracy Profile
- › Undertake any other pre-selection requirements for course (Eg. interview if applicable)
- › Complete VSL or FEE-HELP Intention (if applicable)
- › Upload results transcripts from prior studies

These steps may be over multiple days

## 2. OFFER

Receive course offer. This will include a Ticksheet / Statement of Fees for the course.

## 3. ACCEPT OFFER

You can indicate your acceptance of the offer via the online portal, or simply go straight to the next enrolment step.

## 4. ENROLMENT / FEE PAYMENT

Finalise fee payment methods to fully account for fees incurred, with Campus Enrolment Cashier (over phone or in person)

- › Pay any upfront fees (Credit Card – Visa/Mastercard only, EFTPOS); and/or
- › Establish Payment Plan (in person only); and/or
- › Finalise HELP Loan intention (if not already done)
- › Present Concession Card (if not already provided as part of your application)

## 5. RECEIPT

A receipt will be issued to you for any fees paid upfront.

For payment plans, you will receive a copy of your payment plan contract via email.

For VET Student Loan, you will receive a VSL statement of covered fees after course commencement and prior to census date.

You will also receive a Commonwealth Assistance Notice within 28 days after census date.

For FEE-HELP, you will receive a Commonwealth Assistance Notice within 28 days after census date.

## 6. STUDENT ID CARD

If paying in person, a Student ID photo will usually be taken and the Student ID Card issued to you on the spot.

If you enrolled online, please present to an Enrolment Cashier with ID, if you wish to obtain your Student ID Card.

## 7. VET STUDENT LOAN ECAF SUBMISSION

For VET Student Loan applicants only, complete online eCAF once you receive your notification email and pass key (will be at least 2 working days after your enrolment)

## 16. Can I Defer My Offer?

Deferment of Offer is available for some (but not all courses), and if allowed, enables you to defer taking up your place and enrolling in the course for up to 1 year.

During that time, a place is held for you, however you are required to advise the Institute by November 1 2023 if you intend taking up your deferred place in 2024.

Be aware that fee rates vary from year-to-year, and if you do successfully defer your offer in 2023, the fee rate you were quoted for 2023 will no longer apply in 2024. If you do take up your deferred place in 2024, you would be required to enrol and pay at 2024 fee rates.

Deferment will not be granted where you are choosing to study in a course elsewhere. Rather, is intended for genuine reasons where you may wish to have up to a year's gap in your studies.

Successful Deferment of Offer applications also incur an administrative fee of \$75.

If you do wish to apply for a Deferment of Offer, you must:

- › obtain a Deferment of Offer form from the Student Administration/Customer Service Office on your campus
- › take it to your course coordinator or Head of School for authorization
- › take it to Student Administration/Customer Service, and pay the \$75 Administration Fee at the Cashier.

You will receive a confirmation letter with the outcome of your Deferment of Offer Application, by mail.



## 17. Missed Enrolment & Application for RPL

### What if I miss my enrolment?

It is up to you to ensure you are enrolled within the required timeframe and before course commencement. If not, your place may be offered to someone else.

If you are having difficulty enrolling, please contact Student Recruitment for assistance on 1300 454 184.

### Can I apply for Recognition of Prior Learning (RPL)?

RPL enables you to receive credit in TAFE-level courses, for studies you have completed in the past, or receive recognition for extended work or life experience that you may have. Your prior studies/work experience must be deemed equivalent to the studies you would be undertaking in unit/s within your course, as the Institute must be satisfied that you are 'competent' in unit/s prior to the granting of RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning occurred, and available translations into the units in which you are enrolling. You may even need to undergo some testing prior to RPL being granted. In other instances, your provision of past results transcripts may be sufficient for your assessment.

Bring your results transcripts to your enrolment session, and mention to your enrolling teacher that you wish to apply for RPL. A separate appointment will generally need to be made to assess RPL applications, and RPL Assessment Tuition fees do also apply where automatic Credit Transfer is not possible.

Government subsidised RPL is not available for Foundation courses.

# 19. After Enrolment & Before Classes Start

## Class Timetable

You should be provided with:

- › your course start date
- › a class timetable (viewable via StudentWeb in the days leading up to your course start date) see <http://studentweb.boxhill.edu.au> and follow instructions
- › a booklist and/or materials list, if you are required to obtain any materials individually prior to your classes commencing.

## Student Web Access

After your enrolment has been paid you will gain access to your own StudentWeb account, usually within one to two days.

Go to [www.studentweb.boxhill.edu.au](http://www.studentweb.boxhill.edu.au) and follow instructions.

