



# serve yourself

your essential guide  
to student self service

enrol › manage › register  
online



**TAFE Queensland**  
Queensland Government  
Department of  
Employment and Training

**Southbank**  
INSTITUTE  
epicentre of education

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# about this guide

This guide gives you step-by-step instructions on how to access and use the Student Self Service website.

TAFE Queensland's Student Self Service website provides a fast, effective way to enrol and manage your student records online. You can enrol in courses when and where it suits you, without having to queue. You can also quickly and easily change your personal details, view your academic records and make payments to your student account.

## Accessing Student Self Service


You can access Student Self Service at the following website:

**<http://enrol.tafe.net>**

or you can access the Student Self Service website from the 'Quicklinks' section on Southbank Institute's homepage:

**<http://www.southbank.tafe.net>**

## Getting help

You can access help online at any time throughout the Student Self Service website. Click on the **Help** icon  for assistance or to display more information.

Alternatively, you can phone Southbank Institute during business hours on 13 72 48.

# student self service

## Registration

You must be registered to use the Student Self Service website.

To register, you should be a current TAFE Queensland student or a past student since 1999. If you studied prior to 1999 or are a new student, please contact Southbank Institute for assistance.

### Step 1

Click on **Register**.

## quick steps:

### to register for Student Self Service

Step 1: *Click Register.*

Step 2: *Enter your TAFE student number.*

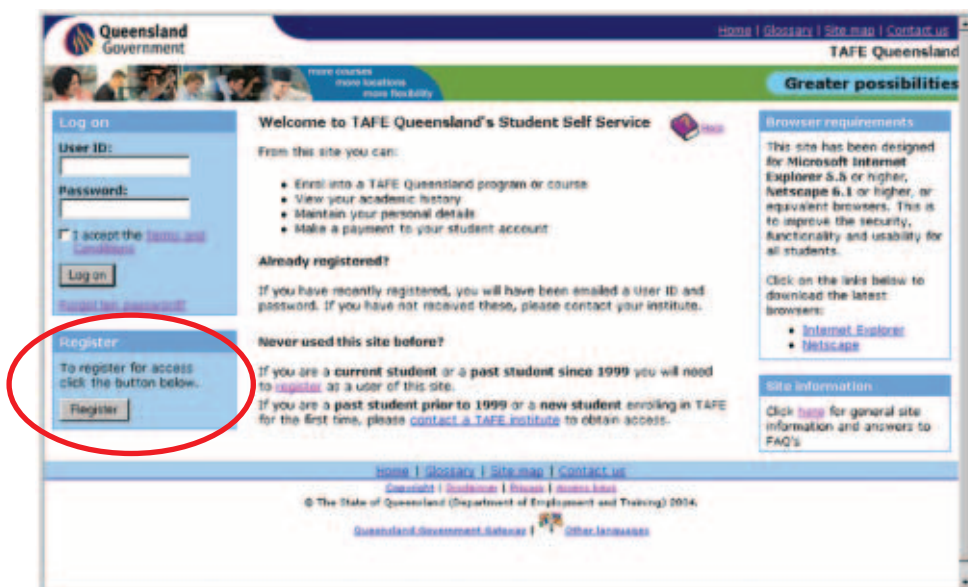
Step 3: *Enter your first name.*

Step 4: *Enter your last name.*

Step 5: *Enter your date of birth.*

Step 6: *Enter your email address.*

Step 7: *Collect your user ID and password from your email inbox.*



continued >>

## Step 2

Enter your TAFE student number.



The screenshot shows the TAFE Queensland registration page. At the top, there is a header with the Queensland Government logo and navigation links: Home, Glossary, Site map, and Contact us. Below the header, there is a banner with the text 'more courses more locations more flexibility' and 'Greater possibilities'. The main content area is titled 'Registration - student details' and includes instructions for current or post TAFE Queensland students (since 1999) to enter their details for site access. It lists mandatory fields: TAFE student number, first name, last name, date of birth, and email address. There are also links for 'Forgot your student number' and 'contact a TAFE Queensland institute'. At the bottom, there is a 'Forgotten User ID or password?' section with a link to the 'Forgotten password' page.

## Step 3

Enter your first name.

## Step 4

Enter your last name.

## Step 5

Enter your date of birth.

## Step 6

Enter your email address. You must enter an email address already recorded in our system. If we do not have your email address, if you have changed your email address or you cannot remember the email address you provided, please contact Southbank Institute for assistance.

## Step 7

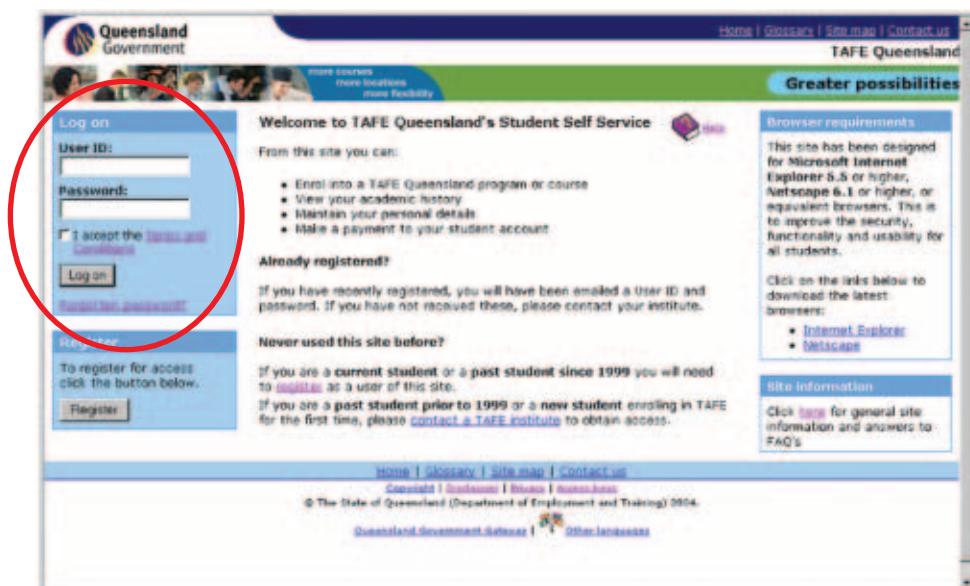
When you have successfully completed your registration, your user ID and password will be sent, within 10 minutes, to the email address you provided. You may need to check your 'inbox' as well as your 'junk mail folder' in case spam rules are being applied to your email.

