

Welcome to North Coast TAFE



Dear student,

We are pleased that you have decided to study with North Coast TAFE. Our focus is on providing personalised, high quality, industry relevant educational programs and services and, by being as flexible as possible in our delivery, helping you manage your study program with other work and home commitments.

Teachers and other North Coast TAFE staff place great emphasis on you as an adult learner and decision maker, and believe in relationships based on mutual trust, support and respect. Personal attention is a hallmark of North Coast TAFE's approach, so please let us know about your needs whenever they change.

Our teachers are committed to assisting students to achieve the skills and knowledge relevant to the contemporary workplace. Qualifications received from the North Coast TAFE are nationally recognised and are highly regarded internationally. Many of our courses also give you advanced standing towards a university degree.

This booklet provides you with the information you need to know while studying at North Coast TAFE. As well as presenting essential information about studying at TAFE NSW, the booklet explains policies, procedures and commonly used educational terms. There is also information on support services available to students - services ranging from career and personal counselling, to library and canteen facilities, as well as literacy and numeracy support. Student Association Officers are available at each campus to assist you where appropriate. Each campus has a Student Association and a Student Association Board through which you may participate in social and sporting activities, and benefit from discounts on products and services.

Keep this guide with you so you can refer to it whenever needed, and always contact your local campus first if you need more information. If the staff members there can't help you, they'll refer you to someone who can. If you are seeking information about future courses or careers, you can also contact our Customer Service Centre on 131 601.

I trust that you will have a successful and enjoyable time with us.

ELIZABETH MCGREGOR

Institute Director
North Coast TAFE

2012 calendar

23 January	Teaching staff return from leave
26 January	Australia Day
23 Jan – 3 February	Information and Enrolment sessions*
6 February	Semester 1 commences
5 April	End of Term 1 - mid-semester break commences
6 April	Good Friday holiday
9 April	Easter Monday holiday
23 April	Term 2 commences Applications open for Semester 2 courses
25 April	ANZAC Day holiday
1 June	First round offers for Semester 2 courses* begin
11 June	Queen's Birthday public holiday
24 June	Semester 1 ends
25 June – 1 July	Marking and Assessment Week Second round offers for Semester 2 courses* begin
2 July	Mid-year break commences
15 July	Mid-year break ends
16 July	Semester 2 commences
6 August	Applications open for Semester 1, 2012 courses*
23 September	End of Term 3 – mid-semester break commences
1 October	Labour Day public holiday
8 October	Term 4 commences Nominations open for Student Achievement Awards
9 November	First round offers for Semester 1, 2013 courses* begin
2 December	Semester 2 ends
3-16 December	Marking and Assessment Weeks

* Enrolments for commercial short courses are accepted throughout the year. Applications and enrolments for 'mainstream' courses may be accepted at other times, subject to vacancies.

Detailed specific information about your local campus is provided on a Campus Information Sheet, either enclosed with this booklet, or available from your Campus Administration Office or downloaded from the campus pages on our website.

General campus information

Telephones

Public telephone facilities exist at most campuses. See the campus map on the Campus Information Sheet for more information.

Transport

Most campuses are serviced by local bus companies and taxi services. See the Campus Information Sheet for more information.

Car sharing

If you are having problems travelling to your classes, have space in your car, or are interested in car pooling, please put the information on the Student Association noticeboard. This allows you to match up with people with similar class times and destinations who need transport, so everyone can benefit.

Student recreation areas and facilities

Each campus has a variety of recreational facilities for students to access. For more information see the Campus Information Sheet.

Canteen

Many North Coast TAFE campuses have on-site canteens. Most campuses offer other refreshment facilities, including kitchens (normally with hot water and microwave) and vending machines. For more information see the Campus Information Sheet.

Lockers

These are available at some campuses through the Student Association. All you are required to do is claim an empty one and then supply your own padlock and key. All lockers not emptied by students at the end of each year are cleared by campus staff and the contents labelled for collection.

Security

Security Officers/Caretakers ensure the campus is secure at the completion of each day's classes. They also patrol campus grounds and report suspicious or inappropriate behaviour to the police. You should not leave your bag or personal possessions unattended while on the campus. North Coast TAFE cannot accept responsibility for the theft of students' belongings.

First Aid

All accidents that occur while on North Coast TAFE premises must be reported immediately to your teacher, Head Teacher or another member of staff. An OHS&E Incident Report - Student and Environmental Form must be completed, which will be forwarded to the Occupational Health and Safety Committee for investigation.

There are trained First Aid Officers available throughout each campus. Any person requiring First Aid should advise a member of staff so that they can be directed to the most appropriate First Aid Officer. Our First Aid Officers are not permitted to issue students with pain killers or any other kind of medication. If you suffer from headaches, we advise you to carry your own supply of pain relief.

For access to your nearest First Aid Officer, contact the Administration Office.

Emergency evacuation procedures

In the event of an emergency/evacuation:

- > remain calm
- > cease work immediately
- > follow directions if asked to leave the building. If so, do so immediately in an orderly manner and take valuables
- > go to the designated assembly area
- > stay with your class and wait to have your name called from the roll
- > do not re-enter the building until directed by campus staff.

Emergency Evacuation Areas are marked on campus maps throughout the campus. Please note:

- > the nearest evacuation gathering area to your classrooms
- > where you are in the building
- > your nearest exit points
- > assembly areas.

Accommodation

Are you looking for a place to live? Do you have a spare room you'd like to rent out? Do you want to share with another TAFE student?

The accommodation noticeboard at your campus can be used to offer room and board, as well as for students wishing to share accommodation. You can also check the Yellow Pages under accommodation for Real Estate Agents, Back Packer and Hostel information.

The TAFE Counsellor may be able to assist with crisis accommodation, but finding suitable accommodation is your responsibility and North Coast TAFE does not recommend specific accommodation providers.

Childcare

If you require information about or are offering childcare, please check the Student Association noticeboard at your campus.

Most campuses do not offer on-campus childcare facilities. However, there are several community-based options for students needing childcare facilities.

These can include:

- > Family Day Care
- > Centre Based Care
- > Out of School Hours Care (OOSHC).

Students may be eligible for fee relief in the form of childcare assistance. If you are a sole parent and a 'JET' client, you may get priority.

You can also call the Childcare Access Hotline on 1800 670 305. This is a Commonwealth Government service which also offers a translator and TTY service.

Contents

Welcome to North Coast TAFE	2
General campus information	3
Rights and responsibilities	4
A safe study environment	5
Essential information for all students	6
TAFE NSW fees and charges	6
Financial assistance and concessions	8
TAFEcard	9
Change of address or personal details	9
Assessments	10
Exams	10
Results	11
Suggestions, complaints and allegations	12
Student e-Services	12
Student authenticated Internet browsing and email	12
Support for your study	13
Course information	13
TAFE counselling and careers services	13
Library services	13
Learner Support Centres	14
Tutorial support	14
Flexible learning	14
Student Association	15
Special programs and services	15
Aboriginal education	15
Aboriginal Learning Liaison Officers	15
Disability services	15
Outreach	16
International students	16
Multicultural education	16
TVET Courses	17
Acknowledgement for your achievement	18
Major Award and Faculty Award Winners	19

Rights and responsibilities

When you enrol online, or sign and date your enrolment form you declare that the information you have supplied is true and correct and agree to abide by the regulations relevant to TAFE NSW, and the following:

As a student, you have a right to:

- > attend classes (once you have paid, or been granted an exemption from the TAFE NSW fee)
- > be treated fairly and with respect by staff and students
- > learn in an environment free of harassment and discrimination
- > have a supportive and stimulating environment in which to pursue your goals
- > have access to counselling if desired or required
- > privacy concerning your student records that contain personal information, subject to statutory requirements
- > be given information about assessment procedures at the beginning of the subject and progressive results as they occur
- > lodge a complaint without fear of retaliation or victimisation
- > have access to certain information through the Government Information and Public Access Act.

As a student, you have a responsibility to:

- > treat other students and staff with respect and fairness
- > follow any reasonable direction from a member of staff
- > refrain from swearing, drinking and eating in classrooms and other learning areas
- > refrain from smoking where indicated
- > behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing property, cheating or being under the influence of alcohol or drugs
- > not use mobile phones, pagers or other similar devices at any time in the class
- > do all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances;
- > return or renew library resources by the due date
- > follow normal safety practices, by wearing approved clothing, protective equipment and following both written and verbal directions given by staff
- > not behave in any way that could offend, embarrass, threaten or endanger the safety of others
- > use the Internet in accordance with North Coast TAFE's Internet Access policy
- > park or drive vehicles on TAFE NSW property in accordance with instructions
- > respect the environment by responsible use of resources like water and power and using recycling facilities where available.

