Information for new and re-enrolling students

We have designed this 2014 Student Guide to provide you with the information you need to study at TAFE Illawarra.

This Guide provides information about the things you need to know at enrolment and the services and support you can access at TAFE Illawarra.

The latest information is always available on TAFE Illawarra’s website at www.illawarra.tafensw.edu.au

TAFE NSW Guarantee of Service

TAFE NSW aims to provide excellent vocational education and training to benefit individuals, industry, business and the wider community.

This handbook outlines the standard of service you can expect from us when you enrol in a TAFE NSW course and your responsibilities as a student.

We believe that quality is judged by our customers – that’s you! – so we welcome any suggestions or comments you may have to help us improve the way we do business.
Focus on service

The goal of TAFE Illawarra is to provide excellent education and training for its students. The beneficiaries of this training are industry and the wider community.

Our service to you begins with your first inquiry about our courses, and aims to assist you to succeed with your learning goals.

Central to our concept of quality is the premise that quality is judged by our customers. As students, you are our largest group of customers and we regularly ask you how well we are performing. We use this feedback to identify where improvements can be made.

This guide outlines the standard of service you can expect from us.

Teachers

We are very proud of our dedicated teaching staff who are passionate about seeing their students succeed.

Teaching staff have the qualifications and experience relevant to the units they teach as specified for the relevant Training Package and accredited courses.

They maintain their skills through ongoing professional development and by working with industry.

Our teachers focus on developing our students with the skills and knowledge that industry values.
Welcome to TAFE Illawarra. You have made an exciting choice to study with the largest vocational education and training organisation in south east NSW. We will work with you so that you have the very best opportunity to succeed in your chosen area of learning.

Our hands on training will prepare you for work. New ways of delivering training online, on campus using videoconferencing facilities, or in the workplace has expanded access to more courses across the region.

TAFE Illawarra is committed to excellence in vocational education and training, and a better future for all. Our 2013 student survey recorded 94% satisfaction rate with special reference to gains in competency and the development of skills that students wanted.

Skills and knowledge needed in the workplace are changing. A satisfaction rate of 92% from employers demonstrates that TAFE Illawarra training meets the high standards set by business and industry. Employers commented that the training we provide reflects real life and work situations, and they praise the quality of teachers.

We are very proud of our students and staff who were recognised during 2013 at a national and international level. You can keep up to date with what’s happening at TAFE Illawarra by following us on facebook www.facebook.com/TAFEIllawarra or twitter www.twitter.com/TAFEIllawarra

You have made a decision to improve your skills, gain new skills to secure a job or build a new career. You have an opportunity to set yourself on the pathway to success through learning, and we will work with you so that you can achieve your goal.

This guide provides information on how to access a comprehensive range of support services. We look forward to seeing you progress and succeed.

Dianne Murray
Institute Director, TAFE Illawarra
Managing your study

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Evacuations
Each campus has an evacuation plan in place. Wardens wearing YELLOW helmets will control evacuation from campus buildings.

If you are instructed to evacuate:

- leave immediately and directly without stopping to collect belongings
- walk calmly and quietly to the nearest safe exit. Exits are marked with GREEN signs bearing the word EXIT in WHITE
- if it is safe to do so, close the windows as you leave
- do not attempt to use fire-fighting equipment unless you have been trained to do so and the action does not place you in danger
- stay with your class group until your teacher or another staff member directs you to do otherwise
- obey the instructions of the wardens/teachers and proceed to the safe assembly area
- a roll call will be conducted at the assembly area, where you should remain until you are advised that it is safe to return to your room
- report any missing persons to the nearest member of staff
- do not use lifts

At other times:

- familiarise yourself with the location of fire exits
- do not interfere with emergency equipment - it is a criminal offence and may cause loss of life
First Aid
First Aid Officers are located at each campus. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

Security
We are committed to your safety. Security Officers provide security on campus and other services including lost property. Contact the Customer Service Centre who will contact your campus security.

Serious / Critical incident
A Serious / Critical incident is a traumatic event which causes normally stable and healthy people to experience strong distress, and so has the potential to interfere with their ability to function at the time or later. A critical incident includes natural or man-made disasters, or the witnessing of horrific, overwhelming, or life threatening events.

There is a Campus Serious/ Critical Incident Plan in place - in the event of a Serious/ Critical incident please follow the instructions of your class teacher and/or any other person in authority such as a Campus Manager or Emergency Services Personnel.
When you enrol online and indicate your acceptance to the enrolment declaration this is an agreement to abide by the TAFE Commission’s instructions and regulations. It is also a declaration that all the information you have provided is true and correct.

**As a student you have a right to:**
- be treated fairly and with respect by TAFE Illawarra staff and students
- learn in an environment free of discrimination and harassment
- pursue your education goals in a supportive and stimulating environment
- have access to counselling
- privacy concerning TAFE NSW records or documents which contain personal information (subject to statutory requirements)
- lodge a complaint without fear of victimisation
- have Guide dogs - for people with visual or hearing disabilities. Pet animals are not permitted on the grounds or in the buildings on campus

**As a student you are expected to:**
- treat other people with respect and fairness
- not engage in plagiarism (piracy, copying, forgery), collusion or cheating in any academic assessment or examination
- submit assessment tasks by the due date (or seek approval for extension of deadline in exceptional circumstances)
- return or renew library resources on time
• observe normal safety practices - wear approved clothing and protective equipment and follow directions both written and verbal given by authorised officers

• wear appropriate footwear - you will not be permitted to enter or remain at any location / site if barefooted - footwear such as thongs, platform shoes and stiletto heels are prohibited

• refrain from the use of mobile phones, pagers and other electronic means of communication in classroom and other learning areas

• refrain from swearing in classrooms and other learning areas

• refrain from smoking in all campus buildings

• refrain from eating and drinking in classrooms

• behave in a responsible manner by not:
  - littering
  - harassing fellow students or staff
  - damaging, stealing, modifying or misusing property
  - entering the campus with drugs, alcohol or weapons or being under the influence of drugs or alcohol
  - engaging in other behaviour which could offend, embarrass or threaten others

• refrain from riding skateboards and in-line skates on campus

• refrain from playing any non-authorised sporting activities within the campus grounds

You are required to be punctual and regular in attendance. In case of illness or other unavoidable absences you should contact your Teacher or Head Teacher explaining the cause and possible duration of the absence. If you do not maintain a satisfactory work standard you may be required to withdraw from classes.

**Breach of discipline**

You will be considered to have committed a breach of discipline if you:

• assault or threaten to assault a person or incite another person to assault or threaten any person

• behaviour that involves a breach of the law

• engage in any offensive conduct
• consume alcohol otherwise than in an area where it is permitted

• smoke otherwise than in an area where it is permitted (no smoking on campuses from Term 2, 2014)

• remove, damage or use any property of TAFE NSW without the authority of TAFE NSW or a member of staff

• obstruct a member of staff in the performance of the member’s duties

• refuse to give full and accurate particulars of your identity in response to a direction to do so by a member of staff

• fail to give full and accurate particulars of your citizenship or residency status at the time of your initial enrolment

• provide false or inaccurate information or fail to produce evidence of your residency status to TAFE NSW if required.

• fail to provide TAFE NSW with full accurate particulars of any change in your residency status within 14 days of any such change

• disobey or disregard an instruction, order or direction of a member of staff, including an instruction, order or direction made by the staff member to ensure the health, safety or welfare of any person

• enter premises of TAFE NSW, or fail to leave a part of TAFE NSW premises, contrary to a direction given by a member of staff

• commit or engage in any dishonest or unfair act including plagiarism in relation to an examination, assignment or other form of academic assessment

• falsify, or attempt to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment

• provide false or inaccurate information to officers of TAFE NSW at the time of enrolment or at any time

• engage in behaviour that amounts to unlawful sexual harassment of another student or students or member of staff, inciting hatred towards, serious contempt for, or severe ridicule of a person or group of persons on the grounds of age, race, sex, homosexuality, transgender, marital status, disability, or religion of the person or members of the group

• engaging, aiding or assisting another student to commit a breach of student discipline

• make inappropriate videos, images, or sound recordings (including videos and sound recordings made without the permission of the person photographed or recorded) and / or sharing or posting them on websites, whether or not TAFE NSW equipment was used.
• Aggressive, abusive, threatening, bullying or intimidating behavior or language directed to staff, students or others

• Sexual behaviour that could cause offence or hurt to others

• Use electronic means of communication, or telecommunications to adversely target, harass or bully individuals or particular groups

• fail to pay any mandatory fee, charge or penalty owing to TAFE NSW

• fail to return a book or material borrowed from a library of TAFE NSW after at least 2 notices have been sent directing you to return the book or material within a specified time

• fail to advise the Campus Manager, TAFE Counsellor, Head Teacher, designated officer or delegate before attending your first class of any history of violence

• fail to comply with a code of conduct relating to student discipline, as approved by TAFE NSW and in force from time to time

• unauthorised use or misuse of TAFE NSW computers or computer systems including misuse of DEC user logins

• dangerous driving on or near TAFE NSW premises

• fail to comply with a provision of this Policy or with an order or direction given under such a provision

Penalties for breaches of discipline
Where a delegated officer is satisfied that a student has committed a breach of discipline, any of the following penalties may be applied:

• reprimand

• requirement to attend counselling at a specified time and place

• a fine not exceeding $200

• payment of compensation by student for damage or loss of property

• use of specified equipment only in accordance with certain conditions (for a period not exceeding 12 months)

• exclusion from either part or whole campus for up to 30 days

• exclusion of online access to any resource of TAFE NSW for up to 30 days

• exclusion from one or more examinations
denied the right to borrow any Library Resources or use any services from any or all of the libraries operated by TAFE NSW, for a specific period of time

issue of testamur, result notice or employer report be delayed until student has complied with the order

Student with a history of violent behaviour

TAFE Illawarra is committed to ensuring a safe and healthy working and learning environment for staff, students and visitors at all campuses. TAFE NSW has put in place procedures for the identification and management of students who may pose a current risk to the health, safety and wellbeing of any person within our campuses. It is our aim to support all students in order to maximise their success in their studies within a safe environment.

It is a condition of enrolment that you must advise the Campus Manager, a TAFE Illawarra Counsellor or your Head Teacher if you have a history of violent behaviour that poses a current risk to any person. Students who are identified either before or after enrolment will need to be interviewed by a Designated Officer and he/she will decide if a risk assessment is required. If a risk assessment is required it may or may not lead to some conditions being placed on an enrolment. Please speak to a Campus Manager if you require further information.

Dealing with complaints

In this section you can find information about how TAFE Illawarra will deal with a complaint. Click on the links below to access further information:

Suggestions or Complaints

Who can help you?

When should you report your problem or complaint?

What will happen next?

Suggestions or complaints

Complaints and suggestions, as well as compliments and other positive feedback from the people who use TAFE Illawarra’s services are welcome. The feedback helps staff to meet expectations, remedy problems and improve systems. The suggestion or complaint can be about any aspect of the service provided or not provided; the behaviour or decisions of staff; or about workplace practices, policies or procedures.

If you have a suggestion or complaint it is a good idea to report it as soon as possible.
Your teacher is the best person to talk to, however, depending on the situation, you may prefer to contact the Head Teacher in charge of your course, a Counsellor, or the Campus Manager.

