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 pursue 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 and we can’t wait to see your training outcomes.

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

**Access and Equity**

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

The Access and Equity Officer, 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 location buildings have mobility-impaired access and disability car parking.

**Hair and Beauty salons**

A range of hair and beauty services is provided by students at the Toowoomba and Bundamba locations. To make a booking phone: Salon on Mary: 07 3817 3130 (Bundamba) 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 Islanders 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. (See “Access, Equity and Diversity” on page 5)

**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 Bundamba, and Toowoomba locations. There are also Student hubs located at Kingaroy, Warwick, Inala and Springfield Campuses. These hubs offer wifi, 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 Bundamba (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 locations. These are for the use of 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 www.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.

Unique Student Identifier (USI):
From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. Please visit www.usi.gov.au for more information.

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

Photocopying and Printing Charges
Student printing and photocopying may incur a charge at the standard rates as displayed on posters around each location.

Public Transport
Public transport is available to some locations. Visit the website www.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 Bundamba, Inala, Springfield locations. All other locations 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, Bundamba, Warwick and Kingaroy.

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.
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 [www.tafesouthwest.edu.au](http://www.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 easy access to information on courses or programs, services available and enrolment procedures.

Our Student Services Officers will support and assist you throughout your studies. We also provide support services such as Disability Support, Indigenous Student Support and Learning Support to help you succeed.

**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 [www.tafesouthwest.edu.au](http://www.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.

**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 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 www.tafesouthwest.edu.au/current-students/online-services/student-self-service.

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 at any classes.

Credit Transfer
An application for credit transfer can be made if you have previously 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 www.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.

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
At the successful completion of your course or program, your qualification will be posted to you in the mail. If you do not fully complete your course or program, you will receive a Statement of Attainment. Records of your participation and progress and your results are also available via Student Self Service (SSS) at www.tafesouthwest.edu.au/current-students/online-services/student-self-service.
Room Numbers
Should you require assistance to locate your room, please contact your local Customer Service Centre.

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.

Unique Student Identifier
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 ten 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 2015 will be available in your USI account in 2016.

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

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 for further details on “Enrolments and Fees” at www.tafesouthwest.edu.au/study-with-us/enrolment-fees.

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 realising industry.

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

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 Properties and 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 ten 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 locations 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 www.tafesouthwest.edu.au/current-students/student-rules.
Work health and safety (WHS) is about managing 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 theirs.

Students must take reasonable care of their own health and safety at work or on 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 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
- Do not willfully place at risk the health and safety of any person whilst on premises
- Do not willfully injure yourself

First Aid
If first aid is required, please ask a TAFE Queensland South West staff member for assistance.

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 or escalators. 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.

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
Apprentices and Trainees

MAKE GREAT HAPPEN
**Apprentice/Trainee Hotline**
Apprentices or trainees who have any concerns or questions about the training within their apprenticeship or traineeship, should phone TAFE Queensland South West on 1300 914 754 or email their Student Services Officer at apprenticeandtrainee.southwest@tafe.qld.edu.au

**Apprentice/Trainee Obligations**
The apprentice/trainee must:

- If school-based, negotiate the Education, Training and Employment Schedule with the employer, TAFE Queensland South West and school
- Behave in a courteous and professional manner
- Obey all lawful directions
- Work towards achievement of the competencies detailed in the training plan
- As instructed, undertake any training and assessment related to the training plan
- Maintain a record of training in their training record book, or electronic profiling
- Acknowledge that all workplace instructions and any other material that comes into the apprentice’s/ trainee’s possession as a result of the training remains the property of the employer (except entitlements, as determined by the Further Education and Training Act 2014)

Note: If the apprentice or trainee is under the age of 18 years, the parent/guardian identified in the training contract must ensure they uphold the responsibilities listed above.

Participants may also be required to comply with directions given under the Education (General Provisions) Act 1989. When the apprentice/trainee turns 18 years of age, the parent/guardian is no longer party to the contract.

**Assessment**
Apprentices and trainees will be assessed for the units of competency on their training plan. The trainer will then provide feedback about their level of competence for those units.