We have the responsibility to:

- > provide you with the opportunity to study, learn and develop skills in a safe and healthy educational and social environment
- > safeguard the welfare of children and other vulnerable people who may come into contact with our students in the context of workplace components of a course, visits to industry and simulated workplace settings

- > ask students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people, and offer the services of a TAFE counsellor should a student request it in relation to making this declaration
- > do our best to make sure that you can complete your course at the campus of your choice and in ways that are convenient to you
- > not make casual changes to the running of a course or its time, date, or location
- > make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences
- > advise you of changes to course delivery, timetable and location and of any alternative arrangements available to you.

We have the right to:

- > choose to run any course or withdraw it, where necessary
- > hold a course at a campus other than that advertised
- > alter the times or dates for the whole or any part of a course
- > not necessarily guarantee that you will be able to complete your course at the campus where you first enrolled, at the times or on the days you were first offered, and/or in the manner you were first offered; for example, by class attendance or external studies.

Student responsibilities in work placement:

In many TAFE NSW courses, some of the learning and assessment occurs in the workplace or a simulated workplace. A simulated workplace is very similar to a real workplace and may have clients, but is usually within a TAFE NSW campus. TAFE NSW has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time.

To help you understand your responsibilities in the workplace, you will be given a code of practice which indicates expected standards of behaviour. Your teacher will explain to you and your workplace supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your teacher.

You need to take particular care if workplace clients are people who may be in vulnerable circumstances - for example, people who are frail, children, young people, people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (for example, massage therapy or nursing care). A Prohibited Employment Declaration form must

Students breaching discipline may be penalised. Penalties may include suspension from attending your campus for a period, fines up to \$200, exclusion from TAFE NSW for up to twelve (12) months or even being expelled. You should also feel comfortable to report any other student's behaviour who is interfering with your studies or breaching TAFE NSW discipline. Report this to your teacher or talk to your TAFE Counsellor for further information.

Students will also be held individually responsible for breach of copyright to all applicable State, Commonwealth and International laws and regulations. See the Library and Information Services section for copyright procedures.

be signed by students in courses where contact will be made with children and young people. Your teacher will give you more information about this.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your teacher or an enrolling officer can provide you with more information about this policy.

If you are unsure about whether it may prevent you from completing a course you could discuss the matter with a staff member of TAFE NSW Counselling and Career Services. In some circumstances students may be required to undertake a Criminal Records check or a Working with Children Check.

Important note:

In most cases you will be able to complete your course as you intend, subject to you making satisfactory progress. However, in some cases, it may not be possible to complete your course at the same campus or with the same pattern of attendance. These changes can be made even when students are enrolled and despite any expectation students might have about where or when they might complete their course. North Coast TAFE will not be liable for any loss, expense or inconvenience that these changes may cause to anyone.

We are sure that, like the many thousands of students enrolled this year, you will enjoy your study and we wish you every success.

A safe study environment

Management of risk of harm to students and staff

North Coast TAFE is required by law to ensure the health and safety of students, staff and visitors on our premises. In order to meet these legal obligations it is necessary for us to assess and manage any known risk of violent behaviour. If you have a history of violence that may suggest that you could pose a current risk of any type to TAFE students, staff and/or visitors it is a condition of your enrolment to advise the Campus Manager, a TAFE Counsellor or your Head Teacher prior to attending your first class. For these purposes 'violence' is not restricted to physical acts. It includes any behaviour in the last ten years that seriously interferes with the physical or psychological safety and well being of others such as:

- > actual violence to any person
- > possession of or use of a weapon or any item with the intention to cause harm or injury to others
- > threats of violence or intimidation of others
- > suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

If you don't disclose this information when signing the enrolment form or enrolling online, then you are in breach of this regulation and risk causing your enrolment to be invalid.

North Coast TAFE is committed to offering vocational education and training to the entire community. Following your advice of a potential risk, we will carry out an assessment of the current risk and, if necessary, provide support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate, safe environment to suit every student's needs and maximise your success in your studies.

Occupational Health and Safety policy

North Coast TAFE is committed to providing a safe learning environment through meeting relevant occupational health and safety standards and having staff trained in appropriate prevention and risk management processes, fire and evacuation procedures, maintaining buildings, and appropriate security services. Students are required to comply with the occupational health and safety requirements of TAFE NSW and should familiarise themselves with the evacuation plan for their campus including assembly points and exits. Each campus has its own occupational health and safety committee, and any occupational

health and safety concerns can be raised with, or reported to this committee, a relevant staff member or the Campus Manager.

In the interests of health and safety, you are required to observe standard safety practices, including wearing appropriate clothing and using protective equipment when required. This includes the wearing of appropriate protective footwear as necessary.

Students must inform their teacher of any injuries suffered, or incidents where injuries could have potentially resulted while on TAFE premises or property, or during class activities away from TAFE premises, and complete an OHS&E Incident Report - Student and Environmental Form.

Requirements for students attending workplace learning in the Aged Care, Nursing, Community Services and Children's Services sectors

Students enrolled in courses in Aged Care, Allied Health, Health Services Assistance, Enrolled Nursing, Disability, Children's Services and Community Services undertake workplace learning as part of their studies. Most workplaces require students to have a current national police check or a completed Prohibitive Employment Declaration. Some workplaces also require students to be vaccinated against certain diseases. Meeting these requirements is usually not negotiable and will be at your cost.

You will get more specific information once enrolled and you can access up to date information at the following websites: NSW Department of Health website www.health.nsw.gov.au (type "clinical placement" in the search area).

National Criminal Record Check from NSW Police

You should refer to the NSW Police website for information and an application form at www.police.nsw.gov.au

Protective clothing and equipment

All TAFE staff, students and other persons using or visiting our premises are required to comply with current OH&S legislation. This aims to ensure that where hazards cannot be eliminated by other means, staff, students and visitors wear the specified personal protective equipment and clothing. Staff and students are responsible for wearing/using the appropriate personal protective clothing and equipment for the specific task or area. Students can be refused entry to these areas if they do not have the required clothing/equipment.

A safe study environment

Non-smoking policy

NSW Government policy states that smoking is not permitted in any building or within five metres of any building on campus.

North Coast TAFE, in line with the Smoke Free Environment Act 2000, extends restrictions on passive smoking to prevent tobacco smoke penetrating non-smoking areas. Campus management plans showing the extended restricted areas are in place and all staff, students and visitors are asked to cooperate to ensure tobacco smoke is kept well away from all buildings and restricted areas.

Harassment and discrimination

It is against the law to harass or discriminate against another person on the basis of age, gender, sexual preference, race, disability, homosexuality, marital status or pregnancy.

Harassment includes inappropriate conduct that is unwelcome, demeaning, unreciprocated, intimidating and/or offensive against an individual or a group of people. Behaviour that may be acceptable in private, social or cultural settings among some groups of people may be unacceptable in a workplace situation or educational institution. Behaviour that is acceptable to one person may not be acceptable to another. The person being harassed, not the harasser, is the one who decides whether they feel harassment has occurred.

North Coast TAFE has produced a video that raises student awareness and gives suggestions on how to deal with harassment and bullying. We want all staff and students to work and learn in a positive environment, free from harassment. You will be shown the video and asked to sign a sheet to say that you have seen it.

If you or another student has been discriminated against or harassed, students are encouraged to ask the person treating them in this way to stop and remind them that discrimination and harassment are not accepted at TAFE NSW. If you don't feel you can do this, you can seek advice and support from the

Campus Counsellor, who will refer you to your course Head Teacher to make a formal complaint. It may constitute a breach of the Student Discipline Policy or be a criminal offence, and will be dealt with promptly and effectively.

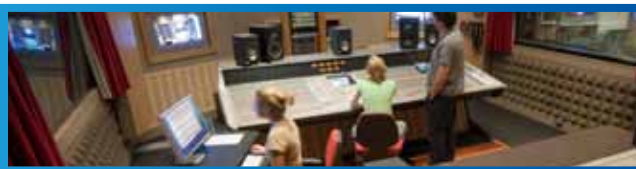
Child protection

North Coast TAFE is committed to ensuring that its students and teachers work in a safe environment free from sexual, physical and emotional abuse. TAFE is committed to ensuring that it meets this expectation through the range of programs and services that it undertakes. In the course of their work, all staff members have a duty to take reasonable care to protect young people against risks of harm that should have been foreseen. This is achieved by:

- > planning for a safe environment
- > assessing the levels of risk
- > supporting young people in ways that are responsive to their needs
- > being aware of indicators of abuse and neglect
- > reporting concerns about risk
- > participating in relevant training
- > following departmental guidelines.

All of our staff are required to report to the NSW Community Services (via a senior TAFE manager) if, during the course of their work, they observe or receive information indicating that a child or young person under 18 years, involved in any TAFE related activity, is at risk from abuse or neglect.