# logging on

Once you have received your user ID and password via email, you can log on to the Student Self Service website.

## Step 1

Enter your user ID.



The screenshot shows the TAFE Queensland Student Self Service website. The 'Log on' section is highlighted with a red circle. It contains the following elements:

- Log on** section with fields for **User ID:** and **Password:**.
- A checkbox labeled **I accept the terms and conditions**.
- A **Log on** button.
- A **Forgot your password?** link.
- A **Register** button.
- A **Welcome to TAFE Queensland's Student Self Service** message.
- A **Browser requirements** section with text: "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." and links for **Internet Explorer** and **Netscape**.

## Step 2

Enter your password.

## Step 3

Read and accept the terms and conditions by ticking the box.

## Step 4

Click **Log on**.

*Note: The password sent to you via email is a temporary password. When you log on to Student Self Service using a temporary password, you will be immediately prompted to change your password.*

## quick steps:

to log on to Student Self Service

Step 1: Enter your user ID.

Step 2: Enter your password.

Step 3: Read/accept the terms and conditions by ticking the box.

Step 4: Click Log on.

# home page

## What's on the Home Page?

Once you log into the website, the Home Page is your key to the Student Self Service website, providing access to the entire website from one place.

The main areas are:



- › My Enrolment
- › My Details
- › My Student Account
- › My Academic Records

From the Home Page, you also have access to the **Site information** and **Miscellaneous** menus.

# my enrolment

## Enrol into courses

### Step 1

Click on the **My Enrolment** link.

### Step 2

The TAFE Queensland enrolment assistant screen will be displayed. Check what details you need to continue with your enrolment. Read the terms and conditions, if you haven't already, and click **Continue** to accept.



continued >>

## quick steps:

### to enrol in a course

**Step 1:** Click the *My Enrolment* link.

**Step 2:** Read the terms and conditions.

**Step 3:** Enter the delivery package number.

**Step 4:** Enter the authorisation code.

**Step 5:** Verify the delivery package number.

**Step 6:** Review the payment types available.

**Step 7:** Select your preferred classes.

**Step 8:** Choose concession (if applicable).

**Step 9:** Verify your class details and reasons for study.

**Step 10:** Confirm your enrolment.

**Step 11:** Choose payment via credit card or BPAY (if applicable).

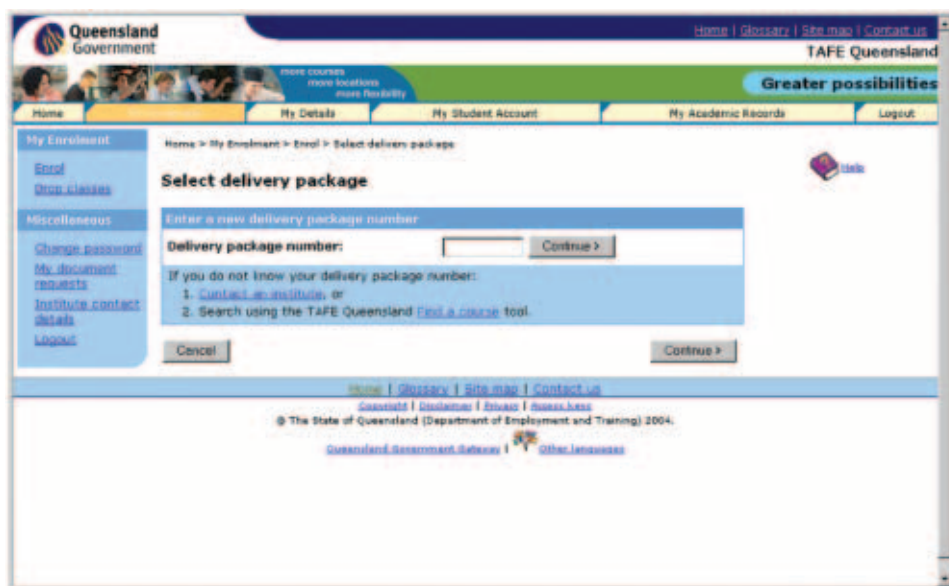
**Step 12:** Read and accept the payment conditions.

**Step 13:** Enter payment details.

**Step 14:** Confirm your enrolment.

### Step 3

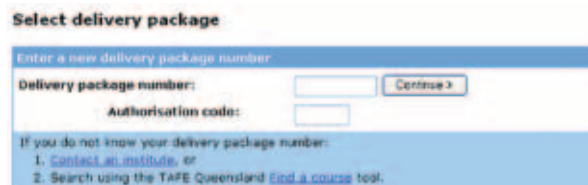
Select delivery package. Enter the delivery package number supplied in your enrolment pack and click **Continue**.



The screenshot shows the TAFE Queensland website interface. At the top, there is a navigation bar with links for Home, Glossary, Site map, and Contact us. Below this is a banner for TAFE Queensland with the slogan 'Greater possibilities'. The main content area is titled 'Select delivery package' and includes a form with a 'Delivery package number' input field and a 'Continue >' button. A sidebar on the left contains links for 'My Enrolment', 'Miscellaneous', and 'Logout'. The footer contains copyright information for the State of Queensland (Department of Employment and Training) 2004.

### Step 4

Authorise. Enter the authorisation code for your delivery package, supplied in your Enrolment Pack and click **Continue**.



This is a close-up view of the 'Select delivery package' form. It shows the 'Delivery package number' field with a 'Continue >' button next to it. Below this is the 'Authorisation code' field, also with a 'Continue >' button. The form also includes instructions for users who do not know their delivery package number, such as 'Contact an institute, or Search using the TAFE Queensland Find a course tool.'

### Step 5

Ensure the correct delivery package has been displayed.

### Step 6

Check the payment methods available for your enrolment.

## Step 7

Select the classes you wish to enrol in and click **Continue**. If the class is full, you may have the option to select 'Wait List' for your class. When you select 'Wait List', you will be contacted by the institute if a place becomes available.