If you make a suggestion or complaint to a staff member (be it in person, in writing or over the phone) that person may ask you to fill out a TAFE NSW Suggestion or Complaint Form (available at your Campus), which ensures your concern receives the appropriate attention.

The staff member will get back to you to let you know what action is being taken. If you are still not satisfied, you may wish to speak to the appropriate senior member of TAFE Illawarra listed below:

**Faculty Directors**

<table>
<thead>
<tr>
<th>Field</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Human Services, Tourism &amp; Hospitality</td>
<td>4295 2102</td>
</tr>
<tr>
<td>Business, Arts &amp; Information Technology</td>
<td>4222 2822</td>
</tr>
<tr>
<td>General Education &amp; Access Programs</td>
<td>4221 8910</td>
</tr>
<tr>
<td>Trades &amp; Technology</td>
<td>4229 0184</td>
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</tbody>
</table>

**Assistant Faculty Directors**

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<tr>
<td>Trades &amp; Technology</td>
<td>4221 9852 or 4229 0160</td>
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<tr>
<td>General Education &amp; Access Programs</td>
<td>4221 8908</td>
</tr>
<tr>
<td>Human Services, Tourism &amp; Hospitality</td>
<td>4295 2244 or 4295 2153</td>
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<tr>
<td>Business, Arts &amp; Information Technology</td>
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**Highlands District**

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<tr>
<td>Cooma Campus Manager</td>
<td>1300 766 123</td>
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<tr>
<td>Goulburn Campus Manager</td>
<td>1300 766 123</td>
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<tr>
<td>Moss Vale Campus Manager</td>
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<tr>
<td>Queanbeyan Campus Manager</td>
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<tr>
<td>Yass Campus Manager</td>
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</table>
Northern District

Dapto Campus Manager 1300 766 123
Shellharbour Campus Manager 1300 766 123
Wollongong Campus Manager 1300 766 123
Wollongong West Campus Manager 1300 766 123
Yallah Campus Manager 1300 766 123

South Coast District

Bega Campus Manager 1300 766 123
Moruya Campus Manager 1300 766 123
Nowra Campus Manager 1300 766 123
Ulladulla Campus Manager 1300 766 123

Who can help you?

If you have a problem or complaint, you may report it to any staff member and it will be dealt with confidentially and promptly.

We suggest that you see someone you know. Your teacher is normally the best person to talk to.

If you prefer, any of the following people will be happy to discuss the problem with you, in person or over the phone:

- The Head Teacher in charge of your course
- TAFE Counsellor
- Campus Managers
- Special needs support staff
- Customer Service Centre Staff
When should you report your problem or complaint?
Report the problem or complaint as soon as possible so we can act on your concerns quickly and resolve any issues in a timely manner.

What will happen next?
We will try to solve the problem in consultation with you immediately, but if we can’t, we will make arrangements for you to speak to the most appropriate person. We will get back to you as quickly as possible - usually within three working days - to let you know what action is being taken.

If you’re still dissatisfied you may wish to talk to a senior member of TAFE Illawarra staff. The contact list included in this Student Guide will help you.

Whatever the problem or complaint, you can feel confident that we will do our best to address it.
Commencement of studies

Your enrolment is not complete and you are not entitled to attend classes until you have paid the TAFE NSW fee or concession fee, or have been exempted from the TAFE NSW fee.

If you are accepted into a course you are not normally allowed to defer starting the course to another time.

At your first class your teacher will give you essential information about TAFE, your campus and your course.

You need this information to ensure you have a learning experience which is safe, successful and rewarding.

Note: class sizes - cancellation of classes

Please note that every TAFE Illawarra course must have a minimum number of students enrolled before it can commence.

If enrolment in a class drops below a number so it is no longer economically viable to continue, TAFE Illawarra reserves the right to implement another delivery mode or cancel the course. In cases where course offerings are cancelled the TAFE fee will be refunded.
Check off the following as they are covered:

### Introduction:
- Your teacher’s name and contact details
- The Head Teacher or Course Coordinator’s name, contact details, their roles and location
- The name, duration and grading of your course
- Location of toilets, canteen, security – Page 36
- Location of Library, Counselling and Career Service and Customer Service Centre – Pages 27, 21 & 43
- Emergencies – Page 7
- First Aid – Page 8

### Managing Your Study
- Student Assessment Guide and appeals – Page 43
- Course Requirements
- Student Identification Number – Page 57
- Online Services – Page 2

### TVET
- Student Information – Page 73

### Conduct Requirements:
- Student Rights, Responsibilities and Complaints – Page 9
- Standards of dress – Page 9
- Children on Campus – Page 63
- Harassment – Page 66
- Workplace Health and Safety and Environment – Page 69-70
- Plagiarism – Page 71
- Mobile phones – Page 9

### Support
- Awards & Scholarships – Page 20
- Careers Connect – Page 22
- Wireless Access – Page 34
- Recognition – Page 32
- TAFEcard and fees – Page 37, 52
- Learning Support – Page 28

### Computer Users Code of Conduct – Page 67
- No Smoking Policy – Page 72
Support services

We provide support services to help you achieve your educational goals and improve your employment prospects. These include:

- Library and Information Services, which provide a range of resources and services
- qualified Counsellors, who are available for personal and vocational counselling
- specialist staff who can organise support services for students with special needs
- student associations
- child care centres at some campuses
- access programs

Our policies recognise your right to learn in an environment that is free from discrimination and harassment.

We provide you with a safe learning environment by meeting workplace health and safety standards.

Aboriginal Education Services

The Aboriginal Education and Training Unit can:

- arrange mentoring and support
- help with enrolments and TAFE Fee exemptions
- arrange tutorial support
- liaise with teachers or other staff
- plan specific courses to improve education and training of Aboriginal communities
Aboriginal Staff Contact Details

Aboriginal Coordinators and Aboriginal Student Support Officers are located at:

<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Details</th>
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<tr>
<td>Moruya (servicing Bega; Cooma; Moruya; Queanbeyan; Yass)</td>
<td>4474 1826 or 4474 1820</td>
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<tr>
<td>Nowra (servicing Nowra; Shoalhaven; Ulladulla; Goulburn)</td>
<td>4421 9817 or 4421 9818</td>
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<tr>
<td>Wollongong (servicing Wollongong West; Wollongong; Dapto; Moss Vale; Shellharbour; Yallah)</td>
<td>4229 0509 or 4229 0396</td>
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Annual Awards

TAFE Illawarra Annual Awards

Each year the TAFE Illawarra Annual Awards Gala Dinner recognises excellence and outstanding achievements by staff and students of TAFE Illawarra. As an outstanding student who demonstrates a commitment to hard work and effort you may be nominated by your teacher for one of these prestigious awards. Some of the awards presented include:

- TAFE Illawarra Apprentice and Trainee of the Year
- TAFE NSW State Medals (awarded for the highest average mark in NSW for an individual course)
- Award categories for specific industry areas
- International Student of the Year
- TAFE Illawarra Student of the Year

TAFE Illawarra is committed to providing our students and industry partners with the best training and vocational solutions possible, and these awards are testament to the hard work and dedication of TAFE’s knowledgeable and skilled staff.
NSW Training Awards

Each year teachers and employers nominate eligible students from TAFE Illawarra for the Illawarra Vocational Training Awards. The winners of each regional category progress to the NSW Training Awards which then lead to the Australian Training Awards.

The NSW Training Awards recognise outstanding achievement in vocational education and training (VET). The Awards honour and reward the achievements of students in various categories including:

- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- Aboriginal and Torres Strait Islander Student of the Year
- School based Apprentice/Trainee of the Year
- VET in Schools Student of the Year
- Industry Excellence Awards

For further details visit:

Scholarships

Are you keen to study but wonder how you will afford it? Would you like financial assistance with your course fees, learning materials or study costs?

There are a range of scholarship programs available through government agencies and TAFE Illawarra partner organisations. Each program has specific eligibility criteria.

For more details go to: http://www.illawarra.tafensw.edu.au/support-for-students/scholarships
Careersconnect@illawarra

Careersconnect@illawarra is a FREE online job vacancy and careers information service for TAFE Illawarra students and graduates.

To access the site all you need is your DEC username and password. The value of this service to students includes:

- employment database of full-time, part-time, casual, and temporary work
- traineeships, apprenticeships, and volunteer work
- view career news, events, websites, information sheets, and FAQs
- create and update your own profile
- create a resume

The advantage of using careersconnect@illawarra includes:

- a monthly email newsletter, bringing the latest and most relevant jobs, news and events from your profile
- registering to attend events and exhibitions
- resume builder which has 4 different templates to download and save and can be used for job applications
- saving your searches - jobs, events, info sheets
- viewing Institute news and events

Career and Counselling Service

A free and confidential counselling service is available to students at each TAFE Illawarra campus. Our Counsellors are approachable, experienced and provide support in three broad areas:

Educational - planning courses, assisting with study problems or exam anxiety, coping with learning difficulties, and stress management

Vocational - planning for educational and career goals, assessing career direction, providing information about other educational institutions and assisting with job seeking skills

Personal - helping with a range of personal issues that may be interfering with your studies and course work including family, social life, financial, legal and health matters, crisis situations, and information about community resources and government agencies, stress, depression and anxiety

Services are also available for prospective students who may wish to identify suitable and study pathways to achieve their goals
For further information on the Career and Counselling Services available at your campus visit the Careers and Counselling site on the TAFE Illawarra website:


or visit the Careers & Counselling site on TAFE Illawarra website:
http://www.illawarra.tafensw.edu.au/support-for-students/careers-and-counselling-service

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<th>CAMPUS</th>
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<tr>
<td>Yass</td>
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**Childcare**

A number of our campuses provide childcare as a student service. Children’s Centres can provide care for your young children whilst you are studying. The centres provide positive learning environments for young children, fostering self-esteem and valuing children’s work. TAFE NSW Children’s Centres have qualified staff to develop appropriate educational programs for all children based on observation and evaluation.

For more information contact the relevant Children’s Centre at the following Campuses:

- **Wollongong**: Available for children aged 0-6 years. Open 8:15am - 5:15pm. The centre caters for 24 places. For enquiries please contact the Children’s Centre on 4229 0627 or email to iitwtcc@tafen.sw.edu.au
• **Shellharbour**: Child care available for children aged 0-6 years. The Child Care Centre operates from 8:15am - 5:15pm. For enquiries please contact the Children’s Centre on 4295 2269

• **Goulburn**: Child care available for children aged 0-6 years. Hours: 8:00am - 5:00pm. For enquiries please contact the Children’s Centre on 4823 1853

**Disabilities support**

We have Disability Teacher Consultants to help you achieve your career goals. We can help if you:

• are blind or vision impaired
• are deaf or hearing impaired
• have an intellectual, physical and/or neurological disability such as a learning disability, ADHD or acquired brain injury
• or if you have a medical condition or chronic illness

Teacher Consultants are available at all Campuses and can:

• help you find the right course and get ready to study
• help you enrol and arrange the TAFE fee exemption
• get support for course entry tests, exams and assessments
• arrange tutorial support, note takers and Auslan interpreters
• organise communication aids and equipment

It is a good idea to talk to a Teacher Consultant before you enrol to make sure this is the right pathway for you.

