Welcome to the TAFE Illawarra 2012 student guide

Information for new and re-enrolling students

We have designed this 2012 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.

TAFE NSW Guarantee of Service

TAFE NSW aims to provide excellent vocational training and education to benefit individuals, industry 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.
At your service: what you can expect from TAFE Illawarra

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.
Dear Student

It is my pleasure to welcome you as a new or re-enrolling student to TAFE Illawarra, the largest provider of vocational education and training in southern NSW. You are now a member of a student body of over 34,000 people who study with us from across Australia and from many overseas countries.

One of the many satisfying aspects of studying in our Institute is the diversity of the student population who bring many different cultural, social and work experiences. We believe this adds to the quality of the learning environment.

Our programs and services are designed to meet the needs of individuals, industry and the community. TAFE NSW courses are developed in consultation with employer associations, and industry organisations. Our graduates have the knowledge and skills for employment or further study.

We offer you some 600 courses delivered across our 14 campuses through our specialist teaching faculties. Our courses are conducted in many different ways including on campus, in the work place or by a mix of flexible learning methods, including online.

This guide provides information on how to access a comprehensive range of student support services that will enrich your learning experience. I encourage you to register with careersconnect@illawarra, a service for students that links you to businesses offering employment opportunities.

When you graduate from TAFE Illawarra you will leave with an internationally recognised qualification. I hope you will take as much pride in your association with TAFE Illawarra as we do in being able to provide quality vocational education and training to you.

Dianne Murray
Institute Director
TAFE Illawarra
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Emergencies

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 the classroom
- 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.
Your rights and responsibilities

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
• engage in any offensive conduct or any unlawful activity
• consume alcohol otherwise than in an area where it is permitted
• smoke otherwise than in an area where it is permitted
• 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 satisfactory 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
• fail to produce evidence of your residency status if required to do so by TAFE NSW

• fail to give full accurate particulars of any change in your residency status within 14 days of any such change

• wilfully disobey or disregard an order or direction of a member of staff, including a direction regarding safety

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

• commit or engage in any dishonest or unfair act in relation to an examination 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

• discriminate against a person on the grounds of the person’s age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability, or religion

• incite hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability, or religion of the person or members of the group

• make inappropriate videos, photographs 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. It is irrelevant whether TAFE NSW equipment was used to take this action

• write or send SMS or text messages targeting, harassing or bullying individuals or particular groups

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

• 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 damages 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 from one or more examinations
• denied the right to borrow any book or reference material 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>Human Services, Tourism &amp; Hospitality</th>
<th>Phone: 4295 2102</th>
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</thead>
<tbody>
<tr>
<td>Business, Arts &amp; Information Technology</td>
<td>Phone: 4222 2822</td>
</tr>
<tr>
<td>General Education &amp; Access Programs</td>
<td>Phone: 4221 8910</td>
</tr>
<tr>
<td>Trades &amp; Technology</td>
<td>Phone: 4229 0184</td>
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</tbody>
</table>
### Assistant Faculty Directors

<table>
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<tr>
<th>Faculty</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Trades &amp; Technology</td>
<td>4229 0118</td>
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<tr>
<td>Trades &amp; Technology</td>
<td>4229 0160</td>
</tr>
<tr>
<td>General Education &amp; Access Programs</td>
<td>4221 8908</td>
</tr>
<tr>
<td>Human Services, Tourism &amp; Hospitality</td>
<td>4295 2244</td>
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<tr>
<td>Business Arts &amp; Information Technology</td>
<td>4222 2814</td>
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### Highlands District

<table>
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<tr>
<th>Campus Manager</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Cooma Campus Manager</td>
<td>6452 0741</td>
</tr>
<tr>
<td>Goulburn Campus Manager</td>
<td>4823 1901</td>
</tr>
<tr>
<td>Moss Vale Campus Manager</td>
<td>4868 0120</td>
</tr>
<tr>
<td>Queanbeyan Campus Manager</td>
<td>6298 4413</td>
</tr>
<tr>
<td>Yass Campus Manager</td>
<td>6226 1556</td>
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### Northern District

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<tr>
<td>Dapto Campus Manager</td>
<td>4221 8901</td>
</tr>
<tr>
<td>Shellharbour Campus Manager</td>
<td>4295 2236</td>
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<tr>
<td>Wollongong Campus Manager</td>
<td>4229 0117</td>
</tr>
<tr>
<td>Wollongong West Campus Manager</td>
<td>4222 2801</td>
</tr>
<tr>
<td>Yallah Campus Manager</td>
<td>4262 9911</td>
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### Southern District

