

TASTAFE STUDENT INFORMATION GUIDE 2019



DISCLAIMER

The information contained in this publication is correct at the time of printing (November 2018). Every effort has been made to ensure details are correct and accurate, however TasTAFE reserves the right to change information without notice.

For all current information and course details, please visit the website www.tastafe.tas.edu.au or call us on 1300 655 307.

ACKNOWLEDGMENT OF COUNTRY

We acknowledge the Palawa people as the traditional custodians of the land on which we learn and work together and are committed to building relationships and opportunities for all Aboriginal and Torres Strait Islander people in our region.

CONTENTS

WELCOME	3
----------------	----------

10 REASONS YOU'VE MADE A GREAT CHOICE	4
--	----------

SECTION ONE: MY TASTAFE	5
--------------------------------	----------

GENERAL ENQUIRIES	5
CLIENT SERVICES	5
TASTAFE CONTACT INFORMATION	5
CAMPUS LOCATIONS	5
SOUTH	6
NORTH	6
NORTH WEST	6
MY FACILITIES	6
ACCOMMODATION	6
CAFÉS	6
BOOKSHOPS	6
CHILD CARE	7
PARKING	7

SECTION TWO: MY ENROLMENT	9
----------------------------------	----------

UNIQUE STUDENT IDENTIFIER – Why is it so important?	9
STUDENT ID CARD	9
CHANGE OF DETAILS	9
FEES AND OTHER CHARGES	9
COURSE BASED FEES	10
DIPLOMA AND ADVANCED DIPLOMA LOAN SCHEME	10
CONCESSIONS	10
PAYMENT OPTIONS	10
FAILURE TO PAY DEBTS	11
REFUNDS	11

WITHDRAWALS	11
DISCONTINUED PROGRAMS	11

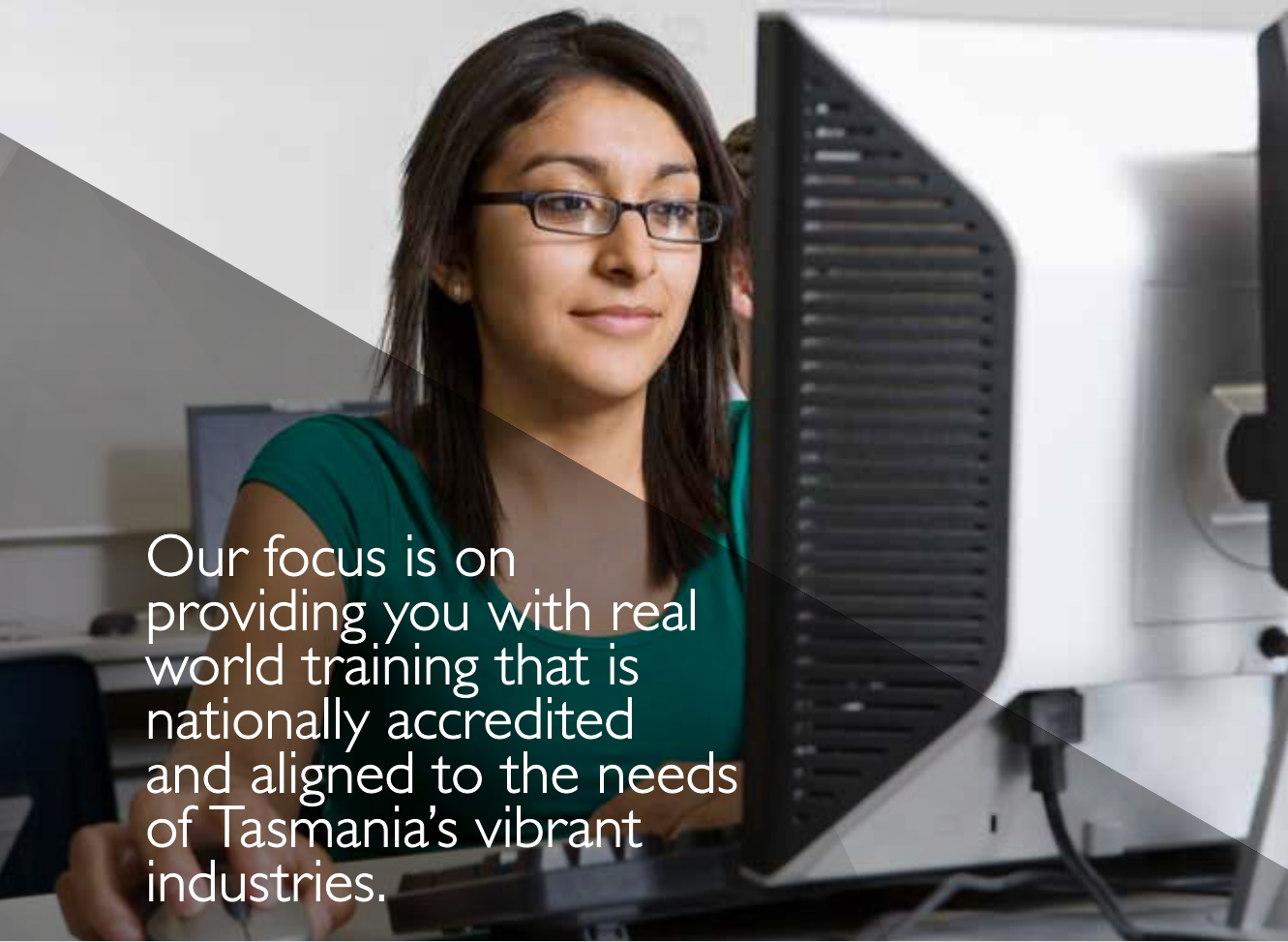
SECTION THREE: MY RIGHTS AND RESPONSIBILITIES	13
--	-----------

CODE OF CONDUCT	13
STUDENT RIGHTS AND RESPONSIBILITIES	13
DISCRIMINATION AND HARASSMENT	14
ATTENDANCE AND PUNCTUALITY	14
INTERNATIONAL STUDENTS ON A STUDENT VISA	14
PLAGIARISM	14
WORK, HEALTH AND SAFETY REQUIREMENTS	14
FIRST AID	15
FIRE AND EVACUATION	15
COMPLAINTS	15
HOW TO SUBMIT A COMPLAINT	15
I'VE SUBMITTED A WRITTEN COMPLAINT. WHAT HAPPENS NOW?	16
COMPLAINTS REVIEW PROCESS	16
FEEDBACK	17
CHILDREN ON CAMPUS	17
PERSONAL INFORMATION	17
NO SMOKING	17
ALCOHOL AND DRUGS	17

SECTION FOUR: MY STUDY	19
RECOGNITION OF PRIOR LEARNING AND SKILLS	19
WHAT GETS RECOGNISED?	19
WHAT SORT OF EVIDENCE IS NEEDED?	19
THE RECOGNITION PROCESS	19
CREDIT TRANSFER	20
LINKS TO UNIVERSITY	20
ASSESSMENT AND RESULTS	20
ASSESSMENT GUIDELINES	20
GATHERING EVIDENCE	20
ASSESSMENT POLICY	21
COPYRIGHT	21
RESULTS	21
ASSESSMENT APPEALS	21
REPLACEMENT CERTIFICATES	21
WORK PLACEMENTS	22
COMPUTERS, INTERNET ACCESS AND EMAIL	22
BRING YOUR OWN TECHNOLOGY	22
LEARNING MANAGEMENT SYSTEM	22
DIGILABS	22
SOCIAL MEDIA GUIDELINES	23
MOBILE PHONES AND DEVICES	23
INTERNET AND EMAIL USAGE	23

SECTION FIVE: MY SUPPORT	25
LIBRARIES	25
PREPARATION PROGRAMS	25
WHAT DO PREPARATION PROGRAMS INCLUDE?	25
LITERACY AND NUMERACY SUPPORT	26
COUNSELLING	26
DISABILITY SUPPORT	26
LEARNING ACCESS PLANS	27
APPRENTICES AND TRAINEES WITH DISABILITY	27
SUPPORT FOR ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS	27
SUPPORT FOR TASTAFE APPRENTICES AND TRAINEES	28
INTERNATIONAL STUDENTS	28
INTERNATIONAL STUDENT SUPPORT	28
DISTANCE (ONLINE) SUPPORT	28
CELEBRATING DIVERSITY	28
FINANCIAL ASSISTANCE	29
CHILD CARE SUBSIDY	29
BREASTFEEDING SUPPORT	29

CHECKLIST STUDENT INDUCTION	30
ORIENTATION	30
INTRODUCTION	30
CONDUCT REQUIREMENTS	30
MANAGING YOUR STUDY	30
SUPPORT	31
NOTES	32



Our focus is on providing you with real world training that is nationally accredited and aligned to the needs of Tasmania's vibrant industries.

