2015 STUDENT GUIDE
WELCOME TO THE
TAFE ILLAWARRA
2015 STUDENT GUIDE

INFORMATION FOR NEW ENROLMENTS AND CONTINUING STUDENTS

We have designed this 2015 Student Guide to provide you with the information you need to study at TAFE Illawarra.

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

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

TAKE NSW GUARANTEE OF SERVICE

TAFE NSW aims to provide excellent vocational education and training to help individuals, industry, business and the wider community build better futures.

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.
Welcome to TAFE Illawarra. You have made an exciting choice to study with the largest vocational education and training organisation in south east NSW. We will work with you so that you have the very best opportunity to succeed in your chosen area of learning.

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

TAFE Illawarra is committed to excellence in vocational education and training, and a better future for all.

Skills and knowledge needed in the workplace are changing. TAFE Illawarra training meets the high standards set by business and industry. Employers recognise that the training we provided reflects real life and work situations, and they praise the quality of teachers.

We are very proud of our students and staff who were recognised during 2014 at a national and international level. You can keep up to date with what’s happening at TAFE Illawarra by following us on Facebook www.facebook.com/TAFEIllawarra or Twitter www.twitter.com/TAFEIllawarra.

You have an opportunity to set yourself on the pathway to success through learning, and we will work with you so that you can achieve your goal.

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

Dianne Murray
Institute Director, TAFE Illawarra
AT YOUR SERVICE:
WHAT YOU CAN EXPECT FROM TAFE ILLAWARRA

FOCUS ON SERVICE
At TAFE Illawarra, we strive to provide excellent education and training for our 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 proud of our dedicated teaching staff who are passionate about seeing you succeed.

Our teachers 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.
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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 your room

• report any missing persons to the nearest member of staff

• do not use lifts

At other times:

• familiarise yourself with the location of fire exits

• do not interfere with emergency equipment - it is a criminal offence and may cause loss of life.
FIRST AID

First Aid Officers are located at each campus. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

SECURITY

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

SERIOUS/CRITICAL INCIDENT

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

There is a Campus Serious/Critical Incident Plan in place - in the event of a Serious/Critical incident please follow the instructions of your class teacher and/or any other person in authority such as a Campus Manager or Emergency Services Personnel.
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 on all campuses
• refrain from eating and drinking in classrooms
• behave in a responsible manner by not:
  - littering
  - harassing fellow students or staff
  - damaging, stealing, modifying or misusing property
  - entering the campus with drugs, alcohol or weapons or being under the influence of drugs or alcohol
  - engaging in other behaviour which could offend, embarrass or threaten others
• refrain from riding skateboards and in-line skates on campus
• refrain from playing any non-authorised sporting activities within the campus grounds.

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

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

• assault or threaten to assault a person or incite another person to assault or threaten any person
• behaviour that involves a breach of the law
• engage in any offensive conduct
• sexual behaviour that could cause offence or harm to others
• consume alcohol otherwise than in an area where it is permitted
• smoke on campus
• remove, damage or use any property of TAFE NSW without the authority of TAFE NSW or a member of staff
• obstruct a member of staff in the performance of the member’s duties
• refuse to give full and accurate particulars of your identity in response to a direction to do so by a member of staff
• provide false or inaccurate information or fail to produce evidence of your residency status to TAFE NSW when required
• disobey or disregard an instruction, order or direction of a member of staff, including an instruction, order or direction made by the staff member to ensure the health, safety or welfare of any person
• enter premises of TAFE NSW, or fail to leave a part of TAFE NSW premises, contrary to a direction given by a member of staff
• commit or engage in any dishonest or unfair act including plagiarism in relation to an examination, assignment or other form of academic assessment
• falsify, or attempt to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment
• provide false or inaccurate information to officers of TAFE NSW at the time of enrolment or at any time
• engage in behaviour that amounts to unlawful sexual harassment of another student or students or member of staff, inciting hatred towards, serious contempt for, or severe ridicule of a person or group of persons on the grounds of age, race, sex, homosexuality, transgender, marital status, disability, or religion of the person or members of the group

• encourage, aid or assist another student to commit a breach of student discipline and to disobey or disregard a reasonable instruction, order or direction of a member and when this is directly to ensure the health, safety or welfare of any person

• make inappropriate videos, images, or sound recordings (including videos and sound recordings made without the permission of the person photographed or recorded) and/or sharing or posting them on websites, whether or not TAFE NSW equipment was used

• prepare, write, distribute and/or have in possession (by any means) material adversely targeting individuals or particular groups

• generating graffiti in relation to TAFE NSW property and adversely targeting individuals or particular groups

• aggressive, abusive, threatening, bullying or intimidating behaviour or language directed to staff, students or others

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

• misuse of a TAFEcard

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

• fail to return any borrowed TAFE NSW equipment or resource within the specified period of time.