**Equity Services Unit**

The Equity Services Unit at TAFE Illawarra is focused on helping you find the right course and achieve your career goals.

We support a positive work and study environment for Aboriginal and Torres Strait Islander students, students who have a disability and students from multicultural backgrounds.

Equity staff work with you and your teachers to identify your learning needs and plan strategies to help you successfully complete your course and find pathways to employment.
### Equity Services Unit - Teacher Consultant List

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<thead>
<tr>
<th>AREA</th>
<th>CAMPUS</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vision</strong></td>
<td>All Campuses</td>
<td>4421 9865</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile: 0437 035 042</td>
</tr>
<tr>
<td><strong>Intellectual</strong></td>
<td>Bega, Moruya, Nowra, Ulladulla</td>
<td>4474 1813</td>
</tr>
<tr>
<td></td>
<td>Dapto, Moss Vale, Shellharbour, Wollongong, Wollongong West, Yallah</td>
<td>4229 0165</td>
</tr>
<tr>
<td></td>
<td>Goulburn</td>
<td>4823 1836</td>
</tr>
<tr>
<td></td>
<td>Queanbeyan, Yass</td>
<td>6298 4415</td>
</tr>
<tr>
<td><strong>Physical</strong></td>
<td>Bega, Cooma, Goulburn, Moruya, Nowra, Queanbeyan, Ulladulla</td>
<td>4454 9200 or 4454 9222</td>
</tr>
<tr>
<td></td>
<td>Dapto, Moss Vale, Shellharbour, Wollongong, Wollongong West, Yallah</td>
<td>4229 0163</td>
</tr>
<tr>
<td><strong>Neurological</strong></td>
<td>Cooma, Dapto, Goulburn, Moss Vale, Queanbeyan, Shellharbour, Wollongong West, Yallah</td>
<td>4229 0422</td>
</tr>
<tr>
<td><strong>Mental Health</strong></td>
<td>Cooma, Dapto, Goulburn, Moss Vale, Queanbeyan, Shellharbour, Wollongong West, Yallah</td>
<td>4295 2261</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile: 0400 869 175</td>
</tr>
<tr>
<td><strong>Neurological/Psychiatric</strong></td>
<td>Bega, Moruya, Nowra, Ulladulla</td>
<td>Nowra: 4421 9878</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ulladulla: 4454 9200</td>
</tr>
<tr>
<td><strong>Hearing</strong></td>
<td>All campuses</td>
<td>4229 0649</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile: 0423 848 238</td>
</tr>
</tbody>
</table>
Flexible e-learning options
TAFE Illawarra offers online and flexible e-learning options for many courses. We can also provide customised courses for students, as well as industry and business to suit your individual learning and workforce development needs. These programs often involve reduced class attendance, recognition of existing skills, more independent learning and fast-tracking.

To discuss your learning options, contact the Customer Service Centre on 1300 766 123 or visit our website www.illawarra.tafensw.edu.au and search for Flexible Delivery.

Individual Learning Centre
Individual Learning Centres can provide support to you as a student enrolled in a TAFE Illawarra course. Support services include:

- Essay writing
- Study skills
- Note taking
- Assignments including planning and editing drafts and Exam skills
- Reading texts and course notes
- Mathematics and numeracy
- Research skills
- Open Training and Education Network (OTEN) study
- Working with online course material
- Basic computer skills
- Making presentations

The service is free if you are an enrolled student and is flexible in duration and attendance. An individual support program is planned to provide assistance.
Individual Learning Centres are located at:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bega</td>
<td>6492 9741</td>
</tr>
<tr>
<td>Cooma</td>
<td>6452 0756</td>
</tr>
<tr>
<td>Dapto</td>
<td>4221 8938</td>
</tr>
<tr>
<td>Goulburn</td>
<td>4823 1858</td>
</tr>
<tr>
<td>Ulladulla</td>
<td>4454 9200</td>
</tr>
<tr>
<td>Moruya</td>
<td>4474 1812</td>
</tr>
<tr>
<td>Moss Vale</td>
<td>4868 0117</td>
</tr>
<tr>
<td>Nowra</td>
<td>4421 9851/4421 8961</td>
</tr>
<tr>
<td>Queanbeyan</td>
<td>6298 4488</td>
</tr>
<tr>
<td>Shellharbour</td>
<td>4295 2255/4295 2105</td>
</tr>
<tr>
<td>Wollongong</td>
<td>4229 0104/4229 0451</td>
</tr>
<tr>
<td>Wollongong West</td>
<td>4222 2860</td>
</tr>
<tr>
<td>Yallah</td>
<td>4261 3744</td>
</tr>
<tr>
<td>Yass</td>
<td>6226 1556</td>
</tr>
</tbody>
</table>

International students

TAFE Illawarra welcomes international students to many of our campuses, so if you have friends or relatives looking to study, work and live in Australia, TAFE Illawarra is a great starting point. The English Language and Cultural Centre offers English Language Intensive Courses for Overseas Students (ELICOS). These courses begin with general English and build on the four essential skills of any language (reading, writing, speaking and listening), progressing to English for Further Study (Advanced) and English for Academic Purposes. This provides the foundation for living in the community as well as preparation for entry into further study relating to their chosen career, at TAFE or at University.

TAFE Illawarra offers an array of vocational courses at Certificate, Diploma and Advanced Diploma level such as Agriculture, Aged Care, Applied Science, Children’s Services, Engineering, Accounting, Business Studies, Information Technology, Fitness, Community Welfare, Tourism and Events, Cookery and Hospitality. These courses provide students with the practical skills required to gain meaningful and paid employment. These courses, as well as many others, provide articulation pathways in to degree courses at TAFE NSW and at Universities across Australia.

Our Institute also offers Higher Education with the Bachelor of Early Childhood Education and Care (0-5). Other higher education courses will be introduced from 2014.

You can get more details about courses, course charges and application procedures from the International Students Unit at TAFE Illawarra, Wollongong Campus.

Phone our International Student Coordinator on +61 2 4229 0131 or Phone: +61 2 4229 0585.

Email: inter.illawarra@det.nsw.edu.au or go to:

http://www.illawarra.tafensw.edu.au/support-for-students/international-students
Learner support

Learner support may be available to assist you with reading, writing, English, English as a second language, maths, science, computing or communication skills which are required for a course.

You can also obtain help with understanding course notes or manuals, study skills, report and essay writing, note taking, preparation of assignments and presentations.

This is a free service if you are enrolled as a student in a TAFE NSW course. However, if you would like to improve your skills in preparation for enrolling in a course in the following year, this service may also be available to you for a fee (unless you meet the exemption requirements).

You can access learner support services by contacting the Adult Basic Education section or by visiting an Individual Learning Centre located on campus.

See ‘Individual Learning Centre’ for further information.

Library and information services

Library and Information Services is a network of campus libraries working together to provide a wide range of services and facilities that support the Institute’s learning and teaching programs.

Our friendly staff can help to find information and resources. All libraries offer orientation tours and information skills sessions in which you will learn how to find resources for your assignments. These resources may be available in the libraries or online. Online resources, including subject guides, full text journals, eBooks and other databases are available to access 24/7 from your home computer via the library website.

Library collections contain current books, journals, newspapers, videos, DVDs and music CDs. Details on these resources can be found on the TAFE NSW Library Network catalogue, which is accessed from the Library website. Computers, printers, photocopiers, Wi-Fi and study facilities are available for your use at each Campus library.

A policy of state-wide resource sharing allows you to borrow from any TAFE NSW Library, either in person or via your campus library’s interlibrary loan service.
Your TAFEcard is your library card. It is also used as a photocopy/printing payment card so be sure to have it with you when on campus.

Remember that items you have borrowed must be returned on time. Not to do so is a breach of Student Discipline, and penalties apply.

For more information about your campus library, or to access library services, visit the Library and Information Services website at www.illawarra.tafensw.edu.au/library or drop in to your campus library.

Dapto students should contact Wollongong West library for assistance and services.

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>LOCATION</th>
<th>PHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bega</td>
<td>B Block</td>
<td>6492 9712</td>
<td><a href="mailto:begalibrary@tafensw.edu.au">begalibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Cooma</td>
<td>Block 10</td>
<td>6452 0744</td>
<td><a href="mailto:coomalibrary@tafensw.edu.au">coomalibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Goulburn</td>
<td>C Block</td>
<td>4823 1841</td>
<td><a href="mailto:goulburnlibrary@tafensw.edu.au">goulburnlibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Moruya</td>
<td>A Block</td>
<td>4474 1806</td>
<td><a href="mailto:moruyalibrary@tafensw.edu.au">moruyalibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Moss Vale</td>
<td>C Block</td>
<td>4868 0121</td>
<td><a href="mailto:mossvalelibrary@tafensw.edu.au">mossvalelibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Nowra</td>
<td>A Block</td>
<td>4421 9835</td>
<td><a href="mailto:nowralibrary@tafensw.edu.au">nowralibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Queanbeyan</td>
<td>B Block</td>
<td>6298 4424</td>
<td><a href="mailto:queanbeyanlibrary@tafensw.edu.au">queanbeyanlibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Shellharbour</td>
<td>J Block</td>
<td>4295 2201</td>
<td><a href="mailto:shellharbourlibrary@tafensw.edu.au">shellharbourlibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Ulladulla</td>
<td>C Block</td>
<td>4454 9230</td>
<td><a href="mailto:ulladullalibrary@tafensw.edu.au">ulladullalibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Wollongong</td>
<td>A Block</td>
<td>4229 0464</td>
<td><a href="mailto:wollongonglibrary@tafensw.edu.au">wollongonglibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Wollongong West</td>
<td>A Block</td>
<td>4222 2809</td>
<td><a href="mailto:wollongongwestlibrary@tafensw.edu.au">wollongongwestlibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Yallah</td>
<td>B Block</td>
<td>4262 9916</td>
<td><a href="mailto:yallahlibrary@tafensw.edu.au">yallahlibrary@tafensw.edu.au</a></td>
</tr>
<tr>
<td>Yass</td>
<td>C Block</td>
<td>6226 1556</td>
<td></td>
</tr>
</tbody>
</table>
Multicultural Education
If you are from a Language Background Other Than English (LBOTE) the Multicultural Education Coordinator can assist you with:

- advice on the recognition of overseas qualifications
- interpreters
- tutorial support
- Community Support Services

For more information contact the Multicultural Education Unit at Wollongong Campus which services the Institute on Phone: 4229 0151 or 4229 0133.

English for people from a non-English background
English language programs are available through Certificates in Spoken and Written English (CSWE) and the Adult Migrant English Program (AMEP) at Wollongong Campus. English for Academic Purposes, English for Further Studies, Vocational Pathways, Skillmax and English for Employment are also available at Wollongong Campus (4229 0025).

Shellharbour Campus offers Certificates in Spoken and Written English (CSWE) and the Adult Migrant English Program (AMEP) (4295 2254).

At other Campuses contact the Adult Basic Education or General Education teaching section for assistance with English language.
Outreach programs

Outreach programs provide you with an access point into TAFE NSW where you can gain the skills required to go on to further education and training or enter the workforce.

Outreach courses:

- are exempt from the TAFE NSW fee
- may include subjects from a wide range of TAFE NSW vocational courses
- often include work placement
- provide information and guidance on further education, training and employment options
- are developed in consultation with students.