If you have any problems, complaints or allegations relating to child protection, you can discuss the issue with your course Head Teacher or the Campus Counsellor and the matter will be dealt with promptly, fairly and confidentially.



Essential information for all students

TAFE NSW fees and charges

Most courses have TAFE fees based on the level and duration of the course. The amount of the fee will depend on the level of qualification in which you are enrolled. When you enrol in a government-subsidised TAFE NSW course you will be required to pay the 'TAFE NSW fee', unless you qualify for a fee exemption or fee concession. Only when your enrolment is complete and you have paid applicable fees will you be entitled to

- > attend class
- > use amenities and services (including travel concessions)
- > receive an active TAFEcard (which provides access to library resources)
- > sit for examinations or
- > receive educational awards.

A full listing of TAFE NSW fees and charges can be obtained from our website at northcoast.tafensw.edu.au/ApplyandEnrol.

Note: In addition to the TAFE NSW fee, concession fee or commercial fee, some courses have other charges:

- > International students and temporary visa holders may be required to pay a tuition fee in addition to the TAFE NSW fee.
- > The TAFE NSW fee does not apply to existing worker trainees, school-based apprentices and school-based trainees who are covered by separate funding arrangements.
- > TAFE-delivered HSC Vocational Education and Training courses for school students (TVET) are subject to separate funding arrangements, so fees will differ.
- > Courses offered on a fee-for-service basis have different fees (these include Graduate Certificate and Graduate Diploma courses, and some short commercial courses).

Course related charge

Some courses may have a course related charge, so please check with your teacher, Campus Administration Office, or the Customer Service Centre on 131 601, if you are unsure if a course related charge applies to the course in which you want to enrol.

Essential information for all students

Charges may vary between locations for the same course where different electives or materials and equipment are offered/available, as well as varying according to the faculty and the level of study, or the specialist modules, or delivery mode used at some locations.

If you cannot pay at enrolment, please discuss your circumstances with your head teacher, campus administration, or the TAFE counsellor so arrangements can be made to ensure that you will not be disadvantaged.

Additional costs

In addition to the above TAFE NSW fee and course related charge, there may be other miscellaneous expenses that students may need to pay for during the course. Fees and charges for commercial courses, international students and temporary visa holders may differ from the above.

Temporary visa holder enrolment

Most temporary visa holders are eligible to study at TAFE NSW. The enrolment process and conditions are different to those for local students and international students (on a student visa). Your enrolment in TAFE NSW is subject to the availability of places and payment of fees. You will also need to meet any entry requirements for your chosen course.

Fees

Most temporary visa holders pay tuition fees and the TAFE NSW fee to study at TAFE NSW. You must pay the fees that apply to your course, unless you are exempt. You are not able to obtain your course results and awards if any fees are due.

Visa expiry date

Enrolment is only accepted in courses that do not extend beyond the expiry date of your visa. If your visa does not have an expiry date you can still enrol, but TAFE NSW is not responsible for the non-completion of a course if the Department of Immigration and Citizenship (DIAC) requires you to leave Australia.

Verification of residency status

TAFE NSW verifies the residency status of students with DIAC. If there is a false claim regarding residency status, a student is liable to be excluded from TAFE NSW. You are also required to notify the International Services Coordinator, based at our Coffs Harbour Education Campus on 6659 3047 if your temporary visa or visa conditions change while you are studying at TAFE NSW. To enrol you must:

- > enrol at your chosen TAFE NSW campus
- > produce a passport or documentation from DIAC showing details of your current visa. Certified true copies of documents may also be accepted
- > complete a TAFE NSW Enrolment Form indicating your residency status and visa sub-class
- > complete the TAFE NSW Temporary Visa Holders Supplementary Enrolment Form. Some temporary visa holders are not required to complete this form but you need to check this with the International Services Coordinator.

Payment of fees

Your local campus cashier will accept payment during normal office hours for the TAFE NSW fee, Student Association membership and course related charges. You will be issued with a receipt - it is important to retain this receipt as proof of payment. Please note: for the safety and security of students and

staff, you cannot pay course costs using cash. You may pay by EFTPOS, VISA card, MasterCard, cheque or money order payable to TAFE NSW-North Coast Institute.

Internet payments

Go to TAFE NSW e-Services at www.tafensw.edu.au/eservices/ and log on using the username (and password) supplied in your letter, email (when you enrol online) or issued on your receipt. Re-enrolling students are encouraged to pay via the internet.

Pay TAFE fees in two instalments

If you enrol in a full year North Coast TAFE course (or if the course runs for more than one semester) you have the option of paying your full year TAFE NSW fee in two equal instalments (unless you are paying the concession fee). The first payment must be made when you enrol. A fee notification is sent in April prior to the requirement of full payment at the end of May.

Fee exemptions

Australian Aboriginal and Torres Strait Islander students are exempt from paying the TAFE NSW fee. Students who receive a disability support pension and students with a disability (clients of a Teacher/Consultant for students with a disability) are exempt from paying the TAFE NSW fee for one TAFE NSW course enrolment per year (and are eligible for a \$52 concession fee for each subsequent course enrolment in that year).

Students who complete the Certificate IV in Tertiary Preparation (TPC), or the Certificate III in HSC Studies and receive a NSW Board of Studies issued HSC will be eligible for a refund of their TAFE NSW Fee or Concession fee.

North Coast TAFE will also refund the TAFE NSW fee or the Concession fee for TAFE NSW students who, prior to completing their HSC or TPC, completed one of the preparatory courses.

VET Fee Help

The Commonwealth Government student loan scheme is now available for the vocational education and training (VET) sector. Full-fee paying commercial students enrolled in eligible higher level VET courses can apply for a student loan to cover the costs for all or part of their tuition fees through the new Commonwealth VET FEE-HELP assistance scheme. Eligible courses include graduate diplomas and graduate certificates, as well as some diplomas and advanced diplomas (with approved credit transfer arrangements to a university degree). To find out more about VET FEE-HELP go to northcoast.tafensw.edu.au/ApplyandEnrol

Refunds

Refund of the TAFE NSW course fee and any course related charges will only be made in specific circumstances. You will need to complete a Refund Application Form and provide evidence of payment and a copy of the enrolment form, and post or return them to your North Coast campus of enrolment.

If you find you are eligible for an exemption but have already paid the TAFE NSW fee, you may apply for a refund. Ask for details at your local Campus Administration Office. Eligible students applying for Austudy/Youth Allowance at enrolment should pay the TAFE fee and then apply for a refund once the Austudy/Youth Allowance is approved.

Contact your local campus for further information, view the website at northcoast.tafensw.edu.au/ApplyandEnrol or phone 131 601.

Essential information for all students

Financial assistance and concessions

Concessions

Students who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full TAFE NSW fee. In 2012, the concession fee is \$53 per course enrolment. Before enrolling, contact your local North Coast TAFE campus or phone 131 601 to find out if you are eligible for a fee exemption or fee concession. You can provide your Centrelink Customer Reference Number number to support your application.

If you are applying for a fee exemption or concession fee, you need to complete an Exemption or Concession Application form and return it with the appropriate documentation to your campus of enrolment.

Note: Students who are recognised as a dependent child/spouse/partner of a recipient of an eligible benefit or allowance may also be eligible for the concession fee.

The TAFE NSW fee is applied differently for Apprentices, New Entrant Trainees, School-based Trainees, Existing Worker Trainees, and people enrolling in Special Access Courses. VET FEE-HELP may also be available for some courses at North Coast TAFE. For information on the TAFE NSW fee which applies to you, fee exemption, the concession fee or VET FEE-HELP contact your campus or phone 131 601.

Abstudy

This provides an income tested living allowance and assistance scheme to Aboriginal and Torres Strait Islander students, in both full and part-time study. It also means an exemption from the TAFE NSW fee. To qualify you must be enrolled in a Centrelink approved course. Contact the Counselling Unit or an Aboriginal Learning Liaison Officer at your campus. The Campus Administration Office will help you with this. For further details and information about Centrelink requirements for Abstudy assistance, we recommend that you phone Centrelink on 132 317.

Austudy

This provides financial assistance for full-time students who are aged 25 and over, who are not in receipt of Youth Allowance. For more information phone 132 490.

Youth Allowance

This provides financial assistance to Australian residents who are:

- > aged 16-24 and studying full-time
- > aged 18-20 and looking for full-time work combined with part-time study or other approved activities
- > studying full-time and received Youth Allowance before turning 25, and who are continuing the same course after turning 25
- > having a temporary illness and will commence looking for work or studying once they are able.