*Note: 'Wait List' does not officially enrol you in a class. It only holds a place if one becomes available.*

**Queensland Government** | TAFE Queensland | Greater possibilities

**Select classes**

**Step 1:** Make sure the delivery package you selected is correct.  
**Step 2:** Check the payment methods available for your enrolment.  
**Step 3:** Select the classes you wish to enrol in.

**Step 1 - Make sure the delivery package you selected is correct.**  
**Delivery package details:**  
**Delivery package:** 000000407 - Delivery Package Formal Title - FWB  
**Important notes:** Please enrol into two of the required classes and one of the optional classes. Note: no refunds will be given for these courses.

**Step 2 - Check the payment methods available for your enrolment.**  
**Payment methods available:**  
**Payment methods:**

**Payment plan available?** YES, subject to the [current plan terms and conditions](#).  
**Concession available?** YES (Your concession eligibility will be established later in the enrolment process.)

**Step 3 - Select the classes you wish to enrol in.**  
 To select classes, tick the enrol checkboxes for each class.  
 Fees listed below are current as of . Check at the time of enrolment that the fees have not changed. This estimate includes GST where applicable.

**Program:** 02249 - Certificate III in Hairdressing  
**Plan:** 1400  
**Institute:** Wide Bay Institute

Class name	Class id	Source	Availability	Start date	End date	Duration	Full fee	Concession fee	Action
Perfume short hair design	02	WBI00001120026	Full	01/07/2024	30/04/2026	9 weeks	\$47.00	\$0.00	<input type="checkbox"/> Select to wait list
Perfume long hair design	03	WBI00001120026	Available	01/07/2024	31/12/2024	10 weeks	\$48.00	\$0.00	<input type="checkbox"/> Select to enrol
Perfume dress and commercial styling	01	WBI00001120021	Available	01/07/2024	30/04/2024	10 weeks	\$14.52	\$0.00	<input type="checkbox"/> Select to enrol
Perfume dress and commercial styling	07	WBI00001120021	Unavailable	01/07/2024	30/07/2024	10 weeks	\$14.52	\$0.00	<input type="checkbox"/> Select to wait list

**Total fees of classes selected for enrolment:**  
**Full fee:** \$16.52 **Concession fee:** \$0.00

[Back](#) [Continue](#)

continued >>



## Step 8

**Concession details:** If you aren't eligible for a concession, skip to Step 9.

If you want to claim a concession, choose the concession type and click **Continue**.

Concession type: Not entitled to a concession

- Not entitled to a concession
- Health Care Card
- Pension Concession Card
- Department of Veterans Affairs
- Aboriginal & Torres Strait Is

< Back

Continue >

Health Care Cards (HCC), Pensioner Concession Cards (PCC) and Department of Veterans Affairs Pensioner Cards (DVA) are all automatically validated using an online validation service provided by Centrelink.

If you currently hold one of these cards, select either the primary card holder or dependent of the primary card holder. Enter your details and tick the box to authorise TAFE Queensland to confirm your concession with Centrelink.

*NOTE: If you are eligible for a concession, you must apply at this stage of online enrolment. Failure to do so will result in full fees being charged. To claim a concession as an Aboriginal and/or Torres Strait Islander, or an Under 17 or Under 18 concession, you have five business days from the date you enrol to provide evidence of your concession eligibility at your institute.*

For more information about concessions, click on the **Help** icon on the website.

Queensland Government

Home | Enrolment | Personal Details | Financial Services | Academic Summary | Logout

Institute Contacts Logout

Concession Details

This Delivery Package allows discounts for Concession holders. Please view the list of Concession Types below and choose one if it applies to you.

Concession type: Health Care Card

Are you:  a Primary card holder  a Dependant of a primary card holder

Primary Card Holder Number: [ ]

I authorize TAFE Queensland to confirm with Centrelink the basic details about my entitlement. This includes checking that the details I have provided TAFE Queensland match Centrelink records and whether or not I am still receiving a Centrelink benefit.

Back Continue

## Step 9

**Confirm classes:** Verify the details of your chosen classes, the total cost and enter a reason for study. Click Continue.

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My Enrolment  
Enrol  
Drop classes

Miscellaneous  
Change password  
My document requests  
Institute contact details  
Logout

Home > My Enrolment > Enrol > Confirm classes

### Confirm classes

**Step 1:** Please confirm your classes and enrolment fees below.  
**Step 2:** Select a reason for your enrolment.

**Step 1 - Please confirm your classes and enrolment fees below.**  
Fees listed below are current as of . Check at the time of enrolment that the fees have not changed. This estimate includes GST where applicable.

Program: Certificate III in Hairdressing  
Plan: 1400  
Institute: Wide Bay Institute

Class: Module theory and commercial styling	Class no: 11
Course: 909000123AQ3	Status: Optional
Availability: Available	Mode: Online and Remote access
Start date: 01/03/2004	End date: 30/04/2004
Institute: Wide Bay Institute	Location: Bundaberg College Main Campus
Duration: 28 weeks	Action: Enrol
Full fees: \$14.52	

Class Schedule: Data not available

Total enrolment fees for classes selected: \$14.52

**Step 2 - Select a reason for your enrolment.**  
\*Indicates mandatory fields

Select reason

\*What best describes your main reason for undertaking this training program?

**!** Please note once this information is submitted you will still be able to cancel before you pay and finalise your enrolment but you will have to wait 20 minutes before starting a new enrolment session.

< Back Cancel Continue >

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Accessibility | Feedback | Privacy | News items  
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Queensland Government Gateway | Other languages

## Step 10

**Confirm your enrolment:** You now have the option of cancelling your enrolment, selecting additional classes or finalising your enrolment. Select the appropriate button to continue.

If you choose 'Finalise enrolment', you will go to the payment page (Step 11).

### Unsuccessful Enrolments

If your enrolment was unsuccessful, an error message will be displayed. You may choose to continue with your enrolment now or go back and select an alternative class (if available). Otherwise, contact Southbank Institute on 13 72 48 during business hours for assistance.