**Booking Confirmations**
Employers will receive a booking confirmation once the sign-up has taken place between employer, apprentice/trainee and TAFE Queensland South West.

**Change of Details**
Please advise TAFE Queensland South West of any changes to your personal details including, address 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 or our Customer Service Centres. Students can also update their details online through the Student Self Service (SSS) portal www.tafesouthwest.edu.au/current-students/online-services/student-self-service. As an apprentice or trainee you need to also contact the Department of Education and Training to update your details with them to ensure that your Completion Certificate gets sent to the correct address. You can do this by phoning on 1800 210 210 or via their website www.apprenticeshipsinfo.qld.gov.au.
Completion
Completion of the Training Agreement is instigated by the employer and the apprentice/trainee after they agree that all competencies outlined in the training plan have been completed on and off the job.

The completion process:

1. The employer, apprentice or trainee and TAFE Queensland South West must sign a completion agreement, which states that all training and assessment required under the training plan has been completed by the apprentice or trainee (and the minimum work requirements for school-based apprentices and trainees). The ATF-011 Completion Agreement form will assist them to do this. The parent or guardian’s consent on the completion agreement is also required, if appropriate.

2. TAFE Queensland South West must send the completion agreement to the Department of Education (DET), Training and Employment (DET) within 10 days after it is signed.

3. Upon receiving the completion agreement, DET will issue a completion certificate for the apprenticeship or traineeship if satisfied that the apprentice or trainee has completed the apprenticeship or traineeship.

4. Upon deciding that the apprenticeship or traineeship has not been completed, DET will send written notice to the employer, apprentice or trainee, TAFE Queensland South West and parent or guardian informing them of the decision.

Completion Agreements must not be submitted to TAFE Queensland South West earlier than six (6) weeks prior to completion date.

Completion Agreements cannot be processed in advance and therefore will only be processed once the completion date has been achieved.

Employer obligations
The employer must:

- Provide, or arrange to provide, the facilities, range of work and supervision to train the apprentice or trainee as specified in the training plan (and schedule, if school-based)
- Deliver to the apprentice or trainee the training that the employer is required to deliver under the training plan
- Notify TAFE Queensland South West and their Australian Apprenticeship Support Network (AASN) office in writing within 14 days if the employer believes the apprenticeship/traineeship will not be completed in the nominal term
- Notify the SRTO in writing within 10 days of both employer and apprentice/trainee agreeing that the training required to be delivered by the employer, under the training plan, has been completed
- For school-based students, when the student has completed school but not the training plan, negotiate and lodge an amendment of the training contract to full-time or part-time employment arrangements with AASN

The employer’s general responsibilities include:

- Delivering on the job training to apprentices/trainees
- Ensuring supervision in the workplace
- Paying wages and providing entitlements
- Releasing apprentices/trainees from work to participate in training delivered by the SRTO
- Carrying out all other obligations of an employer (safety, fair treatment etc.)

Extension
If the nominal term of a registered training contract is to end before the apprentice/trainee has completed all training and/or achieved all of the required competencies within the training plan, either or both of the parties must apply in writing to DET to extend the nominal term.

DET may extend the nominal term, by a reasonable time, if it believes the apprentice/trainee can complete training in the extended nominal term. Your teacher, Student Services Officer or DET, may help with this process.

Employers will be notified, well before the nominal completion date, if an apprentice/trainee is unable to complete training within the nominal term.

For further information on this topic, phone 1800 210 210 or visit DET’s Apprenticeships Info website at www.apprenticeshipsinfo.qld.gov.au/information-resources

Fact sheets
Further information on these topics can be obtained by accessing the DET Fact Sheets site at www.apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets
**Language, literacy and numeracy**

Prior to commencing training, TAFE Queensland South West will assess the apprentice's/trainee's level in language, literacy and numeracy (LLN).

The level of ability required is determined by the program entered. For example, a Certificate IV program requires a higher standard of LLN than a Certificate II. If the student is a school-based apprentice/trainee, their school will be notified of any assistance that is required.

**Misconduct While Attending School (School Based Apprentice/Trainee)**

If apprentices/trainees are suspended from school as a result of misconduct while under the care and supervision of the school, they may continue in the school-based apprenticeship or traineeship.