Outreach Coordinators are located at:

<table>
<thead>
<tr>
<th>Location (City details)</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dapto (Dapto, Shellharbour, Yallah)</td>
<td>4221 8939</td>
</tr>
<tr>
<td>Nowra (Moruya, Nowra, Ulladulla)</td>
<td>4421 9849</td>
</tr>
<tr>
<td>Goulburn (Goulburn, Moss Vale, Yass)</td>
<td>4823 1913</td>
</tr>
<tr>
<td>Cooma (Bega, Bombala, Cooma, Eden, Jindabyne, Queanbeyan)</td>
<td>6452 0763</td>
</tr>
<tr>
<td>Wollongong (Wollongong, Wollongong West)</td>
<td>4229 0149</td>
</tr>
</tbody>
</table>
Credits for previous learning and experience

Recognition
TAFE Illawarra recognises the skills and knowledge that you may have gained through previous studies, work and life experiences. When you commence your TAFE Illawarra course, the skills that you have learnt will be taken into consideration. We call this Recognition. Recognition for a unit of competency means you get advanced standing and will not have to study this unit of competency in your present course of enrolment.

Previous learning, however achieved, can contribute greatly to a person’s current competence. This has led educators to establish ways in which evidence of such learning may be examined and judged to confirm competence.

Recognition information can be obtained from your local Campus Customer Service Centre on 1300 766 123. For more information you can discuss this with your teacher. Information can also be found on the TAFE Illawarra website at:

http://www.illawarra.tafensw.edu.au/support-for-students/recognition

Credit Transfer Arrangements

Credit Transfer from School to TAFE
You may be able to obtain recognition for subjects and courses you have studied at school to gain credit towards your TAFE NSW qualification. School subjects for which you could gain recognition include:

- TVET studies (nationally recognised units from Training Packages or Accredited Courses)
- A range of Board-developed HSC subjects. You will need to provide current evidence ie: show that you have successfully completed the relevant HSC course within the last five years.

If you have successfully completed your Higher School Certificate you may be able to get advanced standing in TAFE NSW courses. There are HSC subjects that give you advanced standing in TAFE NSW courses. Information is available from the HSC/TAFE Credit Transfer website at:


You may have also studied units of competency at school that are part of the Australian Qualifications Framework (AQF). TAFE will also recognise these units of competency.

Please note: Credit Transfer does not give automatic entry into a TAFE NSW course.
Credit Transfer from TAFE to HSC
Courses or Units of Competency satisfactorily completed in TAFE or other Registered Training Organisations may provide credit in the form of units of study towards the Preliminary and/or HSC study pattern required for the HSC.

Credit Transfer from ACE to TAFE
When you complete certain courses or units of competency with training providers in the Adult & Community Education (ACE) sector, you could be eligible for advanced standing in some of your TAFE NSW studies. ACE also provides a growing number of National Units of Competency that are recognised by TAFE NSW.

Credit Transfer within TAFE
When you enrol in a new course at TAFE NSW you can be given advanced standing for courses or units of competency that you have successfully completed previously. You will need to discuss this with your Head Teacher.

Credit Transfer from TAFE to University
Credit transfer arrangements are now in place for TAFE NSW courses into university courses. As a result, many TAFE NSW graduates may now gain advanced standing towards a university program. Credit transfer from TAFE to higher education sectors varies so you should contact the university offering the course you wish to enter to get more information. You can also find out more information at the TAFE NSW/ University Credit Transfer and Articulation website at:


Credit Transfer from University to TAFE
You may gain credit for up to 100% of a TAFE Illawarra course for university study completed in a similar field. You can also find out more information at the TAFE NSW/ University Credit Transfer and Articulation website at:


Credit Transfer from other studies
When you enrol in a course at TAFE Illawarra you may be able to get advanced standing for courses that you have studied at private vocational education providers or other educational institutions.
Recognition of learning from another Registered Training Organisation (RTO)

TAFE Illawarra recognises qualifications or units of competency that are part of the Australian Qualifications Framework (AQF). This form of recognition is called National Recognition. Under these arrangements, AQF qualifications or units of competency gained from other registered training organisations will be recognised by TAFE Illawarra.

Recognition of Overseas Qualifications

If you hold qualifications gained overseas, TAFE Illawarra will carefully consider them so that you may use them for advanced standing. Advice can be sought from the Multicultural Education Coordinator or a Counsellor at any TAFE Illawarra Campus. Your documents and qualifications will need to be certified and must be in English or translated into English.

Wireless access on TAFE campuses

TAFE Illawarra now provides wireless access points at most campuses and this service is available at the libraries. Use of this service is bound by the TAFE NSW “Online Communications Service – Acceptable Usage” policy.
Pathways - where to from here?

TAFE NSW Degrees

Degree programs have now been added to the range of quality programs and services offered by TAFE NSW. The degree programs have been designed to give you the foundation skills and technical knowledge needed to excel in your chosen industry. Our strong links with industry ensure you are employable and productive in the workplace and have the skills and knowledge valued by employers. FEE HELP is available to eligible students to assist in paying for our degrees. Students who have completed a Diploma can apply for Credit Transfer, saving time and money.

For more information go to:

**Bachelor of Early Childhood Education and Care (Birth-5)**


**Associate Degree of Accounting**


**Graduate Diploma of Leadership (VET Sector)**


**Joint Programs**

You can study an Advanced Diploma and Degree at the same time at TAFE Illawarra, and University of Wollongong. In the first year of study of the course you undertake full time TAFE and part time university. After 18 months (3 Semesters) you complete your TAFE studies, and the final 3 Semesters are full time university. The courses available are:

**Bachelor of Commerce - choice of Events/ Tourism/ Hospitality**

Bachelor of Digital Media

Graduate Certificate and Graduate Diploma of Management

You can also complete a post graduate management course at TAFE Illawarra in collaboration through partnership with Charles Sturt University and the Australian Graduate School of Management.

Student facilities

Illawarra TAFE Student Association (ITSA) is an organisation that provides a wide range of services, facilities and activities for its members who consist of students and staff from the Bega, Dapto, Goulburn, Moruya, Moss Vale, Nowra, Shellharbour, Wollongong, Wollongong West and Yallah Campuses of TAFE Illawarra.

Membership is voluntary and costs $10.00 per year.

The Association is managed by an elected Board of Directors and members are invited to stand for election, either to the Board of Directors or an Association Committee. Details are included in the Association Diary (free to all Association members).

Some of the services, facilities and activities offered by the Association include:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Services/Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bega Campus</td>
<td>Online Textbook Service</td>
</tr>
<tr>
<td>Dapto Campus</td>
<td>Online Textbook Service</td>
</tr>
<tr>
<td>Goulburn Campus</td>
<td>Online Textbook Service</td>
</tr>
<tr>
<td>Moruya Campus</td>
<td>Online Textbook Service</td>
</tr>
<tr>
<td>Moss Vale Campus</td>
<td>Online Textbook Service</td>
</tr>
<tr>
<td>Nowra Campus</td>
<td>cafeteria, shop and television</td>
</tr>
<tr>
<td>Shellharbour Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Wollongong Campus</td>
<td>Bookshop, cafeteria, Coffee Corner, Resource Centre, television area, table tennis and Function Centre</td>
</tr>
<tr>
<td>Wollongong West Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Yallah Campus</td>
<td>Online Textbook Service</td>
</tr>
</tbody>
</table>
ITSA provides a free diary, which outlines activities, promotions and discounts available to members. Digital diaries are also available from the app store.

Online textbook services can be accessed from www.itsashop.org.au

For further information contact your Association Shop or Bookshop on the campus you attend or visit ITSA website www.itsashop.org.au

**TAFEcard**

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

- Registration on the TAFE NSW library network
- Membership of TAFE NSW student associations
- Identification of eligible student travel concessions
- Student identification on campus and in final exams
- Access to parking and secure areas such as computer laboratories (not available at all campuses)
- Printing and photocopying in the library

**Where you obtain TAFEcard**

Your enrolment is not complete unless you have your TAFEcard photograph taken at the Customer Service Centre at your local Campus.

**When to carry your TAFEcard**

Carry your TAFEcard whenever you are on campus. You will need it in order to use campus facilities and to prove your identity. You will also need it to sit any TAFE NSW final examinations.
TAFE Complementary Therapies Clinic

The Shellharbour Campus Complementary Therapies clinic provides an opportunity for students studying complementary therapies to practice their skills and test their knowledge in a real workplace learning environment. Students, staff and members of the public can experience a wide range of therapies for relaxation, health promotion and wellbeing. Second year students will also practice identifying and treating specific musculoskeletal conditions. As safety and health promotion are our primary aims, all clinics are supervised by teaching staff and clients may be asked to provide medical clearance before receiving treatment.

Massage Clinic – Shellharbour Campus

Starting Semester 1:

<table>
<thead>
<tr>
<th>Therapy</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remedial Massage</td>
<td>Tuesday 1:30pm to 5:30pm</td>
</tr>
</tbody>
</table>

Starting Semester 2:

<table>
<thead>
<tr>
<th>Therapy</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reflexology</td>
<td>Monday 10:00am to 2:00pm</td>
</tr>
<tr>
<td>Therapeutic Massage</td>
<td>Wednesday 1:30pm to 5:30pm</td>
</tr>
<tr>
<td>Aromatherapy Massage</td>
<td>Thursday 1:30pm to 5:30pm</td>
</tr>
<tr>
<td>Spa Treatments</td>
<td>Thursday 1:30pm to 5:30pm</td>
</tr>
</tbody>
</table>

Bookings are essential. Please phone 4295 2151 for appointments.

Disabled car parking is available outside Block N, Canteen via pathway to Block B.

TAFE Illawarra Shellharbour Campus Health & Recreation
Block B, 11 College Avenue
Oak Flats NSW 2529
TAFE Training Restaurants

TAFE Illawarra has training restaurants operated by students. Restaurant and cafe service focuses on providing an opportunity for students in the kitchens and front of house to gain valuable experience. Each restaurant provides different services depending on the units of study the students are undertaking. Please contact individual restaurant for information and prices.

TwentyTwenty Restaurant – Wollongong Campus

A-la-carte (three courses). Seats up to 60 patrons.

- Tuesday and Wednesday nights from 6:30pm to 9:30pm.
- Large groups/functions are welcome.

Bookings are essential. Phone: 4229 0663 or email: twentytwenty.restaurant@det.nsw.edu.au

Cafe V – Wollongong Campus

Contemporary cafe style food served in a relaxed environment. Seats up to 50 patrons.

- Thursday and Friday lunchtime from 12:00pm to 1:00pm.
- Other days may be available, call to confirm.

Bookings are essential. Phone: 4229 0663 or email: twentytwenty.restaurant@det.nsw.edu.au
**Destiny’s Restaurant - Nowra Campus**

Destiny’s operates each Semester at Nowra Campus, offering a-la-carte and Table d’Hote menus on Tuesday and Wednesday evenings. The a-la-carte functions are a more intimate mode of dining where diners can make their selection from a three course menu with up to five choices in each course. Settings are restricted to 8 persons per table.

