

TAFE QUEENSLAND SOUTH WEST

STUDENT HANDBOOK



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southwest@tafe.qld.edu.au

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WELCOME

TAFE Queensland South West is one of Australia’s leading Vocational Education and Training facilities, and the largest in the South West region. Our programs have been designed in close consultation with business and industry. When you complete your studies with us, you will have the necessary skills and knowledge to ensure a competitive advantage when entering the workforce or moving on to further education. Whether you are joining straight from school or after years in the workforce, we will work with you to achieve your goals.

We want you to succeed, and we believe the skills and knowledge acquired through training at TAFE Queensland South West will help you to do just that.

Welcome to TAFE Queensland South West.

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STUDENT SERVICES

Our Customer Service Centres operate to assist students with enquiries and enrolments. Please visit our website for locations and opening hours.

Disability Support

If you have a disability please make your needs known so we can help plan to support your learning. Please advise us of your disability at the time of your enrolment.

The Access and Equity Coordinator is also available prior to enrolment to meet with you to provide information, advice and assistance to facilitate access for your vocational studies. Information about your disability will be treated confidentially. All buildings have mobility-impaired access and disability car parking.

Hair and Beauty salons

A range of hair and beauty services are provided by students at the Toowoomba and Ipswich campuses. To make a booking phone: Salon on Mary: 07 3817 3130 (Ipswich) or Salon on Bridge: 07 4694 1660 (Toowoomba).

Indigenous Student Support

Our Indigenous Student Support Officer is available to support Aboriginal and/or Torres Strait Islander students on issues including: identifying specific requirements, assistance with course and career options, providing information on scholarships and supporting the students during their studies.

Internet Access

The internet can be accessed via student computers. On enrolment at TAFE Queensland South West, students are given the log-in details required to access the student computers and the internet.

Learning Support

Learning Support is provided by specialist trained teachers and includes: preparing for exams, assignment writing, making presentations and general study skills. Requests for Learning Support can be made through your teacher or Student Services Officer.

Library

Library Services are available for all students just show your current student card to the Library staff. These services include Wi-Fi internet access, computers, photocopiers, as well as physical and digital resources. There are libraries located at Ipswich and Toowoomba campuses. There are also Student hubs located at Kingaroy, Warwick, Inala and Springfield campuses. These hubs offer WiFi and computer access, as well as the opportunity to call the main library and request books to borrow.

All students can access the Library Catalogue on the TAFE Queensland South West website and request resources. Please ring either Ipswich (07) 3817 3125 or Toowoomba (07) 4694 1673 or email Library.SouthWest@tafe.qld.edu.au for more information about the Libraries and the support they can provide to you.

Noticeboards

Student noticeboards are at most campuses. These are for students and are monitored by students themselves. TAFE Queensland South West takes no responsibility for the notices on these boards.



Online Services

You will be required to provide a current email address on enrolment to access TAFE Queensland South West services. Students have access to the following online services via the website on tafesouthwest.edu.au

Connect

Connect is TAFE Queensland's online Learning Management System (LMS). Connect lets students gain access to online courses and learning resources. You can communicate with your teachers and fellow students, and in some courses, access study guides and assessment items.

Student Self Service (SSS)

SSS is the first step to obtaining a password to access other online services. SSS also allows you to manage your personal information, view and print TAFE Queensland South West academic information and your financial details. To enable you to reset your password (if required), your email address supplied to us must be current.

Unique Student Identifier (USI):

From 1 January 2015 if you are undertaking a nationally-recognised program at TAFE Queensland you will need to have a Unique Student Identifier (USI). This includes study of an apprenticeship or skill set, certificate or diploma course.

A Unique Student Identifier, which is made up of 10 numbers and letters, gives you access to your own online USI account. It will look something like this: 3AW88YH9U5.

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2016 will be available in your USI account in 2017.

You can create your USI online at usi.gov.au or with your permission we can do this on your behalf.

Parking

On-site parking is available at the Springfield campus for a small charge, and for no charge at all other campuses. Please read the conditions of entry when entering TAFE Queensland South West campus car parks.

Photocopying and Printing Charges

Student printing and photocopying may incur a charge at the standard rates as displayed on posters around each campus.