<table>
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<th>Campus Manager</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Bega Campus Manager</td>
<td>6492 9702</td>
</tr>
<tr>
<td>Moruya Campus Manager</td>
<td>4474 1802</td>
</tr>
<tr>
<td>Nowra Campus Manager</td>
<td>4421 9802</td>
</tr>
<tr>
<td>Ulladulla Campus Manager</td>
<td>4454 9223</td>
</tr>
</tbody>
</table>
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
- Administration 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.
First class orientation

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 administrative charge is 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
- Location of Library, Counselling and Career Service and Customer Service Centre – Pages 21, 26 & 39
- Emergencies – Page 6
- First Aid – Page 7

**Managing Your Study**
- Student Assessment Guide and appeals – Page 38
- Course Requirements – Page 38
- Student Identification Number – Page 52
- Online Services – Page 55

**TVET**
- Student Information – Page 67

**Conduct Requirements:**
- Student Rights, Responsibilities and Complaints – Page 8
- Standards of dress – Page 8
- Children on Campus – Page 58
- Harassment – Page 60
- Occupational Health, Safety and Environment – Page 64
- Plagiarism – Page 66
- Mobile phones – Page 8

**Support**
- Awards & Scholarships – Page 18-19
- Careers Connect – Page 20
- Wireless Access – Page 31
- Recognition – Page 29
- TAFEcard and fees – Page 33, 48 & 49
- Learner Support – Page 25

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- Computer Users Code of Conduct – Page 61-63
- No Smoking Policy – Page 66
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 occupational health and safety standards.

Aboriginal Education Services

The Aboriginal Education and Training Unit is available to provide support and guidance to Aboriginal and Torres Strait Islander people by:

- assisting you to choose the right course
- assisting with enrolments and applying for exemptions
- providing guidance with academic and career aspirations
- liaising on your behalf with teachers and staff
- providing specific courses for the education and training of Aboriginal and Torres Strait Islander people
- helping with any problems you may have while studying at TAFE Illawarra
- organising tutorial support if needed
- engaging with Aboriginal communities to cater for your training and employment needs.
Aboriginal Staff Contact Details
TAFE Illawarra Aboriginal Development Manager is located at Wollongong Campus
Phone: 4229 0525

Aboriginal Coordinators and Aboriginal Student Support Officers are located at:

<table>
<thead>
<tr>
<th>Area</th>
<th>Locations</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Moruya</td>
<td>servicing Bega; Cooma; Moruya; Yass</td>
<td>4474 1800 or 4474 1840</td>
</tr>
<tr>
<td>Nowra</td>
<td>servicing Nowra; Shoalhaven; Ulladulla; Goulburn; Queanbeyan</td>
<td>4421 9977 or 4421 9818</td>
</tr>
<tr>
<td>Wollongong</td>
<td>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)
- Study/Career Area
- 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 of the Year
- School based Apprentice/Trainee of the Year
- VET in Schools Student of the Year

For further details visit:
www.training.nsw.gov.au/training_awards/about.html

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 listing service that is available to current and graduate TAFE Illawarra students.

To access the site all you need is your DEC username and password.

The value of this service to students:

• 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

The advantage of using careersconnect@illawarra:

• a monthly newsletter is emailed, bringing the latest and most relevant jobs, news and events from your profile
• register to attend events and exhibitions
• resume builder has 4 different templates to download and save and can be used for job applications
• save your searches - jobs, events, info sheets
• view Institute news and events

Careers and Counselling Service

A free and confidential counselling service is available to students and prospective 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 including family, social life, financial, legal and health matters, crisis situations, and information about community resources and government agencies

For further information on the counselling services available at your campus:
Childcare

A number of our campuses provide child care 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 8:00am - 5:00pm. The centre caters for 24 places. For enquiries please contact the Children’s Centre on 4229 0627.
- **Shellharbour**: Child care available for children aged over 2 years - limited number. The Child Care Centre operates from 8:15am - 4:15pm. Phone 4295 2269
- **Goulburn**: Available for children aged 0-6 years and operated by the Campus. Hours: 8:00am - 5:00pm. Phone: 4823 1853
Disabilities support

Teacher Consultants are available in all Campuses to assist you to achieve your educational and vocational goals if you:

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

Support services include:

- help with enrolment pre-entry testing
- tutorial assistance
- reasonable adjustment for assessments
- access and mobility
- note takers
- exam modifications
- adaptive equipment
- Auslan interpreters.