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

• fail to comply with a code of conduct relating to student discipline, as approved by TAFE NSW and in force from time to time
• unauthorised use or misuse of TAFE NSW computers or computer systems including misuse of NSW Department of Education and Communities (DEC) user logins
• dangerous driving on or near TAFE NSW premises
• fail to comply with a provision of this Policy or with an order or direction given under such a provision
• fail to comply with an order made on a minor breach of discipline.

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
• pay a fine not exceeding $200, within a specified time
• payment of compensation by student for damage or loss of property
• use of specified facilities or 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 or 80 hours of actual class time (whichever greater)
• exclusion of online access to any resource of TAFE NSW for up to 30 days or 80 hours of actual class time (whichever greater)
• exclusion from one or more examinations
• denied the right to borrow Library Resources or use any services from any or all of the libraries operated by TAFE NSW, for a specific period of time
• issue of testamur, result notice or employer report be delayed until student has complied with the order.
STUDENT WITH A HISTORY OF VIOLENT BEHAVIOUR

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

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

ANIMAL WELFARE

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, 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.

There are penalties for animal cruelty and unauthorised use of animals. The TAFE NSW Animal Care & Ethics Board, which comprises veterinarians, teachers, animal welfare and community representatives, monitors animal use in TAFE NSW courses.
CHILDMREN 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 of 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.

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.
COMPUTER USAGE

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

Access and Security

Users will:

- ensure that communication through and use of Internet services and collaboration and communication tools and related online services is related to learning and/or the conduct of TAFE NSW business
- not disable or modify departmental equipment, networks or settings for virus protection, spam (i.e. unsolicited email or advertising material) and filtering, unless the activity is related to learning and authorised by a relevant TAFE NSW staff member or supervising teacher
- not make deliberate attempts to disrupt computer system performance nor harm or destroy hardware and data, including through uploading or creation of computer viruses
- use only computer software or versions of software that have been authorised and tested for use on TAFE NSW computer facilities
- never knowingly delete software on TAFE NSW computer facilities
- never knowingly import or download unlicensed or unauthorised software
- keep passwords confidential, and change them when prompted, or as required
- use passwords that are not obvious or easily guessed
- never allow others to use their personal account
- log off at the end of each session to ensure that nobody else can use their account
- promptly inform a relevant TAFE NSW staff member if they suspect they have received a message that is inappropriate, or they suspect they have a computer virus
• promptly exit an inappropriate website should a user inadvertently access such a site

• never knowingly initiate or forward email or other messages containing:
  - a message that was sent to them in confidence, without the approval of the person who sent the message
  - a computer virus or attachment that is capable of damaging recipients’ computers
  - chain letters and hoax emails
  - spam
  - a message that has been altered without the knowledge of the originator

• never send or publish:
  - unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments
  - material that is threatening, bullying or harassing to another person, or makes excessive or unreasonable demands upon another person
  - sexually explicit or sexually suggestive material or correspondence
  - false or defamatory information about a person or organisation

• ensure that personal use is kept to a minimum (e.g. operating a personal, private consulting business) and that Internet services and collaboration and communication tools are used for genuine curriculum and educational activities or the conduct of TAFE NSW business

• not use unauthorised programs or intentionally download or stream unauthorised software, graphics, movies 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 paedophilic, 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).

**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 to relevant government departments, including State Training Services and Centrelink.
SUGGESTIONS OR COMPLAINTS

Our commitment to you
We will deal with your issue thoroughly and fairly. We have a clear process for resolving problems and suggest you contact us as early as possible.

We value your feedback
We are constantly improving the way we work, so let us know if you have any suggestions, compliments or complaints. Your feedback will help 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.

We’d also like to know if you think we’re doing something well. It helps us to make sure we continue to do great things in public education and training. We’ll make sure your message is passed on.

How to make a complaint
During your time studying with TAFE Illawarra, you might have a concern about your course, your teachers, other TAFE staff or TAFE Illawarra policies and procedures. 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 have a concern it is a good idea to report it as soon as possible. This way, it won’t escalate unnecessarily into a bigger problem.
GETTING STARTED
FIRST WEEK AT TAFE

INDUCTION
At your first class your teacher will give you essential information about TAFE Illawarra, your campus and your course.
You will need this information to ensure you have a learning experience which is safe, successful and rewarding.
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
- Emergencies
- First Aid

### MANAGING YOUR STUDY
- Unique Student Identifier – supplied to TAFE Illawarra
- Student Assessment Guide and appeals
- Learner Number
- DEC User name and password