WELCOME

It's great to have you here at TasTAFE, Tasmania's largest registered provider of Vocational Education and Training (VET).

Regardless of whether you are launching your career, looking to gain new skills or are wanting a complete career change, TasTAFE offers a wide range of opportunities to gain the skills you need for the job you want.

You might like to know that a recent report by the Skilling Australia Foundation showed VET graduates earn wages comparable to, if not exceeding, university graduates. Interestingly, the median full time income for a VET graduate is \$56 000, compared to \$54 000 for a university graduate.

Our focus is on providing you with real world training that is nationally accredited and aligned to the needs of Tasmania's vibrant industries. This means that on completion of a TasTAFE

qualification, you'll be walking away with the skills and knowledge currently in demand within your chosen field of study.

TasTAFE qualifications include a mix of technical expertise and relevant life skills. Mastering new tasks is important, but so too is a winning combination of teamwork, communication and problem solving skills. We're looking forward to sharing with you just what Tasmania's leading employers are looking for.

This 2019 Student Information Guide provides you with everything you need to know to begin your studies at TasTAFE. Keep it as a handy reference to your rights and responsibilities as a student, information about assessment and results, and the different types of support available to help you achieve your goals.

For more detailed information check out **www.tastafe.tas.edu.au** or give us a call on **1300 655 307**.

10 REASONS YOU'VE MADE A GREAT CHOICE

1. ACCREDITED AND RECOGNISED

TasTAFE offers 250 nationally accredited and industry-endorsed qualifications from Certificate I to Advanced Diploma level. There's also a wide range of short courses you can choose from.

2. REAL LIFE LEARNING

Our courses focus on hands on, practical learning. Think training in simulated work environments, work placements within industry and real world projects in the community.

3. LEARN FROM THE BEST

Our teachers are industry professionals and love to share their experience, skills and passion.

4. LINKS WITH INDUSTRY

Our partnerships with industry leaders ensure our training is relevant and gets you job ready.

5. SPECIALIST FACILITIES

Each of our 11 Tasmanian campuses boast industry standard facilities.

6. RECOGNITION

You may be able to fast track your studies by having previous skills and knowledge recognised.

7. AFFORDABILITY

We can help you navigate payment options, credit transfers, concessions and fee caps.

8. DIVERSITY

At TasTAFE you'll be learning alongside students of all ages and at all stages of their career pathway. Your network is set to expand!

9. SUPPORT

Our Student Support services are here to help you every step of the way. Having troubles?
Our Student Support team is here to lend a hand.

10. ACCESS AND EQUITY

At TasTAFE we are committed to access and equity in the provision of vocational education and training and recognise our obligations under a range of legislation.

SECTION ONE: MY TASTAFE

GENERAL ENQUIRIES

If you have already enrolled and have general questions about your course, access to facilities or other study-related matters, you should talk to your teacher or administrative support staff member to begin with.

CLIENT SERVICES

If you need information on courses, enrolment or student support, please contact Client Services by dropping into a campus, calling **1300 655 307** or emailing **info@tastafe.tas.edu.au**.

Client Services staff will be able to put you in contact with the right person or help you directly with the following services:

- course enquiries
- processing your enrolment
- receipting your payment of fees
- setting up your Instalment Plan/Centrepay if required
- issuing you with a Student ID card (which doubles as your library card)
- making an appointment for you to see a Student Counsellor or Disability Liaison Officer
- providing you with your Statement of Results
- updating your address/contact details
- lost and found property
- any other general enquiries and information

TASTAFE CONTACT INFORMATION

- PHONE: 1300 655 307
- EMAIL: info@tastafe.tas.edu.au
- WEBSITE: www.tastafe.tas.edu.au
- POSTAL ADDRESS:
SOUTH: GPO Box 2015, Hobart, 7001
NORTH: PO Box 1308, Launceston, 7250
NORTH WEST: PO Box 1234, Burnie, 7320

Connect with us:

- twitter.com/TasTAFEedu
- instagram.com/tastafe
- facebook.com/tastafe

SMS and National Relay Service

For hearing and speech impaired students, SMS and the National Relay Service is used. To access these services, please contact:

SOUTH SMS: 0407 820 984

NORTH SMS: 0400 619 910

BURNIE SMS: 0419 390 403

DEVONPORT SMS: 0419 390 403

NATIONAL RELAY SERVICE: 133 677

NATIONAL RELAY WEBSITE:
www.relayservice.gov.au

CAMPUS LOCATIONS

TasTAFE operates from 11 campuses located across the state. Opening hours may vary slightly between campuses, but offices are generally staffed between 8:30am – 4:30pm, Monday – Friday.

SOUTH

- Bender Drive Campus:
8 Bender Drive, Derwent Park
- Campbell Street Campus:
75 Campbell Street, Hobart
- Claremont Campus:
Link Road, Claremont
- Clarence Campus:
4a Bounty Street, Warrane
- Drysdale Campus:
59 Collins Street, Hobart
- Hunter Street Campus:
Hunter Street, Hobart

NORTH

- Alanvale Campus:
54a Alanvale Road, Newnham
- Inveresk Campus: Invermay Road, Invermay
- Launceston Campus (including Drysdale North): 10-16 Wellington Street, Launceston

NORTH WEST

- Burnie Campus:
41–43 Mooreville Road, Burnie
- Devonport Campus (including Drysdale North West): 20–36 Valley Road, Devonport

Client Services offices are open from 8.30am–4.30pm, Monday–Friday and are located at the following (main) campuses:

SOUTH: Campbell Street Campus, Clarence Campus and Drysdale Campus

NORTH: Alanvale Campus and Launceston Campus

NORTH WEST: Burnie Campus and Devonport Campus.

The following campuses offer general front office/reception services, but do not take enrolment payments:

- **SOUTH:** Bender Drive, Claremont and Hunter Street campuses
- **NORTH:** Inveresk Campus.

MY FACILITIES

ACCOMMODATION

Student accommodation is available in Launceston and Hobart.

For more information about the accommodation, or to get in touch with one of the campuses, please contact us on **1300 655 307**.

- **ALANVALE:** Student residences at Alanvale Campus (Launceston) provide comfortable, convenient accommodation in self-contained motel style units. Students are required to self-cater. Weekend accommodation is not provided for students under the age of 18.
- **CLARENCE:** Student residences at Clarence Campus (Hobart) provide comfortable, convenient accommodation in self-contained motel-style units. Students are required to self-cater. Weekend accommodation is not provided for students under the age of 18.

CAFÉS

Cafés/canteens are onsite at Alanvale, Devonport, Burnie and Clarence campuses, with limited refreshments provided by Supply Bookshop at the Campbell Street Campus.

Opening hours vary across campuses. For opening times at your local campus, including holiday opening hours, please check with your local venue.

BOOKSHOPS

Bookshops selling textbooks, stationery and other materials are connected to Launceston and Hobart campuses.

- **NORTH:** Petrarch's Bookshop, 89 Brisbane Street Launceston (Tourism and Hospitality students). Open Monday to Friday 8:30am to 5:30pm, Saturdays 9:00am to 5:00pm, Sundays 10:00am to 4:00pm. Phone: 6331 8088.
- **SOUTH:** Supply Bookshop, 75 Campbell Street Hobart. Open Monday to Thursday 8:30am to 4:00pm, Fridays 8:30am to 2:00pm. Phone: 6165 6114.

CHILD CARE

Privately operated child care centres are located near the Alanvale and Clarence campuses, offering child care services from Monday to Friday. There is often high demand for these services and enquiries should be made directly to the child care centre.

- **NORTH:** Lady Gowrie Child Care Centre (next to Alanvale Campus)
- **SOUTH:** Flagstaff Gully Child Care Centre (next to Clarence Campus).

A range of other Child Care Services are available and located in all regions, including long day care, family day care and out of school hours care. Details of available services can be found on the Australian Government's 'My Child' website www.mychild.gov.au. This website also includes information about services, fee assistance etc.