If you receive Youth Allowance while looking for work or studying you may also be eligible for a range of other benefits such as Rent Assistance, Remote Area Allowance, an interest-free Advance Loan, Health Care Card and Pharmaceutical Allowance. For more information about Youth Allowance phone 132 490, or visit the website www.centrelink.gov.au. To make an appointment with Centrelink, phone 131 021.

Experiencing financial hardship?

If you are experiencing financial hardship that affects the payment of your course fees or course related charges, we encourage you to contact your Head Teacher or TAFE counsellor, with whom you can speak confidentially about your circumstances and seek appropriate advice and support.

Students with disabilities may prefer to contact their Disability Consultant for a confidential discussion about any financial hardship circumstances.



Family Payment

This normally stops when a student is 18, but can be paid to parents of 18-24 year old students when the parent receives a pension, or benefit from Centrelink and Austudy is not available.

Health Care Card

All students on Austudy or low income earners should apply for a Health Care Card. It assists with medical, hospital, ambulance and chemist costs.

Pensioner Education Supplement

If you currently receive a pension, including parenting allowance for sole parents, you may be eligible for the Pensioner Education Supplement if you are studying full-time or part-time. Contact Centrelink for details.

Rehabilitation Allowance

This is paid to people with disabilities who undertake study as a means of retraining. Assistance is available for full-time, part-time or correspondence study. Contact Centrelink for details.

Travel concessions

TAFE NSW students may be entitled to concession or free travel on some public and private transport, including State Rail travel. Conditions apply. International students are not entitled to travel concessions. For further information call your local Campus Administration Office.

The Vocational Training Assistance Scheme (VTAS) is available to trainees and apprentices who live in New South Wales and who travel more than 120 kilometres in a round trip, to attend off-the-job training in conjunction with their vocational training course. Contact an Australian Apprenticeships Centre (AAC) for details and an application form or your local Campus Administration Office for assistance.



Centrelink

We cannot advise whether Centrelink will consider a course as eligible for payment of Youth Allowance, Austudy or Abstudy. Centrelink will consider the length of the course and your personal circumstances when deciding if you are eligible for payment of Youth Allowance, Austudy or Abstudy. Contact Centrelink to discuss your options. You should also remember that if the way the course is delivered changes (eg from full-time to part-time or flexible) you will need to notify Centrelink immediately, as it may affect your eligibility for payments.

Important Note: Changes in your circumstances may affect your payments or entitlements. You **MUST** tell Centrelink within 14 days if you have stopped studying, changed the number of hours you are studying or changed educational institutions.

Australian apprentices and trainees

If you enrol in an approved apprenticeship or traineeship course without evidence of being an apprentice or a trainee, you will be asked to pay the relevant TAFE NSW fee for the qualification.

If you subsequently provide evidence that you are an apprentice or a trainee, you will be refunded the difference between the qualification level fee and the capped apprenticeship or traineeship (capped) TAFE NSW fee.

As an Australian apprentice you may be eligible for financial assistance from the NSW State Government such as:

- > travel and accommodation assistance if you have to travel more than 120 kilometres (round trip) to attend off-the-job training courses
- > \$100 rebate on car registration for apprentices
- > \$200 Gear Up allowance for apprentices

For more information about what is available, phone the NSW Department of Education and Communities - State Training Services on 132811, or visit their website: www.training.nsw.gov.au/individuals/apprenticeships_traineeships/financial_help

The Australian Government also supports Australian Apprentices through a range of services including Living Away from Home Allowance (for first and second year apprentices who live away from home in order to keep their apprenticeship), Support for Adult Australian Apprentices, and Assistance for Australian Apprentices with a Disability. Information about assistance that you may be eligible to receive, can be obtained through your employer's Australian Apprenticeship Centre (AAC), by phoning AAC General Enquiries on 13 38 73, or visiting the website: www.australianapprenticeships.gov.au/Australian_Apprentice

For concession travel on public transport from home to campus and home to work you need to complete a State Rail Authority Apprentice Travel Concession Application Form which is available from the Administration Office at your campus.

Scholarships

There is a wide variety of scholarships available to eligible students. For current information search "scholarships" on our website northcoast.tafensw.edu.au.

TAFECard

TAFECard offers exclusive benefits to students of TAFE NSW. It is a student identification card and it displays your photograph, your name and your student number. It facilitates:

- > student identification on campus and in final exams
- > registration on the TAFE NSW library network
- > membership of student associations
- > identification of eligible student travel concessions.

It is essential to have your TAFECard with you at all times while at TAFE NSW. The card must be brought to all examinations for identification purposes and, when visiting a TAFE library, you will need to have your TAFECard with you to use the resources.

If you are a member of the Student Association, an identifying sticker will be placed on your TAFECard.

Your enrolment is not complete unless you have your TAFECard photograph taken. The TAFECard will be sent to you in the post. Check with your campus at enrolment time for more details. If you are enrolling on behalf of someone else, find out from the enrolling officer how the student can arrange for issue of their TAFECard.

There may also be a replacement fee for lost or stolen cards. Use of your TAFECard is subject to the terms and conditions of the applications represented on the card. Please do not let anyone else use your TAFECard. Report lost, stolen or damaged TAFECards immediately to campus administration.

Change of address or personal details

If you change your address or other personal details, it is most important that you tell us so that results and certificates are delivered to the correct place. You can update your details online through TAFE NSW e-Services by logging onto www.tafensw.edu.au/eservices/ using the username and password supplied with your enrolment (unless the password was changed by the student during first login).

If you are unable to access the Internet, please contact the Administration Office at your campus where you will be required to fill out an official form and sign it. Only you can do this. Changes could include withdrawal from subjects, change of class and subject and/or unit, transferring between campuses, change of address, name, telephone number or employer details (the latter applies to apprentices only).



Essential information for all students

Recognition of prior learning and Advanced Standing

Recognition of prior learning (RPL) is a process through which North Coast TAFE can grant you Advanced Standing (credits) for one, or more, course modules or units by recognising the skills and knowledge that you have gained through previous studies, work, and life experiences. When you commence your TAFE NSW course, these can be taken into account. If this is the case, your competence in the unit or module may be recorded, making you exempt from attending these classes, or undertaking assessment activities, and may mean you complete your course in a shorter time period.

You can apply for RPL if you have formal qualifications from TAFE, university, school or another registered training organisation (RTO) in Australia, which includes the same, or similar subjects to those in the qualification you are enrolling in.

Recognition also takes into account work in related occupations - paid or unpaid, including part-time, full-time or casual work, both in Australia and overseas; skills and knowledge gained by working for a community or voluntary organisation such as a church, school, sporting club, kindergarten, bushfire brigade, surf life-saving club or a fundraising organisation; or through hobbies, sport, or leisure activities etc. On-the-job training programs can also be considered.

Your application for RPL must include supporting evidence and/or a demonstration of how this evidence relates to the particular unit of competency.

Overseas study, work, or life experiences can also qualify for RPL. You need to supply supporting documents, such as testamurs, reports, or references, and they must be translated into English for the application for RPL. Contact your campus counsellor, or the Multicultural Contact Officer on (02) 6648 2416.

There is no fee to apply for RPL for individual students currently enrolled in TAFE NSW courses. Enterprises or individuals requiring a customised service may access a commercial recognition service.

There is a growing trade worldwide in counterfeit university degree certificates and academic transcripts showing courses completed. For this reason you may be asked to show your original documentation before you receive RPL. You may also be asked to sign an authorisation form allowing staff to verify your results from another Registered Training Organisation or university. Contact your Head Teacher to discuss applying for RPL, or, for more details, ask at your Campus Administration Office for a copy of North Coast TAFE's *Recognition of Prior Learning* brochure.

Detailed information is available on North Coast TAFE's website at northcoast.tafensw.edu.au, under the link for Current Students.

Assessments

Information about assessments is available under Current Students on the North Coast TAFE website northcoast.tafensw.edu.au. You can download *Every Student's Guide to Assessment in TAFE NSW* and use the link to *Recognition of Prior Learning* to learn about how you may be exempted from studying certain units in your TAFE program on the basis of your previous studies or work experience.

Your teacher will give you an outline of the course, the

assessment scheme and any special requirements that apply, along with the *Student Assessment Guide* for both the course and the units you are studying and a copy of *Every Student's Guide to Assessment in TAFE NSW*.

You must submit work required for assessment events such as projects, and attend class tests on required dates. If, for any reason, you are unable to attempt an assessment task you should let your teacher know in advance of the due date. You may negotiate an extension of time, otherwise a penalty is applied. If it is due to illness you must advise your teacher as soon as possible, preferably prior to the scheduled time of the given assessment task.

All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement. Appeals against an assessment process must be lodged within six months of being formally notified of the result of the assessment.

