

Student support

Whether you are moving from school to TasTAFE, 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.

VOCATIONAL PREPARATION

If you have found education difficult in the past or have not been able to meet the entry criteria for a course you want to do, or if you want help to develop your skills and increase your confidence and career options, TasTAFE has a wide range of vocational preparation programs on offer.

These programs are designed to help you:

- explore options and build confidence
- receive extra help in some areas of learning – including study skills, computing skills and work skills
- get back into learning after having had time away from study
- learn or improve your English skills
- receive more support and time to develop your skills.

Vocational preparation programs can also include introductory courses including work experience placements to give you a 'taste' of different careers.



RTO60142



LITERACY AND NUMERACY SUPPORT

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

You may want to improve your skills, prepare for a vocational pathway, return to study, overcome a learning barrier or upgrade your skills. You might even just want to change jobs!

Whatever goal you have in mind, TasTAFE can offer you the support you need.

You can also access study skills support sessions while you are completing a vocational course.

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 you with:

- course options and career pathways
- career changes
- course selection and suitability processes
- selecting an appropriate study load
- information on financial assistance and Centrelink requirements
- fees and payment options
- linking students to a range of language, literacy and numeracy support options
- support to improve course completion through improving motivation, concentration and confidence
- time management skills and working to assessment timelines
- developing ways to resolve conflict, and improve communication and negotiation
- concerns regarding harassment, discrimination and assessment appeals
- personal counselling
- child care subsidy applications
- referral to other services that can provide ongoing support with legal, health, accommodation, financial and welfare needs
- 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 including physical disfigurement, wheelchair use, chronic pain and back injury
- an intellectual impairment
- a mental health condition
- a sensory impairment (hearing, vision)
- a neurological condition e.g. acquired brain injury or learning impairment
- a medical condition that may include asthma, epilepsy, diabetes or heart condition.

Individual assistance and advice may include:

- options for course delivery and assessment arrangements
- development of a learning access plan
- coordination of learning support
- referral to other agencies.

Examples of services available to students with disability include:

- access to designated parking spaces
- alternative methods of assessment and examination support
- flexible attendance and mode of delivery, including distance/online options
- adaptive technology and software, or specialised equipment
- note takers
- tutorial assistance
- interpreters for deaf or hearing impaired students
- library and reference material assistance.

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

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.

We provide free and confidential counselling support services for all students experiencing difficulties such as conflict resolution, communication breakdowns, dealing with anger, relationship and family difficulties, financial stress and debt management, drugs and alcohol, gambling, depression, thoughts of self-harm, dealing with grief, loss and suicide.

If any of these issues affect you or you have any concerns that you'd like to discuss, contact us on **1300 655 307** to request an appointment or set up a meeting and have a confidential discussion.

If you have a disability and require support to assist you with your learning, please contact us on **1300 655 307** and ask to speak with the Disability Liaison Officer in your region.

Our staff can catch up with you at a time and place that suits you, and will assist you in finding practical solutions to your problems.

LITERACY AND NUMERACY SUPPORT

Language, literacy and numeracy support services are available for students currently enrolled in an apprenticeship or traineeship.

If you believe that your reading, writing, maths, computer or study skills may present a barrier to you completing your qualification, contact us and ask for a referral.

Support will be provided by specialist teachers, either one-to-one or in small groups and can be provided on-campus or in the workplace in some situations.

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 and are located at Bathurst Street (Hobart), Alanvale (Launceston), Burnie and Devonport campuses.

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
- referrals regarding financial assistance, accommodation, Centrelink, transport etc
- *fee/material assistance for TasTAFE courses
- 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 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), which is available for all eligible students studying at TasTAFE.

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

MIGRANT EDUCATION

If you'd like to develop your English language skills and gain a better understanding of the Australian culture, TasTAFE offers a range of courses that can assist you in improving your English for living, working and studying in Australia.

Courses include:

- up to five levels of English as a Second or Other Language (you may be eligible for the Adult Migrant English Program)
- specific youth programs for students aged 18–24 years
- work and student focussed courses with language support
- English for international students – also offered through the Business program area.

For more information about Migrant Education programs and support, please contact us on **1300 655 307** and ask to speak with one of our Migrant Education staff.

REGIONAL STUDENTS

TasTAFE provides a range of training options to people living in rural and remote areas across Tasmania. Programs offered are based on employer and student demand and can range from learning offered to individuals in the workplace, in classes or groups.

In addition to face-to-face delivery, flexible learning options may also be available through online study. Local support is available in many cases to assist students who are undertaking flexible learning.

ONLINE SUPPORT

If you have a disability or face personal issues which may affect your study, please contact us on **1300 655 307** to make an appointment or to speak with a Student Counsellor 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 program.

1300 655 307
www.tastafe.tas.edu.au