PARKING

Parking at TasTAFE is offered at the following campuses:

NORTH:

- Alanvale Campus – on-site parking is available free of charge.
- Launceston Campus – paid council parking is available by meter at the front of the campus, Bathurst Street car park and nearby Paterson Street car park.
- Inveresk Campus – paid council parking is available at the front of the campus.

NORTH WEST:

- Parking is available free of charge at the Burnie and Devonport campuses.

SOUTH:

- Bender Drive, Clarence and Claremont campuses – extensive free student parking is available.
- Campbell Street Campus – paid council parking is available by meter and nearby in Argyle Street car park.
- Hunter Street – onsite, limited shared voucher parking is available. Permits required, available after enrolment.

Allocated areas for disability parking are available for students who have a current Transport Access Scheme permit. To access these spaces, please contact the Disability Liaison Officer in your region or request an appointment through Client Services.



All students studying within Australia who undertake accredited vocational education and training must hold a Unique Student Identifier (USI).

SECTION TWO: MY ENROLMENT

UNIQUE STUDENT IDENTIFIER – WHY IS IT SO IMPORTANT?

All students studying within Australia who undertake accredited vocational education and training must hold a Unique Student Identifier (USI). If you are planning to study accredited training with TasTAFE you must provide your USI or you won't be able to commence your training.

To create a USI, visit **www.usi.gov.au** and bring it with you to complete your enrolment at TasTAFE.

Your USI will give you access to your online account which will help you keep all of your training records together and ensures that lost qualifications will be a thing of the past.

If you don't provide TasTAFE with your USI at enrolment, we cannot, by law, issue you a Certificate, Statement of Attainment or Transcript for your accredited training.

Go to **www.usi.gov.au** or speak to a staff member if you need assistance.

STUDENT ID CARD

Generally, your course must be of at least six weeks in duration to qualify for a Student ID card. This will be issued upon request after you enrol. You will need to have provided your USI at the time of enrolment and also produce sufficient evidence of identity before being issued with your card. Photo identification is the preferred method.

Your Student ID card indicates your 'base' campus (where most of your classes will be held) and expiry date according to your course. It serves as your library card as well as a form of general ID that can be used as evidence of being a student, allowing you to benefit from concessional rates for transport, movies, general admissions etc.

CHANGE OF DETAILS

To make sure that you receive important information and communications from TasTAFE, it's vital that you let us know if you change your name and/or address.

If you need to update or change your details, please contact your local Client Services office and complete the Change of Personal Information form.

FEES AND OTHER CHARGES

The Government provides generous levels of support to enable TasTAFE to offer much of its training on a subsidised basis.

The fee you pay at TasTAFE will depend on the course you choose and may vary depending on the level of government subsidy available, the cost of delivery, any previous study you have undertaken and your personal circumstances.

Your tuition fees will cover the basic materials needed in most subjects and programs, however there may be some additional expenses you need to budget for (such as text books or protective clothing) depending on your course.

Commercial training and short courses are not generally subsidised and will require you to pay your fees in full, prior to commencing your course.

If you are enrolling in a vocational preparation program you will not be required to pay any fees.

Student tuition fees for 2019 programs are published on the TasTAFE website here **www.tastafe.tas.edu.au/future/fees-and-payments/**. For more information about course costs, please contact us on **1300 655 307**.

COURSE BASED FEES

TasTAFE's fee structure is based on a qualification-based fee, which means that you pay for your qualification as a whole, not individual units.

If your course is longer than 12 months, your total fee will be broken down into an annual fee with the second (and any subsequent fees) falling due on the 'anniversary' of your first invoice. Concession fees are charged on a 12 monthly basis.

From 1 January 2018, fee caps were introduced at TasTAFE. If you are studying a Certificate I IV level course you may be eligible to apply for a fee reduction once your tuition reaches \$1950 in a 12 month period. Contact our Information Service Centre on **1300 655 307** for more information.

DIPLOMA AND ADVANCED DIPLOMA LOAN SCHEME

VET STUDENT LOANS

VET Student Loans is a Commonwealth loan scheme that allows eligible Diploma and Advanced Diploma students to defer tuition fees. This is the preferred payment option at TasTAFE. VET Student Loan amounts are capped by qualification and only certain qualifications may be available. Students must also meet academic and eligibility requirements.

Information on academic and eligibility requirements, the full list of qualifications and how much you can borrow is available from **www.tastafe.tas.edu.au/vetstudentloans**.

Where VET Student Loans is not available for a qualification, TasTAFE will offer instalment plans to assist with repayment of tuition fees in line with terms for non-Diploma students. Other fees are payable upfront at time of enrolment.

More information on the VET Student Loan scheme is provided by the Federal Government at **www.education.gov.au/vet-student-loans**, but if you have any questions, please feel free to speak to our Client Services staff, a delivery team member or email us at **vetstudentloans@tastafe.tas.edu.au**.

CONCESSIONS

At TasTAFE, we offer fee concessions based on your (or your family's) Centrelink status. You may be eligible for a concession if you:

- are receiving a Centrelink allowance such as Newstart, Youth Allowance, Disability Support Pension, a pension, Austudy or Abstudy
- are listed on a current Centrelink Card as a dependent
- have a Health Care Card.

To claim a concession, simply produce Centrelink evidence relevant to your benefit/allowance at the time of enrolment.

It is your responsibility to advise Centrelink of any changes to your total weekly study hours. Changes may affect your eligibility for payments and the conditions associated with your payments.

Concessions apply to fees for trainees and apprentices that meet the above criteria.

Please note: No concession is available for commercial training or qualifications at Diploma level and above. Other learning materials such as text books and protective clothing are not covered by concessions.

PAYMENT OPTIONS

For subsidised courses, student tuition fees can be paid in full at the time of enrolment. Alternatively – provided you are not undertaking a Diploma or an Advanced Diploma – you can choose to commit to a payment instalment plan after paying an initial 25% deposit.

You can use credit card, cash, cheque or EFTPOS to make your payment. For qualifications at Diploma level and above you have the option of using the VET Student Loan deferred payment model.

If there are any additional charges associated with your course, these will normally be expected to be paid prior to commencing your course unless an alternative time has been stipulated.

Students in receipt of Centrelink benefits may choose to pay using the Centrepay direct debit option whereby deductions are made directly from your Centrelink benefits.

Commercial courses or short courses should have all fees and charges paid up front at the time of enrolment. For more information, please contact Client Services or phone **1300 655 307**.

FAILURE TO PAY DEBTS

If you fail to pay your fees before you finish your course, it will prevent you from receiving your qualification.

Qualifications at Diploma level and above will be subject to formal census dates and refunds will only be available if you formally withdraw from study prior to the census date relevant to your study. Testamurs and/or Statements of Attainment will only be issued once the fees for your course have been paid in full.

Failure to pay debts may also result in you not being permitted to enrol in any subsequent TasTAFE courses until the debt has been cleared. Outstanding debts may be referred to our debt collectors. If you are experiencing difficulties in paying your fees, please contact one of our Student Counsellors to discuss your options. You can make an appointment through Client Services.

REFUNDS

In 2019, if you have participated in less than 20% of your scheduled training for the current year of your course, you will be able to secure a full refund of the tuition fees you have paid or are payable. At worst, if you have been assessed in a unit of competency in your qualification prior to this date, you will be entitled to an 80% refund. The date marking 20% of your course will be provided at the time of enrolment.

You will not be eligible for a refund if you withdraw beyond this period. However, TasTAFE will consider requests for refunds after this period when withdrawing due to extenuating circumstances that are outside the control of a student.

Refund of fees for Diploma and Advanced Diploma qualifications can only be made where you withdraw on or up to the applicable Census Date. The level of refund on any learning materials will depend on their condition when returned.

If you are enrolled in off campus/open learning modes of study, you are deemed to have

commenced study after you have made contact with your designated teacher at least once after having received your learning materials.

If you have an outstanding debt in respect to another enrolment, a refund will take the form of credit against the outstanding debt. If you wish to withdraw from a course, please discuss this with one of your teachers.

Refunds for commercial or short courses will not be given if you do not contact TasTAFE to withdraw from the course 72 hours prior to the commencement of training.

If, for any reason, TasTAFE is required to suspend or discontinue a program you are enrolled in, you will be issued with a statement of attainment for any units completed and a pro-rata refund of fees paid. For further details, and to request a refund, please contact Client Services.