Equity Services Unit

The Equity Services Unit is a TAFE Illawarra support unit which has a student centred approach, focussed on vocational pathways and employment outcomes for TAFE Illawarra students from equity backgrounds.

Equity staff work with students and relevant faculties to identify the student’s learning support needs and plan strategies which will help students successfully complete their vocational studies and find pathways to employment.

The Equity Services Unit supports a positive work and study environment for Aboriginal and Torres Strait Islander students and students who have a disability.
# Equity Services Unit - Teacher Consultant List

<table>
<thead>
<tr>
<th>AREA</th>
<th>CAMPUS</th>
<th>PHONE</th>
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<tbody>
<tr>
<td>Vision</td>
<td>All Campuses</td>
<td>4421 98657 Mobile: 0437 035 042</td>
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<tr>
<td>Intellectual</td>
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<td></td>
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<td>West Wollongong, Yallah</td>
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<td>Learning</td>
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<tr>
<td>Mental Health</td>
<td>Cooma, Dapto, Goulburn, Moss Vale,</td>
<td>4295 2261</td>
</tr>
<tr>
<td></td>
<td>Queanbeyan, Shellharbour, West Wollongong,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wollongong, Yallah and Yass</td>
<td></td>
</tr>
<tr>
<td>Neurological / Mental</td>
<td>Bega, Moruya, Nowra, Ulladulla</td>
<td>Nowra: 4421 9878</td>
</tr>
<tr>
<td>Health</td>
<td></td>
<td>Ulladulla: 4455 3866</td>
</tr>
<tr>
<td>Hearing</td>
<td>Bega, Cooma, Dapto, Goulburn, Moruya, Moss</td>
<td>4229 0649 Mobile: 0423 848 238</td>
</tr>
<tr>
<td></td>
<td>Vale, Nowra, Queanbeyan, Shellharbour,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>West Wollongong, Wollongong, Ulladulla,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yallah and Yass</td>
<td></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 131 601.

Flexible study centre

Flexible Study 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
- 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.

Flexible Study Centres are located at:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bega</td>
<td>6492 9741</td>
</tr>
<tr>
<td>Cooma</td>
<td>6452 0799</td>
</tr>
<tr>
<td>Dapto</td>
<td>4221 8900</td>
</tr>
<tr>
<td>Goulburn</td>
<td>4823 1868</td>
</tr>
<tr>
<td>Ulladulla</td>
<td>44549200</td>
</tr>
<tr>
<td>Moruya</td>
<td>4474 1800</td>
</tr>
<tr>
<td>Moss Vale</td>
<td>4868 0134</td>
</tr>
<tr>
<td>Nowra</td>
<td>4421 9888</td>
</tr>
<tr>
<td>Queanbeyan</td>
<td>6299 1377</td>
</tr>
<tr>
<td>Shellharbour</td>
<td>4295 2200</td>
</tr>
<tr>
<td>Wollongong</td>
<td>4229 0573</td>
</tr>
<tr>
<td>Wollongong West</td>
<td>4222 2800</td>
</tr>
<tr>
<td>Yallah</td>
<td>4262 9900</td>
</tr>
<tr>
<td>Yass</td>
<td>6226 1556</td>
</tr>
<tr>
<td>Moruya</td>
<td>4474 1800</td>
</tr>
<tr>
<td>Moss Vale</td>
<td>4868 0134</td>
</tr>
</tbody>
</table>
International students

TAFE Illawarra welcomes international students to any 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 offer 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 and English for Academic Purposes. This provides the foundation for living in the community as well as preparation for entry into further study of their chosen career.

TAFE Illawarra offers an array of vocational courses such as Agriculture, Animal Care, Applied Science, Children’s Services, Engineering, Accounting, Business Studies, Information Technology, 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 to a number of university degrees.

The cost of courses range from approximately $4900 to $30,000.

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

Phone: +61 2 4229 0585 or Phone: +61 2 4229 0131. Fax: +61 2 4229 0164.

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 via the Adult Study Centre or Individual Learn Centres.