Public Transport

Public transport is available to some campuses. Visit the website tafesouthwest.edu.au to access your local transport information on travel routes, timetables and tickets.

Security

To maintain and protect TAFE Queensland South West property, students are encouraged to immediately report any suspicious behavior to staff. Students are advised to securely lock all cars and bicycles. TAFE Queensland South West is not responsible in any way for students' or staff's private property. Do not leave valuables unattended.

Report any suspicious activity or losses to Customer Service or contact 07 3817 3016 for the Ipswich, Inala, Springfield campuses. All other campuses please contact 0417 735 855.

Student Hubs

Student Hubs are for the use of students and provide group and private study areas; charge bars, and computer access. They are located at Toowoomba, Ipswich, Warwick, Kingaroy, Inala and Springfield.

Student Services Officers

A Student Services Officer will be assigned to assist you through your learning journey. This officer will be available as a point of contact for you. They will seek your feedback and provide you with ongoing support throughout your studies.

EDUCATIONAL MATTERS

Students who are dissatisfied with academic decisions or procedures, or who have any issues that directly relate to the successful completion of their course or program should discuss the matter in the first instance with their teacher.

Should you be dissatisfied with the decision of the teacher, you have the right to submit an application for re-evaluation to a Faculty Director. Please refer to the TAFE Queensland Student Rules via tafesouthwest.edu.au, which outlines the procedure for appeals and grievances.

Access, Equity and Diversity

TAFE Queensland South West is committed to equity for everyone. We will ensure you have access to information on courses or programs, services available and enrolment procedures.

TAFE Queensland South West promotes an environment which is fair and equitable and free from discrimination and intolerance, including harassment and bullying. Further details are contained in the Student Code of Conduct requirements within the Student Rules.

Additional Program Information

Students will receive additional information such as assessment requirements and expectations prior to commencement or through the program orientation.

Assessment

Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved.

This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry or enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry).

The Competency based assessment process will be conducted in an open, transparent and accountable manner, emphasising the aspects of equity for all.

Evidence Gathering

TAFE Queensland South West's academic staff have selected suitable methods to ensure sufficient evidence can be gathered on how you perform a task or skill against the specified criteria.

Some assessment methods are best suited for assessing practical skills and others are better for assessing theory or underpinning knowledge.

Readiness

When commencing study, your teacher or workplace trainer will provide you with an overview of planned assessment and will negotiate time-frames and requirements with you to ensure your readiness to undertake assessment. Assessments should be submitted or completed by the specified time for a result to be recorded.

Policy

TAFE Queensland South West has an assessment policy that ensures students and teachers work together to achieve the course or program aims. To be eligible to pass your course or program, you must satisfactorily complete all the requirements of each module or unit of competency (course) you are enrolled in within a given time. This means that you are assessed in terms of being able to do the job to industry standards. Results for units will be given as one (1) of the following:

J—Competent

M—Not competent

Other result codes will apply in specific situations, if applicable your teacher will clarify.

If you have any questions regarding your assessment, please contact your teacher. If you require further information, the assessment policy and TAFE Queensland Student Rules are available via tafesouthwest.edu.au

Assignments

Your teacher will inform you of assessment submission details. All assessments must be submitted with a TAFE Queensland Assessment Task Cover Sheet, unless submitted online through Connect or as advised by your teacher.

Extension Requests

Should you have difficulty in completing assessments by the due date you may apply for an extension via tafesouthwest.edu.au (current students). Extension requests will be approved in significant circumstances only.

Attendance and Punctuality

Being on time to class is important for you, your teacher and other students, as being late disrupts the learning environment. You are required to participate in all learning activities. Many courses or programs have classroom activities as part of the assessment criteria.

EDUCATIONAL MATTERS

Change of Details

Please advise TAFE Queensland South West of any changes to your personal details including, address, email or phone number, so that you are able to be contacted. You are able to change your contact details and emergency contact details over the phone or at any of our Customer Service Centres. Students can also update their details online through the Student Self Service (SSS) portal <http://enrol.tafe.qld.edu.au>.

