

CITCARD PROCEDURE FOR STUDENTS

Available after a student has paid their fees in full or have paid their first installment of their payment plan or applied for fee assistance and made an initial payment for the current semester or lodged their eCAF application if studying a VET Student Loan program.

Student presents at CIT Student Services to apply for CITCard, presents photo ID, has photo taken and CITCard is issued to student.

Student applies for CITCard online at cit.edu.au/citcard.

Student is notified when CITCard is ready to be collected from nominated location.

Student collects CITCard from nominated location providing photo ID upon collection.

Student must sign the back of their CITCard indicating they accept and are therefore bound by the Institute's terms and conditions.

If applying for room access a student must complete a Student Request to Access Facilities Form. This request form must be approved and signed by the students Head of Department and is processed by the relevant Campus Estate Manager.

On expiry of the CITCard, continuing students are required to present their CITCard to any Student Services to have their CITCard re-issued/re-validated.

PROCEDURE FOR LOST, STOLEN, DAMAGED OR DEFECTIVE CITCARDS

Student reports lost, stolen, damaged or defective CITCard to Student Services.

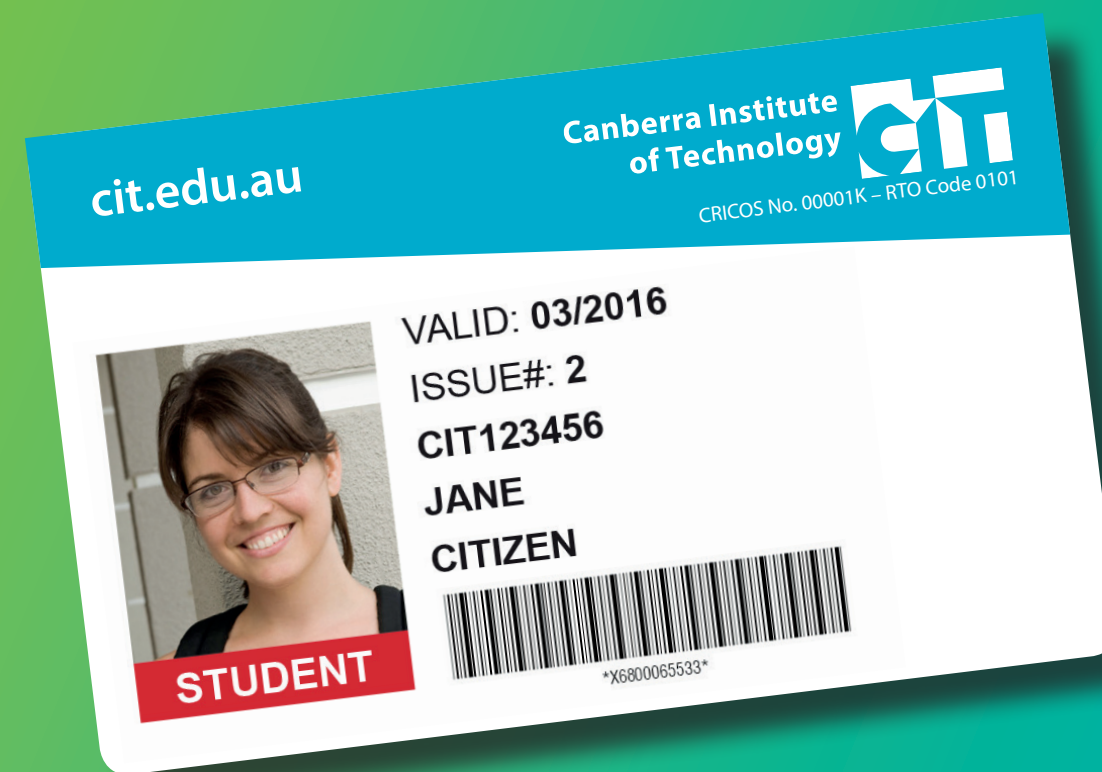
Student completes and submits Re-issued/Cancelled CITCard Form to Student Services.

STUDENT

If the CITCard is defective and has not been maliciously damaged a replacement CITCard will be issued free of charge. Otherwise a replacement CITCard will attract a replacement fee.

In extenuating circumstances a student can write to The Director, CIT Student Services to request the fee be waived.

A New CITCard is reissued following Procedures for students.



CITCard

TERMS AND CONDITIONS

Student Version

CITCard Terms and Conditions – Students

1. Eligibility

By the completion of the CITCard Application online form and/or on presentation of photographic identification (or 3 forms of secondary identification), a CITCard will be issued to eligible persons including:

- a. Full-time and part-time CIT students who are currently enrolled in a CIT program, registered into subjects and have paid their fee in full or have paid their first installment of their payment plan or applied for fee assistance and made an initial payment for the current semester or completed the eCAF if they are studying a VET Student Loan program.
- b. Student must show a photo ID when collecting the card form CIT Student Services and if necessary, the 3 forms of ID.
- c. External students approved by the relevant Director.

2. Accepting the terms and conditions of the CITCard.

- 2.1. By signing and using the CITCard, you accept and are therefore bound by the following terms and conditions.