See ‘Flexible Study Centre’ for further information.
Library and information services

Library and Information Services is a network of 13 campus libraries working together to provide a wide range of services and facilities that support the learning and teaching programs at each campus.

Our friendly staff can help you to find information and resources. In addition, all libraries offer orientation tours and information skills sessions in which you will learn how to find resources both in the library and online for your assignments.

Library collections contain current books, journals, newspapers, videos, DVDs and music CDs. These resources can be located on the TAFE NSW Library Network catalogue, which is accessed from the TAFE Illawarra Libraries’ website listed below.

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.

Full text journals, e-books and other databases are available online via the Library and Information Services website. Computers, printers, study facilities and photocopiers are available for your use at each campus library.

Your TAFEcard is your library card. In some libraries it is also used as a photocopy/printing payment card.

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 http://www.illawarra.tafensw.edu.au/support-for-students/library-and-information-services or drop in to your campus library.

<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>Dapto</td>
<td>A Block</td>
<td>4221 8914</td>
<td><a href="mailto:daptolibrary@tafensw.edu.au">daptolibrary@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>
</tbody>
</table>
Multicultural Education

If you are from a culturally or linguistically diverse (CALD) community, also known as a non-English speaking background (NESB), the Multicultural Education Coordinator can assist you with:

- advice on the recognition of overseas qualifications
- interpreters to help at enrolment time
- tutorial support while you are studying and during exams
- interpreters for counselling and trade testing

For more information contact the Multicultural Education Unit based 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 (Phone: 4229 0025).

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

At other Campuses you may 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</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>

Women’s programs

TAFE Illawarra encourages the participation of women in all its courses. Specific policies and programs to enhance women’s participation have been developed and all Institute staff are responsible for assisting female students to succeed in their chosen career.
Recognition of prior learning, credit transfer and advanced standing

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 Customer Service Centre and Course Information on 131 601. For more information you can discuss this with your teacher. Information can also be found on the Recognition website at: http://www.illawarra.tafensw.edu.au/support-for-students/recognition

Credit Transfer Arrangements

Credit Transfer from School to TAFE
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: https://www.tafensw.edu.au/career/pathways/schooltafe.htm 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 Unit Modules 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 Student Counsellor at any TAFE Illawarra Campus. Your documents and qualifications will need to be certified and must be in English or translated into English.
Pathways - where to from here?

Diploma 2 Degree Pathways
Did you know that once you finish your TAFE course you have many available pathways?

This could include further TAFE study to complete higher level qualifications, dual qualifications or a pathway to a university or higher education study. Many TAFE qualifications are recognised by universities so that you can apply for advanced standing and avoid repeating subjects you have already completed.

To find out more go to:


Integrated programs are offered by TAFE Illawarra in conjunction with a number of partner universities. You are able to enrol simultaneously in both a TAFE Illawarra course (Diploma or Advanced Diploma) and a related higher education partner Degree program.

To find out more go to:


TAFE NSW is now delivering higher education qualifications including Associate Degrees and Bachelor Degrees. For more information on TAFE Illawarra higher education courses please contact:

illawarra.degree@tafensw.edu.au

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.
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</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bega Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Dapto Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Goulburn Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Moruya Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Moss Vale Campus</td>
<td>cafeteria and shop</td>
</tr>
<tr>
<td>Nowra Campus</td>
<td>cafeteria, shop and television</td>
</tr>
<tr>
<td>Shellharbour Campus</td>
<td>cafeteria, shop and television</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>cafeteria and shop</td>
</tr>
</tbody>
</table>

ITSA provides a free diary, which outlines activities, promotions and discounts available to members.

For further information contact your Association Shop or Bookshop on the campus you attend.
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 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)

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>Massage Type</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remedial Massage</td>
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Starting Semester 2:

<table>
<thead>
<tr>
<th>Massage Type</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

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.
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.

Twenty Twenty Restaurant – Wollongong Campus

A-la-carte (three courses). Holds 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 relax environment. Holds 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 D’hote functions provide the opportunity to enjoy a three course menu for a set price per head. 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.

The Barracks Training Restaurant - Bega Campus
A-la-carte for lunch and dinner:
• 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. Holds up to 48 patrons.
• Wednesday evenings in Semester 1 from 6:00pm to 9:30pm
• Semester 2 – variable times

Bookings essential. Phone: 4474 1825
## The Argyle – Moss Vale Campus

**Cafe style food, a-la-carte (one course and dessert).** Holds up to 30 patrons.

- Tuesday and Thursday lunchtime from 12:00pm to 1:00pm

Bookings are essential. Phone: 4868 0156

## The Snowy – Cooma Campus

**A la carte menu. Hold 40 patrons comfortably.**

- Semester 1: Opening 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.