**Please note:**

Access to certain online resources within your StudentWeb account may take up to 5 days to become available.

## Travel Concession Card

If you are enrolling as a Full-time student and plan to use public transport to travel to/from studies, you can purchase travel tickets at concession rates providing you either:

- › have a Health Care Card; or
- › purchase a Travel Concession Card from a train station.

To purchase a Travel Concession Card, obtain an application from your local train station, and bring it to Student Admin/Customer Service with 2 passport-sized photos, for authorisation once you have enrolled.

(International students and apprentices are not eligible for a Travel Concession Card.)

# 20. Withdrawal

## 21. Refunds

### 20. Withdrawal

If you need to withdraw from the course for any reason, either before or after classes start, you must complete a Course Exit form.

This is available from:

- › Student Administration/Customer Service Office on your campus; or
- › downloadable from the Box Hill Institute website, at [www.boxhill.edu.au](http://www.boxhill.edu.au)

When completed, the form must be lodged with your relevant course coordinator or Faculty Operations Manager or Faculty Dean, for further completion and authorisation.

Once authorised, staff will then forward it on to Student Administration, where your course withdrawal will be processed into the Student Management System, and your withdrawal assessed for any refund eligibility.

You should also include your bank account details on the form in case you are eligible for any fee refund.

### 21. Refunds

To be considered for a fee refund, you must formally withdraw via submission of a Course Exit or Unit Withdrawal form. If you simply stop attending classes without formally withdrawing from your course or unit/s, you will not be considered for any fee refund. You must also include your bank account details on the form.

Fee refund amounts vary, and are dependent on:

- › when you formally withdraw
- › the type of place you were enrolled in (i.e. either a government subsidised or full fee paying place)
- › whether your course is a TAFE level Certificate I-IV, a TAFE level Diploma/Advanced Diploma, or a Degree level course.

Various components of the fees you have paid are assessed by both your Faculty Operations Manager/Faculty Dean and Student Administration to determine your eligibility for a fee refund, regardless of whether you withdraw before or after course commencement.

If you are entitled to a fee refund, the refund is generally issued to you via direct deposit back into your bank account.

Refunds generally take 21-28 days to be processed.

Refunds are not issued in cash.

Please note:

Where a Payment Plan was taken out, and your withdrawal is within the refund timeframe, the \$12 setup fee and 4.8% billing fee components of the payment plan are non-refundable

## 21. Refunds for Certificate I–IV TAFE courses & VCE/Senior Secondary

You must formally withdraw no later than **4 weeks after the course start date**, to be entitled to any tuition fee or amenity fee refund, as follows:

(Refund rates quoted are for local students or temporary residents only.  
They do not apply to international students.)

### Government subsidised & Full fee places

#### **Withdrawing within 4 weeks of the course start date:**

If you formally withdraw **within 4 weeks** of the course start date, you will be entitled to a full refund of tuition and amenity fees paid for your course category, less a portion of any of the materials fees that you may have already expended in class time.

(If classes have not yet started, you will receive a full materials fee refund also).

#### **Withdrawing after 4 weeks after the course start date:**

If you formally withdraw **after 4 weeks** after the course start date for any reason, you will not be entitled to a refund of tuition fees or amenity fees. You may be entitled to a refund of some materials fees, depending upon the time that has elapsed and the materials expended since you started.

## 21. Refunds for Diploma & Advanced Diploma TAFE courses

You must formally withdraw **on/prior to the unit census date** for the semester in which you are enrolled, to be entitled to any fee refund. This applies to both government subsidised and full fee places.

(Refund rates quoted are for local students or temporary residents only. They do not apply to international students.)

### Census Dates for 2023: (Standard\* Diploma/Ad. Diploma courses)

Semester 1 units (Standard Semester):	24 March 2023
Semester 3 (full year) units (Standard Semester):	28 April 2023
Semester 2 units (Standard Semester):	25 August 2023

\*Please see the Box Hill Institute website for the full list of 2022 Census Dates. Units not delivered across a standard semester may attract a different census date.

### Government subsidised & Full fee places

#### **Withdrawing on/prior to the semester census date:**

You may withdraw up until the census date for the semester in which you are enrolled, to be entitled to a full fee refund of tuition fees paid.

If you applied for a VET Student Loan for all/any portion of your fees, your VET Student Loan will be cancelled for the semester in which you were enrolled, providing you **formally** withdraw on/prior to the census date for that semester.

If you officially withdraw from the course prior to the first unit census date, you will also receive a service and amenity fee refund.