However, school-based apprentices/trainees excluded or expelled from school cannot, by definition, remain in their apprenticeship/traineeship under school-based arrangements.

**Probation**

The probationary period allows the employer and the apprentice or trainee time to assess their compatibility and the apprentice's or trainee's suitability to the apprenticeship or traineeship. The employer should commence training during this probationary period.

Apprentices/trainees who are unsure of their probationary period or who need to extend or end their probationary period, please contact Apprenticeships Info on 1800 210 210 or at www.apprenticeshipsinfo.qld.gov.au/information-resources/info-sheets/index.html

TAFE Queensland South West will negotiate the training plan and training options for the apprenticeship/traineeship within the probation period.

**Progression**

If an apprentice/trainee is not progressing through their training it may relate to the combination of the training delivered by the employer and TAFE Queensland South West.

In this case, TAFE Queensland South West will review the training plan in consultation with the employer and the apprentice/trainee. TAFE Queensland South West will notify the employer if an apprentice/trainee has:

- Not attended a scheduled supplementary assessment.
- Not reached competence for the same unit/s of competency twice.

**Responsibilities as a Student**

**Protective clothing**

Students are required to buy items of personal apparel which are essential to their protection while undertaking a course or program (e.g. safety glasses, safety boots, hair nets, uniforms). Once purchased, these items remain the personal property of the student.

The price of any required equipment, materials or clothing may be included in your course fees.

**Using equipment**

As a student, you may be exposed to a variety of hazards associated with the type of work performed, or typical of the environment in your vocational area of study. TAFE Queensland South West's goal is to minimise your exposure to these hazards by implementing strategies that ideally eliminate or at least protect you from exposure to injury or harm.

Part of that care is ensuring that students follow the appropriate procedures before using plant and equipment. Don’t forget; under the category of tools, it could be something as high risk as an explosive device or, alternatively, as inconspicuous as an office stapler. Before using any type of plant or equipment, students need to be aware of the hazards involved in operating the particular equipment, the safety procedures that should be followed and the correct techniques for operation.

Students can do this by:

- Familiarising themselves with the relevant user manuals before using equipment
- Being properly trained in the use of the machinery
- Maintaining the machinery and keeping it in good condition
- Reporting faults, problems or damages immediately to supervisors
- Using the right personal protective equipment
Role of the Supervising Registered Training Organisation

As a Supervising Registered Training Organisation (SRTO), TAFE Queensland South West will facilitate the development and delivery of training plans and develop task-focused training records to monitor an apprentice’s or trainee’s progress.

We will provide information and advice about training for apprenticeship/traineeship needs.

For further information, phone:

- TAFE Queensland South West 1300 914 754
- Apprenticeships Info 1800 210 210

Serious Misconduct and Cancellation of Contract

The Further Education and Training Act 2014 makes provision for an employer who has a training contract with an apprentice/trainee to immediately suspend the training contract if the apprentice/trainee engages in serious misconduct and, because of the misconduct, the employer decides it is unreasonable to train the apprentice/trainee at that time.

Disciplinary action can be taken against an employer and/or apprentice/trainee, who are a party to a registered training contract, who has engaged in misconduct, as defined under Section 41 of the Further Education and Training Act 2014 (the Act).

A range of disciplinary actions can be pursued if the Department of Education, Training and Employment (DET) believe the employer and/or apprentice/trainee have engaged in misconduct or contravened the Act or the training contract.

Examples of misconduct relating specifically where the apprentice or trainee does not:

- Carry out a reasonable and lawful instruction given by their employer, their employer’s agent, their supervising registered training organisation or DET.
- Attend work and do his or her job.
- Work towards achieving the qualification or statement of attainment stated in the training contract.
- Participate in training and assessment required under the training plan.
- Keep the training record as required.
- Produce the training record for inspection when requested by another party to the training contract.

Before employers take action regarding an apprentice/trainee, they are advised to phone Apprenticeships Info on 1800 210 210.

Supervision

TAFE Queensland South West will confirm adequate provision of facilities, range of work, supervision and training to allow the apprentice or trainee to successfully progress through the apprenticeship or traineeship and to complete the training contract at their place of employment.