## 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.
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 requirements
- 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 ‘Course Assessment Guide’ PDF.

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.

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
- The TAFE Illawarra Course Information Line on 131 601 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 Occupational 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.
Application and enrolment

Most of our courses are offered at more than one campus, and in a variety of modes and attendance patterns. Course Information (Ph: 131 601) or the Customer Service Centre at your local campus, as well as advertisements in state and local newspapers will provide you with information on:

- Application closing dates
- 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. **Filling out an application form does not guarantee you a place in the course.**

For information about public transport and parking please contact your local Customer Service Centre.

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 Customer Service Centre on your campus).

These changes include:

- Change of address
- Change of phone number
- Change of name (original documents such as a marriage certificate must be provided)
- 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 / Concession

If you are receiving a Commonwealth benefit or allowance (see list below) you may be eligible to pay a Concession fee of $53 per course enrolment per year rather than the full TAFE NSW fee. The following people can apply for an individual exemption / concession from the TAFE NSW Fee:

- Aboriginal / Torres Strait Islander students
- Students who are clients of teacher / consultants for people with disabilities
- Disability Support Pension recipients
- Austudy recipients - including Veteran’s’ Children Education Scheme (to be eligible for an exemption / concession from TAFE NSW fees, students must be receiving the full Austudy benefit for the course they are studying at the TAFE Illawarra. Students receiving partial Austudy benefit [known as the Austudy Supplement] will not be eligible for a concession. Austudy must be backdated to the time of enrolment or commencement of classes).
- Recipients of the following allowances:
  - Age Pension
  - Carer Payment
  - 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

NOTE: A student who is recognised as a dependent child, spouse or partner of a recipient of an eligible benefit or allowance may also be eligible for the Concession fee.
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 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)
- Current continuation form from Centrelink [SU 19]
- Letter from Centrelink (less than one month old)

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.
### 2012 Calendar

#### July

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**KEY:**
- Black: Public Holidays
- Cyan: TAFE Vacations
- Light Blue: Non Teaching Weeks
# 2012 Student Calendar: Important Dates for your Diary

**Semester 1**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Monday 8 August 2011</td>
<td>Course Applications OPEN for Semester 1 2012</td>
</tr>
<tr>
<td>Friday 28 October 2011</td>
<td>Course Applications CLOSE for Semester 1 2012</td>
</tr>
<tr>
<td>9 January 2012</td>
<td>Course Applications cut off date for successful applicants to accept their offer</td>
</tr>
<tr>
<td>23 January 2012</td>
<td>Course Applications cut off date for successful applicants to pay their course fee</td>
</tr>
<tr>
<td>Thursday 12 January 2012</td>
<td>On-line enrolments open for ALL courses from 10am (unless otherwise advised at pre-enrolment information sessions)</td>
</tr>
<tr>
<td>Monday 6 February to Thursday 5 April 2012</td>
<td>Teaching weeks (Term 1)</td>
</tr>
<tr>
<td>Friday 6 April to Sunday 22 April 2012</td>
<td>Autumn vacation</td>
</tr>
<tr>
<td>Monday 23 April to Sunday 24 June 2012</td>
<td>Teaching weeks (Term 2)</td>
</tr>
<tr>
<td>Monday 23 April 2012</td>
<td>Course Applications for Semester 2 2012 OPEN</td>
</tr>
<tr>
<td>Tuesday 15 May to Thursday 17 May 2012</td>
<td>Pre-enrolment Information Sessions commence for ALL courses</td>
</tr>
<tr>
<td>Friday 25 May 2012</td>
<td>State-wide Course Applications for Semester 2 2012 CLOSE</td>
</tr>
<tr>
<td>Monday 25 June to Sunday 1 July 2012</td>
<td>Marking weeks</td>
</tr>
<tr>
<td>Tuesday 26 June 2012</td>
<td>On-line enrolments open for ALL courses from 10am (unless otherwise advised at Pre-enrolment Information Sessions)</td>
</tr>
<tr>
<td>Monday 2 July to Sunday 15 July 2012</td>
<td>Winter student vacation</td>
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### Semester 2