Grounds for appeal may include failure to:

- > provide appropriate advice to the candidate before and during the assessment
- > provide reasonable adjustment where necessary
- > take literacy, numeracy and language requirements of the student into consideration
- > consider the 'conditions of the day' and make appropriate adjustments
- > consider all available evidence
- > make an assessment decision consistent with the evidence provided.

Exams

At the beginning of each semester your teachers will let you know the assessment method, due date and which subjects and/or units have a final examination.

Category A and Category B final examinations are held outside normal class times and assessment for each examinable subject is scheduled at the same time and date throughout NSW. They are normally held over a two to three week period in June and November. No information about these examinations will be provided by phone or fax.

It is each student's responsibility to be present at exams on the dates and times shown on the timetable. If, for reasons beyond your control, you cannot attend an examination you must advise your teacher as soon as possible (see Missed Exams).

You must present your TAFEcard for identification purposes at all examinations. Remember to be seated no later than 15 minutes prior to the examination's scheduled start.

If you have a disability and have to sit a final exam or class assessment as part of your subject assessment, you may be eligible for reasonable adjustment. This needs to be organised no later than three weeks prior to the scheduled examination date. If you wish to sit a final exam at another campus you must submit an application form to the Campus Administration at your campus at least three weeks before the scheduled exam date. You must detail your reasons in writing and provide substantiating evidence if you can.

Examination notices

Approximately eight weeks before the examination period, you will find dates and times of exams displayed on noticeboards in each campus. Amendments to the timetables are also placed on these notice boards so check regularly for any changes to your scheduled examinations. It is your responsibility to note the day and time of your own examinations. Timetables are available from March for the June exams, and from August for November exams. The location of examinations is displayed at the campus on the day of the scheduled examination.

Missed exams

If you know beforehand that you will not be able to sit for a final exam, discuss this with your teacher as soon as possible. If some serious event such as illness or an accident causes you to miss a final exam you should apply within fourteen (14) days of the date of the initial exam to sit for a concessional examination at the next scheduled final exam period. You will need to attach evidence to support the application, such as a medical certificate. You will be notified if your application has been successful and if it has, you will be able to sit the final exam at the next scheduled examination period. For most subjects this is at the end of the next semester.

Detailed information is available on North Coast TAFE's website at northcoast.tafensw.edu.au/student-services/current-services

Results

Course completion - testamurs

Testamurs are formal documents which certify that you have successfully completed your course and are printed in Sydney and posted to the address listed on your enrolment form. If you want a replacement testamur you must complete an Application for Replacement Testamur form and pay a fee to the Administration Office at the campus where you studied.

Course results

Transcripts of your academic record are posted to you either in July (for studies completed mid-year) or in January (for studies completed at the end of the previous year). Transcripts are valuable because they show the names of all of the modules and/or competencies you have enrolled in and the results you have achieved. Information about course results can be obtained from your teacher or Campus Administration Office at your enrolled campus after correct personal identification. Your results will be withheld if you have any fees owing or if you have been excluded from a TAFE NSW Institute, campus or establishment or any TAFE courses or units.

Exam results

Result notices are posted to your home address approximately four weeks after the examination period. It is important your current address is registered correctly with the Campus Administration Office before the examination period. You are able to view your results and your complete TAFE NSW study history on the TAFE NSW e-Services website at www.tafensw.edu.au/eservices/.

Articulation and uni pathways

Increasing numbers of students are moving (articulating) from one TAFE qualification to another, eventually completing a diploma that can then allow them to move onto university to obtain a degree. Improved pathways and credit transfer arrangements with the university sector often mean that university studies can be completed in a shorter time, and at

considerably less cost. Improved pathways and credit transfer arrangements by TAFE with universities often means that university study can be completed in a shorter time, and at considerably less cost.

TAFE 2 uni pathways - a head start to a university degree



A TAFE to university pathway is a great way to get practical 'job ready' skills and then gain entry to a university at an advanced stage by receiving credits for units studied as part of your TAFE qualification.

A TAFE Certificate IV or Diploma could give you up to 6 or 12 months advanced standing in a university degree and some Advanced Diplomas offer even more credit; this enables you to complete a degree program in a shorter timeframe.

North Coast TAFE graduates may also be eligible for guaranteed placement into some degree programs at our partner universities.

Visit our website at northcoast.tafensw.edu.au/TAFE2Uni for the latest updates and links to websites of our partner universities.

For more information on credit transfer arrangements at other universities throughout NSW and Australia, visit the TAFE NSW / Universities Credit Transfer and Articulation website at www.tafensw.edu.au/tafeunicredit/about/tafe-uni.htm, or go to the website of your preferred university and search 'TAFE'.

It is essential that, as a prospective student, you contact the university you are planning to attend and enquire about current TAFE advanced standing arrangements, as these change and are updated frequently. To find out more about TAFE to University pathways available on the NSW North Coast, visit midcoastuniportal.com.au



Essential information for all students

Suggestions, complaints and allegations

We value your suggestions and complaints as they help us to address your concerns and improve the quality of our service. Accordingly, we have procedures for responding to suggestions, complaints and allegations, so that we do our best to remedy problems promptly and deal with each matter fairly.

In most cases an appeal process is available if you are unhappy with the outcome.

If you have any problems, complaints or allegations, we encourage you to try first to resolve them by discussing your concerns with the teacher in charge of your course or seek support and advice from the Campus Counsellor.

You should report your problem as soon as it arises so we have a better chance of helping you within a reasonable timeframe, depending on the nature and seriousness of the problem/complaint.

You can make a suggestion orally or in writing. **If you have a request for remedial action or help which cannot be immediately and completely dealt with by the staff member receiving the request, you will need to put it in writing.** We can assist you with this. We prefer that you give your name and sign your complaint, as anonymous complaints can be acted on only in certain circumstances. You can use a *Suggestion or Complaint Form* available at your Campus Administration Office or through the *Contact Us* link on North Coast TAFE's website northcoast.tafensw.edu.au. Click on *Customer Feedback* to locate the form and download it.

Your complaint will be directed to the appropriate person for investigation, so a solution can be implemented as soon as practicable. You will be advised of the action that has or will be taken. If you are still dissatisfied, you may wish to talk to a senior staff member of North Coast TAFE. Whatever the problem, you can feel confident we will deal with it promptly and effectively.

Student e-Services

Student e-Services provides an Internet service for TAFE students to enquire about their enrolment details being held by TAFE NSW.

Through e-Services you are able to:

- > view your personal details and change contact details
- > view your enrolment details and unit results
- > view your employer details
- > request a transcript
- > view notifications and calendar information such as scheduled Category A & B exams
- > receive advice regarding enrolment records flagged as underpaid.

All students enrolling in North Coast TAFE will be provided with information on, and access to, Student e-Services, including the provision of a username and password (which can be adjusted after the initial login). www.tafensw.edu.au/eservices

Student authenticated Internet browsing and email

All students enrolled at North Coast TAFE will be provided with Internet access which requires the student to logon when attempting to access any Internet resources. The login is the student's DEC User ID which is the same as the account that is used to access Student e-Services.

All students enrolled at North Coast TAFE will also be provided with an educational email account. This email account consists of the Student User ID *first.last@tafensw.net.au*. This account is made available to all students to allow communication between teachers and students.

Access to free third party email providers, eg Gmail and Hotmail, are not available from within the DEC network.

Students can also access the DEC Student Portal using their student DEC User ID and password. The DEC Portal at portal.det.nsw.edu.au provides students with access to relevant web links for career information, study guides, library services, online learning management systems, Student e-Services and other educational based resources.

Policy on computer, Internet and Intranet use

When students logon to North Coast TAFE educational workstations with their DEC User ID in the format *first.last@edu* they will receive access to a secure student U: drive. This file share is secure to the student and can be used to store educational material. Please note this secure U: drive is not backed up and students should maintain their own backup to CD or USB drive.

North Coast TAFE's Internet and Intranet services are provided for the education of its students. North Coast TAFE reserves the right to monitor and record all usage of its computer networks, including its Internet and Intranet services and to take disciplinary action when breaches of expected behaviour occur. Disciplinary action may include legal action, and illegal acts will be referred to the appropriate legal authority. Full details of the Internet and Intranet User policy are available from your local campus and include the following.

Students should not:

- > compromise system security by disclosing their password to another person
- > risk user safety and privacy by publishing personal contact information or forwarding private information without the permission of the sender
- > participate in inappropriate conduct including using insensitive or threatening language and publishing or accessing inappropriate information
- > engage in illegal or destructive activities
- > plagiarise or infringe copyright.

Students should:

- > protect the reputation of TAFE NSW
- > respect copyright and avoid plagiarism
- > support the management of resources by minimising the size of files being downloaded
- > maintain system security by following virus protection procedures and reporting any identified security problems detected to their teacher
- > protect user safety and privacy by disclosing the receipt of offensive materials.