<table>
<thead>
<tr>
<th><strong>Table d’Hote functions provide the opportunity to enjoy a three course menu for a set price per head.</strong></th>
<th>TAFE Illawarra Nowra Campus Tourism &amp; Hospitality Block A, 60 Beinda Street Bomaderry NSW 2541 Disabled car parking is available off Beinda Street outside Block A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>They are ideal for larger groups who want to socialise with the knowledge that everybody will receive their meals at a similar time. Bookings are essential. Phone: 4421 9829.</td>
<td></td>
</tr>
</tbody>
</table>

**The Barracks Training Restaurant - Bega Campus**

<table>
<thead>
<tr>
<th><strong>A-la-carte for lunch and dinner: Seats up to 60 patrons</strong></th>
<th>TAFE Illawarra Bega Campus Tourism &amp; Hospitality Block K, Barrack Street Bega NSW 2550 Disabled car parking is available outside Block K.</th>
</tr>
</thead>
</table>
| • Semester 1: Wednesday nights for dinner from 6:00pm to 9:30pm  
• Semester 2: Tuesday’s for lunch from 12:00pm to 1:00pm | |
| Community and industry groups are welcome for lunch. Bookings are essential. Phone: 6492 9738 | |
### The Mantle – Moruya Campus

**Modern Australian, a-la-carte. Seats up to 48 patrons.**
- Wednesday nights in Semester 1 from 6:00pm to 9:30pm
- Semester 2 – variable times

Bookings essential. Phone: 4474 1825

TAFE Illawarra Moruya Campus Tourism & Hospitality Block A, Princes Highway Moruya NSW 2537
Disabled car parking is available outside main car park, Block D.

### The Argyle – Goulburn Campus

**Cafe style food, a-la-carte (one course and dessert). Seats up to 30 patrons.**
- Tuesday and Thursday lunchtime from 12:00pm to 1:00pm

Bookings are essential. Phone: 4823 1800

TAFE Illawarra Goulburn Campus Tourism & Hospitality Block A, Verner and View Street, Goulburn NSW 2580
Disabled car parking is available outside Block A, Administration.

### The Snowy – Cooma Campus

**A la carte menu. Seats up to 40 patrons.**
- Semester 1: Open on Thursday nights from 6:00pm to 9:00pm.

Bookings are essential to confirm available dates. Phone: 6452 0740 or 6452 0770.
Community and industry groups are welcome.

TAFE Illawarra Cooma Campus Tourism & Hospitality Block 8, Commissioner Street Cooma NSW 2630
TAFE Sport and Fitness Centre

Shellharbour Campus Sport and Fitness Centre provides an opportunity for students to practice their skills and test their knowledge in a real workplace environment. Students, staff and members of the public can enjoy a range of sport and fitness services including group exercise classes, sports and personal training nutrition and weight management.

TAFE Sport and Fitness Centre opening times
Monday – Thursday 8:00am to 11:00am and 4:00pm to 7:00pm
Friday – 8:00am to 11:00am

Travel concessions
Free travel is available to full-time students who are under 18 years of age and have 20 hours or more of study per week. To be eligible, you must also live at least 3.2 km from your campus. Forms for travel concessions are available from your Campus Customer Service Centre.

The Vocational Training Assistance Scheme (VTAS) may be available if you are a trainee or apprentice who lives in a regional community. For further information contact an Industry Training Service Centre for details and an application form. Call 132 811 to find your nearest Centre.

Animal companions on campus
Pet animals are not permitted on the grounds or in the buildings on campus. Guide dogs for people with visual or hearing disabilities are permitted.
**Assessment**

During the first week of each unit in your course, you will be provided with:

- an outline of the unit
- the assessment requirements
- any special health and safety requirement
- information about support services available to you

Assessment tasks can vary for each unit but are generally a combination of a variety of activities such as class tests, examinations, projects, assignments and group work.

You will be advised by each teacher at the beginning of your course/units what form of assessment is required. Student assessment guides contain information about assessment requirements for the course as a whole as well as assessment tasks for each unit in the course. The guide includes essential information you need to know to complete all of the course and unit requirements.

To access ‘Every Student’s Guide to Assessment in TAFE NSW’ go to:


You can get the full course structure for your course and Course Assessment Guide from the TAFE NSW Internet Site at www.tafensw.edu.au and go to ‘Find a Course’, enter your course selection criteria, select ‘Course Structure’ from last tab, then download the Student Assessment Guide - Course

**Review of results**

If you believe there may have been a mistake regarding your results, you can apply to have your results reviewed.

Application forms to review final examinations can be obtained from your local Campus Customer Service Centre.
You will need to lodge your application form for request for a review of results within 21 days of the receipt of your Transcript of Academic Record.

**Apprentices and trainees**

For information or advice about your employment as an apprentice or trainee contact State Training Services on 13 28 11 or visit: http://www.illawarra.tafensw.edu.au/business-and-employers/apprenticeships-and-traineeships

**Customer service centre**

There is a Customer Service Centre at every campus with specialist staff to give you information and advice regarding admissions, enrolment, progression and completion of TAFE courses including:

- Payment of TAFE NSW fees, other charges and provide assistance with your enrolment
- Exemptions and refunds
- Enrolment and re-enrolment enquiries
- Student records, including assessment, course completion information and changes to student contact details
- Examinations
- Travel passes
- Course information
- Campus Maps
- TAFEcard

Information about TAFE Illawarra courses and services is available from:

- Any campus
- TAFE Illawarra on 1300 766 123 from anywhere in NSW for the cost of a local call

Through Fast Track Training we provide short courses to meet specific needs of businesses and individuals, on a fee-for-service basis.

TAFE Illawarra courses are developed and regularly reviewed in consultation with relevant industry and community groups. Where appropriate, courses include
training in Work Health and Safety. Our facilities and equipment meet the specified requirements for each unit.

Our qualifications are highly valued by all education and training providers, industry and the community, and we are recognised throughout Australia.

**Enrolment**

Most of our courses are offered at more than one campus, and in a variety of modes and attendance patterns. Contact your local Campus Customer Service Centre on 1300 766 123, as well as advertisements in state and local newspapers will provide you with information on:

- Enrolment dates
- TAFE NSW fees, exemptions/concessions and related policies

Information and application forms are available on the Internet. In high demand courses, you must meet particular entry requirements and you may need to meet specified selection criteria or submit an Expression of Interest. **Filling out an Expression of Interest does not guarantee you a place in the course.**

**Changes to contact information**

When changes are made to a student’s contact information an Enrolment Adjustment Form must be filled out (available from your teacher or Campus Customer Service Centre).

These changes include:

- Change of address
- Change of phone number
- Change of name (documentary evidence must be provided such as a passport, driver’s licence, Certificate of Marriage, Certificate of Divorce or change of name certificate issued by State Registry of Births, Deaths & Marriages Office)
- Citizenship and residency details
- Changes to employer details - when changes are made to an indentured student’s employer details an Employer Details Adjustment form must be completed.

Some of these details can be changed by accessing Student e-Services, see Student e-Services section.
Fee Exemption

Australian Aboriginal and Torres Strait Islander students are exempt from paying the TAFE NSW Fee.

Students who live or work in NSW and 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 $106 concession fee for each subsequent course enrolment in that year).

Concession Fee

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.

All TAFE NSW fees and charges are subject to change.

In 2014, the concession fee is $106 per course enrolment.

Eligible benefits include:

- Age Pension
- Austudy (including Veterans’ Children Education Scheme)
- Carer Payment
- Disability Support Pension (second or subsequent course enrolment per year, first enrolment is exempt)
- Exceptional Circumstances Relief Payment
- Family Tax Benefit Part A (Maximum Rate)
- Farm Help Income Support
- Mature Age Allowance
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veterans’ Affairs Payments
- Widow Allowance
- Widow Pension (including Widow ‘B’ Pension)
- Wife Pension
- Youth Allowance

If you are a recipient of an eligible benefit or allowance, the concession fee may also be available to your dependent child, spouse or partner. Prior to enrolling, contact your local Campus Customer Service Centre on 1300 766 123 to find out if you are eligible for a fee exemption or fee concession and to confirm what documentation you will need to bring to support your application.

Benefits and concessions may have changed since the time of publication. Contact your local campus for further information.

Proof of pensioner / allowance recipient status must be verified or attached to the TAFE NSW exemption / concession application form.

The proof must show that the student is in receipt of the benefit at the time of their enrolment. Acceptable identifiers are:

- Pensioner concession card (NOT a health care card)
- Department of Human Services (Centrelink) Income Statement (less than one month old)
- Letter from the Department of Human Services (Centrelink) or the Department of Veterans’ Affairs including benefit paid

Persons who are dependent spouses, partners and children of the above recipients are also eligible for a fee exemption / concession (on presentation of proof of status and proof of having being accepted by the benefit provider as a dependent).

Students, who are ineligible for fee exemption / concession under the categories listed above, may apply to the Institute Director for consideration for an exemption or reduction of fees based on special or exceptional financial circumstances.

Relevant documentation would be required to support the special or exceptional circumstances. Please contact your local Campus Customer Service Centre for further advice.

Relevant documentation would be required to support the special or exceptional circumstances
### 2014 Calendar

#### July

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**KEY:**
- **Public Holidays**
- **TAFE Vacations**
- **Non Teaching Weeks**

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TAFE Illawarra 2014 Student Guide 49
2014 Student Calendar:
Important Dates for your Diary

<table>
<thead>
<tr>
<th>Semester 1, 2014</th>
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<td>Term 1</td>
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<td>Term 2</td>
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<td>Winter break</td>
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<td>Spring break</td>
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<td>Term 4</td>
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<td>Summer break</td>
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**Results notification**

You will receive information about your progress on a regular basis during your course, and you will be promptly notified of your results.

- Results are normally issued by the end of the second week in July for Semester 1, and early January for Semester 2 examinations. Ninety-five percent of all results are issued within four weeks of completion of examinations.

- If you successfully complete an accredited course you will be given a Testamur, which is an official document showing the qualifications you have been awarded.

- Your personal records will not be released to any other person or organisation without proper authority

- If you believe there may have been some mistake with a result, you can apply to your teacher for it to be reviewed.

Some of these details can be changed by accessing Student e-Services, see Student e-Services section.
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 (for all Institute students), or

- Within two months of the date of enrolment (for all students whose source course enrolment is with OTEN), or

- TAFE NSW cancels the course

- All existing results can be transferred into the new course

Contact your Campus Customer Service Centre to see if you need to pay an extra fee or if you are entitled to a refund.

Course fees and other charges
When you enrol, you will need to pay the TAFE NSW fee, unless you qualify for a fee exemption or concession fee. You will not be regarded as being enrolled without the payment of, or approved exemption from, the TAFE NSW fee, or payment of the Concession fee.

Until your enrolment is completed, you are not entitled to:

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

TAFE NSW fees 2014
When you enrol in a government-subsidised TAFE NSW course you will be required to pay the ‘TAFE NSW fee’ indicated in the table below, unless you qualify for a fee exemption or fee concession.

To be eligible to access government subsidised training in TAFE NSW you must be an Australian citizen or meet the criteria of being an Australian permanent resident, a New Zealand citizen or Permanent Humanitarian visa holder.

You must also have a NSW residential address or be employed within NSW to be eligible to access government subsidised training places in TAFE NSW.
Australian Aboriginal and Torres Strait Islander students from all Australian States and Territories shall have access to government subsidised training places in TAFE NSW.