The screenshot shows the TAFE Queensland website interface. The page title is 'Enrolment results'. A red-bordered warning box contains a yellow triangle icon and the text: 'Warning: Some of the classes you selected were unsuccessful'. Below this, a message states: 'If you need any assistance, please contact Southbank Institute and provide the request number shown against the class.' A note indicates that fees are current as of 27/03/2005. A table titled 'Results of the most recent request...' lists enrolment requests. The first row is highlighted with a red border and contains the following information:

Course	Class	Start date	End date	Received	Status	Fee
THNSLE148	1805 - Prepare and monitor budgets	28/01/2006	16/06/2006	Optional	Unsuccessful Enrolment	\$50.00

Below the table, the 'Request number' is 0021629145 and the 'Message' is 'The prerequisites or corequisites for this class has not been met.' The second row in the table shows a successful enrolment for course THNSG025, class 1812 - Attend gaming machines, with a fee of \$31.04.

## Step 11

**Payment option and method:** Check the amount due and choose a payment method. Southbank Institute does not currently offer payment plans for online enrolments. Payment must be made in full. You can pay via credit card (Visa, Mastercard, American Express or Bankcard) or BPAY.

*Please note: BPAY payment must be made within 24 hours of receiving your enrolment confirmation or your enrolment will be automatically cancelled.*

After you select a payment method, click **Continue** or click **Cancel enrolment** to cancel the process.

The screenshot shows the 'Payment option and method' page on the TAFE Queensland website. The page is titled 'Payment option and method' and includes a navigation menu on the left with options like 'Enrol', 'Drop classes', 'Change password', and 'Logout'. The main content area is divided into two steps: 'Step 1: Check the amount due' and 'Step 2: Select a payment option and method'. Under Step 1, a table shows the following details:

Fees and charges for Mary Web - 25/05/2004	
Opening balance:	\$0.00
Enrolment fees:	\$16.52 owing
Amount due to finalise enrolment:	\$16.52 owing

Under Step 2, there are two sections: 'Payment options and methods' and 'Payment methods'. The 'Payment options' section has a radio button selected for 'Pay the full amount up-front' and a message stating 'You are not eligible to apply for a payment plan: \*Amount Due not enough to be eligible for Payment Plan (Minimum Amount = \$75)\*'. The 'Payment methods' section has a radio button selected for 'Pay online now by credit card' and displays logos for American Express, Mastercard, VISA, and Bankcard. Below this, there is an option for 'Pay through my bank using BPAY' with a BPAY logo and a note that this must be done within 24 hours. At the bottom of the main content area, there is a table for 'A reminder message: Please remember you have these other payments in progress':

BPAY promised:	\$32.00 owing
Payment plan balance:	\$0.00

At the bottom of the page, there are two buttons: 'Cancel enrolment' and 'Continue >'. The footer contains the Queensland Government logo and contact information.

continued >>



## Step 12

**Payment conditions:** Read the payment conditions and click **Continue** to accept.

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more courses more locations more flexibility

Home | My Details | My Student Account | My Academic Records | Logout

My Enrolment

- Enrol
- Drop classes

Miscellaneous

- Change password
- My document requests
- Institute contact details
- Logout

Home » My Enrolment » Enrol » Payment conditions

### Payment conditions

Please read the following before you continue:

Pay full amount up-front using credit card

To pay online now by credit card:

- You must pay 100% of your enrolment fees
- If 100% of the enrolment fee is not received by TAFE Queensland your enrolment will be withdrawn
- If your enrolment is withdrawn for non-payment of your full fee, you will receive a credit on your account for the amount you may have paid. This credit can be used for further enrolment, or you can complete a refund application form or contact an institute
- You will receive a receipt as part of this enrolment process for your credit card payment
- You are not considered enrolled with TAFE Queensland until your enrolment has been paid for in full

Using this option means you accept the [Terms and Conditions](#)

[Back](#) [Continue](#)

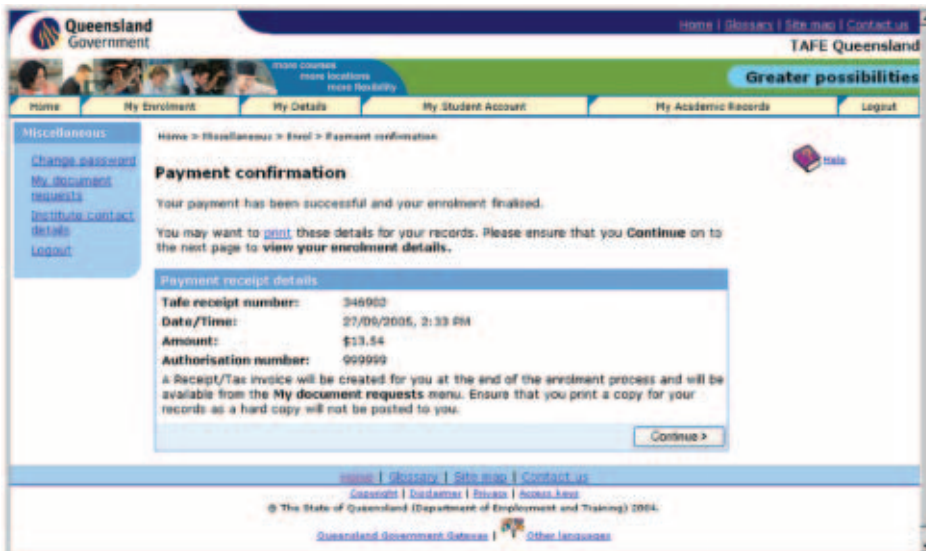
Home | Glossary | Site map | Contact us

## Step 13

**Payment confirmation:** If paying with a credit card, enter your card details and click Continue. The Payment confirmation will be displayed if the transaction was successful.

If paying via BPay, you will receive a Payment confirmation detailing your Biller Code and Reference number.

Click **Continue**.