Support for your study

Course information

Campus administration staff and North Coast TAFE's Customer Service Centre staff can help you with information on courses and services throughout TAFE NSW campuses, including course outlines, unit details, entrance requirements, and application and enrolment procedures. Information is also available on the wide range of commercial courses offered through North Coast TAFE year round, and courses offered online or by distance learning.

North Coast TAFE offers courses to meet the special needs of groups such as unemployed people, women, and people who have limited access to education through isolation, lack of confidence, or economic circumstances. For details contact your local campus or the Customer Service Centre.

Customer Service Centre: **131 601 or 026588 8000**

North Coast TAFE website: northcoast.tafensw.edu.au/courses

Course-to-course transfers

You can apply for a course-to-course transfer under the following conditions:

- > If it is within the first three teaching weeks from the date of the source course
- > Within two months of the date of enrolment
- > TAFE NSW cancels the course

Contact the Administration Office at your enrolled campus to see if you need to pay an extra fee or if you are entitled to a refund.

TAFE counselling and careers services

Counsellors are available to help both prospective and enrolled students. The service is free and voluntary. It is also confidential, subject to legal requirements.

TAFE counsellors may help intending and enrolled students with educational and course planning; and career choice, development, or change.

For enrolled students, TAFE counsellors can also assist in a wide variety of areas such as:

- > educational difficulties
- > study skills development
- > financial assistance schemes
- > personal problems, for example, depression, anxiety, relationship difficulties, stress and substance use issues
- > jobs and job seeking
- > referral to other services (for example, legal, medical, accommodation or financial).

Their aim is to help students overcome barriers to learning, succeed in their studies, achieve their goals and make learning a positive experience.

More information is available on the counsellors' website, which can be found by accessing northcoast.tafensw.edu.au, clicking on the link for Current Students, and selecting Counselling and Careers Services.

Contact your local campus administration staff or the counsellor if you want to make an appointment.

Library services

North Coast TAFE libraries provide library and information services to TAFE NSW students and staff. Library staff members assist with locating information resources to support TAFE teaching and learning, and provide training in information skills. North Coast TAFE libraries provide a quiet place to study, and access to photocopiers, computers, scanners, audiovisual equipment and videoconference facilities. A range of services and electronic resources is also available via the Library and Information Services page under Student Services on the North Coast TAFE's website at northcoast.tafensw.edu.au

Resources

Campus libraries contain a wide variety of resources including books, periodicals, DVDs, and other print and audiovisual resources. The library catalogue lists resources at all TAFE NSW libraries and is available online at tafecat.tafensw.edu.au/tafecat.html.

Borrowing

All TAFE NSW students who are currently enrolled can borrow from North Coast TAFE libraries on presentation of their TAFEcard. Library items must be returned by the due date. Fines and charges are payable for items returned late or damaged, or if you fail to return items. Borrowers are responsible for all items borrowed on their card. Refer to the Library Orientation Online for more information - the link can be found on the Library and Information Services page of the North Coast TAFE website.

Computers and Internet access

Computers in North Coast TAFE libraries offer access to electronic resources, the Internet and software applications. Some computers require prior bookings, and time limits may apply. There are guidelines for appropriate use of the Internet that students must comply with (see Policy on computer, Internet and Intranet use).

Library familiarisation

Library tours are normally provided to new students at the commencement of their course. If you missed your tour please see any of the library staff who will show you around.

Further information is available from your campus Information Sheet, or from campus libraries.

Photocopying

Many libraries, in partnership with the campus Student Association, provide students with access to a photocopier. Students can access this provision to use other people's copyright without getting permission in their study. Use of copyright material for the purpose of research or study will not infringe copyright, provided the use is "fair".

The "reasonable portion" or "10% rule" applies to textual information and allows you to copy for research or study the following:

- > 10% of the number of pages (if it's text or music and is more than 10 pages long)
- > One chapter (if its divided into chapters) either printed or electronic
- > An article from a newspaper, magazine or journal (or more than one if it's on the same subject)
- > 10% of the number of words in an electronic work (Internet/ CD-Rom etc)

Learner Support Centres

Learner Support Centres are there to help you be successful in your studies.

For example, many students have trouble with writing essays, preparing for exams, researching topics, using computers for assignments or even fully understanding what is expected in an assessment task.

Teachers in the Learner Support Centre are rostered at various times and are available to help you. They are highly experienced in helping students achieve. You receive individual attention.

The Centres are equipped with the latest computers with Internet access. Main services include:

- > preparing and writing assignments
- > research skills
- > study skills
- > examination preparation
- > essay and report writing
- > using a computer for assignments
- > presenting seminars
- > English language skills
- > mathematics
- > reading, writing and spelling
- > Internet research.

Learner support

Learner Support offers help to develop study skills and provides contextualised Language, Literacy and Numeracy support to enable successful course completion. The support options can include individual tuition, working in small groups with a Learner Support teacher, or having support provided in the classroom. Learner support is contextualised to the content of the course you are enrolled in and specialised support is also offered to improve skills in employability, communication for the workplace and team building.

If you would like support to successfully complete your course please talk to your teacher about the options available.

Flexible learning

North Coast TAFE uses a range of learning techniques in addition to full-time and part-time classroom sessions. These include:

- > online delivery
- > distance learning
- > lectures and tutorials
- > learning and/or assessment in the workplace
- > self-paced learning
- > computer-based sessions
- > weekend sessions
- > individual study
- > projects and/or learning contracts
- > peer support or learning groups.

Teachers will work with you to help you find a study option that fits best with your lifestyle and commitments.



Study, stress and drugs

The pressures of study may cause you or your friends to feel stressed, more emotional and subsequently anxious at times. Sometimes you and/or your friends may use alcohol and other substances so that you can 'cope', or to 'relax and feel normal'.

Addiction occurs when you or your friends must have the drug on a regular basis to function throughout the day.

Do you or your friends experience any of these signs or symptoms?

Physical: Tremors in the hands that decrease after drug use; loss of weight; insomnia or poor wound healing.

Emotional: Irritability that decreases after drug use; mood swings; irrational and sometimes over-reactive responses causing harm to yourself/themselves or others when using drugs; anxiety or paranoia.

Behavioural: Planning social and daily events around taking or obtaining their/your drugs; withdrawing from your social network, for example, being unable to attend class because of hangovers, or withdrawing from your usual friends or family; or waking up in the morning and using substances (including alcohol) to begin the day.

If you feel you want more information for yourself, family members, friends or colleagues then please contact the TAFE counsellor on campus, the Student Association Officer, or call 1300 662 263 to talk to someone at your local drug and alcohol service.

Registered Training Organisation (RTO)

North Coast TAFE is a Registered Training Organisation. This means you can access vocational education and training which provides you with qualifications that are recognised and transferable throughout Australia.

Australian Qualifications Framework (AQF)

The AQF is a nationally agreed framework that identifies the qualifications available in Australia in the three educational sectors (schools, vocational education and training, and higher education). AQF qualifications offered in TAFE NSW are Certificates I, II, III and IV, Diplomas and Advanced Diplomas, as well as some Graduate Certificates and Graduate Diplomas. These qualifications are used Australia-wide and are developed with industry and community consultation. Each qualification is based on the level of outcome achieved, and not on the length of the course. North Coast TAFE qualifications align with the Australian Qualifications Framework.

Training Packages

Training Packages are an industry developed and nationally endorsed basis for vocational education and training provided throughout Australia. Training Packages identify a range of skills and knowledge (competencies) that employers require in people who work in their industry.

Student Association

Student Associations provide benefits and education support services to students. Educational support services include inexpensive photocopying, laminating, binding, faxing and information on job search services via the CareersConnect@NorthCoastTAFE service.

Student Associations are run by students for students and are a great way of getting more involved with campus activities. The association organises get-togethers like campus barbecues, competitions, sporting, creative, artistic and social activities and lots more. Services provided vary from campus to campus.

There is a small cost per year to become a member of the Student Association. On joining you will receive useful material and great discounts on goods and services from participating businesses in your area. This cost is a very worthwhile investment in helping provide better facilities for all students.

Student Association funds are used to buy various equipment such as outdoor seating, lockers, laptops, student refrigerator and to provide campus landscaping and organise occasional on-campus lunchtime entertainment.

By attending Association meetings and by becoming a Board member, you get a chance to have your say about how things are done and what students' needs are. For more information, please contact the Student Association Officer at your campus. Don't miss out on the great benefits available to you... JOIN NOW!

Student Association Officers

All campuses have a Student Association Officer. Student Association Officers at North Coast TAFE work part time and support two or three campuses.