### CONDUCT REQUIREMENTS:
- Student Rights, Responsibilities and Complaints
- Standards of dress
- Children on Campus
- Harassment
- Workplace Health and Safety and Environment
- Plagiarism

### SUPPORT
- Awards & Scholarships
- Careers Connect
- Wireless Access
- Recognition
- TAFECard and fees
- Learning Support
### Checklist

- I have enrolled and paid my course fee or applied for exemption/concession
- I have a DEC username and password
- I have my Unique Student Identifier and provided it to TAFE Illawarra
- 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 the Learner Portal
- 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
LEARNER SUPPORT

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 through our Learning Access Resource Centres
• qualified Counsellors, who are available for personal and vocational counselling
• specialist staff who can organise support services for students with special needs
• student associations
• child care centres at some campuses
• access programs

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

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

ABORIGINAL EDUCATION SERVICES

The Aboriginal Education and Training Unit can:

• Assist with enrolments
• Liaise with teachers and staff
• Provide guidance with academic and career aspirations
• Organise tutorial support.
Aboriginal Staff Contact Details
Aboriginal Coordinators and Aboriginal Student Support Officers are located at:

<table>
<thead>
<tr>
<th>Location</th>
<th>Service Area</th>
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<tbody>
<tr>
<td>Moruya</td>
<td>servicing Bega; Cooma; Moruya; Queanbeyan; Yass</td>
</tr>
<tr>
<td>Nowra</td>
<td>servicing Nowra; Shoalhaven; Ulladulla; Goulburn</td>
</tr>
<tr>
<td>Wollongong</td>
<td>servicing Wollongong West; Wollongong; Dapto; Moss Vale; Shellharbour; Yallah</td>
</tr>
</tbody>
</table>

Please call 1300 766 123 for referral.

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

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

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

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

**Services are also available for prospective students** who may wish to identify suitable and study pathways to achieve their goals. For further information on the Career and Counselling Services available at your campus visit the Careers and Counselling page on the TAFE Illawarra website – tafeillawarra.edu.au.

For more information please call 1300 766 123
**CHILDCARE**

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

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

- **Wollongong**: Available for children aged 0-6 years. Open 8:15am - 5:15pm. The centre caters for 24 places. For enquiries please contact the Children’s Centre on 4229 0627 or email to iitwtcc@tafensw.edu.au

- **Shellharbour**: Child care available for children aged 0-6 years. The Child Care Centre operates from 8:15am - 5:15pm. For enquiries please contact the Children’s Centre on 4295 2269.

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

**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](http://au.reachout.com)
- **Family Drug Support** [http://www.fds.org.au](http://www.fds.org.au)
- **A-Z Drugs** [drug info @ your library](http://www.druginfo.sl.nsw.gov.au)
- **Sane** [http://www.sane.org](http://www.sane.org)
- **Beyond Blue** [http://www.beyondblue.org.au](http://www.beyondblue.org.au)
You can also ring:

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

**DISABILITIES SUPPORT**

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

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

Teacher Consultants are available at Campuses and can:

- help you find the right course and get ready to study
- help you with enrolment, exemptions, entry tests, exams and assessments
- arrange tutorial support and assist with learning support, flexible learning and recognition
- assist with access and mobility
- organise adaptive equipment and technology
- customise courses to suit individual and group vocational training needs.

It is a good idea to talk to a Teacher Consultant before you enrol to make sure this is the right pathway for you.
<table>
<thead>
<tr>
<th>AREA</th>
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<tr>
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<td></td>
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<td>6298 4415</td>
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<td>Bega, Cooma, Goulburn, Moruya, Nowra, Queanbeyan, Ulladulla, Yass</td>
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</tr>
<tr>
<td></td>
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<td>Mobile: 0423 848 238</td>
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INDIVIDUAL LEARNING CENTRE

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

- Essay writing
- Study skills
- Note taking
- Assignments including planning and editing drafts and Exam skills
- Reading texts and course notes
- Mathematics and numeracy
- Research skills
- Working with online course material
- Basic computer skills
- Making presentations

An individual support program is planned to provide assistance.

For more information please call 1300 766 123
LEARNING ACCESS RESOURCE CENTRE

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

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

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

A policy of state-wide resource sharing allows you to borrow from any TAFE NSW Library, either in person or via your campus library’s interlibrary loan service.