It is part of TAFE Queensland South West’s responsibility to assess an employer’s capacity to provide adequate training arrangements, to determine if the apprentice or trainee’s supervisor (qualified person) can supervise other apprentices and trainees at a workplace where the apprenticeship or traineeship is being completed or not.

The qualified person/s designated to train the apprentice or trainee is required to be permanently engaged in the same workplace and predominately work during the same hours as the apprentice or trainee. Please visit www.apprenticeshipsinfo.qld.gov.au for the definition of a qualified person.

During the sign-up process, TAFE Queensland South West will have the opportunity to discuss matters such as:

- Will the apprentice or trainee be able to receive appropriate supervision and training?
- Are the facilities and expertise to train the apprentice or trainee suitable?
- Is there an agreement to release the apprentice or trainee to attend off-the-job/structured training and/or assessment when/if required?
- Do the employment and training arrangements comply with current part-time and school-based criteria if applicable (e.g. minimum hours/days of work)?

Specific supervision requirements apply to apprentices in the electrotechnology industry. It is important that employers and apprentices view section 279 of the Electrical Safety Regulation 2013 to ensure that these requirements are met.

Supplementary Assessment

If the outcome of the assessment is Not Competent, apprentices and trainees are entitled to a supplementary assessment. Tutorial support is available before they do the scheduled supplementary assessment.

For apprentices and trainees who fail to achieve competency at the supplementary assessment, TAFE Queensland South West will advise the employer and work together to identify further training arrangements, support or adjustments required.
Suspension of a Registered Training Contract

During the apprenticeship or traineeship there may be times when the employer and/or apprentice or trainee may not be able to carry out their obligations under the training contract for a short period of time. To avoid cancellation and recommencement of a training contract, the Department of Education, Training and Employment (DET) allows a training contract to be suspended for a temporary period.

SUSPENDING THE TRAINING CONTRACT

Suspending the training contract allows the employer and apprentice or trainee to temporarily suspend the responsibilities associated with the training contract. There are a number of reasons why a suspension period may happen, such as:

- Seasonal employment,
- Apprentice or trainee chooses a gap or study year outside of the apprenticeship or traineeships,
- Long term illness, or
- Maternity or paternity arrangements.

The maximum period that a training contract can be suspended for is 12 months.

The commencement date of the suspension cannot be less than seven (7) days from the date the application is given to DET.

TAFE Queensland South West can assist with forms that all parties must agree and apply in writing to DET. The ATF-037 Suspension of a registered training contract form has been developed for this purpose.

Training

TAFE Queensland South West is responsible for providing competency based training to apprentices and trainees, focusing on what they can do as a result of their training and experience, rather than time served.

TAFE Queensland South West's structured competency based training can include:

- Classroom delivery, including block release, at a TAFE Queensland South West training location, supported by experiential learning on the job
- Flexible delivery, including video link, teleconference, correspondence, workbooks, online self-paced and internal and classroom links, supported by experiential learning on the job

The method chosen by the parties must be included in the training plan and structured to ensure the apprentice/trainee acquires the full range of competencies.

Irrespective of the mode of delivery chosen, the apprentice or trainee must be withdrawn from routine work practices/productive work to undertake structured training and assessment.

Training Contract

An apprentice or trainee (including an existing employee) is a person employed under a training agreement with an employer. Apprenticeships and traineeships provide a combination of employment and structured training. An apprentice or trainee is contracted to an employer for a nominal period of time, enabling them to successfully gain competence in a trade (apprenticeship) or vocational area (traineeship).

The training contract outlines the roles and responsibilities of each party. Information, advice and assistance on the contract can be provided by the chosen Australian Apprenticeship Support Network

The training contract has an agreed start date and nominal term, which are set by the Department of Education, Training and Employment (DET) in consultation with the particular industry.

Apprenticeships and traineeships are competency based. This means that they may be completed when all the required competencies have been completed, irrespective of the length of time served.

In addition to the roles and responsibilities outlined in the training contract, all parties must abide by the provisions of the Further Education and Training Act 2014.