The screenshot shows the TAFE Queensland website interface. At the top, there is a navigation bar with links for Home, Glossary, Site map, and Contact us. Below this is a header with the TAFE Queensland logo and the slogan "Greater possibilities". A secondary navigation bar contains links for Home, My Enrolment, My Details, My Student Account, My Academic Records, and Logout. The main content area is titled "Payment confirmation" and includes a message: "Your payment has been successful and your enrolment finalised. You may want to [print](#) these details for your records. Please ensure that you **Continue** on to the next page to [view your enrolment details](#)." Below this message is a table with the following details:

Payment receipt details	
Tafe receipt number:	346903
Date/Time:	27/05/2005, 2:33 PM
Amount:	\$13.54
Authorisation number:	999999

Below the table, a note states: "A Receipt/Tax invoice will be created for you at the end of the enrolment process and will be available from the **My document requests** menu. Ensure that you print a copy for your records as a hard copy will not be posted to you." A "Continue >" button is located at the bottom right of the table area. The footer of the page includes copyright information: "© The State of Queensland (Department of Employment and Training) 2004." and links for Queensland Government Services and Other languages.

continued >>



## Step 14

**Enrolment confirmation:** The enrolment confirmation is the final step in the enrolment procedure. You may print the enrolment confirmation or have it emailed to you. Use the buttons on the bottom of the enrolment confirmation to make your selection.

The screenshot shows the TAFE Queensland enrolment confirmation page. The page is titled "Enrolment confirmation" and displays the following information:

- Student number:** 2110249205
- Student name:** Kelli Jane Crawford
- Delivery package:** 0000144374 - TAFE1202 Diploma of Hospitality Management with Honours Sem 1 Domestic Students
- Class:** 1504 - Provide responsible gambling services
- Course:** TAFE 1202
- Institute:** Southbank Institute
- Request ID:** 001120145
- Start date:** 30/01/2016
- End date:** 30/06/2016
- Class schedule:**

Day	From	To	Building	Room
Tues	02:50 PM	02:55 PM		
- Location:** Southbank Campus (1)
- Fee amount:** \$13.54
- Class:** 1505 - Develop and update the legal knowledge required for business compliance
- Course:** TAFE 1202
- Institute:** Southbank Institute
- Request ID:** 001120145
- Start date:** 30/01/2016
- End date:** 30/06/2016
- Class schedule:**

Day	From	To	Building	Room
Thurs	01:10 PM	01:15 PM		
- Location:** Southbank Campus (1)
- Address:** Grenoig Street, South Brisbane, QLD, 4101
- Payment details:**
  - Payment method:** Credit Card
  - Payment option:** Full Amount Up-Front
  - Receipt number:** 346902
  - Payment Date:** 27/09/2015 2:33 PM
  - Credit card authorisation code:** 999999
  - Total amount paid:** \$13.54
- Location addresses:**
  - Location:** Southbank Campus (1)
  - Address:** Grenoig Street, South Brisbane, QLD, 4101

At the bottom of the page, there are two buttons: "Print confirmation" and "Email confirmation". These buttons are circled in red.

## Drop Class/es

### Step 1

Select **Drop Classes** from the **My Enrolment Menu**.



continued >>

## quick steps:

to drop a course

**Step 1:** Select Drop Classes from My Enrolment menu.

**Step 2:** Select the class(es) to drop.

**Step 3:** Confirm the class(es) to drop.

**Step 4:** Confirm that classes have been dropped.



## Step 2

**Class selection:** Select the classes you wish to drop. You will only see classes displayed if they are eligible to be dropped. If you do not see the class listed and you would still like to apply for a drop/refund, please contact Southbank Institute on 13 72 48 during business hours.

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Home | My Details | My Student Account | My Academic Records | Logout

My Enrolment | Home > My Enrolment > Drop classes > Select classes to drop

[Email](#)  
[Drop classes](#)

My Enrolment

[Change password](#)  
[My document requests](#)  
[Institute contact details](#)  
[Logout](#)

### Select classes to drop

This page **only displays courses which can be dropped via the web**. If you wish to drop a course not displayed here, please [contact your institute](#).

**Please note:** If you select to drop a compulsory class all associated classes will be automatically selected and must also be dropped.

Select the classes you want to drop by ticking the 'Drop class?' checkbox and clicking on the **Continue** button.

Delivery package: 3825BHP/DESDHOSP/MAITH/BOURS  
Program: DIPLOMA HOSPITALITY MANAGEMENT  
Plan: DIPLOMA HOSPITALITY MANAGEMENT  
Institute: Southbank Institute of TAFE

Class Nbr:	1814		
Class:	Provide responsible gambling services		
Course:	THHADG038	Class status:	Optional
Start date:	30/01/2005	End date:	16/06/2005
Location:	Southbank Campus	Enrollment status:	Enrolled
Refund:	Full refund	Drop class?	<input type="checkbox"/>

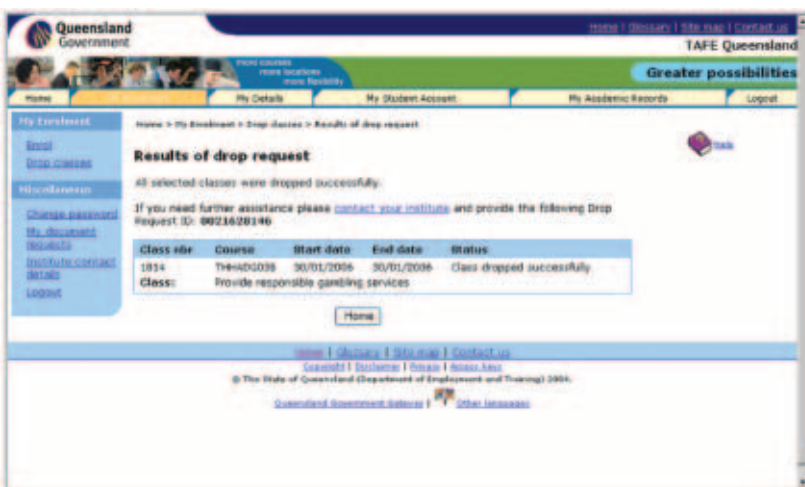
### Step 3

**Confirm classes to drop:** Confirm that you have selected the correct class/es to drop and select the reason why. You may also opt to **Cancel** at this stage. Otherwise click **Submit Request**.



### Step 4

**Drop request results:** Details of your request will be displayed. This completes the drop process. You may wish to request a refund, if one is available to you (See **My Student Account – Apply for a refund**).