Apprentices who are registered in other States and Territories and are required to undertake training at TAFE NSW will continue to be eligible to access government subsidised training places.

Trainees who are registered in NSW and training at TAFE NSW will continue to be eligible to access government subsidised training places.

If you are not a resident of NSW or working within NSW, fees may vary.

When you enrol in a government subsidised TAFE NSW course you will be required to pay the TAFE NSW fee indicated in the table below, 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, sit for examinations, receive education awards, use amenities and services (including travel concessions and childcare places) or receive an active TAFEcard (which provides access to library resources).

<table>
<thead>
<tr>
<th>Qualification level / category</th>
<th>Annual fee</th>
<th>Fees for enrolments of one semester or less</th>
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<td>Advanced Diploma</td>
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<td>Statements / Short courses</td>
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<td>Apprentices and trainees</td>
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<td>Government benefit recipients</td>
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<td>Australian Aboriginal and Torres Strait Islander students</td>
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<td>Students with a disability (first course per year)</td>
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<td>Special access courses</td>
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Accepted methods of payment for the TAFE NSW Fees and other related charges

TAFE NSW Campuses do not accept cash. The TAFE NSW fee, Concession fee or any other enrolment related charges can be paid by:

- EFTPOS
- Personal or Bank Cheque made payable to TAFE NSW
- Credit cards (Visa and Mastercard)
- Money Order made payable to TAFE NSW
- BPAY

Graduate Certificate and Graduate Diploma Courses

All Graduate Certificate and Graduate Diploma courses will be offered on a Fee-for-service basis for new enrolments. Contact your local Customer Service Centre for more information.

Fees

- Fees for some courses including all Graduate Certificates and Graduate Diploma courses, Fast Track, TAFE Delivered HSC Vocational Educational and Training (TVET), International students and temporary visa holders may differ. Contact your local campus for more information. Additional course and enrolment-related charges may apply.

- You can enrol in a Selected Study Program. For more information contact your local Campus.

- Fees for Fee-for-service courses / Fast Track, International students and temporary visa holders are priced according to a different schedule.
• Fees are applied differently for:
  
  - Australian Aboriginal and Torres Strait Islander students from all Australian States and Territories as they are exempt from paying the TAFE NSW fee.
  
  - Students with a disability - Student in receipt of a Disability Support Pension and students with a disability (clients of teacher consultants) are entitled to one full-fee exemption for one TAFE NSW course per year and are eligible for the Concession fee for subsequent enrolments in that year.
  
  - Apprentices pay a capped annual fee. To be eligible for the capped fee you must provide proof of your apprenticeship.
  
  - Trainees pay a capped annual fee. To be eligible for the capped fee you must provide proof of your traineeship.
  
  - School-based Apprentices, School-based Trainees and Existing Worker Trainees are covered by other funding arrangements, so the TAFE NSW fee does not apply.

• Apart from the TAFE NSW fee, you may also need to pay:
  
  - Course related charges
  
  - Student Association membership
  
  - Temporary visa holders tuition fees
  
  - Fees for Fee-for-service courses
  
  - Licence fees
  
  - Fee-for-service Recognition fees
  
  - Car parking (semester or annual fee)

Details of these other costs will be provided during your enrolment or registration or commencement of classes.
**VET FEE-HELP**

TAFE NSW is an approved VET FEE-HELP provider. A VET FEE-HELP student loan may be available to eligible full-fee paying students enrolling in commercial Graduate Certificate and Graduate Diploma courses, and some Fee-for-service Advanced Diploma and Diploma courses. Different enrolment conditions and procedures apply to students enrolled in offerings where VET FEE-HELP is available.

Full fee-paying students who meet the specified eligibility criteria and are enrolled in a VET FEE-HELP eligible course of study are able to apply for their course by taking out a loan from the Commonwealth Government.

To be eligible for VET FEE-HELP, you must:

- read the VET FEE-HELP Information Booklet
- be an Australian citizen or a permanent humanitarian visa holder who will be resident in Australia for the duration of study
- be a full fee-paying student enrolled on or before the Census Date in an eligible Unit of Study through an approved VET provider and remain enrolled in the unit of study at the end of the Census Date
- not exceed your FEE HELP loan limit
- provide a Tax File Number (TFN)
- provide, or be allocated, a Commonwealth Higher Education student Support Number (CHESSN) – a unique identifying number provided by the Australian government.

**Austudy Recipients**

Students who believe they are eligible for Austudy will still be required to pay the TAFE NSW fee for their course. You may apply for the concession course fee of $106 per course enrolment per year rather than the full TAFE NSW fee and be refunded the difference when you show proof of having been approved as an Austudy recipient commencing within two weeks of the enrolment date or the date of first attendance at class.
Refunds
Total or partial refund of the TAFE NSW fee may be given in the following exceptional circumstances:

- you have overpaid the TAFE NSW fee or concession fee

- you are enrolled in a course that has been cancelled by the campus or Institute

- you have paid the full TAFE NSW fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment or the date of first attendance at class or participation in training (you will be eligible for a concession)

- you are offered and except a place in a course at university or at the same/another TAFE NSW campus within the first three teaching weeks

- within the first three teaching weeks, you are offered and accept a place in a course at university or at the same / another TAFE NSW Campus

- you enrol in a course only to repeat a failed unit/module but are then granted a pass in that unit/module by an Assessment Review Committee

- you formally advise the campus, before classes commence and with no attendance or participation in training, that you are withdrawing from the course

- you made a full-year payment and withdrew with no attendance or participation in training in Semester 2. You may be eligible for a refund of the Semester 2 TAFE NSW fee. This does not apply to the Concession fee.

- if you enroll 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

- students who are members of the Defence Reserves. The Withdrawal/Refund process is outlined in the Student Reservist Support Policy – TAFE NSW.

- completion of the HSC and TPC (conditions apply) – you must complete the TAFE NSW HSC/TPC Refund Application form

- the campus delegate is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example, a student who meets with a serious misadventure and is unable to continue his / her enrolment
A refund may also be given in other appropriate circumstances, such as:

- extended hospitalisation or illness (2 weeks minimum) supported by a medical certificate and resulting in extended absence from classes. In this case a refund of the TAFE NSW fee for the second semester may be given.

- pregnancy/childbirth (other than in cases of medical complication covered by the above). In this case a refund of the TAFE NSW fee for the second semester may be given.

- an apprentice or trainee who has paid the full TAFE NSW fee upfront and subsequently provided the campus formal evidence of their Apprenticeship/Traineeship can be refunded the balance of their recalculated payment.

When a refund is not given

- Job change
- Change in work hours
- Inconvenience of travel to campus
- Moving interstate
- Redundancy / Retrenchment.

Student identification number

Your student identification number is a computer generated nine-digit number which is unique to you. If you have enrolled in a TAFE course before, you will already have a student identification number and you will keep this for future enrolments. If this is your first enrolment, you will find your student identification number on your payment notification or tax invoice.

(Note: your student identification number is different from your library barcode number. Both numbers appear on your TAFEcard)

Examinations

General

TAFE NSW final examinations are usually conducted outside normal class time and each examinable unit is scheduled at the same time and date throughout New South Wales. Students should be familiar with their rights and responsibilities in relation to these examinations.
At enrolment (or shortly after):

- The class teacher will give you a Student Assessment Guide during your first class.

- This will identify the assessment method used for each unit, including whether the unit has a final examination.

- If you have a permanent or temporary disability which may affect your ability to sit an examination, or finish it in the required time, contact the campus disabilities consultant, who will determine if you qualify for additional assistance e.g. a modified examination paper, additional time to sit the examination. If additional assistance is approved and the nature and/or degree of the disability subsequently changes, the Campus Manager must be informed before the examination.

- All examination answers must be written in English unless otherwise directed in the examination paper.

- Some examinations permit the use of Bilingual Dictionaries.

- The front page of the examination paper will state whether calculators can be used and whether these can be programmable or must be non-programmable. You should check your Student Assessment Guide for this information.

- You are responsible for checking campus notice boards for the examination timetable dates and times. The room allocations will be shown on the notice boards shortly before the scheduled examination dates.

- If you have two examinations scheduled for the same time and date, give written notification to your Campus manager who will arrange for you to sit one of the examinations earlier or later in the day. You will be supervised during breaks between the two examinations.

- You must sit examinations at the campus of unit enrolment. If circumstances arise which prevent you from attending the correct campus you must seek approval in writing from your campus of unit enrolment to sit the examination at another campus. Approval will only be given where circumstances prevent you attending the campus of unit enrolment.

- If you are an OTEN or block release student you should notify the campus at which you are enrolled of the location where you wish to sit your examination. This notification should be done shortly after enrolment or a minimum of four weeks before the examination date.
On the day of the examination

- You should be seated for the final examination at least 15 minutes before the scheduled starting time. If you arrive after the examination has started, but within 30 minutes of the scheduled start time, you will be permitted to sit but you will not be allowed to make up for the lost time. If you arrive more than 30 minutes after the starting time you will not be permitted to attempt the examination.

- Before the examination starts you must place all notes, cases, bags and other items that are not authorised for the purpose of the examination, at the front or rear of the room. Mobile Phones and pagers must be turned off or disabled by removing the batteries. Under no circumstances can they be used in the examination room.

- Place your TAFEcard on the top left hand corner of your desk.

- Complete the Name Slip issued by the supervisor, who will collect it no earlier than 30 minutes after the start of the examination.

- Fill in the information required on the front of each examination answer booklet and place similar information on each sheet of drawing paper or graph paper used.

During the examination

- Follow all directions given by the examination supervisor. Failure to comply with such directions is a serious breach of discipline and could result in you being failed in the examination.

- All final examination papers include ten minutes reading time.

- During reading time you can make notes on the notepaper supplied but must not start answering the questions until the supervisor gives permission.

- Reading time should be used to carefully read the instructions on the examination paper. In particular, you should:
  - Ensure that you have all parts and pages of the examination paper.
  - Check that you have all relevant materials and aids.
  - Identify how many questions have to be answered.
  - Identify whether questions are compulsory or optional.
  - Choose which optional questions you will answer.
- Allocate time to questions in proportion to marks allocated
- Decide the order in which you will answer questions
- Plan your first answer
- If you have a query, or require another answer booklet, raise your hand for assistance

**Malpractice**

- Malpractice is where any action taken by a person during an examination gives that person, or another person, an unfair advantage, or disadvantages another person

- If you engage in malpractice, such as copying, collusion with another person, using unauthorised notes, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action

- The penalties for malpractice in an examination range from failure in the unit being examined to exclusion from the campus for a specified period of time

- Charges may also be laid

**Behaviour**

- You are entitled to sit for your examination in conditions that are free of disruption from the supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the examination

- If you engage in disorderly, offensive or aggressive conduct towards a supervisor, other students or campus staff, you may be told to leave the room, and you may be failed in the examination

- You must not leave the room in the first 30 minutes from the time the examination starts, unless accompanied by a supervisor

- If you do not attempt any questions you must write your name, course, examination unit name and number, and ‘No questions attempted’, on an answer booklet, and sign it.
End of the examination

- When the supervisor closes the examination all work is to cease immediately

- Check that your details have been completed on the front of every answer booklet and on any sheets of paper that contain answers. If more than one booklet has been used, place all other booklets and loose pages inside the first booklet. Show on the first booklet the total number of booklets used

- If the examination paper is not restricted (restricted papers have a yellow cover) and does not require the answers to be written in it, you may take it with you on leaving the room

Missed examinations

- If you miss an examination, or if you know beforehand that you cannot attend an examination, you must contact your Customer Service Centre where you will be informed of the action to be taken

Student e-Services

Student e-Services (SeS) delivers an internet service that allows you to obtain information about your enrolment and change some of your personal details.