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Event</th>
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<tbody>
<tr>
<td>Monday 16 July to Sunday 23 Sept 2012</td>
<td>Teaching weeks [Term 3]</td>
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<tr>
<td>Monday 24 September to Sunday 7 Oct 2012</td>
<td>Spring student vacation</td>
</tr>
<tr>
<td>Monday 8 Oct to Sunday 2 Dec 2012</td>
<td>Teaching weeks [Term 4]</td>
</tr>
<tr>
<td>Monday 3 Dec to Sunday 16 Dec 2012</td>
<td>Marking weeks</td>
</tr>
<tr>
<td>Monday 17 Dec 2012 to Sunday 20 Jan 2013</td>
<td>Mid-summer vacation</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.

Your results will be withheld if you have any fees owing, including library fines or if you have been excluded from a TAFE NSW Institute or campus.
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 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 2012

TAFE NSW is committed to maintaining a safe environment for both students and staff. TAFE NSW has a policy of cashless enrolment at all times and will not accept cash as a means of paying the TAFE NSW fee or any other enrolment related charges.

When you enrol, you will need to pay the TAFE NSW fee, unless you qualify for an exemption / concession or the course you enrol in is exempt from fees.

<table>
<thead>
<tr>
<th>Fee for enrolments of one semester or less ($)</th>
<th>Annual Fee ($)</th>
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<tr>
<td>Statements and other short courses</td>
<td>$231</td>
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<tr>
<td>Certificate I &amp; II</td>
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<tr>
<td>Certificate III</td>
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<tr>
<td>Certificate IV</td>
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<td>Diploma</td>
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<tr>
<td>Advanced Diploma</td>
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<tr>
<td>Apprentices</td>
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<tr>
<td>Trainees</td>
<td>$218</td>
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<tr>
<td>Government benefit recipients</td>
<td>$53</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, Mastercard, and Bankcard)
- Money Order made payable to TAFE NSW

Graduate Certificate and Graduate Diploma Courses

All Graduate Certificate and Graduate Diploma courses will be offered on a commercial 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 Commercial courses / Fast Track, International students and temporary visa holders are priced according to a different schedule.

- Fees are applied differently for:
  - Aboriginal and Torres Strait Islander students 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 $53 Concession fee for subsequent enrolments in that year.
  - Apprentices pay a capped annual fee of $436. To be eligible for the capped fee you must provide proof of your apprenticeship.
  - Trainees pay a capped annual fee of $436. 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 commercial courses
  - Licence fees
  - Commercial 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 commercially offered 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:

- hold Australian citizenship, or hold a permanent humanitarian visa and be resident in Australia for the duration of the Unit of Study in which you are seeking VET FEE-HELP assistance
- 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
- have not exceeded your Commonwealth Fee-Help limit (which includes Fee-Help loans for higher education courses)
- meet the Tax File Number (TFN) requirements for managing your loan
- have completed, signed and submitted a valid Request for VET FEE-HELP Assistance Form on, or before, the relevant Census Date

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 $53 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 but receive Youth Allowance or Austudy commencing within two weeks of the enrolment date or the date of first attendance at class
- 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 but are then granted a pass in that unit by an Assessment Review Committee
- you advise the campus, before classes commence, that you are withdrawing from the course
- the delegate is of the opinion that you would be unreasonably disadvantaged if not granted a refund. For example, a student who meets with a serious misadventure and is unable to continue his / her enrolment
- 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.

Inappropriate circumstances
- Job change
- Change in work hours
- Inconvenience of travel to campus
- Moving interstate
- Redundancy / Retrenchment. Under the TAFE NSW exemptions / concession policy a person in this situation is not entitled to a fee exemption / concession.
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. SeS allows you to:

- view your personal details
- view your enrolment and employment details
- view your unit / module results
- change your contact details
- request a transcript
- complete or change additional details
- view notifications and calendar information such as scheduled TAFE NSW Category A and B final exams
- receive advice regarding enrolment records ‘flagged’ as underpaid
- pay outstanding enrolment related fees

To register for SeS you will need your TAFEcard and your DEC username and password.
Withdrawal from a course/unit

If you wish to withdraw from a course or unit 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 – Counselling & Career 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 21

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
- keeps 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).
Occational health and safety

TAFE Illawarra has an OH&S Strategic Plan that places responsibilities on all teachers, staff and supervisors to ensure compliance with all OH&S measures.