WITHDRAWALS

If you choose to discontinue or withdraw from your course, please let us know! Simply not turning up to class will not trigger a withdrawal.

Please take note of the refund conditions (above) in making any decisions to withdraw, and ensure that you speak with your teacher so that they can undertake the process to formally withdraw you from the course.

DISCONTINUED PROGRAMS

In the event that TasTAFE is required to suspend or discontinue a program you have enrolled in, every effort will be made to place you into an alternative course without any additional course fees being payable. We will always seek your permission before enrolling you in an alternative course. If the alternative course tuition fees are less, the difference will be refunded.

If no alternative can be agreed upon, and you have already successfully completed one or more units, you will be issued with a statement of attainment for those units and a pro-rata refund of tuition fees paid. A full refund of tuition fees will be available if TasTAFE has delivered less than one full unit of the course.



TasTAFE students are informed of the Code of Conduct at the beginning of their course and are expected to comply with the Code by fulfilling their responsibilities.

SECTION THREE: MY RIGHTS AND RESPONSIBILITIES

CODE OF CONDUCT

TasTAFE is committed to providing a learning environment that reflects contemporary workplace standards across all campuses.

As a TasTAFE student, it is important that you understand there are rules and expectations guiding your behaviour and safety, and that there are academic standards that apply to your studies. Our Code of Conduct is based around the principles of safety, fairness, respect and legality.

All members of the TasTAFE community, including visitors to TasTAFE sites, can expect an environment and interactions that are:

- **Safe and Healthy**

Your behaviour must take account of the physical, psychological and emotional safety of yourself and others, be in line with Workplace Health & Safety legislation and standards and follow the specific requirements of the learning area you are operating in.

- **Respectful and Considerate**

Your behaviour must include treating others with respect, be free from intimidation, aggression and violence and must allow others to freely participate in their chosen activities.

- **Fair and Equitable**

You must make sure you do not harass, bully, intimidate or treat others unfairly. Your behaviour must allow others to freely access the TasTAFE experience and not disadvantage or discriminate against them.

- **Honest and Legal**

You must act within the law at all times, in line with Workplace Health & Safety legislation and TasTAFE By-Laws 2013.

TasTAFE students are informed of the Code of Conduct at the beginning of their course and are expected to comply with the Code by fulfilling their responsibilities. Teachers and staff have an obligation to all students to ensure a healthy and equitable environment in which every student can undertake their chosen area of study.

STUDENT RIGHTS AND RESPONSIBILITIES

Your Rights

As a student at TasTAFE you are entitled to:

- be provided with accurate and sufficient information to assist you to make informed decisions relating to your enrolment and learning experience
- undertake your learning experience safely
- be treated fairly and with respect
- learn in an environment free from discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- have access to various services such as counselling and language support
- be informed of assessment procedures

Your Responsibilities

As a student at TasTAFE you have the responsibility to:

- behave in a manner which is safe, fair, respectful and lawful
- treat other people fairly and with respect
- be punctual and regular in attendance

- not smoke within any campus boundary
- drive safely on campus
- participate in scheduled assessment events and submit assessment items on time
- provide authentic original assessment evidence and not engage in plagiarism or cheating in any assessment
- behave in a responsible manner – i.e. do not litter, harass or offend fellow students or staff, damage or steal property
- use mobile phones appropriately
- not be under the influence of alcohol or drugs
- follow directions relating to Workplace Health and Safety and training requirements
- use TasTAFE social media sites responsibly

More information on the requirements of the TasTAFE Code of Conduct is available from your teacher.

DISCRIMINATION AND HARASSMENT

At TasTAFE, we support an environment free from discrimination, harassment and bullying for both students and staff. TasTAFE complies with federal and Tasmanian anti-discrimination legislation. If you consider that you are experiencing discrimination, bullying or harassment, talk to your Education Manager or a Student Counsellor to access confidential support and information about options to deal with such situations.

ATTENDANCE AND PUNCTUALITY

You are expected to let your teacher know if you are unable to get to a class or attend a work placement.

Please arrive to class or assessments on time to minimise disruption and to show respect to your fellow classmates and teacher/s.

INTERNATIONAL STUDENTS ON A STUDENT VISA

For those students studying under an international student visa, there are course progress and attendance requirements associated with your visa. Your visa conditions require you to:

- maintain satisfactory course progress and attendance
- comply with all visa conditions
- ensure you have and continue to maintain, Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell TasTAFE Client Services and the International Student Advisors if you change your address or other contact details
- meet the terms of your written agreement with GETI.

PLAGIARISM

Plagiarism occurs where a person uses someone else's ideas or words in their work and claims that the work is their own.

It is your responsibility as a student at TasTAFE to provide authentic, original assessment evidence and not engage in plagiarism or cheating in any assessment.

When you take something from another author such as an opinion, idea, theory, image, example, conclusion or finding, you must acknowledge it. This means that you must say who it comes from and where the original can be found.

You will be provided with assistance and the skills you need to avoid plagiarism by your teacher and it is important you apply these skills for all work you submit, and all presentations you give to your class group.

WORK, HEALTH AND SAFETY REQUIREMENTS

TasTAFE has a duty of care to provide a safe and healthy workplace for all employees, students, contractors and visitors and we are committed to ensuring you are able to

complete your training in a safe and secure manner across all of our campuses.

At enrolment you will be informed of any course-specific requirements in relation to protective clothing and equipment. During an orientation session on your first attendance you will also be given information on what to do in case of an emergency or if you are injured and require first aid.

All our courses include instruction and training on work health and safety requirements relevant to your training. Your teachers will provide you with the recommended ways to use tools and equipment specific to your qualification and you are required to follow standard operating procedures and instructions at all times to ensure your own and others' safety.

To help us provide a safe environment for all staff and students, work health and safety legislation also reinforces your duty to take reasonable care for the health and safety of others.

You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible.

If you notice any broken or damaged equipment that may cause harm to you or others, please let your teacher know so that steps can be taken to maintain safety for all.

FIRST AID

First Aid Officers are available at all TasTAFE campuses. They have received training to assist in managing minor injuries and will give you clear advice if they believe you need further treatment.

If your injury or medical condition is serious, the First Aid Officer/s will use their discretion and may request an ambulance.

If you require first aid, please advise your teacher in the first instance, or speak to a staff member in Client Services so they can make contact with the First Aid Officer on your campus.

FIRE AND EVACUATION

Your teacher will point out the steps you need to take should the fire alarm be sounded while you are on campus. This will include showing you where the emergency evacuation point is and assisting you and your classmates to move there in a calm, direct way.

Some individuals may require assistance in order to evacuate buildings in an emergency. TasTAFE is required by law to support students who may require assistance to evacuate in an emergency by completing a Personal Emergency Evacuation Plan (PEEP). The student and identified staff must follow this plan in an emergency situation. See your teacher or a Student Support staff member for assistance in putting a PEEP in place.

COMPLAINTS

At TasTAFE we try to continually improve our services to you, so if you have a complaint, we are keen to hear about it.

Your complaint might be about our service and training, a decision we have made, how you have been treated by TasTAFE staff or students, or any of our practices, policies and procedures.

HOW TO SUBMIT A COMPLAINT

Talk to Your Teacher

The quickest and best way to resolve most complaints is to talk to your teacher. TasTAFE recommends that you do this as soon as the situation arises – this will ensure that it doesn't worsen and turn into a bigger problem for you.

Many complaints can be the result of misunderstandings and can often be easily resolved with a simple conversation. If a teacher, staff member, or another student has said or done something that has upset you they may not even know so talking to them about it could resolve your complaint.

If after talking to your teacher your complaint is not resolved, or if you do not feel comfortable talking to your teacher, then please talk to the teacher's manager or a Student Counsellor.

Talk to a Student Counsellor

Contact Client Services reception at your campus, or by phone on **1300 655 307**, and ask to speak to a Student Counsellor. Anything you discuss with a Student Counsellor will remain confidential. If the Student Counsellor cannot resolve your complaint they can help you explore your options and support you if you decide to make a written complaint.

Put Your Complaint in Writing

If you are not satisfied after talking to your teacher, their manager and/or a Student Counsellor you can submit a written complaint.

Your Student Counsellor can help you with this and support you through the process.

You can submit a complaint at any time by completing the form available on our website, www.tastafe.tas.edu.au. Alternatively, you can send your complaint via email to feedback@tastafe.tas.edu.au, or via post to TasTAFE Student Experience and Compliance, PO Box 1308, Launceston 7250 or hand deliver to any Client Services office.