In Student e-Services you may:

- View your current and past study records and results

- Check how much credit you could receive on your course from previous TAFE NSW studies

- Check and update your current contact details

- Request an official TAFE NSW transcript of your results

- View notifications and calendar information such as schedules and TAFE NSW final examinations

To log on to Student e Services you need your DEC username and password issued to you when you enrolled.
Withdrawal from a course/unit/module

If you wish to withdraw from a course or unit/module you must notify the relevant educational staff.

The teacher will submit an enrolment adjustment with the appropriate withdrawal result code. This will either be a ‘withdrawn no penalty’ or a ‘withdrawn fail’ depending on assessment events undertaken and the time of withdrawal.

Thinking of Withdrawing?

If you are thinking of withdrawing please discuss this with a Counsellor or other staff members prior to withdrawing to discuss what options may be available.

We have Counsellors who are based at each campus in TAFE Illawarra. For contact details check the information listed under Student Support – Career and Counselling Service in this guide or go to:

http://www.illawarra.tafensw.edu.au/support-for-students/careers-and-counselling-service/contact-a-afe-counsellor

Also feel free to drop in when the office is open or phone to make an appointment.
Animal use in TAFE NSW courses

In some TAFE Illawarra courses you may need to use animals to support your learning. In most of the courses that use animals - for example, courses in agriculture, animal care, animal technology, veterinary nursing, zoo keeping, the horse industry and the seafood industry - you will learn about animal husbandry, care and management. Others, such as land management and environmental courses, teach you about ecological and environmental and natural area restoration issues, including native fauna and introduced animals and birds.

If you want to know whether animals are used in a particular unit or you are concerned about using animals in your learning activities, you should talk to your teacher about the reasons for animal use, the ethical issues of using animals, and any alternatives that may be available to you or to the use of animals in that unit.

Your responsibilities

Before you begin any unit that requires you to use animals, please read about your responsibilities when using animals, or animal tissues. Using animals, or animal tissues, is a privilege that has responsibilities. You must:

- Make sure that you make good use of the opportunity for learning
- Be well prepared for your learning activities. Read any background notes and learning guides before you begin the activities. Think actively about the techniques and underlying principles
- Participate actively and develop your manual, observational and recording skills. Link what you learn with other parts of the course
- Think about why and how you are using animals or their tissues

Wherever possible, TAFE Illawarra tries to replace animals used in educational programs with non-animal alternatives; reduce the number of animals needed; or refine animal use to diminish the amount of pain or distress that animals may
experience. Talk with your fellow students and teachers about the reasons for using animals and feel free to make suggestions that might improve your learning, or replace, reduce or refine animal use in the course.

Treat animals humanely with care and respect and avoid any cruel behaviour

There are penalties for animal cruelty and unauthorised use of animals.

If you think that animals have been mistreated or used inappropriately, you should discuss the issue with your teacher or Head Teacher, or an Animal Care & Ethics Officer, or contact your Institute Animal Care & Ethics Committee. Your Customer Service Centre staff will tell you how to contact these people.

The TAFE NSW Animal Care & Ethics Board

When you use animals in educational activities, you must comply with the Animal Research Act 1985 (as amended); the Prevention of Cruelty to Animals Act 1979 (as amended); and any other relevant legislation. You must comply with the Guidelines for the Use of Animals in TAFE NSW. Your teachers must have completed a training program in Use of Animals and they must obtain approval to use animals from the Institute Animal Care & Ethics Committee.

The TAFE NSW Animal Care & Ethics Board, which comprises veterinarians, teachers, animal welfare and community representatives, monitors animal use in TAFE NSW courses.
**Children on campus**

Our campuses are not designed for children but there may be emergencies when you need to bring a child or children onto the campus with you while you make alternate childcare arrangements. If so, you should approach your teacher in the first instance to negotiate an arrangement that allows you to fulfil your role as a parent or carer at study, protect the child/children and allow other students to study in an appropriate environment. Teachers will assess the merits of your children being on campus in the light of all these issues. If the teacher approves you bringing your child to classes, you must accept that the child is your responsibility and directly supervise them at all times, and make appropriate toilet and feeding arrangements that don’t disrupt or offend others. You will need to remove the child if they disrupt the class.

See support section for details on childcare available on campuses – Page 23

Not all areas are safe for children – be aware of any risks and take steps to protect their health and safety. Children are not permitted in workshops, laboratories, special purpose classrooms and other areas where there are not provisions to prevent a child’s access to these hazards. In the interests of their own safety, children may not accompany their parent/guardian on any TAFE excursions or field trips.

You must never bring a child with a contagious disease onto campus if the child is in an infectious stage.

**Information access**

TAFE Illawarra is committed to improving openness, transparency and ease of public access to information.

The enactment of the Government Information (Public Access) Act 2009 (GIPA Act) is an opportunity to review and improve our procedures for ensuring that our information, policies, statistics and reports are readily available.

Please refer to the NSW Department of Education and Communities website at: https://www.det.nsw.edu.au/reports_stats/information-access/index.htm to find out more about the information that is freely available from the department, and how to access other information which is publicly available but may not have been published on the department’s internet site.

**Publication guide - Government Information (Public Access) Act**

The publication guide for the NSW Department of Education and Communities and TAFE NSW can be found at the following link:

TAFE Illawarra’s website also contains information about who we are, what we do, the types of information we hold and how we make it available.

**Confidentiality**

Your personal records concerning your attendance and performance will be kept private, except for apprentices and trainees, where employers can be informed of your progress. TAFE Illawarra is also required to report the progress of those on some Centrelink benefits to Centrelink.

**Harassment**

It is against the anti-discrimination law to be discriminated against or harassed on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethno-religious or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy
- transgender (commonly known as trans-sexuality)
- age
- carer’s responsibilities (employment only)

It is also against the law for anyone to:

- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

Here are some suggestions as to what you can do if you are being harassed:

- Let the offender know that the behaviour is offensive and unacceptable (it may be a good idea to have another person with you when you do this)
- Speak to the Harassment Contact Officer at your campus as soon as possible. The Customer Service Centre will give you the name and phone number of the
person to contact. If for some reason there isn’t an Harassment Contact Officer on your campus you can also take action through the appropriate person from the following list:

- TAFE Counsellor
- Multicultural Education Coordinator
- Disabilities Teacher / Consultant
- Aboriginal Coordinator

- Keep a written record of the incidents (including the names of any witnesses)
- Lodge a complaint through TAFE Illawarra’s complaint procedure (you can do this through the Harassment Officer)
- Contact the students’ union representative
- Lodge a complaint with the Anti-Discrimination Board

**Computer usage**

Users of TAFE NSW internet services and collaboration and communication tools will fulfil their responsibilities as set out below:

**Access and Security**

Users will:

- ensure that communication through and use of Internet services and collaboration and communication tools and related online services is related to learning and/or the conduct of TAFE NSW business
- not disable or modify departmental equipment, networks or settings for virus protection, spam (i.e. unsolicited email or advertising material) and filtering, unless the activity is related to learning and authorised by a relevant TAFE NSW staff member or supervising teacher
- not make deliberate attempts to disrupt computer system performance nor harm or destroy hardware and data, including through uploading or creation of computer viruses
- use only computer software or versions of software that have been authorised and tested for use on TAFE NSW computer facilities
- never knowingly delete software on TAFE NSW computer facilities
- never knowingly import or download unlicensed or unauthorised software
• keep passwords confidential, and change them when prompted, or as required
• use passwords that are not obvious or easily guessed
• never allow others to use their personal account
• log off at the end of each session to ensure that nobody else can use their account
• promptly inform a relevant TAFE NSW staff member if they suspect they have received a message that is inappropriate, or they suspect they have a computer virus
• promptly exit an inappropriate website should a user inadvertently access such a site
• never knowingly initiate or forward email or other messages containing:
  - a message that was sent to them in confidence, without the approval of the person who sent the message
  - a computer virus or attachment that is capable of damaging recipients’ computers
  - chain letters and hoax emails
  - spam
  - a message that has been altered without the knowledge of the originator
• never send or publish:
  - unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments
  - material that is threatening, bullying or harassing to another person, or makes excessive or unreasonable demands upon another person
  - sexually explicit or sexually suggestive material or correspondence
  - false or defamatory information about a person or organisation
• ensure that personal use is kept to a minimum (e.g. operating a personal, private consulting business) and that Internet services and collaboration and communication tools are used for genuine curriculum and educational activities or the conduct of TAFE NSW business
• not use unauthorised programs or internationally download unauthorised software, graphics or music that is not associated with learning or the conduct of TAFE NSW business

Ensure that services are not used for unauthorised commercial activities, political lobbying, online gaming, online gambling or any unlawful purpose.
Privacy and Confidentiality

Users will:

- never publish or disclose the email address or personal information (including names, addresses, photographs, credit card details and telephone numbers) of another person or user without that person’s explicit permission
- take responsibility for protecting their own personal information and not reveal personal information (including names, addresses, photographs, credit card details and telephone numbers) of themselves or others
- ensure privacy and confidentiality is maintained by not disclosing or using any information in a way that is contrary to any individual’s interests
- respect the integrity of all individual emails within and email trail by not forwarding or publishing emails across the wider community.

Ethical Behaviour

Users will:

- ensure that there is no conflict between what is in a user’s interest and what is in the best interest of TAFE NSW and its customers
- not attempt to gain unauthorised access to the TAFE NSW computer network or go beyond their authorised access
- not use obscene, profane, lewd, vulgar, rude, inflammatory or threatening language in public or private messages, in material published through TAFE NSW online services
- not publish information that, if acted upon, could cause damage to property or persons, nor publish deliberately false or defamatory information about a person or organisation
- not engage in personal attacks including prejudicial or discriminatory attacks, not harass (distress or annoy) another person. If a user is told to stop sending messages to them, the user must stop
- not use TAFE NSW internet services and collaboration and communication tools to access gaming or gambling sites, or material that is profane, obscene, pornographic or pedophilic, that promotes illegal acts, or that advocates violence or discrimination. Exceptions may be made where the purpose of such access is to conduct authorised research, and where written approval has been gained from an appropriate authorised person
- not use TAFE NSW internet services and collaboration and communication tools to send inappropriate emails including email chain letters.
Misuse and Breaches of Acceptable Usage

Users will be aware that:

- they are held responsible for their actions while using the Internet, collaboration and communication tools and other online services
- they are held responsible for any breaches caused by them allowing any other person to use their account to access Internet services and collaboration and communication tools
- the misuse of internet services and collaboration and communication tools may result in disciplinary or legal action which includes, but is not limited to, the withdrawal of access to services
- use of the TAFE NSW network to engage in any illegal act will be reported to the appropriate legal authority

Users should report any inappropriate usage or suspected misuse of TAFE NSW Internet services and collaboration and communication tools to a TAFE NSW staff member (for students this includes their supervising teacher).