Entry of persons on Institute property is conditional to them complying with all policies. Pre-requisites 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 OH&S 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 Illawarra 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 Officer who coordinates our environmentally sustainable operations and education for sustainability initiatives. Further work has been done under Green Skills Illawarra to create special short courses in Energy and Water Efficiency, Photovoltaic Installations, Environmental Management mentoring programs and general environmental awareness training. The Sustainability Training Package skill set (3 Units) is now available online. With TAFE Illawarra achieving certification under ISO 140001 at its Yallah Campus has boosted its use as a Sustainability Hub for more innovative training and teaching in Sustainability initiatives.

Substantial improvements have been made in the way water, energy and recycling are managed within TAFE Illawarra.

You can assist in maintaining a sustainable approach to the environment.

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
- 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
- Reduce your reliance on cars; consider instead other transport options such as walking, riding a bike or using public transport
- Consider how you can transfer what you see and learn at TAFE into your home environment to reduce your own 'Carbon Footprint'.
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 a 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, other than those clearly defined areas on TAFE NSW campuses. (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 information

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.

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.
Community information

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 131 114 (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 websites

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

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

Centrelink:
Provides useful information on allowances and financial assistance.
www.centrelink.gov.au

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
Campus locations

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:

Highlands District

Cooma Campus
66 Commissioner Street
PO Box 777
Cooma 2630
Phone: 02 6452 0799

Goulburn Campus
Cnr Verner & View Streets
PO Box 240
Goulburn 2580
Phone: 02 4823 1800

Moss Vale Campus
Kirkham Street
PO Box 212
Moss Vale 2577
Phone: 02 4868 0111

Queanbeyan Campus
Cnr Buttle & MacQuoid Streets
PO Box 436
Queanbeyan 2620
Phone: 02 6299 1377

Yass Campus
51 Church Street
PO Box 368
Yass 2582
Phone: 02 6226 1556

Institute contacts

Directorate
3 Rowland Avenue
PO Box 1228
Wollongong 2500
Phone: 02 4222 2908

Business Development Unit
Foleys Lane
North Wollongong
PO Box 1223
Wollongong 2500
Phone: 02 4229 0483

Northern District

**Dapto Campus**
Fowlers Road  
PO Box 183  
Dapto 2530  
Phone: 02 4221 8900

**Shellharbour Campus**
11 College Ave  
Oak Flats  
PO Box 78  
Shellharbour  
City Centre 2529  
Phone: 02 4295 2200

**Wollongong Campus**
Foleys Lane  
North Wollongong  
PO Box 1223  
Wollongong 2500  
Phone: 02 4229 0400

**Wollongong West Campus**
36 Gladstone Avenue  
PO Box 1228  
Wollongong 2500  
Phone: 02 4222 2800

**Yallah Campus**
138 Marshall Mount Road  
Marshall Mount  
PO Box 381  
Dapto 2530  
Phone: 02 4262 9900

South Coast District

**Bega Campus**
Barrack Street  
PO Box 689  
Bega 2550  
Phone: 02 6492 9700

**Moruya Campus**
2857 Princes Highway  
PO Box 88  
Moruya 2537  
Phone: 02 4474 1800

**Access Centre:**
Batemans Bay

**Nowra Campus**
60 Beinda Street  
Bomaderry  
PO Box 225  
Nowra 2541  
Phone: 02 4421 9888

**Ulladulla Campus**
156 Green Street  
Ulladulla  
PO Box 131  
Milton 2538  
Phone: 02 4454 9200
### Checklist

- I have enrolled and paid my course fee or applied for exemption/concession
- I have a username and password
- I have had my TAFEcard issued
- If I have a disability I have spoken to my teacher or Disabilities Teacher Consultant
- I have a copy of my Student Assessment Guide – Qualification
- I have a copy of my Student Assessment Guide – Units of Competency
- I have read my course and unit assessment guides and I understand what I need to do to complete my study
- I have signed to confirm I have a copy of the course and unit student assessment guides
- I understand how my results will be reported
- I know when and how I will be assessed
- I know that I can access my results on student e-services
- I know what to do, if because of illness or other reasons, I have been unable to attend an assessment event
- I know what to do if I have a concern about the assessment process or my result
- I know what to do if skills and knowledge I already have may count towards completing my course