Continuing Student

Towards the end of each semester you will receive your timetable for the next semester from your teacher. Timetables are subject to change, although every effort will be made to limit any changes. You must be enrolled prior to attendance in any classes.

Credit Transfer

An application for credit transfer can be made if you have satisfied the required module or unit through previous study. Applications for Credit Transfer should be made within five (5) weeks of your Start of Study date.

Enrolment and Fees

If you wish to discuss your enrolment or fee payment options, including eligibility for concessions or funding, please contact our Customer Service Centre on 1300 914 754 or visit our website for further details on “Enrolments and Fees” at tafesouthwest.edu.au/study-with-us/enrolment-fees

Feedback

TAFE Queensland South West has policies and procedures in place for addressing client complaints and receiving feedback. We take any suggestion, complaint or grievance very seriously and all staff will work to ensure that your comments are acted on quickly and fairly.

During your study at TAFE Queensland South West you will have several opportunities to provide feedback about your experience. Feedback forms can also be submitted at any time and are available at all Customer Service Centres. For more information on feedback forms please call 1300 914 754.

Graduation

Advanced Diploma, Diploma, Certificate IV and Certificate III students who successfully complete all elements of their course or program will be invited to participate in their relevant graduation ceremony. Outstanding Achievement Awards are presented each year. Refer to tafesouthwest.edu.au for full details.

Orientation

Orientations are undertaken for all programs and you will be advised at enrolment regarding your specific course orientation. It is expected that you attend these sessions, as they will provide you with a comprehensive overview of the services available to you during your time at TAFE Queensland South West.

Recognition of Prior Learning

An application for Recognition of Prior Learning (RPL) can be made if you have already attained the necessary skills required for your program elsewhere (for example; work, other study, skills and knowledge). Contact the Customer Service Centre on 1300 914 754 for more information.

During the assessment you will be required to provide evidence of your work and life skills to your RPL assessor, to support your RPL application.

Results and Awards

After the successful completion of your program and payment of all fees, your qualification will be posted to your nominated postal address (please ensure if you change address that this is updated). For apprentices this includes the completion agreement being signed and returned. Records of your results and academic history are also available via Student Self Service (SSS) at <http://enrol.tafe.qld.edu.au>

All students need to have a Unique Student identifier (USI) registered with us before we can issue your award.

If you do not complete your program please request a Statement of Attainment through your Student Services Officer or customer service which will list all successfully completed units.

A lost or misplaced award or Statement of Attainment can be re-issued (for a fee) after you submit a statutory declaration.

Room Numbers

Should you require assistance to locate your room, please contact your local Customer Service Centre (1300 914 754).

Timetables

Students will receive a timetable of classes at enrolment. Please ensure you check your timetable details before course or program commencement. These timetables are subject to change and students are advised to contact their teaching area for updated versions.

Withdrawal and Refund

If you wish to withdraw from a course, program, module or unit please speak to your teacher or your Student Services Officer for advice. If you wish to withdraw after the start of study, academic or financial penalties may apply. Visit our website tafesouthwest.edu.au for further details on “Enrolments and Fees” and the “Refund Policy”.

Work Experience and Vocational Placement

Vocational Placement is vital in linking the knowledge and skills acquired during the students’ training here at TAFE Queensland South West with real workplace applications in industry. It assists students in the transition from training to work and provides substantial benefits to both the student and the provider.

If Vocational Placement is a compulsory component of a program, it is necessary for students to successfully complete it in order to achieve successful result outcomes for the relevant unit of competency and to graduate.

Work experience can be arranged for some programs to enable students to experience their related industry.

Please consult your teacher to clarify your program requirements regarding either the vocational placement or work experience.



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STUDENT RULES

Listed below are some of the student rules and associated policies. To view the full list of student rules please visit tafesouthwest.edu.au

Children on Location

Please note that children under 15 years of age are not permitted access to classrooms or TAFE Queensland South West facilities used for study purposes, unless prior permission from the Facilities Manager has been given in writing.