Material fee refunds will be dependent upon the time that has elapsed and the materials expended since you started.

#### **Withdrawing after the semester census date:**

No refund applies for any formal withdrawal made after the census date for the semester in which you are enrolled.

If you applied for a VET Student Loan for all/any portion of your fees, you will still incur a VET Student Loan debt for units where your formal withdrawal is made after the unit census date.

If you have further queries in regard to diploma/advanced diploma course refunds, please contact the Student Administration VET Student Loans Administrator on (03) 9286 9239.

## 21. Refunds for Degree Courses

You must formally withdraw **on/prior to the unit census date** for the semester in which you are enrolled, to be entitled to any fee refund.

(Refund rates quoted are for local students or temporary residents only.  
They do not apply to international students.)

### Census Dates for 2023: (Degree/Higher Education courses)

#### Standard Semesters

Semester 1 subjects (Standard Semester):	31 March 2023
Semester 2 subjects (Standard Semester):	31 August 2023

A separate set of Census dates apply to the Early Childhood Education Degree courses. Please see the Box Hill Institute website for the full list of 2022 Census Dates, including other non-standard semester Census Dates.

#### Withdrawing on/prior to the semester census date:

You may withdraw up until the census date for the semester in which you are enrolled, to be entitled to a full fee refund of tuition fees paid.

If you applied for FEE-HELP for all/any portion of your fees, your FEE-HELP will be cancelled for the semester in which you were enrolled, providing you withdraw on/prior to the census date for that semester.

If you officially withdraw from the course prior to the first unit census date, you will also receive a service and amenity fee refund.

#### Withdrawing after the semester census date:

No refund applies for any withdrawal made after the census date for the semester in which you are enrolled.

If you applied for FEE-HELP for all/any portion of your fees, you will still incur a FEE-HELP debt for units where your formal withdrawal is made after the census date.

If you have further queries in regard to degree course refunds, please contact the Student Administration Higher Education Administrator on (03) 9286 9002.

## 22. Learning Assistance

At Box Hill Institute, there is plenty of support to help you through your studies.

### **Literacy and Numeracy Support Program**

Box Hill Institute offer the Literacy and Numeracy Support (LNSupport) Program to eligible students to provide you with additional teaching support and resources. This will support you in building the reading, writing and maths skills required to be successful in the vocational course you enrol in.

### **What benefits can the program provide?**

LNSupport can help you with the transition from school to TAFE, if you are a recent school leaver. Or if you have left school a few years ago, the program can help you brush up your skills. It can help tie your reading, writing and maths skills directly to the formal and practical requirements of your vocational-based course. It can also help you gain more confidence in your own literacy and numeracy skills, which will help you in the workplace, or for any further study options you may choose to pursue down the track.

### **What can I personally gain from the program?**

The beauty of LNSupport is that it is flexible. The program is built into your main course of study, and is usually provided to your whole class. It aims to help you make connections between your current skills, and where and how you use those skills in your course-based vocational tasks and requirements. The literacy and maths support provided to you is designed to be relevant to the industry skills you really want to learn.

## 23. Student Life Support Services

Student Life delivers free services and programs to help students succeed with their study and life goals and enjoy their time at Box Hill Institute.

### Our Services

#### Educational & Personal Counselling

If you are feeling stressed, experiencing a personal issue, or want to find ways to learn more effectively, you might find it useful to talk with a counsellor. Counsellors assist with coping with stress or changes, relating to others, mental health issues, time management, and study skills. The service is free and confidential.

We also have an online e-counselling service available to enrolled students which can be accessed through the StudentWeb or via the link [ecounselling.boxhill.edu.au](https://ecounselling.boxhill.edu.au)

#### Disability Liaison Services

Our Disability Liaison Service (DLS) aims to support students with a disability or medical condition to participate successfully in their course at the Institute.

You can consult confidentially with the DLS and, if eligible, register for support. Please provide documentation of your disability or medical condition. A student access plan can be consultatively developed.

#### Student Wellbeing Officers

Student Wellbeing Officers work collaboratively with faculty staff to engage, retain and build success of our students. They plan and provide support, activities and programs which help students succeed in their courses and build successful pathways to further education and employment.



Box Hill Institute has adopted a Smoke-Free Policy to provide a work and study environment which is safe and without risk.

Designated smoking areas outside have been established that are well away from entrances to buildings, and are the only areas where smoking is allowed on any campus.

Please refer to our Smoke-Free Policy for further information.