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 section of the TAFE Illawarra website - at tafeillawarra.edu.au/library or drop in to your campus library.
<table>
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<tr>
<th>CAMPUS</th>
<th>LOCATION</th>
<th>PHONE</th>
<th>EMAIL</th>
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<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>
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<tr>
<td>Goulburn</td>
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<td>4823 1841</td>
<td><a href="mailto:goulburnlibrary@tafensw.edu.au">goulburnlibrary@tafensw.edu.au</a></td>
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<tr>
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<td>Moss Vale</td>
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<td>4868 0121</td>
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<td>4421 9835</td>
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<tr>
<td>Queanbeyan</td>
<td>B Block</td>
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<tr>
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Or, you can call 1300 766 123
MULTICULTURAL SERVICES AND COMMUNITY INFORMATION

If you are from a Language Background Other Than English (LBOTE) the Multicultural Education Coordinator can assist you with advice and guidance about:

- Interpreting Services
- Counselling Services
- Health Services
- Community organisations
- Multicultural Services

For more information regarding Multicultural Education and the services the TAFE Illawarra can offer, call us on 1300 766 123 or visit the TAFE Illawarra website – tafeillawarra.edu.au.
**STUDENT SERVICES**

**ITSA: ILLAWARRA TAFE STUDENT ASSOCIATION**

Ilawaarra 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>Online Textbook Service</td>
</tr>
<tr>
<td>Dapto Campus</td>
<td>Online Textbook Service</td>
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<tr>
<td>Goulburn Campus</td>
<td>Online Textbook Service</td>
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<td>Moruya Campus</td>
<td>Online Textbook Service</td>
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<tr>
<td>Moss Vale Campus</td>
<td>Online Textbook Service</td>
</tr>
<tr>
<td>Nowra Campus</td>
<td>Cafeteria, shop and television</td>
</tr>
<tr>
<td>Shellharbour Campus</td>
<td>Cafeteria and shop</td>
</tr>
<tr>
<td>Wollongong Campus</td>
<td>Bookshop, cafeteria, Coffee Corner, Resource Centre, television area, table tennis and Function Centre</td>
</tr>
<tr>
<td>Wollongong West Campus</td>
<td>Cafeteria and shop</td>
</tr>
<tr>
<td>Yallah Campus</td>
<td>Online Textbook Service</td>
</tr>
</tbody>
</table>
ITSA provides a free diary, which outlines activities, promotions and discounts available to members. Digital diaries are also available from the app store. Online textbook services can be accessed from www.itsashop.org.au

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

**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 enquiries
- Unique Student Identifier (USI)
- 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 website - tafeillawarra.edu.au
- TAFE Illawarra’s Customer Service line – 1300 766 123 - from anywhere in NSW for the cost of a local call.
TAFECARD
TAFEcard offers exclusive benefits to students of TAFE Illawarra. It is a student identification card and it displays your photograph, your name and your student number. It facilitates:

- registration on the TAFE NSW library network
- membership of TAFE NSW student associations
- identification of eligible student travel concessions
- student identification on campus and in final exams
- access to parking and secure areas such as computer laboratories (not available at all campuses)
- printing and photocopying in the library.

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

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

LEARNER PORTAL
All students have the right to access their study records. TAFE NSW provides an internet service for students to view their study records within their current Institute of study, via the Learner Portal.

In the Learner Portal you may:

- view your current and past study records and results
- check and update your current contact details
- check and update your current contact details
- request your teacher for an official TAFE NSW transcript of your results
• view notifications from your college, such as notifications of your next schedule fee payments as well as a history of your fee payments
• view notifications of calendar information, such as the schedules for TAFE NSW final examinations.

To log on to the Learner Portal, you need the username and password issued to you when you enrolled. Contact your local TAFE Illawarra campus if you are unsure.

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.

WIRELESS ACCESS ON TAFE CAMPUSES

TAFE Illawarra now provides wireless access points at most campuses and this service is available at the libraries – learner access resource centres. Use of this service is bound by the TAFE NSW “Online Communications Service – Acceptable Usage” policy.

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.
YOUR JOURNEY AT TAFE

2015 CALENDAR

JANUARY

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FEBRUARY

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JUNE

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

1300 766 123
tafeillawarra.edu.au

TAFE Illawarra Student Guide 2015

37
2015 CALENDAR

JULY

S  M  T  W  T  F  S
1  2  3  4
5  6  7  8  9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31

AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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29 30

DECEMBER

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13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30 31

KEY:  □ Public Holidays  □ TAFE Vacations  □ Non Teaching Weeks
IMPORTANT DATES FOR YOUR DIARY

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<th>Semester 1, 2015</th>
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<tbody>
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<tr>
<td>Monday 2 February to Thursday 2 April 2015</td>
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<td>Autumn Break</td>
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<td>Friday 3 April to Sunday 19 April 2015</td>
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<td>Term 2</td>
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<tr>
<td>Monday 20 April to Sunday 21 June 2015</td>
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<tr>
<td>Winter Break</td>
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<td>Monday 29 June to Sunday 12 July 2015</td>
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<td>Monday 13 July to Sunday 20 September 2015</td>
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<td>Spring Break</td>
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<td>Summer Break</td>
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CREDITS FOR PREVIOUS LEARNING AND EXPERIENCE: RECOGNITION

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

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

Recognition information can be obtained from your local Campus Customer Service Centre on 1300 766 123. For more information you can discuss this with your teacher. Information can also be found on the TAFE Illawarra website at tafeillawarra.edu.au/courses-and-careers/recognition.
Recognition 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 tafensw.edu.au/career/pathways/university_to_tafe.