# my details

## in this section:

addresses

phone numbers

email addresses

profile

emergency contact

disability information

You can update your personal details at any time. Please ensure that when your details change, you modify them as soon as possible so that TAFE Queensland has the most up-to-date information. The following details are available to view and modify:

**Addresses** – these include your home, mailing and work addresses.

**Telephone** – you can add or modify fax, work fax, home, mobile and work phone numbers.

**Email** – you can add or modify your campus, home, work or other email addresses.

**Profile** – details about your profile are collected by the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). AVETMISS details help provide statistical information on vocational education and training providers, programs, students and apprentices/trainees within Australia.

Your profile includes employment details, language, schooling, previous educational qualifications and contact preferences.

**Emergency contact** – you can provide the name, phone number and relationship of an emergency contact.

**Disability** – disability details are collected for statistical purposes. Please contact Southbank Institute if you require any assistance.

# my academic records

## Course grade history

On this page, you can view all the programs you have enrolled in or completed through a TAFE Queensland institute since January 1999. (Contact Southbank Institute if you need to view programs you have completed prior to this date). A program may be listed more than once if you were enrolled for more than one year. The search results will display the academic year, program code and program name. Programs are sorted by most recent academic year first.

Click on any link to view the course history for a program within an academic year.

## Academic history

### *Request for Academic History*

You can request an academic history transcript by selecting the **Submit** button on this page. Your academic history will include all the programs and courses you have enrolled in or completed at a TAFE Queensland institute since January 1999.

When you request your academic history, you can choose to include one or both of the following options in your unofficial transcript:

- » No grade has been applied yet
- » The grade is “Withdrawn with participation”

If you do not select any of the options, your transcript will only include programs and courses you have completed to date.

Once the transcript is generated, it will be available for viewing/downloading from the **My Document Request** section of the Student Self Service website for seven days.

*Please note: all transcripts generated through the web are unofficial. If you require an official Academic History Transcript, contact the relevant TAFE Queensland institute.*

## in this section:

- course grade history
- academic history
- requests for transcripts



## Academic advisement transcript

You can submit a request for an academic advisement transcript for all academic programs/plans or for single academic program/plan. Your academic advisement transcript includes all the programs you:

- » have completed
- » are currently enrolled in
- » are yet to complete to gain a qualification.

Once the transcript is generated it will be available for viewing/downloading from the **My Document Request** section of the Student Self Service website for seven days.

*Please note: All transcripts generated through the web are unofficial. If you require an official Academic History Transcript, contact the relevant TAFE Queensland institute.*

# my student account

## View/pay account

On this page, you can view your account details or make a payment. Your account details are displayed and include records of all your financial transactions made over the last two years. This includes all charges for the programs you enrolled in and all payments you have made to TAFE Queensland.

These charges and payments will be grouped into a number of accounts. Each account type may be displayed more than once if you have been enrolled at more than one institute or you have been enrolled at the same institute for more than one year.

These accounts are:

**Payment Plan Account** – charges and payments of an approved payment plan. Charges will be moved from other account types (such as tuition and amenities) into this account when a payment plan is approved.

**General Account** – all miscellaneous charges and payments that apply to your enrolment, such as library fines, replacement awards or ID cards. GST may apply to some general charges.

**Tuition Account** – all charges and payments relating to your class enrolments. GST may apply to eligible enrolments.

**Amenities Account** – all charges and payments relating to the use of TAFE facilities for your enrolment.

**Materials Account** – all charges and payments for any materials provided by your institute for a class, e.g. class guide, photocopying, text books.

**Excess Account** – any excess credits/payments on your account. Any balance in this account type is available for refund.

**Conversion Account** – charges and payments which have been made in TAFE Queensland's old financial system and have been converted to the new Student Administration System.

**General Debtor Account** – general charges and payments, such as gym membership, canteen sales, etc.

**Overseas Health Cover** – charges and payments related directly to overseas health cover.

For more information about these accounts, contact Southbank Institute.

## in this section:

account summaries for:

*payment plan account*

*general account*

*tuition account*

*amenities account*

*materials account*

*excess account*

*conversion account*

*general debtor account*

*overseas health cover*

view payment due

view items

make a payment

request for refund



## Account summary

Your account summary displays the details of your account with TAFE Queensland.

The current total balance shows the overall balance of your account. If the balance for your account is displayed as \$243.00 (owing), you owe TAFE Queensland this amount. Alternatively, if the balance for your account is -\$13.54, your account has a credit of this amount. All credits will be deducted from the fees of your next enrolment, unless you choose to apply for a refund.

Contact the related institute if you have any queries regarding your account balance.

Account	Year/Institute	Balance
Assessies	2016 Southbank Institute	\$0.00 <a href="#">View items</a>
Excess Payments	2016 Southbank Institute	-\$13.54 <a href="#">View items</a>
Materials	2016 Southbank Institute	\$0.00 <a href="#">View items</a>
Tuition	2016 Southbank Institute	\$0.00 <a href="#">View items</a>

## View payment due fees

The **Payment due dates** page shows all charges outstanding on your account, including the account type and description of the amount charged. These may include future payments, such as payment plans.

Click on **View payment due dates** to view the due dates and amounts for each account type.

## View items

The **Item details** page displays all transactions for an account. The transactions listed include all charges allocated to this account and payments made.

Click on the **View items** to view individual transactions for an account type, year and institute.

## Make a payment

Select the **Make a payment** button to make a payment on your account. Once you have made a payment, the account balance shown on this page will be reduced immediately.

*Important Note: You will only be able to make credit card payments. Contact Southbank Institute if you would like to make a payment by BPAY or any other method.*

## Request for refund

If your account has a credit available, you may wish to apply for a refund through the Student Self Service website.

### Step 1

**Request refund:** Click on the **Request for refund** link under the My Student Account menu. Before continuing, you must confirm that your personal details are up to date to ensure we send your refund to the correct address. Enter your Log on password and click **Continue**.