## 23. Student Life Support Services

### Student Engagement

Student Life runs campus events and online engagement plus provides friendly student lounges with comfortable facilities. Being part of Student Life is a great way to gain hands on experience, develop your skills, meet other students and have some fun. For more information, drop in to any Student Life office or student lounge.

### Support For Indigenous Students

Indigenous students can organise to catch up with our Koori Liaison Officer who provides cultural, study, welfare, and general support. An individual learning support plan can be negotiated.

### Support For International Students

The International Student Wellbeing Officer coordinates additional programs and activities to help International students succeed in their studies and enjoy their time studying at the Institute.

### Group Programs

Workshops and group programs are run to help students with strategies and skills for success. Topics covered include: transition into study, personal development, coping, assertive communication, healthy living, and time and stress management.

### When Concerns Arise

If problems arise for you as a student, it is important that we address your concerns sooner rather than later. We value and encourage feedback for continuous improvement. [customerrelations@boxhill.edu.au](mailto:customerrelations@boxhill.edu.au)

### Contact Us

**Call** 9286 9891

**SMS** 0429 680 448

**Email** [studentlife@boxhill.edu.au](mailto:studentlife@boxhill.edu.au)

**Web** [studentweb.bhtafe.edu.au/studentlife](http://studentweb.bhtafe.edu.au/studentlife)

## 24. Other On-Campus Facilities

### Library

#### How Do We Assist You?

Whether you're a recent school leaver, arriving from abroad or returning to studies after a long break, the library provides an essential educational service to help you during your studies.

#### About the Libraries

Libraries are located at our Box Hill, City and Lilydale campuses, and enable you to borrow and return items from the library collection at any campus. This includes physical resources such as books, journals/magazines, CDs, DVDs, English language kits, music CDs and musical scores and toys. The library also has a vast collection of online resources for your area of study. There are spaces for quiet study within each campus library. Computers are available, plus printing and copying facilities. Along with power to charge your devices and wi-fi to help you connect.

#### Librarians Online and On Campus

We provide online and on campus assistance and sessions for individual students and for class groups. These include a general introduction to using the library in orientation sessions, and course-specific sessions covering research skills, using online library resources, and referencing.

#### Facilities and services available at the library

- › Online and physical resources
- › Online and on campus library sessions
- › Access to other libraries' resources, through CAVAL and inter-library loans
- › Computers
- › Course related software available at some campuses
- › Microsoft office programs on all computers
- › Powered ports for mobile devices
- › Print, copy and scan services
- › Study spaces
- › Wi-fi

**The library is here for you.**

#### Contact us

Call 9286 9283

Email [library@boxhill.edu.au](mailto:library@boxhill.edu.au)

Web [studentweb.bhtafe.edu.au/library](http://studentweb.bhtafe.edu.au/library)

## 24. Other On-Campus Facilities

### Cafeterias

The Cafeterias on Box Hill and Lilydale campuses provide a range of food and coffee options, and a space to relax if you prefer, away from classes. In addition, Box Hill Institute's close proximity to Box Hill Central and Doncaster Shopping Town also mean extended food and shopping facilities are close at hand. For City students the vibrant city precinct provides a variety of food and beverage options close by. For Lilydale students, the local shopping centre is only minutes away and there is a cafe on campus.

### Other Services

A range of other services are available to students, some for a small fee.

Services include:

- › Breastfeeding Room
  - Box Hill – Nelson Campus
- › Flowers on Elgar
- › Fountains Restaurant
- › Prayer Room
  - Box Hill – Nelson campus B10, G113-4
  - Box Hill – Elgar campus B4.217
  - CBD (City) Campus C1.511
- › Pets on Elgar (veterinary clinic and pet supplies store)
- › Hair & Beauty (hairdressing and barbering services)
- › Day Spa
- › Short Courses.

### Global Education Network (GEN)

Box Hill Institute partners with like-minded educational institutions in Canada (Southern Alberta Institute of Technology), Singapore (Institute of Technical Education) and the USA (Kirkwood Community College), to enable international learning and exchange opportunities.

Find out about international study options, at [gen@boxhill.edu.au](mailto:gen@boxhill.edu.au)

## 25. Policies & Procedures

A range of policies and procedures underpin the operations of Box Hill Institute.

Policies and procedures not only outline the rights and responsibilities of students but also Box Hill Institute's responsibilities to students. Policies and procedures affecting students range from student selection and student enrolment, through to granting of awards.