I'VE SUBMITTED A WRITTEN COMPLAINT. WHAT HAPPENS NOW?

Once you submit a written complaint TasTAFE will acknowledge your complaint in writing, or a Senior Manager will contact you to discuss your complaint, obtain more information (if necessary) and discuss possible solutions with you. This contact will occur within 3 working days.

Many complaints can be resolved quickly through a discussion about what's occurred and exploring options to resolve the matter. If the complaint cannot be resolved quickly TasTAFE will appoint a Manager to undertake further investigation into your complaint. You will be advised of the outcome of your complaint by TasTAFE.

If you have not already spoken to a TasTAFE Student Counsellor you may be referred to one at this stage so that you can be provided with support during this process.

Your complaint will be resolved within 20 working days, otherwise TasTAFE will let you know of any delay.

You will be advised of the outcome of your complaint by TasTAFE.

COMPLAINTS REVIEW PROCESS

If you still feel the decision made about your complaint is unfair you are able to request a review. A Student Counsellor can help and support you to do this.

Request an Internal TasTAFE Review

You can request an internal review by simply emailing feedback@tastafe.tas.edu.au, to request a review and detailing your reasons for this.

A Senior Manager will review your complaint, actions taken to date, the decision made and let you know the outcome of the review within 20 working days.

Request an Internal TasTAFE Review from the Chief Executive Officer, TasTAFE

If you are still dissatisfied you can ask the Chief Executive Officer, TasTAFE for an independent internal review by phoning 6165 5671 or emailing ceo@tastafe.tas.edu.au.

The CEO, or an independent senior TasTAFE staff member appointed by the CEO, will review your complaint, and let you know the outcome of the CEO review.

Request an External Review

If you are still concerned after the internal reviews you can contact the external organisations below for advice:

Australian Skills Quality Authority – www.asqa.gov.au – 1300 701 801

Equal Opportunity Tasmania – www.equalopportunity.tas.gov.au – 1300 305 062

Tasmanian Ombudsman – www.ombudsman.tas.gov.au – 1800 001 170.

More information on TasTAFE's complaint process can be found on our website: www.tastafe.tas.edu.au

FEEDBACK

At TasTAFE we value your feedback so if you'd like to comment on a positive experience or would like to suggest an improvement please let us know. There are different ways you can provide us with feedback:

- talk to a staff member
- you can complete an online form – available on our website: www.tastafe.tas.edu.au or e-mail feedback@tastafe.tas.edu.au
- you can complete a form at your closest Client Services office
- phone us on 1300 655 307.

As part of our overall approach to gathering feedback, you may be asked to complete a survey at the completion of an assessment, a single unit or module, a group of units, or a complete qualification.

This feedback helps us improve our services to you, so please don't be shy in telling us if there is an area in which we can improve.

CHILDREN ON CAMPUS

TasTAFE seeks to provide a high quality learning experience to all students, through a variety of learning activities. These may occur in on-campus classrooms, workshops, laboratories and off-campus venues that are managed by TasTAFE.

To achieve a high quality learning experience, it is important that venues are conducive to both teaching and learning. For this reason, you are unable to bring children, babies or dependents to class, as they may cause a distraction to you or other students.

Exceptions to this policy include:

- children and babies who are present in the context of a learning activity
- programs specifically designed for parents where children can be present.

Please talk to Student Support staff for information and assistance with child care needs.

PERSONAL INFORMATION

Personal information is managed in accordance with the *Personal Information Protection Act 2004*.

Personal information may be disclosed to law enforcement agencies, courts and other public sector bodies or organisations authorised to collect it.

TasTAFE employees are only provided with, or have access to, the information that is necessary for them to do their job within the organisation. TasTAFE employees are bound by confidentiality requirements.

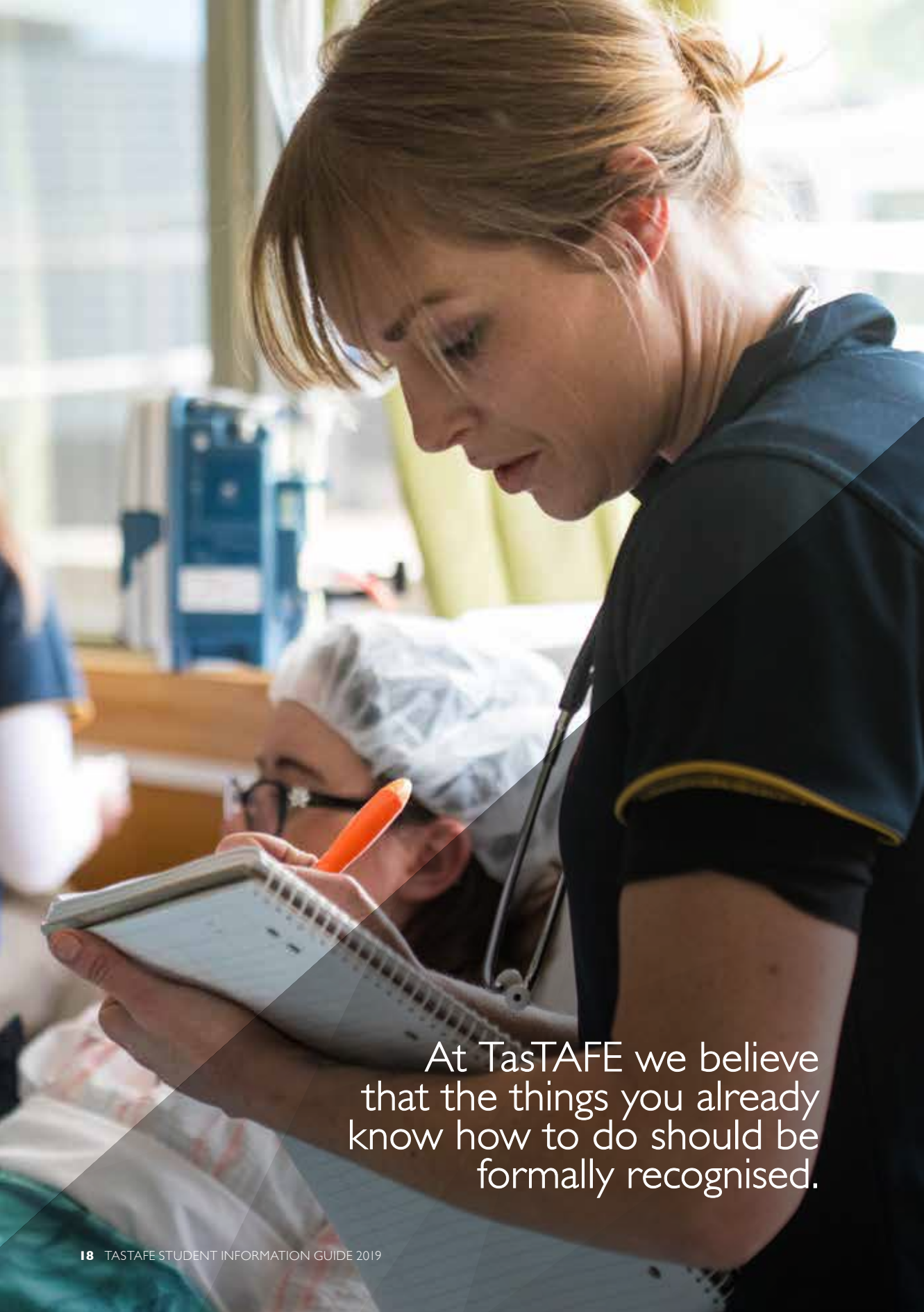
NO SMOKING

All TasTAFE campuses are non-smoking within the campus boundary.

All TasTAFE staff have a responsibility for Work, Health and Safety and must proactively support the implementation of the 'smoke free' requirement at all TasTAFE campuses. It is your responsibility as a student to comply with this policy.

ALCOHOL AND DRUGS

Students are not to enter a campus under the influence of alcohol or drugs or be in the possession of alcohol or drugs on campus.



At TasTAFE we believe
that the things you already
know how to do should be
formally recognised.

SECTION FOUR: MY STUDY

RECOGNITION OF PRIOR LEARNING AND SKILLS

At TasTAFE we believe that the things you already know how to do should be formally recognised.

Whether it be a hobby, the work you currently do, a volunteer role, or even a family or sporting club commitment, over the course of your life you will have gathered a wide range of skills, knowledge and experiences.