The role of the Student Association Officer is to:

- > assist with the running of the Student Association at each campus
- > find out what out-of-class facilities, services and activities are needed by students
- > set up and assist the Student Association Board to develop ways to meet the needs of students
- > let students know about their rights and responsibilities.

After you commence your studies you will hear more from the Student Association Officer about what is specifically going on at your campus and how you can become more involved in student activities.

For more information about contacting your local Student Association Officer, see the Campus Information Sheet.

Bookshops

The Co-op Bookshop is open from mid January through to late December at **Coffs Harbour Education Campus** - phone (02) 6659 3225.

A branch of the Illawarra TAFE Student Association (ITSA) Bookshop is located on the ground floor in B Block **Port Macquarie Campus**. If you have any enquiries, phone (02) 6581 6387 or 1800 770 977.

Southern Cross University has a Co-op Bookshop on **Wollongbar Campus**, four days per week in C Block (Canteen). For enquiries please phone (02) 6628 5748.

Second-hand textbooks

You can save money by buying second-hand textbooks. It is your responsibility to check that your purchase is the correct edition, print and author as there is no refund. You may also be able to sell textbooks you no longer need. The Student Association noticeboard can be used to advertise second-hand books, or contact your Student Association Officer or the Head Teacher of your course.

Ecologically sustainable development at North Coast TAFE

North Coast TAFE incorporates environmental sustainability in all of its operations. Sustainable development at North Coast TAFE campuses provides students with an environmentally sensitive place in which to study. If you are interested in our ecological sustainability initiatives, contact your Student Association Officer.

Special programs and services

Aboriginal education

Aboriginal Vocational Initiatives Consultants work with faculties to enable Aboriginal students to access suitable programs. As well, they work with Aboriginal communities and organisations to develop specific courses for Aboriginal students.

Aboriginal Learning Liaison Officers

Aboriginal Learning Liaison Officers are the first point of contact for Aboriginal students at each campus. They will give you advice about courses, help with Abstudy, and help to organise your studies.

Disability services

Disabilities Head Teachers/Consultants aim to meet the individual needs of students who are living with disabilities. The service is free, confidential and ongoing.

Disclosure is voluntary but, if you would like to use this service, it is best to make an appointment before enrolment, but this is not essential. We can help you choose and apply for an appropriate course, and talk to you about the types of assistance you might need.

By contacting us earlier, it will give Disabilities Consultants time to organise for 'reasonable adjustment' so you will have an equal opportunity to succeed in your course. This may be done with the provision of special equipment, note-takers, interpreters, tutors or team teachers.

With your approval, Disabilities Head Teacher/Consultants will also talk to your class teachers about any changes to course delivery, teaching methods or assessment tasks that we make for your disability.

You can phone or go to the Campus Administration Office to make an appointment for an assessment of your needs.

Special programs and services

Disabilities Staff

Anita Raftery

Disabilities Head Teacher/Consultant (Vision)
Kingscliff Campus
Ph: 6674 7234

Bronwyn Watson

Disabilities Head Teacher/Consultant (Hearing)
Lismore Campus
Ph: 6623 0216 or 0438 882 949
TTY: 6623 0389

Julie Corcoran

Disabilities Head Teacher/Consultant (Physical)
Grafton Campus
Ph: 6641 1631

David Bowles

Disabilities Head Teacher/Consultant
(Physical and Acquired Brain Injury)
Port Macquarie/ Kempsey/Wauchope Campuses
Ph: 6581 6275 or 0447 799 464

Mark Jewell

Disabilities Head Teacher/Consultant (Intellectual)
Wollongbar Campus
(covering northern campuses)
Ph: 6620 4759

Adam Curlis

Disabilities Head Teacher/Consultant (Intellectual)
Coffs Harbour Campuses
(covering central campuses)
Ph: 6648 2440

Rhonda Ebeling

Disabilities Head Teacher/Consultant (Intellectual)
Taree/Great Lakes Campuses
(covering southern campuses)
Ph: 6591 3645 or 6591 3641

Temporary residents can study at TAFE

North Coast TAFE recognises the importance of eligible temporary residents being allowed access to further education in Australia, subject to availability of places, and welcomes the international understanding promoted through their presence. Anyone holding a Temporary Resident's Visa is welcome to check eligibility and discuss training needs and further options with our International Services Coordinator on **(02) 6659 3047** or email nci.international@tafensw.edu.au

Outreach

The Outreach Program develops and introduces innovative ways to address the needs of disadvantaged groups in accessing vocational education and training by providing flexible, responsive, needs-based programs that aim to break down the barriers to learning, faced by isolated and tentative learners. Outreach works in partnership with other faculties and community groups, government, and industry, in planning and promoting learning pathways with programs covering most industry areas.

Outreach seeks to overcome barriers such as learning and cultural factors (age, gender, race, ethnicity); lack of childcare; disabilities; no transport; lack of confidence; limited awareness of opportunities; geographic and social isolation; and economic hardship.

If you know of a group of people who might benefit from their own specially designed Outreach Program, contact your nearest Outreach Coordinator:

Sue Weingarth - Northern Rivers and Tweed regions

Ph: (02) 6623 0326 (Lismore Campus)

Kerrie Bowtell - Coffs-Clarence regions

Ph: (02) 6569 2006 (Macksville Campus)

Julie Hopkins - Great Lakes, Manning, Hastings and Macleay regions

Ph: (02) 6560 2959 (Kempsey Campus)

International students

North Coast TAFE is growing in popularity as a place to study for international students, with more students from over 20 countries choosing North Coast TAFE as their preferred place to live and study. As an international student, you can gain knowledge and skills that can lead to a rewarding career or further study opportunities at university (including worthwhile credits towards your degree). Study at North Coast TAFE can also lead to gaining new friendships and exploring new cultures, as you will attend classes with both local students and other international students.

As an International student you must comply with the student visa regulations of the Department of Immigration and Citizenship (DIAC) and must be studying full-time, usually 20 hours per week.

More details are available from:

1. The nationwide International Students Hotline number **1300 363 079** for international students to call anonymously with questions or concerns
2. The International Students Centre (ISC) in Sydney on **1300 302 456** for general queries about applications, CoEs and fees
3. The North Coast TAFE International Services Coordinator **(02) 6659 3047** or nci.international@tafensw.edu.au for specific international enquiries and support for students across North Coast TAFE

Multicultural education

North Coast TAFE has a Multicultural Contact Officer/Outreach Coordinator, who collects and provides information about people from diverse cultures and non-English speaking backgrounds. Haridian Ramirez is based at Coffs Harbour and can be contacted on **(02) 6648 2416**.

TVET- TAFE-delivered Vocational HSC Courses for School Students



As a TVET student, when you study a vocational HSC course with North Coast TAFE, you are enrolled as a TAFE NSW student. This means that North Coast TAFE regulations and policies, such as the TAFE NSW Discipline Policy and Occupational Health and Safety Policy will apply to you. Please read the relevant sections in the earlier part of this booklet so you are aware of these regulations.

Assignments and homework

Assignments can be a major part of your assessment. You need to plan your study to allow sufficient time to complete all assignments on time. Make sure you understand your assignment question or task completely. If you do not understand, ask your teacher. You can expect to be given homework and the amount of homework will vary depending on your course. When you are not given homework, we suggest that you read over your class notes before you attend the next class. This will help you learn the course content and increase your understanding.

Assessments

- > Teachers will explain each assessment task at the start of the course.
- > You will be given an assessment scheme for your course and each unit. This tells you the assessment events you must attempt, including marks (if applicable), and what is required to pass the course or unit.
- > You will also be given assessment schedules for each course or unit. These tell you when and where the assessments take place.
- > You are required to sign for your assessment schemes and schedules.
- > You must complete and present all class assessment tasks by the due date.
- > If you do not complete tasks and submit them on time, you may fail the unit.
- > You must attend class when assessments are scheduled. If you do not, you may not be given any marks for the assessment.
- > Assessments will only be re-scheduled where a valid reason is given, such as: a Doctor's certificate presented stating that you were ill that day; a school letter or school timetable which shows you were undertaking a school exam, or an excursion that is a compulsory part of your HSC assessment.

Warning letters

If, at any time, you miss an assessment task without an explanation or your teacher believes that you are in danger of not meeting Board of Study (BOS) requirements, you will receive a warning letter. The warning letter advises you of the problem and provides a set time to correct it. If you do not correct the problem within the set time you will receive a second warning letter.

A student may receive two warning letters before an "N" determination is applied. The "N" determination, or non-completion of a course means that you will not have the course listed on your Preliminary Record of Achievement or your HSC Record of Achievement.

If you receive an "N" determination you will have the HSC units from your TAFE course withheld and this may affect your ability

to successfully attain your Higher School Certificate. The units from the course will not count towards the total of 22 that you need to gain a Higher School Certificate. If you have any questions about HSC units and pattern of study, please contact your school VET coordinator.