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

CREDIT TRANSFER ARRANGEMENTS

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

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

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

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

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

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

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

Credit Transfer from another Registered Training Organisation (RTO)
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. This form of credit 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.
PATHWAYS TO HIGHER EDUCATION

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 tafensw.edu.au/career/pathways/tafe_to_university.

ENROLMENT

Most of our courses are offered at more than one campus, and in a variety of modes and attendance patterns. Contact your local Campus Customer Service Centre on 1300 766 123, check out our website, follow us on Facebook or Twitter and keep your eye out for online, newspaper and radio advertising which will provide you with information on:

- Enrolment dates
- Course fees, exemptions/concessions and related policies

In high demand courses, you must meet particular entry requirements and you may need to meet specified selection criteria.
ASSESSMENT

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

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

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

To access ‘Every Student’s Guide to Assessment in TAFE NSW’ go to tafensw.edu.au/courses/assessment/assets/pdf/assessment_guide.pdf

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

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.

Missed examinations

If you miss an examination, or if you know beforehand that you cannot attend an examination, you must contact our Customer Service Centre on 1300 766 123. Our Customer Service staff will inform you of the action to be taken.

WITHDRAWAL FROM A COURSE/UNIT/MODULE

If you wish to withdraw from a course or unit/module you must formally do so prior to census date. Contact your course teacher or head teacher to discuss how to formally withdraw.

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.

To contact a TAFE Illawarra Counsellor, see your Campus Customer Service Centre or ring 1300 766 123. Also feel free to drop in to the Counsellor’s office or phone to make an appointment.
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.

- Unit outcomes are normally issued by the end of the second week in July for Semester 1, and early January for Semester 2 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.

REVIEW OF UNIT OUTCOMES

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

Application forms to review final examinations can be obtained from your local Campus Customer Service Centre.

You will need to lodge your application form for request for a review of results within 21 days of the receipt of your Transcript of Academic Record.

CHANGES TO CONTACT INFORMATION

If you want to make changes to your contact information you can do so by accessing the Learner portal or visiting your Campus Customer Service Centre.

These changes include:

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

**COURSE-TO-COURSE TRANSFERS**

You can apply for a course-to-course transfer.

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

**LEARNER NUMBER**

Your learner number is a computer generated number which is unique to you. If you have enrolled in a TAFE course before, you will already have a learner number and you will keep this for future enrolments.

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

**ANNUAL AWARDS**

**TAFE Illawarra Annual Awards**

Each year the TAFE Illawarra Annual Awards Gala Dinner recognises excellence and outstanding achievements of our staff and students. If you demonstrate your commitment to achieving your education and training goals and work hard, you may be nominated by your teacher for one of these prestigious awards. Some of the awards presented include:

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

A TAFE Illawarra award can be a launching pad for your future career success. We are committed to providing our students and industry partners with the best training and vocational solutions possible, and these awards are a testament to the hard work and dedication of TAFE’s knowledgeable and skilled staff.

**NSW Training Awards**

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

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

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


**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 DEC website at: [www.dec.nsw.gov.au/about-us/information-access](http://www.dec.nsw.gov.au/about-us/information-access) 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 DEC and TAFE NSW can be found at [det.nsw.edu.au/about-us/information-access/information-guide](http://det.nsw.edu.au/about-us/information-access/information-guide)

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.

**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.

WORKPLACE HEALTH AND SAFETY

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

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

You are required to comply with WHS requirements of the NSW DEC 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 recognises its responsibility and is committed to conducting activities in an environmentally and socially responsible manner and to provide a quality environment in which to work and study. 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 Sustainability Coordinator who coordinates our environmentally sustainable operations and education for sustainability initiatives. TAFE Illawarra is a Silver Partner in the Sustainable Advantage Program and in 2013 was a Banksia finalist in the Indigenous Award category.

We continue to look for opportunities to provide our students with real-life examples of sustainability in action. Two major sustainability projects in 2013 were the Solar Decathlon program and the construction of the new 5 Star building at Yallah Campus.
In management systems we have maintained accreditation of ISO 14001 at Yallah Campus, and are extending that to the other campuses. We have also made undertaking a carbon inventory an annual process.