The screenshot shows the TAFE Queensland Student Self Service website. The page title is "Request for refund". The main content area contains a "Re-confirm password" prompt. The text reads: "Before continuing with this application for a refund, please ensure that your personal details are up-to-date. If your details have changed, please [click here](#) to update them. If your personal details are correct, please re-enter your log on password to continue." Below this text is a "Log on password:" field with a text input box. At the bottom of the prompt are "Cancel" and "Continue" buttons. The page also features a navigation menu on the left with options like "My Student Account", "View/Re-account", "Request for refund", "Miscellaneous", "Change password", "My document requests", "Institute contact details", and "Logout". The footer includes copyright information for the State of Queensland (Department of Employment and Training) 2004 and links for "Queensland Government Services" and "Other languages".

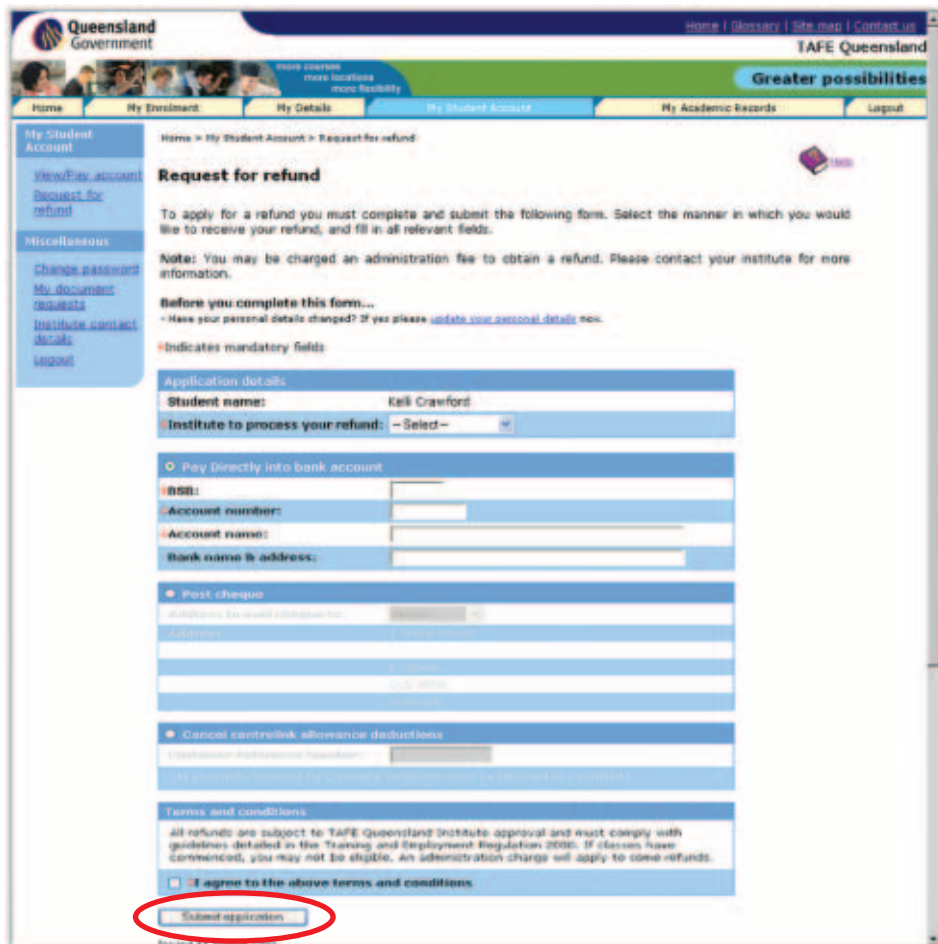
continued >>

## Step 2

**Complete an online refund application form:** Select the institute to process your refund. Next, choose how you would like to receive your refund – either paid directly into your bank account or posted out to you as a cheque.

If your fees are paid through Centrelink Allowance Deductions, you can also select to cancel these deductions.

Tick the box to agree to the terms and conditions and click **Submit application**.



The screenshot shows the 'Request for refund' page on the TAFE Queensland website. The page is titled 'Request for refund' and includes a navigation menu with options like 'Home', 'My Enrolment', 'My Details', 'My Student Account', 'My Academic Records', and 'Logout'. The main content area contains the following sections:

- Request for refund:** A heading followed by instructions to complete and submit the form, selecting the manner of refund and filling in relevant fields.
- Note:** A warning that an administration fee may be charged for a refund, with a link to contact the institute for more information.
- Before you complete this form...**: A section with a link to 'update your personal details' if they have changed.
- Application details:** A form section with fields for 'Student name' (Kellie Crawford) and 'Institute to process your refund' (a dropdown menu).
- Pay Directly into bank account:** A section with radio buttons and input fields for 'BSB', 'Account number', 'Account name', and 'Bank name & address'.
- Post cheque:** A section with radio buttons and input fields for 'Address to send cheque to', 'City/State', and 'Post code'.
- Cancel centrelink allowance deductions:** A section with radio buttons and an input field for 'Centrelink Reference Number'.
- Terms and conditions:** A section with a checkbox labeled 'I agree to the above terms and conditions'.
- Submit application:** A button at the bottom of the form, circled in red.

### Step 3

**Application submitted:** Your application will be submitted and a confirmation page will be displayed. Your application will be processed and a refund will be issued accordingly.



# miscellaneous

## in this section:

- change password
- document requests
- available documents
- view documents
- logout

## Change password

You can change your password at any time. Your password must meet the minimum password requirements, which are posted on the website. A message is displayed if your password has been changed successfully.

*Note: You are required to change your password the first time you log in to the Student Self Service website.*

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Home | My Enrolment | My Details | My Student Account | My Academic Records | Logout

**Change password**

To ensure your ongoing security and protection, please change your current password to a new password of your choice that you will remember.

Indicates mandatory fields

When entering a new password, you must ensure that:

- Your passwords match
- Your new password contains at least one non-alphabetic character (e.g. numbers 0-9)
- Your new password contains at least one alphabetic character (e.g. A-Z, a-z)
- Your new password is at least 6 characters long
- Your new password is not a recently used password
- Your new password is not a common word
- Your new password is not a basic sequence of numbers or letters (e.g. 123 or abc)

Your password details

Current password:

New password:

Confirm new password:

Cancel Change password

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## My Document Requests

You can manage and review your report requests, check the status of your requests and download requested documents on this section of the website.