Policies and procedures affecting students are viewable on the Box Hill Institute website at:

<https://www.boxhill.edu.au/about-us/policies-and-procedures/>

### Child Safe Standards

Box Hill Institute is committed to child safety in accordance with the Child Safe Standards. We have specific policies, procedures and training in place that support all employees to achieve the Institute's Child Safe commitments. Please refer to [www.boxhill.edu.au](http://www.boxhill.edu.au) for our Child Safe policy, procedure and code of conduct.

## 26. Student Administration / Customer Service

BHI Student Administration/CAE Customer Service provide a range of educational administrative services to you throughout the duration of your course. Enrolment cashiers are also located here, along with Student ID card services.

BHI Student Administration Office is located at Box Hill Campus - Elgar. CAE Customer Service Office is located at City Campus, Level 2. Enrolment Cashiers are located in Building L3 at Lilydale Campus.

### Office hours:

(These may reduce during term breaks, and extend during peak enrolment periods)

#### Student Administration – Box Hill Campus - Elgar

Building B4, Ground Floor (B4.G04)

8:00am – 5:00pm Monday – Friday

#### Customer Service – City Campus (CAE)

Building C1, Level 2 (C1.234)

9:00am – 5:00pm Monday – Friday

#### Lilydale Lakeside

Building L3, Ground Level (L3.G01)

8:00am – 4:00pm Monday – Friday

### Contacts:

BHI Phone: 1300 BOX HILL  
(1300 269 445)

City Phone: 1300 269 445

BHI Phone: Direct: (03) 9286 9555  
(May not be manned during peak enrolment periods)

City Phone: (03) 9652 0611

BHI Email: studentadmin@boxhill.edu.au

City Email: enquiries@cae.edu.au

### Forms:

Commonly used forms for student administration are downloadable from StudentWeb: <https://studentweb.bhtafe.edu.au> under General Information > Forms and Downloads.

#### Please Note:

If you have outstanding fees or fines at any point in the year, your academic results may be held until the outstanding amounts have been paid. You will also be unable to receive a certificate of completion or graduate until all outstanding fees and fines are settled.

# Notes








Artwork by Paul Sonsie | Box Hill Institute Graphic Design graduate

## Some acronyms to note whilst reading this booklet:

<b>ACSF</b>	Australia Core Skills Framework	<b>HE</b>	Higher Education
<b>ASRC</b>	Asylum Seeker Resource Centre	<b>TAFE</b>	Training and Further Education
<b>AQF</b>	Australian Qualifications Framework	<b>VCE</b>	Victorian Certificate of Education
<b>ARC</b>	Australian Red Cross	<b>VET</b>	Vocational Education and Training
<b>BHI</b>	Box Hill Institute	<b>USI</b>	Unique Student Identifier
<b>CAE</b>	Centre for Adult Education	<b>VSL</b>	VET Student Loan
<b>HCC</b>	Healthcare Card	<b>WHT</b>	Whitehorse

# Join the conversation

Apart from our website and dedicated contact centre, you can connect with us on our social channels. We regularly update our community and share exciting news, events and achievements. This means you can start participating in Box Hill Institute life even before your start your journey with us or once you've completed it.

-  [facebook.com/boxhillinstitute](https://facebook.com/boxhillinstitute)
-  [youtube.com/boxhillinstitute](https://youtube.com/boxhillinstitute)
-  [instagram.com/boxhillinstitute](https://instagram.com/boxhillinstitute)
-  [linkedin.com/school/box-hill-institute](https://linkedin.com/school/box-hill-institute)
-  [tiktok.com/@box\\_hill\\_institute](https://tiktok.com/@box_hill_institute)

**BOXHILL.EDU.AU**  
**1300 BOX HILL**

Produced by Registrar's Centre  
Box Hill Institute  
Revised January 2023

This is to acknowledge that training for government subsidised courses is delivered with Victorian and Commonwealth Government funding.

The information contained in this publication is correct at the time of print, but subject to change should government and/or institute policy change occur.

RTO 4687  
CRICOS 02411J  
IHE PRV12117  
BHI: Higher Education Provider: 4366

ABN 76 268 630 462

ISSN: 1442-228X

© Box Hill Institute

## BOX HILL INSTITUTE

### BOX HILL CAMPUSES

#### Elgar Campus

465 Elgar Road, Box Hill

#### Nelson Campus

853 Whitehorse Road, Box Hill

#### Whitehorse Campus

1000 Whitehorse Road, Box Hill

### CITY CAMPUS

253 Flinders Lane, Melbourne

### LILYDALE LAKESIDE CAMPUS

Jarlo Drive, Lilydale