Our staff will support you to link your prior learning and skills to your formal training with TasTAFE and provide you with assistance in getting formal recognition if appropriate.

WHAT GETS RECOGNISED?

When you apply to enrol at TasTAFE you can seek recognition of:

- schooling
- formal/informal learning
- life experience
- employment or work experience

Please note: Recognition is awarded for a whole unit of competency. Partial recognition cannot be awarded. It is also possible to apply for credit for TasTAFE subjects if you decide to study at university.

You may be able to apply for credit transfer for units that you have successfully completed previously or with another training organisation, but it is important that you ask for this at the time of enrolment.

WHAT SORT OF EVIDENCE IS NEEDED?

Evidence of your skills and knowledge can be taken from a range of sources including:

- accredited courses
- in-house training
- work records
- computer records
- life experience
- work experience

We can help you gather this information, as well as suggest other relevant sources of evidence you may not have considered. Where you can, it's a good idea to collate a portfolio of these types of evidence which will help to ensure you have all the information required.

THE RECOGNITION PROCESS

At TasTAFE, we aim to provide a recognition process that is streamlined, individualised, and task-based.

The recognition process may include, but is not limited to:

- competency conversations
- observation of practical tasks
- observation of performance in the workplace and/or simulated workplace environment
- provision of workplace documentation related to unit requirements.

For further information about recognition of prior learning and skills, or to apply for recognition, please contact your teacher or Education Manager in your learning area at your local campus.

CREDIT TRANSFER

If you have completed any VET courses in the past, you may be eligible to receive a credit transfer for specific units.

This means that if you have previously completed a unit in the course you are enrolling in – and the unit has not been significantly changed since you earned it – you may be able to have it directly recognised rather than having to complete it again.

If you believe this is the case for you, please let your teacher know at enrolment. They will ask you to provide evidence of the unit/s by showing them a record of your results or you can let them know which course you believe it was in, if you completed the unit at TasTAFE. The teacher will inform you of any credit transfers you are entitled to. If you are an international student, credit transfers for units received in another country will be discussed with you prior to your offer being finalised.

LINKS TO UNIVERSITY

At TasTAFE, we understand the benefit of planning ahead for your future.

When you enrol, you may know exactly which career path you would like to follow, and which study pathway you need to take to achieve this. If you're considering using your TasTAFE qualification to gain entry into university, you may be interested to know that many Diploma and Advanced Diploma courses at TasTAFE offer credit transfer arrangements with University of Tasmania degree courses.

Studying a qualification that provides credit transfer at university level offers several benefits, including:

- the opportunity to gain valuable skills and workplace training
- tuition fees that provide an affordable alternative to a full university degree
- practical work experience and skills – a TasTAFE Diploma will provide you with the workplace skills and training that employers are seeking right now
- more diverse job opportunities – if you complete both a Diploma/Advanced Diploma and an Associate Degree/Bachelor qualification, you may have an advantage in the job market

Talk to us today about your area of study and we can provide further details.

ASSESSMENT AND RESULTS

The Standards for Registered Training Organisations 2015, require assessment processes to be valid, reliable, flexible and fair.

Your teachers will assess your skills, knowledge and competence through evidence that is gathered from a range of activities, places and people using the most relevant assessment methods.

Clear information about the assessment process, the assessment tasks and the evidence requirements will be provided to you by your teacher/s before you start your course. If this information is not clear, please seek further advice and make sure you ask questions of your teacher/s so that you understand.

If you are unable to complete an assessment at the specified time because of circumstances beyond your control (e.g. illness), please contact your teacher as soon as you can and discuss your options for completing the assessment at another time.

You can also have relevant skills, knowledge and work experience formally recognised. See the Recognition of Prior Learning and Skills information in this guide.

ASSESSMENT GUIDELINES

All assessments in your course will have guidelines to help you understand what is required of you and how your work will be assessed. You will be given guidelines before you start the assessment.

The guidelines are an important part of assessment, so if you don't understand what you need to do, please let your teacher/s know as soon as possible so they can explain and clarify what is needed.

GATHERING EVIDENCE

It is important that you gather as much evidence as you can to help support your learning, training and assessments. Evidence is any document, item or an example that shows your skills and understanding.

Evidence that you provide is used to assess your competence and helps you complete your training and qualification/s.

Your teacher will provide you with clear guidelines that explain what evidence is required to demonstrate your competence for each specific assessment task.

This evidence may take a variety of forms including written assignments, presentations, practical demonstrations, role plays and projects, tasks within the workplace, evidence from employers or testimonials from employers, TasTAFE teacher/s and other people supporting your training.

ASSESSMENT POLICY

TasTAFE has a very clear Assessment Policy that has been designed to ensure all staff involved in student assessment use clear, easy to understand and consistent assessment practices to design, develop and deliver assessment tasks to you.

This includes giving you the opportunity to demonstrate your skills in a variety of ways and on a number of occasions.

Please ask your teacher/s to help ensure you understand all relevant policies in relation to the assessment of your work.

COPYRIGHT

All TasTAFE students have the responsibility for ensuring they comply with current copyright laws as stated in The Australian Copyright Act 1968 in relation to downloading, copying and reproducing print, media and online resources.

Information about your responsibilities as a student is available at www.smartcopying.edu.au (search for Students and Copyright Information Sheet) or by having a chat to one of TasTAFE's library staff.

RESULTS

Once you complete assessments relevant to a unit of competence, you will be awarded a 'result'. There are a number of results you can be awarded – some of the most common are:

- CP – Competent
- NP – Not Competent
- RCP – Competent through Recognition

You can request a record of your results at any time during your course by contacting your teacher or by asking one of our Client Services staff.

If you are studying for a full qualification, you will receive a printed testamur outlining the qualification you have been awarded and the units contained within it once your course is complete.

For further information in regards to your results, please speak directly with your teacher/s and/or a Student Counsellor.

ASSESSMENT APPEALS

If you have concerns that specifically relate to an assessment process or outcome then you can use the Assessment Appeals Process. The first place to start is by approaching your teacher.

If your assessment appeal is not resolved to your satisfaction, we have processes that enable you to have the decision or outcome reviewed.

If you are not sure about the best way to raise a concern, or would like to initially discuss it informally with someone, you can contact us on **1300 655 307** and ask to speak with a Student Counsellor. Anything you discuss will remain confidential.

Assessment Appeal forms are available from Client Services or from our website:

www.tastafe.tas.edu.au

REPLACEMENT CERTIFICATES

For further information about obtaining a replacement Certificate or Statement of Attainment please contact Client Services.

You will need to complete a Request for Reissue Testamur or Statement of Attainment Form which is located on our website www.tastafe.tas.edu.au/current/assessment-and-results/

Please note: there will be a cost for replacement Certificates and Statements of Attainment.

WORK PLACEMENTS

A work placement is a period of learning in a real work environment that you may undertake as part of your training course. It should be clearly linked to your course in terms of:

- competencies achieved and assessed
- tasks undertaken and skills developed
- hours spent in the work place

You will be informed at information and induction sessions about any work placement requirement/s of your course. These are often a key requirement of the qualification you are studying and can include a set number of required work placement hours.

Work placements allow you to apply the skills you have learnt in a work setting. They provide key learning opportunities, and more often than not, include assessment tasks that need to be completed during the placement.

TasTAFE has a range of resources to help and guide you before, during and after your work placement, and can help assist you to plan, organise and evaluate your work experience, as well as deal with any problems you may encounter.

If you have any questions about work placements, please speak to your teacher/s or Student Counsellor.

COMPUTERS, INTERNET ACCESS AND EMAIL

At TasTAFE you will be given access to internet services for your course of study.

The internet should not be used for other purposes and you must follow the rules set out in the Student Internet Usage Conditions. TasTAFE monitors all online activities and any infringement may result in disciplinary action.

There are computer facilities available at campus libraries for use during opening hours. Computers in classrooms may also be available for use outside class hours – please discuss this with your teacher/s.

On enrolment you will be provided with your own login and password to use for all TasTAFE systems. When logging on for the first time,

you will need to change your password from the default. This is done by logging onto www.tastafe.tas.edu.au/current/password. If you have any questions, please ask your teacher. You can access your TasTAFE emails here: <http://mail.education.tas.gov.au/>.

BRING YOUR OWN TECHNOLOGY

TasTAFE supports the use of your own electronic device/s to extend and enhance your learning in class.