If you receive an "N" determination letter, and you believe you have grounds on which to appeal, you may do so. Documentation will be provided to you to enable the appeal process.

Attendance

Your teacher will advise you of when you are expected to attend the North Coast TAFE campus to undertake your course. **You may have to attend class on student-free school-development days.** Your teacher will keep an official record of your attendance throughout the course. Schools notify us of any absences (sports days, exam times, etc) which may occur during the year. If you are unable to attend due to sickness or some other misadventure, it is your responsibility to ring and let your TAFE teacher know. DO NOT rely on a classmate to pass on a message (see also 'Assessments').

Behaviour and the adult learning environment

An adult learning environment refers to the way in which you and your teacher work together to meet your learning needs. You will be encouraged and supported by your teacher to take responsibility for your own learning and to become fully involved in the learning process. This involves your commitment to attend, and to have a positive attitude to learning. It will be up to you to research, read and revise to add to your classroom learning. Student Rights and Responsibilities section (page 4) explains your rights and responsibilities as a student of North Coast TAFE. If your behaviour disrupts the learning of others you will be disciplined according to North Coast TAFE policy. If the unacceptable behaviour continues, you may be suspended from the class or the course, and your school will be notified.

Emergency procedures

You will be shown emergency evacuation procedures early in your course. Each campus building/area has a designated 'safe assembly area' and it is your responsibility to make sure you know these areas and to participate in any evacuation drill. You will also be asked to provide emergency contact details at the start of your course.

First Aid

Each campus area has one or more designated First Aid Officers. If you hurt yourself, advise your teacher or other staff member IMMEDIATELY.

Mobile telephones

Mobile phones must be switched off before entering class. If you are expecting an important and urgent message please discuss this with your teacher before the lesson commences. We suggest that you give a copy of your timetable to a family member or friend who may need to contact you urgently.

Security

You are advised not to leave personal belongings and valuables unattended at any time. TAFE NSW does not accept any responsibility for the theft of students' personal belongings.

Work placement

Board developed TVET courses have a compulsory work placement component. The work placement for these courses will be organised in consultation with the student.

Each student will have their placements organised according to their HSC requirements and must consider issues like transport, family support, location, school timetabling, exams and availability when negotiating work placements. If for any reason a student does not attend their organised work placement and

fails to notify both their teacher and the employer before the date of commencement, the work placement may be cancelled. Subsequent work placements will become the responsibility of the student. A warning letter will be issued for non-completion of work placement requirements.

Questions?

TAFE is different from school in many ways so if you have any questions now or throughout your course, please ask your teacher. Being well informed about your course and your responsibilities will allow you to enjoy your time with North Coast TAFE.



Acknowledgement for your achievement

Graduation ceremonies

Graduation ceremonies are held at various times during the year, although most occur in the first half of the year and involve students who completed their studies the previous year. You should contact your Campus Administration Office to find out about the Graduation Ceremony for your campus.

Student Achievement Awards

At the end of each academic year, North Coast TAFE invites nominations for their Student Achievement Awards. The awards are open to all North Coast TAFE students who complete a certificate or diploma during the year.

North Coast TAFE's Student Achievement Awards are based on academic achievement, campus participation and community involvement, career aspirations and personal achievement – reflecting the diversity and depth of today's vocational education and training environment. Students may also progress to state and national awards based on their nomination.

Nominations open towards the end of each year and close in March of the following year. The opening and closing dates will be promoted and nomination forms available on the Internet. All graduating students are encouraged to apply - there is a \$500 prize for each winner and an extra \$500 prize for the Student of the Year.

You are encouraged to work all year toward being endorsed by a staff member for an award. Talk to your teacher, course coordinator, or the Student Relations and Communication Officer (02 6586 2295) for assistance in completing the nomination form.

The winners for the 2010 academic year are listed on page 19, along with the award sponsors.

State Medals

TAFE NSW is committed to rewarding successful students through the TAFE NSW State Medal Award and industry sponsored prizes to students attending TAFE graduation and sponsor organised ceremonies.

State Medals are awarded to those students who achieve the highest mark in their course in the state.

Strut your stuff

WorldSkills Australia is an organisation that conducts skill competitions in over 60 trade and skill areas including business services, bricklaying, garment production, commercial cookery, heavy vehicle mechanics, electrical installation, restaurant services, and IT support. Successful competitors have the ability to compete at regional, state, national and international level, and match their skills against other people working in their industry.

Competitions are a great way to get noticed at work or school as they highlight your skills level, willingness to learn, dedication to your job/studies and your courage to have a go. How better to make your mark than to enter a competition of skill excellence, and best of all entry is free!

For more information, speak to your teacher or visit www.worldskills.org.au

Major Award Winners



Student of the Year

David Batten

Certificate IV in Screen and Media.

David also won the Information Technology Faculty Student Achievement Award, sponsored by Telstra Business



Apprentice of the Year

Tim Whitehead

Certificate III in Refridgeration and Electrotechnology

Sponsor:
Hunter Valley Training Company
North Coast Division



Aboriginal and Torres Strait Islander Student of the Year

Chloe Pierce

Diploma of Design and Technology.

Chloe also won the Creative Industries Faculty Award.



TVET Student of the Year

Jamie-Lee Morris

Certificate II in Tourism

Sponsor:
NSW Department of Education
and Training North Coast Region



Trainee of the Year

Sophie Attwater

Certificate III in Retail Operations

Sponsor:
Hunter Valley Training Company
North Coast Division



TVET Trainee/Apprentice of the Year

Sophie Attwater

Certificate III in Retail Operations

Sponsor:
TVET – North Coast TAFE



Faculty Award Winners



Scott McLean

Certificate IV and Diploma in Business Administration

Business Services Faculty

Sponsor: Complete Staff Solutions



Scott Bradshaw

Certificate III in Industrial Electronics

Manufacturing and Engineering Faculty

Sponsor: Bennett's Steel



Nicole de Vulder

Certificate III in Disability Work and Certificate IV in Community

Community Services and Health Faculty

Sponsor: University of Newcastle



Kylene Phillips

Certificate II in Animal Studies

Primary Industries Faculty

Sponsor: Rural Press North Coast Town and Country



Jean-Claude Mapatano

Certificate III in English for Further Study

General Education Faculty

Sponsor: Southern Cross University (Pro Vice Chancellor's Office)



Amy Johnson

Certificate III in Plumbing

Construction Faculty

Student INFORMATION BOOKLET



Ballina Campus

154 Burnet St Ballina 2478
Ph: (02) 6681 8900

Casino Campus

144 Barker St Casino 2470
Ph: (02) 6661 2000

Coffs Harbour Campus

Glenreagh St Coffs Harbour 2450
Ph: (02) 6648 2400

Coffs Harbour

Education Campus

363 Hogbin Dr Coffs Harbour 2450
Ph: (02) 6659 3000

Grafton Campus

1 Clarence St Grafton 2460
Ph: (02) 6641 1600

Great Lakes Campus

The Northern Parkway
Tuncurry 2428
Ph: (02) 6555 0600

Kempsey Campus

58 Sea St West Kempsey 2440
Ph: (02) 6560 2900

Kingscliff Campus

Cudgen Rd Kingscliff 2487
Ph: (02) 6674 7200

Lismore Campus

64 Conway St Lismore 2480
Ph: (02) 6623 0200

Macksville Campus

5-9 West St Macksville 2447
Ph: (02) 6569 2000

Maclean Campus

Wombah St Maclean 2463
Ph: (02) 6603 5000

Murwillumbah Campus

146 Main St Murwillumbah 2484
Ph: (02) 6672 0800

Port Macquarie Campus

70 Widderson St
Port Macquarie 2444
Ph: (02) 6581 6200

Taree Campus

Montgomery Cr Taree 2430
Ph: (02) 6591 3600

Trenayr Campus

Trenayr Rd Junction Hill 2460
Ph: (02) 6644 4700
Toll free: 1800 677 331

Wauchope Campus

Young St Wauchope 2446
Ph: (02) 6586 9500

Wollongbar Campus

61 Sneaths Rd Wollongbar 2477
Ph: (02) 6620 4700

Institute Office

Port Macquarie Campus

Block G, Hindman Street
Port Macquarie 2444
Ph: (02) 6586 2222

We acknowledge the Bundjalung, Yaegl, Gumbaynggirr, Dunghutti, Biripi and Worimi peoples, the traditional custodians of the land on which we learn and work together, and commit to building relationships, respect and opportunities for all Aboriginal people in our region.

Customer service/enquiries: **131 601**
Website: northcoast.tafensw.edu.au



more
than you
imagine