3. Your Responsibilities.

- 3.1. You are solely responsible for all transactions or events initiated by the use of your CITCard whether the use is:
 - i. Authorised; or
 - ii. Unauthorised, except where:
 1. Such unauthorised use is due to gross negligence or wilful misconduct.
 2. You have reported your CITCard as lost or stolen in accordance with Clause 2.1 before the transactions or events initiated by the unauthorised use of your CITCard.
- 3.2. You must:
 - i. Always take reasonable precautions to prevent loss or unauthorised use of your CITCard.
 - ii. Immediately report lost, stolen, damaged or destroyed CITCards to CIT Student Services.
 - iii. Only use your CITCard in accordance with:
 1. These Terms and Conditions; and
 2. Any direction by the Institute.
 - iv. Carry your CITCard at all times while you are at one of the Institute's campuses and present your CITCard:
 1. To access Library services and facilities;
 2. To enter secure Institute buildings;
 3. To take Institute examinations;

4. For printing and photocopying;
 5. If requested by CIT staff; and
 6. For any other purpose that the Institute requires from time to time.
- v. Not allow your CITCard to be used by another person. You will be held responsible for any use of the CITCard by another person and for any services or access rights provided by the Institute or other organisation that accepts the CITCard.
 - vi. Be aware of the Disclaimer statement printed on the reverse of your CITCard.

4. You Cannot Transfer Your CITCard

- 4.1. Your CITCard gives you certain privileges that you must not transfer (or cause to be transferred) to anyone else.
- 4.2. Without limitation, you must not transfer (or cause to be transferred) the transport identifier placed onto your CITCard for concession travel.

5. Your Privacy

- 5.1. The Institute respects your right to privacy and any personal information collected about you will, be subject to regulation under the Information Privacy Act 2014 (ACT) and the Institute's Privacy Policy- Territory Privacy Principles.

6. Getting Assistance with your CITCard

- 6.1. CIT Student Services will assist you with any queries or problems you may have with your CITCard during normal business hours. Staff will assist you with using your CITCard for printing and photocopying in the Library.

7. Faulty CITCards and Data Errors

- 7.1. You can report any fault/s with your CITCard to CIT Student Services and, if required, a replacement CITCard will be issued to you at no cost.
- 7.2. If you suspect that there is an error in student data printed on your card, you should contact CIT Student Services (students) who will investigate the matter.

8. Term of the Card

- 8.1. Continuing Students will have their CITCard revalidated every year after they have paid their fees in full or have paid their first installment of their payment plan or applied for fee assistance and made an initial payment for the current semester or lodged their eCAF application if studying a VET Student Loan program.

9. Tampering with the Card

- 9.1. You must not (and must not cause or allow any other person) to reverse engineer, disassemble, tamper with or attempt to interfere with the proper operation of the CITCard.
- 9.2. Tampering with your CITCard may result in the card being LOCKED. Locked cards will need to be returned to CIT Student Services to be unlocked. If tampering has occurred, a fee will apply to have a new CITCard issued.

10. Returning the CITCard

- 10.1. You must immediately return your CITCard to CIT Student Services if:
 - vii. Your affiliation with the Institute ceases; or
 - viii. The Institute requests that you return your CITCard.

11. Lost, Stolen or Damaged CITCard

- 11.1. If your CITCard is lost, stolen, damaged or destroyed the full confirmed amount of money loaded onto the e-purse at the time it is reported will be transferred to the re-issued CITCard.
- 11.2. CIT will accept no liability for the loss of cash balance on a lost, stolen or damaged CITCard until it is reported.
- 11.3. If lost or stolen, a fee will apply to have a new card issued unless approval to waive the fee has been approved by the Director, CIT Student Services.

12. Termination or Suspension of Services

- 12.1. The Institute reserves the right (at its absolute discretion) to terminate or suspend (for any period) all or any of the Institute services provided by and available to you in connection with your CITCard in accordance with Institute policies or procedures.

13. Warranties

- 13.1. Except for warranties that cannot lawfully be excluded, the Institute makes no warranties in relation to the CIT Card.

14. Liability

- 14.1. If your CITCard has been incorrectly debited or credited because of an Institute error, the Institute's liability will be limited to the amount debited or the amount that failed to be properly credited for that particular transaction. Institute errors do not include misuse of your CITCard by you or by anyone else.
- 14.2. For all other liabilities in relation to the CITCard, the Institute's liability is limited to replacing your CITCard.
- 14.3. Except as provided in Clause 14.1, the Institute is not liable for any loss, cost or damage arising from:
 - ix. Any malfunction of the CITCard system;
 - x. Any unauthorised transactions or access rights granted through your CITCard;
 - xi. The unavailability of any services or access rights associated with your CITCard; or
 - xii. Rejection of your CITCard by a Merchant or Terminal.
- 14.4. The Institute is not liable for any indirect or consequential losses incurred by you in relation to your CITCard.

15. Variations of Terms and Conditions.

- 15.1. Circumstances may arise which require the Institute to vary these conditions and it may do so at any time.
- 15.2. If the Institute does change these conditions, you will be notified of the change via an Institute wide notification.