If using your device in class, please do so responsibly and only with the permission and direction of your teacher. Please contact your local campus library if you need help with connecting to WiFi.

LEARNING MANAGEMENT SYSTEM

As part of your course of study you may access TasTAFE's Learning Management System (LMS). The LMS is designed to support your learning through the use of discussion boards and live chat, along with content including documents and web pages to assist you with the information you need to enhance your training.

You can access the LMS from any internet connection via the public TasTAFE website under the 'Current Students' tab – eLearning student login. When logging on for the first time, you will need to change your password from the default. This is done by logging onto **www.tastafe.tas.edu.au/current/password**.

If you have any questions, please ask your teacher.

DIGILABS

Innovate. Create. Collaborate.

TasTAFE's Digilabs offer the opportunity to experience technologies such as virtual reality, 3D printing and robotics, at the same time as enhancing your digital literacy skills.

We are always excited to see what students are doing with the technology found in our Digilabs – whether it is designing 3D games or building electronic gadgets, incredible displays, action videos or fashion accessories as part of their learning experience.

What will we be adding to our collection next? Well, it probably hasn't been invented yet, but when it is, we will teach you how to use it and then watch while you create something amazing! Our Brother Scan N Cut machine is one of the latest editions to be used extensively by Fashion students and Children's Services. We also have Insta360 cameras, a Go Pro Hero 4, and some great new Panasonic Lumix mirror-less cameras and Microsoft Surface Pro and iPad Pro – both with pencils.

We can't wait to see where the technology leads you!

SOCIAL MEDIA GUIDELINES

Social media refers to online services, mobile applications and virtual communities that provide a way for people to connect and share user-generated content and to participate in conversation and learning.

Please familiarise yourself with the following guidelines if you will be participating in a social network within your TasTAFE course (such as a class group on Facebook). You are encouraged to:

- **CONNECT** – participate in and add value to the conversation.
 - **EXCHANGE** – share relevant ideas, links, videos and photos.
 - **BE MINDFUL** – consider the words you are using and how others may perceive your comments. Inside jokes may be misunderstood, or worse, they may offend someone.
 - **BE RESPONSIBLE** – ensure your privacy settings on your accounts are meeting your needs. Protect your privacy by not including your personal information such as where you live, your phone number, or student ID number.
 - **THINK BEFORE YOU POST** – do not post if you are feeling emotional or your judgement is impaired.
 - **REPRESENT YOUR OWN VIEWS** – do not impersonate or falsely represent any other person.
 - **REMEMBER WHO IS LOOKING** – potential employers may look at social media accounts such as Facebook and LinkedIn.
- **SPEAK TO YOUR TEACHER** – or someone from Student Support in person if you are unhappy or dissatisfied about your learning experience. Social media is not the place to complain about the organisation, staff or students.
 - **CONSIDER** – the Code of Conduct applies equally to all students whether you are studying online or on-campus.

MOBILE PHONES AND DEVICES

TasTAFE supports the use of your own electronic device/s to extend and enhance your learning in class.

We provide free WiFi access across our TasTAFE campuses and you are welcome to connect to this service using your device.

If using your device in class, please do so responsibly and only with the permission and direction of your teacher.

Please contact your local campus library if you need help with connecting to WiFi.

INTERNET AND EMAIL USAGE

Access to internet services is provided for the purpose of learning whilst you are a student studying at TasTAFE and should not be used for non-course related activities.

You must sign and follow the conditions set out in the Student Internet Usage Conditions which will be provided to you by your teacher.

Please be aware that online activities may be monitored and that any infringement may result in disciplinary action.

These conditions cover all electronic communication including, but not limited to, instant messaging, email and all forms of social media.

For more details please speak with a staff member from the relevant teaching team.



We can help you investigate career pathways and get the skills and knowledge you will need.

SECTION FIVE: MY SUPPORT

Whether you are returning to study after a long break, building on the skills you already have, or entering further education for the first time, TasTAFE provides a range of services to ensure that you are supported throughout your study.

LIBRARIES

TasTAFE libraries are located on all major campuses. They provide safe, comfortable spaces where you can get help with resources and technology that you need for your studies.

The libraries offer spaces where you can:

- research and study
- create and print your assignments
- check your email
- have a coffee and read the paper or the latest magazines
- access books and DVDs from across the state
- get help with your login and WiFi connections
- work collaboratively with other students
- make things using 3D printers
- check out technology
- join us for campus events.

You can find more help and resources tailored to your course on our Library website.

If you are studying off campus, library staff are also available to help by providing access to online resources, help guides and tools. Feel free to call us, we are able to help.

Opening hours may vary, so please check with your local campus library.

Visit library.tastafe.tas.edu.au/ for more information or call us on **1300 655 307** and ask to speak with your local library staff member.

PREPARATION PROGRAMS

If you want help to develop your skills and increase your career options, TasTAFE has a wide range of preparation programs on offer.

These courses will help you develop your skills or work out your career options, and offer the chance for you to:

- explore options and build confidence before you start your study
- receive extra help in some areas of learning
- help you get back into learning after having had time away from study
- learn or improve your English if you have recently arrived in Australia
- receive more support and time to develop your skills if you experience a disability or a learning barrier

WHAT DO PREPARATION PROGRAMS INCLUDE?

These courses suit a wide range of student needs. You may want to improve basic skills, prepare for a vocational pathway, return to study, overcome a learning barrier or upgrade your skills. Whatever goal you have in mind, speak to us about the support you need.

We can help you investigate career pathways and get the skills and knowledge you will need. This may include study skills, computing skills, employability skills, working with others, and literacy and numeracy.

For more information about what programs are available in your region, please contact us on **1300 655 307**.

LITERACY AND NUMERACY SUPPORT

TasTAFE offers a variety of options to assist you with developing or improving your reading, writing, maths and computing skills when you are studying a vocational course.

If you believe that your reading, writing, maths, computer or study skills may present a barrier to you completing your qualification, contact your teacher and ask for a referral to the Vocational Preparation team. Support will be provided by specialist teachers, either in small groups or in class.

Support is also available to apprentices and trainees who are completing their studies in their workplace, including assistance with any reading, writing, maths, computer or study skills that may present a barrier to you completing your qualification.

COUNSELLING

TasTAFE students can make an appointment with a Student Counsellor to discuss a range of educational and personal issues. This is a free and confidential service.

Counsellors can assist with:

- course options and career pathways
- career changes
- course selection and advice selection processes
- advocacy and support with Centrelink issues
- fee payment options
- linking students to a range of language, literacy and numeracy support options
- supporting students to overcome barriers to successful course completion, such as lack of motivation, lack of self-confidence or difficulties with concentration
- time-management skills, in order to work to assessment timelines
- interpersonal skills in the classroom, including conflict-resolution and negotiation skills
- student concerns regarding harassment, discrimination, bullying and assessment appeals

- personal counselling regarding issues such as anxiety, depression, work/life balance
- Child Care Subsidy applications
- referral to and/or advocacy with, other services for ongoing support with legal, health, accommodation, financial and welfare needs
- support to talk with your teacher about strategies to minimise the impact of barriers to your studies such as caring responsibilities, medical and mental health conditions and/or learning difficulties
- post-course planning

For more information about our counselling services or to make an appointment, please phone us on **1300 655 307** and ask to speak with a Student Counsellor.

DISABILITY SUPPORT

TasTAFE Disability Liaison Officers provide information and assistance to students with a disability, including apprentices and trainees, and will work with you to identify what support requirements are needed for you to undertake a course of study at TasTAFE.

TasTAFE recognises the definition of disability as outlined in The *Disability Discrimination Act 1992*, specifically:

- a physical impairment (e.g. wheelchair use, chronic pain, amputee, back injury)
- intellectual disability
- a mental health condition
- hearing impairment (deaf or hard of hearing)
- vision impairment (blind or low vision)
- a neurological condition (e.g. autism spectrum disorder, acquired brain injury or learning disability)
- a medical condition (e.g. asthma, epilepsy, diabetes, heart condition).

Examples of support available to students with disability may include:

- access to designated parking spaces
- development of Learning Access Plan
- alternative methods of assessment

- coordination of learning support (e.g. note-takers, participation assistance, Auslan interpreters)
- library and reference material assistance
- referral to external support services, where required.

For more information about the assistance and support available for students with disability, please contact us on **1300 655 307** and ask to speak with a Disability Liaison Officer.