## Documents requested

The **Documents requested** section displays all the documents you have requested in the last seven days. Documents being processed will be labelled 'In progress'. When a report has been 'completed', it will be listed in the **Available documents** section.

## Available documents

The **Available documents** section shows all documents that have been generated or requested in the last seven days.

To update this list, select **Refresh list**. This list will update the status of your requests and the progress of reports you've requested.

When a report in the **Documents requested** section moves from **In progress** to **Completed** after refreshing, it will be displayed in the **Available documents** section.

All documents you have requested will be listed for seven days from the time they were requested/created. This list will also display other reports that have been created, such as a duplicate receipt.

Reports are sorted by date with the most recent requests shown first.

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Miscellaneous | Home > Miscellaneous > enrol > Payment confirmation

### My document requests

[Documents requested](#)  
[Available documents](#)

#### Documents requested

All requests made within the last seven days will be displayed here. If the status for a document request is 'Completed', your document will also be displayed under the 'available documents' section below.

No.	Description	Request date/time	Status
1	Receipt/Tax Invoice	27/09/2005 2:33:38 PM	Completed

#### Available documents

All documents that have been completed are displayed below. If a request you submitted is not displayed, [refresh the list](#) below. You may have to wait up to 5 minutes for your document to appear in this list. To view a document, click on the link under the description field.

**IMPORTANT INFORMATION FOR ADOBE READER v6.0:** If you have version 6.0 of Acrobat Reader on your computer, you **MUST** go to the help file for instructions **BEFORE** you view or print a report.

No.	Description	Date/Time created	Format	Keep until
1	<a href="#">Receipt/Tax Invoice (.pdf)</a>	27/09/2005 2:29:36 PM	PDF	04/10/2005

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## Logout

Clicking on **Logout** will log you out of your current session.



# frequently asked questions

## Registration & log on

### *Are my details kept private?*

Yes. You can view the Privacy Statement at:  
[http://enrol.tafe.net/user/asp/TQHA\\_GENERIC\\_PAGES/TQHA\\_PRIVACY.asp](http://enrol.tafe.net/user/asp/TQHA_GENERIC_PAGES/TQHA_PRIVACY.asp)

### *How do I get an email address?*

If you don't already have an email address you can get one by searching for "free email addresses" on any of the popular search engines or enquiring with your Internet Service Provider (ISP)

### *I don't remember my student number/user ID. What should I do?*

Contact Southbank Institute on 13 72 48 during business hours for assistance.

### *I can't remember the email address I provided to TAFE Queensland. What should I do?*

Contact Southbank Institute on 13 72 48 during business hours for assistance.

### *I have changed my email address since I first provided it to TAFE Queensland. What should I do?*

Contact Southbank Institute on 13 72 48 during business hours for assistance.

### *I have tried to register, but the system is telling me that I have already registered. What should I do?*

Use the **Forgotten Password** page to reset your password.

### *I have tried to register, but the system is telling me that my details do not match. What should I do?*

If any of the details you have entered do not match the TAFE Queensland records, you will not be able to register to access Student Self Service. Contact Southbank Institute for assistance during business hours on 13 72 48.

### *I have forgotten my password.*

Use the **Forgotten Password** page to reset your password.

### *Where do I find the Terms and Conditions for the Student Self Service website?*

You can find the Terms and Conditions on the main login page.

***I have entered my registration details and have not received an email with my login or password.***

***What should I do?***

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 Southbank Institute on 13 72 48 during business hours for assistance.

***I have tried to login using the user ID and password that was emailed to me, but the system is telling me that I have entered an invalid user ID or password. What should I do now?***

Make sure you have entered the user ID and password exactly as it has been detailed in your email. Type it in exactly as it appears, without cutting and pasting. If you are certain you are entering the correct details, phone Southbank Institute on 13 72 48 during business hours for assistance.

***I have tried to log on but the system is telling me that my account has been locked. Why?***

For security purposes, you are allowed five attempts to log on. If you can't log in successfully after the fifth attempt, your account will be locked. To unlock your account, please phone Southbank Institute during business hours on 13 72 48 for assistance.

***I have tried to access the Student Self Service website, but there is a message saying the website is unavailable. Why?***

The website must be maintained daily. During scheduled maintenance, no access is available. The message displayed will advise you on the expected time the system will be available for use.

## Enrolment

***Can I get a concession?***

TAFE Queensland offers several concessions to students for some of their courses. The delivery package will indicate if students can claim a concession.

If you are able to claim a concession, you must have your Health Care card, Pension Concession card or Department of Veterans Affairs card details with you when you are enrolling or you may not receive a concession. During enrolment, your card will be verified automatically. If successful, your concession will be immediately applied to your fees.



### ***How do I pay for my enrolment?***

Enrolment must be paid up-front, in full, via one of the following methods:

**Credit card (Visa, Mastercard, Bankcard or American Express)** – this option is available for all enrolments.

**BPAY** – this method is available at the institute’s discretion.

### ***Are my financial details secure?***

TAFE Queensland is committed to making online payments as safe as possible. Student Self Service uses the payment mechanism called Secure Sockets Layer(SSL) technology, 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. No customer card details are permanently stored online.

### ***Can I use CentrePay to pay my fees?***

Online enrolment requires payment, either via credit card or BPAY. If you wish to use CentrePay as a method of payment, you must contact Southbank Institute to discuss the options.

For additional information on CentrePay, please access the following website:  
<http://www.centrelink.gov.au/internet/internet.nsf/services/centrepay.htm>

### ***How do I know if my enrolment was successful?***

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

However, as with a conventional enrolment, you acknowledge that acceptance and receipt of payment is no guarantee that courses will proceed. There are circumstances where classes may be cancelled, such as insufficient enrolments.

### ***Does TAFE Queensland recognise my previous qualifications?***

TAFE Queensland recognises the Australian Qualification Framework qualifications and Statements of Attainment issued by any other Registered Training Organisation. You can obtain more information from Southbank Institute regarding Recognition of Prior Learning and External Provider Credit Transfers.

For more information call 13 72 48  
or log on to [www.southbank.tafe.net](http://www.southbank.tafe.net)

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