Here are some suggestions as to what you can do:

• Recycle paper, plastic bottles and cans by placing these in the marked recycling bins.

• Use free recycle collection points for printer cartridges and mobile phones available in campus libraries.

• Switch off the lights when you are the last to leave a room.

• Switch off your computer and monitor.

• Only photocopy or print essential material - save electronically where possible.

• Report any faulty or leaking taps or toilets to campus staff such as class teacher or store person.

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

PLAGIARISM

Photocopying and copyright

A copyright owner is entitled to take legal action against a person who infringes copyright. Unless making a copy of a work is fair dealing under Section 40 of the Copyright Act, 1968, making a copy is an infringement of the copyright on that work.

It is fair dealing to make a copy (for the purpose of research or study) of one or more articles on the same subject matter in a periodical publication. In the case of a published work (that is not an artistic work and is more than 10 pages) 10% of the total number of pages (or one chapter) is a reasonable portion. More extensive copying may constitute fair dealing for the purpose of research or study. Check with your Campus librarian.
You should:

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

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

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

**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’.

**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.

**SMOKING REGULATIONS**

You must not smoke on any campus or departmental grounds. This includes all buildings, gardens, sports fields, departmental vehicles and car parks.
FEES AND FINANCIALS

TAFE NSW courses can be government-subsidised or provided on a ‘fee-for-service’ basis. When a course is government-subsidised, a course fee applies. Concessions or exemptions may apply for eligible students.

2015 FEE INFORMATION

From 1 January 2015, the NSW Government Smart and Skilled reform will be in place which changes the way in which training in NSW is funded.

As part of these changes, the NSW Government has released the 2015 Skills List (PDF, 1MB) which sets out priority training areas for skills needed for jobs and economic growth in NSW.

If you choose to study a qualification on this list, and meet certain eligibility criteria, some of the fees will be subsidised and covered by the NSW Government. You will pay a fee that will depend on your individual circumstances and eligibility for a subsidised place. In some cases there are limited government subsidised places available. Concession and exemptions can also apply.

You may be eligible for government subsidised training if you are:

• an Australian citizen, permanent resident or humanitarian visa holder or New Zealand citizen, AND

• aged 15 years or older and no longer at school AND

• living or working in NSW

• not completed a higher level qualification than the one you are applying for.
The subsidised course you are eligible for will depend on your previous qualifications.

If you don’t have a post-school qualification higher than a Certificate III, you will be eligible for subsidised training for all courses on the 2015 Skills List. If you already have post-school qualification at Certificate IV or higher, you will be eligible for subsidised training courses on the 2015 Skills list at Certificate IV, Diploma or Advanced Diploma level as well as any apprenticeship or new entrant traineeship course.

For more information, visit smartandskilled.nsw.gov.au.

Apprentices and Trainees:
All registered NSW apprentices are eligible for subsidised training under Smart and Skilled. New entrant trainees are also eligible for subsidised training if their course is on the 2015 Skills list.

**What will I pay?**
In 2015, the big change is that you will be given the fee for the full qualification, not a fee each semester. You will be able to pay this in instalments.

All Smart and Skilled providers will charge the same student fee because the NSW Government has fixed course fees. The fees vary according to the level of the course and the price the Government has determined for the qualification. Your course fee will also vary according to your individual circumstances.

The 2015 Student Fees (PDF) schedule shows detailed fees for each course, but generally:

- the ‘First Qualification’ fee will apply if you have no previous post-school qualification
- ‘Second or Further Qualification fee’ will apply if you already have a post-school qualification
- the ‘Apprenticeship fee’ will apply if you are a registered apprentice and will be capped at $2,000.

Remember, there are lots of different paths to a TAFE NSW qualification that employers recognise and value. A Smart and Skilled
place in a course is not the only way you can get your dream job. If you are not eligible for government-subsidised training, or the limited places are already filled, talk to TAFE NSW staff about fee for service courses, payment options and whether you are eligible for a VET FEE-HELP loan.

**Fee exemptions and concessions**

You will be exempt from paying fees for government subsidised qualifications if you:

- are an Aboriginal or Torres Strait Islander student, or
- have a disability and are enrolling in your first subsidised qualification in a calendar year.

There are no fee exemptions for full fee courses. For example, VET FEE Help full fee or other full fee short courses will not receive fee exemptions.

Fee concessions for qualifications up to and including Certificate IV will be available if you:

- are a Commonwealth benefit recipient (this extends to your dependents as well), or
- if you are a student with a disability enrolling in your second qualification in a calendar year.