Learning Access Plans

Learning Access Plans are available for students registered with a Disability Liaison Officer. These plans explain how the student's disability impacts on studies, and reasonable adjustments required to support the student's study such as assistive equipment, varied timeframes, ideal teaching strategies and possible alternative assessment arrangements.

APPRENTICES AND TRAINEES WITH DISABILITY

The Disabled Australian Apprentice Wage Support (DAAWS) scheme is a Commonwealth-funded initiative which provides a range of study supports for apprentices and trainees with disability.

More information about the DAAWS program is available from the **www.australianapprenticeships.gov.au** website or by contacting your local Apprenticeship Network Provider (ANP) or Disability Liaison Officer at your local TasTAFE campus.

SUPPORT FOR ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS

The Aboriginal Training Programs (ATP) team provides support, advice and assistance to Aboriginal and Torres Strait Islander students who wish to enrol, or are already enrolled, at TasTAFE.

ATP staff are available in all three regions – South, North and North West.

Assistance can include:

- helping students to overcome barriers to successful learning
- assisting students in determining career or study pathways
- helping students to access Vocational Preparation and/or Return to Study courses
- providing TasTAFE course information and enrolment advice
- *funded places for Aboriginal and Torres Strait Islander students in TasTAFE courses
- *arranging tutorial/study support
- *negotiating training for Aboriginal groups and individuals
- *financial assistance for costs relating to TasTAFE study
- referrals regarding financial assistance, accommodation, Centrelink, transport etc
- providing advice and assistance with resumes and employment applications
- providing information on Aboriginal community events, organisations, services, contacts, etc.
- promoting Aboriginal culture and events on campus such as NAIDOC Week, Close the Gap Day
- providing Aboriginal Cross Cultural Awareness support
- providing general student support, advice and/or assistance.

** Confirmation of eligibility for Tasmanian Government Aboriginal and Torres Strait Islander programs and services is required.*

The Aboriginal Training Programs team are agents for the No Interest Loan Scheme (NILS). Students studying at TasTAFE who meet NILS requirements can be assisted by ATP staff to apply.

For more information about assistance for Aboriginal and Torres Strait Islander learners, or to talk about your eligibility for services or to discuss NILS, please contact us on **1300 655 307** and ask to speak with your local ATP staff member.

SUPPORT FOR TASTAFE APPRENTICES AND TRAINEES

At TasTAFE, we provide focused support services for apprentices and trainees, regardless of whether you have just begun your training or are nearing completion. Support is also available via the Commonwealth Government's Australian Apprenticeship Support Network.

The Apprenticeship Support Network is available to identify and provide any extra support or advice you may need to complete your apprenticeship, such as mentoring.

For more information or to learn more about Apprenticeship Support Network providers in your area, call **13 38 73** or visit **www.australianapprenticeships.gov.au/**

If you have a disability, or if you face personal issues which may affect your study and require support to assist you to successfully participate in your program, please contact us on **1300 655 307** and ask to speak with a Student Support staff member in your region.

The Disabled Australian Apprentice Wage Support (DAAWS) (see previous topic) may also be an option for you.

INTERNATIONAL STUDENTS

If you are an international student looking for information or assistance about studying at TasTAFE, Government Education and Training International (GETI) can help you.

Please contact GETI if you have any questions relating to:

- courses with TasTAFE, including English language courses
- your children and their education if you choose to study with TasTAFE
- fee payments for courses
- exchange program opportunities with overseas schools or VET institutions
- student visas

For more information, please contact GETI on **+61 3 6165 5727**, email **info@geti.tas.gov.au** or visit the international education website: **www.study.tas.gov.au**

INTERNATIONAL STUDENT SUPPORT

We have International Student Advisors (ISAs) located in Hobart and Launceston. Please contact us on **1300 655 307** or via **isa@tastafe.tas.edu.au** and ask to speak with an available ISA for assistance with:

- enrolment support
- issues affecting your course attendance and/or academic progress
- course selection and study pathway advice
- orientation and induction to TasTAFE
- advice about local services such as banks, medical clinics and transport
- counselling support and advocacy

DISTANCE (ONLINE) SUPPORT

Support is available to students, apprentices and trainees who are participating in TasTAFE training by distance.

If you have a disability or face personal issues which may affect your study, please contact us on **1300 655 307** and ask to speak with a Student Support staff member in your region.

We will work with you to determine what support you require, and how we can best assist you to successfully participate in your training.

CELEBRATING DIVERSITY

The modern workforce is full of professionals from varied backgrounds. Here at TasTAFE we embrace interesting and vibrant workplaces and celebrate diversity through events such as NAIDOC Week, International Day Against Homophobia, Transphobia and Biphobia, Close the Gap, and Aboriginal Children's Day.

We also participate in Disability Expos, Mental Health Week and R U OK? Day.

FINANCIAL ASSISTANCE

Student Counsellors are available in each region to provide general advice regarding financial hardship. They can link you with a range of community agencies who can offer advice and assistance with financial management, housing and other related issues.

If you are facing financial difficulties that might stop you following your plans to study, please make an appointment to speak with a Student Counsellor to discuss options that may be available to help you.

CHILD CARE SUBSIDY

A subsidy is available for eligible students who have children in care while they are in class.

To be eligible, your child/children must attend a registered child care centre or participate in the Family Day Care program.

Please note: this funding is limited, so please speak with Client Services or a Student Counsellor as soon as possible to see if you are eligible.

BREASTFEEDING SUPPORT

TasTAFE supports women who wish to breastfeed their babies while studying.

Women are welcome to breastfeed their babies in any space other than classrooms. A private, comfortable space to breastfeed or express breast milk can be made available on all TasTAFE sites.

Arrangements can be made through discussion with Student Support staff, the teaching team and facilities management as required.

CHECKLIST STUDENT INDUCTION

ORIENTATION

At your first class your teacher will give you an overview of the important information you need to know about studying at TasTAFE.

This will include an induction of your workspace (workshop, studio, lab, kitchen etc.), an overview of relevant safety information and expectations as well as information about the structure of your course, assessment/s and work placement/s (if appropriate).

It's important that you understand your rights and responsibilities so that you have a learning experience which is not only rewarding, but safe, fair and equitable.

When you begin your studies at TasTAFE, please make sure you take the time to familiarise yourself with the following:

INTRODUCTION


- ☐ Your teacher's name and contact details
- ☐ Your Education Manager's name, contact details, his/her roles and location
- ☐ Administration staff contact details
- ☐ Name, duration and level of your course
- ☐ Location of toilets, canteen, campus security (if present) etc
- ☐ Location of the library, Student Support and Client Services
- ☐ Emergency information
- ☐ First aid
- ☐ Refund/withdrawal process

CONDUCT REQUIREMENTS

- ☐ Access and Equity
- ☐ Children on Campus
- ☐ Student Internet Usage Conditions
- ☐ Complaints/Feedback Process
- ☐ Use of Mobile Phones
- ☐ No Smoking on Campus
- ☐ Plagiarism Policy
- ☐ Student Code of Conduct Information Sheet
- ☐ Discrimination, Bullying and Harassment Policy
- ☐ Student Rights and Responsibilities
- ☐ Workplace Health and Safety

MANAGING YOUR STUDY

- ☐ Course requirements – textbooks, uniforms, equipment, attendance
- ☐ Unique Student Identification (USI) number
- ☐ Disability support access where required
- ☐ Student username/password
- ☐ Library information session
- ☐ Reporting absenteeism

A woman with blonde hair, wearing a dark blue shirt and a light-colored apron, stands in a workshop. She has her arms crossed and is smiling. In the background, there is a large metal mesh structure and a workbench with a circular object on it.

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studying at TasTAFE.

SUPPORT

- ☐ Student ID/Library card
- ☐ Computer access and information
- ☐ Recognition
- ☐ Online support resources
- ☐ Student Support
- ☐ Breastfeeding support

If you miss your first class or are unable to attend for personal reasons, please make sure that you talk to your teacher about what information you have missed and how you can catch up.

When signing the enrolment form or enrolling over the phone, you declare that the information you have supplied is true and correct and agree to abide by the legislative and operational regulations relevant to TasTAFE.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]



Students are encouraged to access the 2019 Student Information Guide via the TasTAFE website **www.tastafe.tas.edu.au**

CONTACT US

For general enquiries and course information:

1300 655 307

www.tastafe.tas.edu.au



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