Workplace health and safety

TAFE Illawarra has a WHS Strategic Plan that places responsibilities on all teachers, staff and supervisors to ensure compliance with all WHS measures.

Entry of persons on Institute property is conditional to them complying with all policies. Prerequisites for attending classes have been established for all units and failure to comply will lead to you being asked to leave the premises.

You are required to comply with WHS requirements of the NSW Department of Education and Communities and TAFE NSW. You are required to observe accepted standards of personal cleanliness and to observe standard safety practices including the wearing of approved clothing and the use of protective equipment.

- You must inform your teacher about any incidents or injuries that occur while on TAFE Illawarra premises or property (or during class activities away from TAFE Illawarra premises)
- In the event you are injured while undertaking studies and it is judged that an ambulance be called, you are responsible for the cost of the ambulance
- Report all incidents to class teacher, even if no one is injured or equipment is damaged
- You will not be permitted to enter or remain at any location/site if barefooted - footwear such as thongs, platform shoes and stiletto heels are prohibited
- Report any faulty plant or equipment immediately to the class teacher or store person. Do not use any faulty equipment.
Environmental sustainability

TAFE NSW - Illawarra Institute recognises its responsibility and is committed to conducting activities in an environmentally and socially responsible manner and to provide a quality environment in which to work and study. has an Environmental Policy and an Environmental Management Plan which outline our commitment to environmentally sustainable work and teaching practices. TAFE Illawarra has an Environmental Sustainability Coordinator who coordinates our environmentally sustainable operations and education for sustainability initiatives. TAFE Illawarra is a Silver Partner in the Sustainable Advantage Program and in 2013 was a Banksia finalist in the Indigenous Award category.

We continue to look for opportunities to provide our students with real-life examples of sustainability in action. Two major sustainability projects in 2013 were the solar decathlon program and the construction of the new 5 Star building at Yallah Campus.

In management systems we have maintained accreditation of ISO 140001 at Yallah Campus, and are extending that to the other campuses. We have also made undertaking a carbon inventory an annual process.

Here are some suggestions as to what you can do:

- Recycle paper, plastic bottles and cans by placing these in the marked recycling bins
- Use free recycle collection points for printer cartridges and mobile phones available in campus libraries
- Switch off the lights when you are the last to leave a room
- Switch off your computer and monitor
- Only photocopy or print essential material - save electronically where possible
- Report any faulty or leaking taps or toilets to campus staff such as class teacher or store person
- You can assist in maintaining a sustainable approach to the environment.

Plagiarism

Photocopying and copyright

A copyright owner is entitled to take legal action against a person who infringes copyright. Unless making a copy of a work is fair dealing under Section 40 of the Copyright Act, 1968, making a copy is an infringement of the copyright on that work.
It is fair dealing to make a copy (for the purpose of research or study) of one or more articles on the same subject matter in a periodical publication. In the case of a published work (that is not an artistic work and is more than 10 pages) 10% of the total number of pages (or one chapter) is a reasonable portion. More extensive copying may constitute fair dealing for the purpose of research or study. Check with your librarian.

You should:

• never plagiarise information. Plagiarism is taking the ideas or writings of others and presenting them as if they were original to the user without acknowledgement

• respect the copyright of owners and authors of work, including works, ideas and graphics on TAFE NSW and other websites. Copyright infringement occurs when an individual inappropriately reproduces a work that is protected by copyright. Many works can only be used with the prior written permission of the author. Always acknowledge the creator or author of any material published

• not make available or use illegal (pirated) copies of copyrighted software on TAFE NSW equipment.

**Smoking regulations**

You must not smoke or permit smoking in any departmental buildings, enclosed area or on departmental grounds. This includes all buildings, gardens, sports fields, departmental vehicles and car parks. (Refer to *Smoke Free Environment Act 2000*).

**Protection of children and young people**

In line with NSW Government legislation, TAFE NSW is committed to promoting the safety, welfare and wellbeing of children and young people (defined legally as people under 18 years of age) whether they are students, apprentices or trainees in schools, colleges, workplaces or programs conducted by TAFE NSW or under the auspices of TAFE NSW.

TAFE NSW employees are required, by law and/or by departmental policy, to report children and young people suspected to be at risk of significant harm to Community Services within the NSW Department of Human Services under new procedures for ‘Keep Them Safe: a Shared Approach to Child Wellbeing’.
TVET (TAFE delivered vocational education and training)

TAFE Delivered Vocational Education and Training (TVET) courses for school students provide Year 11 and Year 12 school students the opportunity to study TAFE courses as part of their HSC. TVET courses can count as 2 or more units of study towards your Preliminary and / or HSC studies.

TVET courses are specially designed and selected for the career and educational opportunities they provide. The specific courses offered to school students depend on career pathways, career interests, school and TAFE Illawarra campus timetables.

School students can also undertake a School Based Apprenticeship or Traineeship as part of their HSC if an employer can be sourced.

For more information, it is recommended that you discuss TVET with your school careers advisor or go to our website:

http://www.illawarra.tafensw.edu.au/tvet

School leaving age

The NSW Education Amendment Act 2009 requires young people to stay at school until the completion of Year 10. Once Year 10 is completed there are a number of options in which to participate until at least age 17. After completing Year 10 you can pursue one of the following pathways until you turn 17 years:

- continue in either full-time education or training
- choose to do an apprenticeship or a traineeship
- full-time paid employment
- or a combination of education, training and employment to a full-time equivalent

The Education Amendment Act 2009 defines full-time paid employment as an average of 25 hours per week. The National Partnership Agreement on Youth Attainment and Transitions defines full-time participation (at least 25 hours per week) for education, training, employment or a combination of these.

Parents are responsible for their child’s compliance with the legislation and School Principals are responsible for explaining the implication if a student ceases their approved education program before they turn 17 years of age.
Drugs, alcohol and mental health information and assistance online

For up-to-date information about drugs, alcohol and mental health you can visit the following websites:

Reach Out!
http://au.reachout.com

Family Drug Support
http://www.fds.org.au

save-a-mate
http://www.saveamate.org.au

A-Z Drugs drug info @ your library
http://www.druginfo.sl.nsw.gov.au

Sane
http://www.sane.org

Beyond Blue
http://www.beyondblue.org.au

You can also ring:
- Lifeline 13 11 14 (24 hours)
- Alcohol and Drug Information Service 1800 422 599 (24 hours)
- Family Drug Support 1300 368 186
- SANE Helpline 1800 18 SANE (7263) - 9:00am to 5:00pm weekdays.
Useful internet sites

**TAFE Illawarra website:**
www.illawarra.tafensw.edu.au

**Apprenticeships and Traineeships:**
Provides a wide range of information for new and current apprentices / trainees

and their employers
https://www.training.gov.au

**Credit Transfer Between TAFE and Universities:**
Information for people enquiring about credit transfer and articulation into Universities Australia wide.
www.tafensw.edu.au/tafeunicredit

**Department of Human Services (Centrelink):**
Provides useful information on allowances and financial assistance.

**NSW Adult Migrant English Service (AMES):**
Information and Education Resources for People from Non-English Speaking Backgrounds.
http://www.ames.net.au/

**Universities Admissions Centre:**
www.uac.edu.au

**WorldSkills Australia:**
WorldSkills has developed an Australia wide system of skills competition. If you want to develop and improve your skills by competing in the WorldSkills competition, speak to your teacher to find out more or visit the website.
www.worldskills.org.au
TAFE Illawarra offers more than 600 courses across 14 campuses.

For contact details about your local campus click the links below or visit your Customer Service Centre.

For more detailed information visit:  

**Institute contacts**

**Directorate**
3 Rowland Avenue  
PO Box 1228  
Wollongong 2500  
Phone: 1300 766 123

**Business Development Unit**
Foleys Lane  
Wollongong  
PO Box 1223  
Wollongong 2500  
Phone: 1300 766 123

**Highlands District**

**Cooma Campus**
66 Commissioner Street  
PO Box 777  
Cooma 2630  
Phone: 1300 766 123

**Goulburn Campus**
Cnr Verner & View Streets  
PO Box 240  
Goulburn 2580  
Phone: 1300 766 123

**Moss Vale Campus**
Kirkham Street  
PO Box 212  
Moss Vale 2577  
Phone: 1300 766 123

**Queanbeyan Campus**
Cnr Buttle & MacQuoid Streets  
PO Box 436  
Queanbeyan 2620  
Phone: 1300 766 123

**Yass Campus**
51 Church Street  
PO Box 368  
Yass 2582  
Phone: 1300 766 123
Northern District

Dapto Campus
Fowlers Road
PO Box 183
Dapto 2530
Phone: 1300 766 123

Shellharbour Campus
11 College Ave
Oak Flats
PO Box 78
Shellharbour
City Centre 2529
Phone: 1300 766 123

Wollongong Campus
Foleys Lane
North Wollongong
PO Box 1223
Wollongong 2500
Phone: 1300 766 123

Wollongong West Campus
36 Gladstone Avenue
PO Box 1228
Wollongong 2500
Phone: 1300 766 123

Yallah Campus
138 Marshall Mount Road
Marshall Mount
PO Box 381
Dapto 2530
Phone: 1300 766 123

South Coast District

Bega Campus
Barrack Street
PO Box 689
Bega 2550
Phone: 1300 766 123

Moruya Campus
2857 Princes Highway
PO Box 88
Moruya 2537
Phone: 1300 766 123
Education Centre:
Batemans Bay
Hanging Rock Place
Batehaven 2536
Contact Moruya Campus
Phone: 1300 766 123

Nowra Campus
60 Beinda Street
Bomaderry
PO Box 225
Nowra 2541
Phone: 1300 766 123

Ulladulla Campus
156 Green Street
Ulladulla
PO Box 131
Milton 2538
Phone: 1300 766 123
<table>
<thead>
<tr>
<th>Task</th>
<th>Checklist</th>
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<tr>
<td>I have enrolled and paid my course fee or applied for exemption/concession</td>
<td>☐</td>
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<tr>
<td>I have a DEC username and password</td>
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<tr>
<td>I have had my TAFEcard issued</td>
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<tr>
<td>If I have a disability I have spoken to my teacher or Disabilities Teacher Consultant</td>
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<tr>
<td>I have a copy of my Student Assessment Guide – Qualification</td>
<td>☐</td>
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<tr>
<td>I have a copy of my Student Assessment Guide – Units of Competency</td>
<td>☐</td>
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<tr>
<td>I have read my course and unit assessment guides and I understand what I need to do to complete my study</td>
<td>☐</td>
</tr>
<tr>
<td>I have signed to confirm I have a copy of the course and unit student assessment guides</td>
<td>☐</td>
</tr>
<tr>
<td>I understand how my results will be reported</td>
<td>☐</td>
</tr>
<tr>
<td>I know when and how I will be assessed</td>
<td>☐</td>
</tr>
<tr>
<td>I know that I can access my results on student e-Services</td>
<td>☐</td>
</tr>
<tr>
<td>I know what to do, if because of illness or other reasons, I have been unable to attend an assessment event</td>
<td>☐</td>
</tr>
<tr>
<td>I know what to do if I have a concern about the assessment process or my result</td>
<td>☐</td>
</tr>
<tr>
<td>I know what to do if skills and knowledge I already have may count towards completing my course</td>
<td>☐</td>
</tr>
</tbody>
</table>