The kinds of Commonwealth benefits that may entitle you to a subsidy include:

- Age Pension
- Austudy
- Carer Payment
- Exceptional Circumstances Relief Payment
- Family Tax Benefit A (maximum rate)
- Farm Household Allowance
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
• Special Benefit
• Veterans’ Affairs Pensions
• Veterans’ Children Education Scheme
• Widow Allowance
• Widow Pension B
• Wife Pension
• Youth Allowance
• if you have a parent who receives an unemployment or other welfare benefit
• if you have a spouse, partner or parent who receives a disability pension.

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 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.

Student loans
If you are enrolling in Diplomas, Advanced Diplomas or select Certificate IV courses, you may be eligible to access a Commonwealth VET-FEE HELP loan to repay when your income reaches a certain threshold.

Instalment Plan
Concerned about needing to pay for your qualification in one lump sum before you start? You have other options.

You can pay upfront or you can pay through our simple, easy-to-use Instalment Plan. This payment option means you can get on with training towards your dream career, while being assured your payment process is manageable by working within your budget timeframe.
An Instalment Plan is available for all Government Subsidised courses up to Certificate IV (including Certificate IV). Instalment Plans are not available for Fee for Service courses.

Your Instalment Plan works according to the duration of your chosen course. For example, if you’re studying a Certificate III course over one semester in duration, you will pay for it in two instalments. Firstly, 60% of the total fee is to be paid by the end of January 2015, and then the final 40% of the total amount is to be paid by the end of April 2015. Note: courses of longer duration have more than two payment dates.

To learn more about how TAFE Illawarra’s Instalment Plan works, visit tafeillawarra.edu.au/instalment-plans.

**Accepted methods of payment for the Fees and other related charges**

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

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

**Course fees and other charges**

The fees and charges you will pay will depend on the course you are studying. In addition to a course fee, you may need to pay course-related charges, additional costs for protective clothing and licence fees.

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).
VET FEE-HELP?

VET FEE-HELP is a Commonwealth Government loan scheme that allows eligible students to study now, pay later once they reach a defined income level. It helps vocational education and training students cover their fees and has been available to eligible students in full fee paying (fee-for-service) Diplomas and above by TAFE NSW. VET FEE-HELP loans are not subject to income or assets tests.

TAFE NSW is approved to offer VET FEE-HELP loans to eligible NSW Government subsidised students in Diploma or above qualifications.

For a limited time, students in NSW Government subsidised training places studying selected Certificate IV courses may also be eligible for a loan. No loan fee applies to eligible students in NSW Government subsidised training places.

Check out our FAQs for students or general information about VET FEE-HELP loans and eligibility.

For eligible fee-for-service and eligible NSW Government subsidised Diploma or above courses, VET FEE-HELP provides you with the option of:

• deferring all of your course fees; or
• paying some of your tuition fees upfront and deferring the balance.

A loan fee of 20% is applicable for all VET FEE HELP loans for fee-for-service courses.

Am I eligible?

To be eligible for VET FEE-HELP you must:

• be an Australian citizen or a permanent humanitarian visa holder who will be resident in Australia for the duration of study
• provide a tax file number
• not exceed your FEE-HELP loan limit
• provide, or be allocated, a Commonwealth Higher Education Student Support Number (CHESSN) - a unique identifying number provided by the Australian government
• be a full fee paying student for fee-for-service VET FEE-HELP loans.
Is VET FEE-HELP available for my course?

VET FEE-HELP is available for higher-level qualifications offered by TAFE NSW:

- on a fee-for-service basis, including:
  - all TAFE NSW Graduate Certificates and Graduate Diplomas
  - some TAFE NSW Diplomas and Advanced Diplomas
- for selected NSW Government subsidised Certificate IV courses.

Some Diplomas and Advanced Diplomas for which VET FEE-HELP is available also provide approved credit transfer arrangements to Bachelor Degree programs with a higher education institution.

Refunds

Total or partial refund of the course fee may be available to you. Contact your Campus Customer Services Centre on 1300 766 123 to apply.

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 visit tafeillawarra.edu.au.
TVET – TAFE WHILE AT SCHOOL

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 two or more units of study towards your Preliminary and/or HSC studies.

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

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

For more information, it is recommended that you discuss TVET with your school careers advisor or check out the TAFE Illawarra website – tafeillawarra.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.
INTERNATIONAL STUDENTS

Are you an International Student or Temporary Visa Holder?
You would like to study with TAFE Illawarra or would like assistance with your current studies?