Training Notification

Apprentices/trainees and employers will receive notification of training six (6) weeks prior to training, if applicable. It is the responsibility of the apprentice/trainee to enrol and organise payment prior to each stage of their apprenticeship or traineeship.

For details on enrolment options, concessions and payment options, please refer to the ‘Enrolment, fees and refunds’ on the website www.tafesouthwest.edu.au/study-with-us/enrolment-fees.
Training Plan
Every apprentice/trainee must have a training plan. TAFE Queensland South West will develop this document in consultation with the employer and apprentice/trainee at induction.

Training plans outline the agreed training to be delivered to the apprentice/trainee by TAFE Queensland South West, supported by experiences/training provided in the workplace by the employer. It outlines how, where and when skills are to be achieved and is used to assist the parties monitoring the progress of the apprenticeship/traineeship.

The training plan must be negotiated and agreed to by the employer, apprentice or trainee and TAFE Queensland South West (the parties to the training plan). The parent or guardian is not a party to the training plan. Their signature is not required.

Each apprentice and trainee in the workplace must have their own training plan, and if the apprentice or trainee is under more than one (1) training contract, a training plan is required for each apprenticeship or traineeship.

TAFE Queensland South West will take all reasonable steps to ensure the training plan is signed:

- Within three (3) months of the start of the apprenticeship or traineeship for the initial training plan;
- Within 28 days of the replacement date, where the TAFE Queensland South West has been replaced;
- Within 28 days of the transfer date, where there has been a permanent, temporary or statutory transfer of a registered training contract.

Training Record
TAFE Queensland South West is required to issue a training record to apprentices/trainees. The training record is important and the apprentice/trainee must record their training within it.

Within 14 days of the training plan being finalised, TAFE Queensland South West will provide the apprentice or trainee with a training record, to record evidence of progression of training.

The apprentice or trainee must:

- Hold the training record and produce it to their employer, TAFE Queensland South West or DET, when requested
- Take it with them if they change employers

The apprentice/trainee must present this record regularly to the employer and TAFE Queensland South West, at intervals of not more than three (3) months. Apprentices and trainees attending a TAFE Queensland South West training location must bring their training record with them to be inspected and to record particulars of the training completed.

Upon completion of each unit of competency, the training record will be signed by all parties:

- The employer’s signature supports that the apprentice or trainee is competent in the workplace, industry and company standards
- The apprentice or trainee’s signature supports that he/she agrees he/she has the ability to competently perform the workplace tasks
- A TAFE Queensland South West representative’s signature supports that successful completion of off-the-job training in the underpinning knowledge and skills

From time-to-time, Department of Education, Training and Employment may also request the apprentice or trainee to produce their training record for inspection. The initial Training Record will be provided free to the apprentice/trainee. However, if the training record has to be replaced, a replacement fee will apply.

Travel and Accommodation Subsidy
DET provides financial assistance to apprentices and trainees who have to travel from their usual workplace to attend training. Note: This does not apply to school-based apprentices and trainees. Please contact the school to discuss travel and accommodation subsidies, and to obtain an application form. These applications are considered individually.

Travel and Accommodation subsidies should be claimed online at www.apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodation/apply/index.html

The travel and accommodation subsidies are available to apprentices/trainees who are required to travel at least 100 kilometres (round trip). The subsidies are paid to attend the closest Supervising Registered Training Organisation that is able to deliver the training program. Eligible apprentices and trainees may receive assistance for travel to and from required training and, when on block release training, for a daily accommodation subsidy during that training.

TAFE Queensland South West needs to verify, sign and stamp this form before sending to DET for processing.

Further information (including travel and accommodation subsidy claim forms, current subsidy rates and the address to which the completed form should be sent for processing) is available from Apprenticeships Info by phoning 1800 210 210 or visiting www.apprenticeshipsinfo.qld.gov.au/apprentices/advice-support/travel-accommodation

Apprentices/trainees who are required to travel more than 100 kilometres (round trip) to attend training can access accommodation information via an internet search using the following keyword phrases:

- “Homestay” or “Student accommodation” for the relevant location
Bundamba
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 Hwy 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
www.tafesouthwest.com.au
southwest@tafe.qld.edu.au

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