Copyright

You may only copy materials in accordance with the Copyright Act 1968 (Cth). This legislation also applies to information published on the internet. For study and research purposes, students are allowed to copy 10 percent or one (1) chapter of a book, whichever is the greater, or one (1) article per issue of a journal. More extensive reproduction may be possible; check with the library staff. You must comply with licences for the use of intellectual property, including software. All software loaded onto TAFE Queensland South West computers or provided by TAFE Queensland South West is licensed and there is no permission to copy software or use TAFE Queensland South West software for commercial purposes unless permitted by the licence.

Dress Code

Students are requested to wear neat, clean and appropriate clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study or work health and safety rules. See Work Health and Safety on page 10 for further detail.

Food and Beverages in Learning Areas

The presence and/or consumption of any variety of food in classrooms is strictly prohibited. You are responsible for ensuring that food is not taken into classrooms.

Hot beverages are not permitted in classrooms. Other beverages must be carried in a secure container/bottle to minimise spills and leakages. You are responsible for ensuring the sensible storage and consumption of beverages in classrooms and for the removal and correct disposal of drink containers from classrooms. No beverages are permitted in computer laboratories.

Internet and Email Usage

Access to the internet is provided to enable you to locate resources directly related to your studies at TAFE Queensland South West only. Access to the internet through TAFE Queensland South West equipment is a privilege, not a right, so you need to be aware of the conditions associated with this privilege. TAFE Queensland South West has the right to monitor and otherwise control access to the internet and network. You are required to read the policy statement on computer/internet access as part of your student orientation program. This policy appears each time you log onto the network. Please ensure you read and understand it.

Mobile Phones and Devices

Students are to be considerate of the rights of others at all times whilst on location or at any location activity related to TAFE Queensland South West. Any use of mobile phones or devices that impinges on the rights of others may result in the suspension or exclusion of the student from the TAFE Queensland region for a specific period.

Privacy Policy

TAFE Queensland South West respects your privacy and has established rules to ensure that your personal information is protected.

TAFE Queensland South West's privacy policy ensures personal information is collected, stored, used and disclosed only under strict guidelines to prevent it from being misused or passed on without your permission. TAFE Queensland South West adheres to the Information Privacy Act 2009 (Qld) and the Information Privacy Principles.

Under what other circumstances can TAFE Queensland South West disclose your personal information?

If you consent, or if it is:

- Required or permitted by law.
- Reasonably necessary for law enforcement.
- Reasonably believed to be necessary to prevent or lessen an imminent threat to health or life.

If you have any queries regarding personal information please email southwest@tafe.qld.edu.au

Smoking

All of TAFE Queensland South West campuses are non-smoking government buildings. Smoking is prohibited in buildings and entries/exits to buildings or car parks. Smoking is permitted in designated areas. It is an offence under Queensland law to breach these conditions.

Student Code of Conduct

TAFE Queensland South West respects your right to be treated fairly, learn in an environment free of discrimination, racial, sexual or other harassment. By signing the enrolment form, you agree to abide by the regulations and Code of Conduct. Students are expected to conduct themselves in a manner that will not discredit themselves or TAFE Queensland South West.

Acts which seriously interfere with the basic purposes, necessities and processes of the academic community or which deny the essential rights, health and safety of other members of the TAFE Queensland regional community are prohibited.

TAFE Queensland Student Rules and policies regarding student misconduct are available on the TAFE Queensland South West website tafesouthwest.edu.au/current-students/student-rules.



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WORK HEALTH AND SAFETY

Work Health and Safety (WHS) is about managing tasks, processes and hazards in the workplace so that the risk of injury is reasonably minimised, if not eliminated altogether. We all play an active role in this, so this WHS topic will further explore what students need to know to do their bit, and what TAFE Queensland South West are doing to fulfill their responsibility.

Students must take reasonable care of their own health and safety at work or on campuses and offsite location, and avoid harming the health and safety of other people. There are requirements under the Work Health and Safety Act 2011 (Qld) for all persons to meet this responsibility.

These laws also apply to places of learning, like TAFE and university, as well as workplaces. General obligations whilst in attendance include:

- Comply with the instructions given by the teacher for WHS.
- Use personal protective equipment and clothing where required or instructed.
- Do not willfully or recklessly interfere with or misuse anything provided for workplace health and safety at TAFE Queensland South West or on work placement.
- Do not willfully place at risk the health and safety of yourself or any person whilst on premises.
- Do not willfully injure yourself.