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

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

Email: inter.illawarra@det.nsw.edu.au or visit www.afeillawarra.edu.au/course-and-careers/international-students.
USEFUL WEBSITES

TAFE Illawarra website:
tafeillawarra.edu.au

Apprenticeships and Traineeships:
Provides a wide range of information for new and current apprentices/trainees
and their employers
https://www.training.gov.au

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

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

NSW Adult Migrant English Service (AMES):
Information and Education Resources for People from Non-English Speaking Backgrounds.
http://www.ames.net.au/
NSW State Training Services:
Provides information relating to Smart & Skilled


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 FACILITIES

TAFE Illawarra offers a range of student operated services that as a student you may wish to access.

**TAFE COMPLEMENTARY THERAPIES CLINIC**

The Shellharbour 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**

| Disabled car parking is available outside Block N, Canteen via pathway to Block B. |
| TAFE Illawarra – Shellharbour Health & Recreation Block B, 11 College Avenue Oak Flats NSW 2529. |
| Bookings are essential. Please phone 4295 2151 for appointments. |
TAFE ILLAWARRA TRAINING RESTAURANTS

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

TwentyTwenty Restaurant – Wollongong

**A-la-carte (three courses).**
Seats up to 60 patrons.
Large groups/functions are welcome.

TAFE Illawarra Wollongong, Tourism & Hospitality Block V, Foley's Lane Wollongong NSW 2500.
Disabled car parking is available outside Block V, Tourism & Hospitality.

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

Cafe V – Wollongong

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

TAFE Illawarra Wollongong, Tourism & Hospitality Block V, Foley's Lane Wollongong NSW 2500.
Disabled car parking is available outside Block V, Tourism & Hospitality.

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

Destiny’s operates each Semester at TAFE Illawarra Nowra, 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 eight persons per table.

TAFE Illawarra Nowra, Tourism & Hospitality Block A, 60 Beinda Street, Bomaderry NSW 2541. Disabled car parking is available off Beinda Street outside A Block.

Bookings are essential. Phone 4421 9829.

The Barracks Training Restaurant - Bega

A-la-carte for lunch and dinner.
Seats up to 60 patrons.
Community and industry groups are welcome for lunch.

TAFE Illawarra Bega, Tourism & Hospitality Block K, Barrack Street, Bega NSW 2550. Disabled car parking is available outside Block K.

Bookings are essential. Phone 6492 9738.

The Mantle – Moruya

Modern Australia, a-la-carte.
Seats up to 48 patrons.

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

Bookings are essential. Phone 4474 1825.
The Argyle – Goulburn

**Cafe style food, a-la-care (one course and desert).**
Seats up to 30 patrons.

Bookings are essential. Phone 4823 1800.

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

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The Snowy – Cooma

**A-la-carte menu.**
Seats up to 40 patrons.
Community and industry groups are welcome.

Bookings are essential. Phone 6452 0740 or 6452 0770.

TAFE Illawarra Cooma, Tourism & Hospitality Block 8, Commissioner Street, Cooma NSW 2630.

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**TAFE SPORT AND FITNESS CENTRE**

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

For further information contact Shellharbour on 4295 2200.
CAMPUS LOCATIONS

TAFE Illawarra offers more than 600 courses across 14 campuses.

For contact details about your local campus click the links below or call 1300 766 123.

INSTITUTE CONTACTS

Directorate
3 Rowland Avenue
PO Box 1228
Wollongong 2500

Business Development Unit
Foleys Lane
PO Box 1223
Wollongong 2500

HIGHLANDS DISTRICT

Cooma
66 Commissioner Street
PO Box 777
Cooma 2630

Goulburn
Cnr Verner & View Streets
PO Box 240
Goulburn 2580

Moss Vale
Kirkham Street
PO Box 212
Moss Vale 2577

Queanbeyan
Cnr Buttle & MacQuoid Streets
PO Box 436
Queanbeyan 2620

Yass
51 Church Street
PO Box 368
Yass 2582
NORTHERN DISTRICT

Dapto
Fowlers Road
PO Box 183
Dapto 2530

Shellharbour
11 College Ave
Oak Flats
PO Box 78
Shellharbour City Centre 2529

Wollongong
Foleys Lane
North Wollongong
PO Box 1223 Wollongong 2500

Wollongong West
36 Gladstone Avenue
PO Box 1228
Wollongong 2500

Yallah
138 Marshall Mount Road
Marshall Mount
PO Box 381
Dapto 2530

SOUTH COAST DISTRICT

Bega
Barrack Street
PO Box 689
Bega 2550

Moruya
2857 Princes Highway
PO Box 88
Moruya 2537

Education Centre:
Batemans Bay
Hanging Rock Place
Batehaven 2536

Nowra
60 Beinda Street
Bomaderry
PO Box 225
Nowra 2541

Ulladulla
156 Green Street
Ulladulla
PO Box 131
Milton 2538

We respect and acknowledge the Aboriginal people of this region as the traditional custodians and cultural knowledge holders of this land.