First Aid

TAFE Queensland South West has a number of staff who are fully trained to administer first aid in the workplace. If you require first aid, ask your teacher or other TAFE Queensland South West staff member for assistance.

If your issue requires more than first aid treatment the Queensland Ambulance Service will be called.

Once the incident is controlled, you will be required to fill in an incident / injury report with your teacher.

Fire and Evacuation

In the case of fire, notify any TAFE Queensland South West staff member of the location of the fire. When the evacuation alarm sounds, everyone must evacuate the area in which they are located. Under instruction from your teacher, move smartly, but do not run, to the designated assembly area. Descend stairways no more than two (2) abreast. Keep to the outside of stairways to allow access for emergency personnel.

Do not use lifts. Once at the assembly point, your teacher will call the roll to check that all students are accounted for. Do not leave this area until the 'all clear' has been given. If you are not in class when the alarm sounds, proceed directly to the designated assembly point. Do not re-enter any building. Do not take refuge in toilets, storerooms, rest rooms or student hubs. When on work placement make yourself aware of emergency procedures and assembly areas.

Lockdown

A lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat.

This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.

A lockdown requires all persons to return to classrooms and remain indoors unless advised otherwise, and minimised access to the campus and learning spaces and secures staff and students in rooms.

As part of this process, everyone must remain in the room until the situation has been declared safe by an authorised person such as a Chief Warden or Police Officer.

Fire Evacuation and Lockdown drills occur periodically across TAFE Queensland South West campuses.

Personal Protective Equipment (PPE)

It is an expectation that you come to TAFE Queensland South West suitably dressed for the training you are undertaking: eg. Trades areas: Long sleeve shirt, long pants, steel capped boots, safety glasses, hearing protection.

Attendance at TAFE Queensland South West is the same as attendance at work, all PPE as signed is required to be worn in Learning spaces.

Failure to comply per signage will result in you being asked to leave the learning space.

TAFE Queensland South West's Responsibility

Although TAFE Queensland South West is not an 'employer' as far as the relationship with its students is concerned, TAFE Queensland South West does have obligations under the legislation as 'persons in control of a workplace' and as supervisors of our students. The obligations are to provide and maintain a working environment where staff and students are not exposed to hazards.

TAFE Queensland South West's responsibilities include:

- Having WHS policies and procedures in place to protect and guide staff and students
- Providing WHS information, instruction, training and supervision
- Ensuring the risk of disease or injury from the workplace is minimised for all persons coming onto the location
- Ensuring the risk of disease or injury from any plant or substance provided by TAFE Queensland South West to staff and students is minimised when used properly
- Ensuring a safe work environment
- Reporting accidents to appropriate WH&S authority's first aid officer or representative

Contact Us



No matter what the question is, we are here to help:

- 1300 914 754
- southwest@tafe.qld.edu.au
- PO Box 80,
Toowoomba Q 4350
- Visit a customer service centre during work hours on your closest campus



If you want to provide feedback at any time throughout the year, get in contact using the online feedback form on our website:

tafesouthwest.edu.au/about-us/contact-tafe/feedback-enquiries



We want to make sure that your experiences at TAFE Queensland South West are positive and we may send you surveys to check on how we're meeting your needs. Your feedback is crucial to us understanding what we're doing well and areas where we can improve. Surveys are anonymous.



Ipswich

Cnr Mary and Byrne Streets, Bundamba Q 4304

Toowoomba

100 Bridge Street, Toowoomba Q 4350

Chinchilla

9 Zeller Street, Chinchilla Q 4413

Dalby

463 Bunya Highway, Dalby Q 4405

Inala

54 Thrush Street, Inala Q 4077

Kingaroy

Corner Bunya Highway and Geritz Road, Kingaroy Q 4610

Nurunderi

Collins Road, Cherbourg Q 4605

Roma

Timbury Street, Roma Q 4455

Springfield

Education City, Sinnathamby Boulevard, Springfield Q 4300

Warwick

176–202 Dragon Street, Warwick Q 4370

1300 914 754

tafesouthwest.com.au

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