Welcome to North Coast TAFE

Key dates for campuses

18 January  Summer student vacation ends
19 Jan – 30 January  Student consultation with sections
2 February  Semester 1 commences
3 April  Autumn student vacation begins
19 April  Autumn student vacation ends
21 June  Semester 1 ends
22 June  Student consultation with sections
29 June  Winter student vacation begins
12 July  Winter student vacation ends
13 July  Semester 2 begins
21 September  Spring student vacation begins
5 October  Spring student vacation ends
29 November  Semester 2 ends
30 November  Nominations open for NCTAFE Student Recognition Awards
14 December  Summer student vacation begins

We are pleased that you have decided to study with North Coast TAFE.

This booklet provides you with the information you need to know while studying at North Coast TAFE. As well as presenting essential information about studying at TAFE NSW, the booklet explains policies, procedures and rights and responsibilities - both yours and ours.

There is also information on support services available to students. These services range from career and personal counselling, to library and canteen facilities, as well as literacy and numeracy support.

Keep this guide with you so you can refer to it whenever needed, and if you need more information, search our website or contact your local campus.

If you are seeking information about future courses or careers, you can also contact our Customer Service Centre on 1300 628233.

I trust that you will have a successful and enjoyable time with us.

Elizabeth McGregor
Institute Director
North Coast TAFE

Sustainability at North Coast TAFE

North Coast TAFE incorporates environmental sustainability in all of its operations. Sustainable development at North Coast TAFE campuses provides students with an environmentally sensitive place in which to study. If you are interested in our ecological sustainability initiatives, such as car pooling, contact your Student Association Officer.
2015 Calendar

> Key dates for campuses

Welcome to North Coast TAFE

> Sustainability at North Coast TAFE

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> 2014 Australian Training Awards including North Coast Region and NSW State finalists
> TAFE NSW Gili Awards
> Worldskills Australia

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> Suggestions, complaints and allegations
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  – Requirement for students attending workplace learning

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Fees, charges and assistance continued...

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A to Z of general information for all students
2014 North Coast Institute Student Recognition Awards

NCTAFE Student of the Year
Community Services and Health Award
Aboriginal and Torres Strait Islander Student of the Year
Sally Avery
Diploma of Nursing (Enrolled/Div 2)
Port Macquarie Campus

Apprentice of the Year
Marc Schielzeth
Certificate III in Electrotechnology Electrician
Port Macquarie Campus

School Based Apprentice/Trainee of the Year
Sandie Grant-McDonnell
Certificate III in Health Services Assistant
Macksville Campus/Macksville High School

Trainee of the Year
Tamara Baker
Certificate II in Business
Kempsey Campus/Kempsey High School

Business Award
Paul Collins
Advance Diploma of Management
Coffs Harbour Campus

VET in Schools Student of the Year
Summer Jones
Certificate II in Tourism
Grafton Campus/Grafton High School

Creative Industries Award
Merinda Ramage
Certificate IV in Design
Port Macquarie Campus
Acknowledgement for your achievement

Construction Award
Thomson Ross
Certificate III in Shopfitting
Casino Campus

Primary Industries Award
Chandra Armstrong
Certificate II in Horse Industry Practice
Equine Online through Taree Campus

Education and Employment Skills Award
Sue Allum
Certificate IV in Tertiary Preparation
Port Macquarie Campus

Tourism and Hospitality Award
Taylor Shone
Diploma of Events Management
Coffs Harbour Education Campus

Information Technology Award
Joshua Bird
Diploma of Information Technology
Taree Campus

Transport Award
Ben Glen-Holmes
Certificate III in Automotive Mechanical Technology (Light Vehicle)
Kempsey Campus

Manufacturing and Engineering Award
Russell Martin
Certificate III in Electrotechnology Electrician
Port Macquarie Campus

State Prize for Accounting
Steffen Westermann
Advanced Diploma of Accounting
Kingscliff Campus
Acknowledgement for your achievement

2014 Australian Training Awards including North Coast Region and NSW State finalists

Aboriginal and Torres Strait Islander Student of the Year – North Coast Region

Sally Avery
Diploma of Nursing (Enrolled - Division 2)
Port Macquarie Campus

VET in Schools Student of the Year – North Coast Region

Shannon Clayworth-Condon
Certificate II in Fashion Design and Technology and Statement of Attainment in Fashion Design
Wollongbar Campus/Ballina High School

Apprentice of the Year - NSW and North Coast Region

Australian Apprentice of the Year - Runner-up

Mark Hardy
Certificate III in Electrotechnology Electrician
Port Macquarie Campus
Employer: Mackie Electrical and Refrigeration, Taree

2014 Special Achievement Award

Phil Darby Memorial Encouragement Award – North Coast Region nominee
State Training Awards, Sydney

Sue Allum
Certificate IV in Tertiary Preparation
Port Macquarie Campus

Vocational Student of the Year – North Coast Region

Brandon Gifford
Certificate II in Animal Studies
Lismore Campus/Casino High School

Special Award for a Woman in a Non-traditional Trade – North Coast Region nominee
State Training Awards, Sydney

Kelcie Fraser
Certificate III in Carpentry
Wollongbar Campus
Employer: Graeme Essery Building, Lismore

TAFE NSW Gili Awards

Kyle Bell, who studied a Certificate II in Business Administration at Lismore Campus during 2013 while being a school-based trainee, was presented with a TAFE NSW Gili Encouragement Award in August 2014.

Since leaving school, Kyle has pursued full-time employment and is now currently employed at Ngunya Jarjum Aboriginal Child and Family Network Inc in an administrative role while studying a Certificate III in Business Administration.
Worldskills Australia

Strut your stuff

WorldSkills Australia is an organisation that conducts skill competitions in over 60 trade and skill areas including business services, bricklaying, garment production, commercial cookery, heavy vehicle mechanics, electrical installation, restaurant services, and IT support. Successful competitors have the ability to compete at regional, state, national and international level, and match their skills against other people working in their industry.

Competitions are a great way to get noticed at work or in the workplace as they highlight your skills level, willingness to learn, dedication to your job/studies and your courage to have a go.

Gemma Edwards, a hairdressing student from Port Macquarie, has now competed twice at the Australian level, finally gaining a gold medal in Perth in September 2014. For more information, speak to your teacher or visit www.worldskills.org.au.
When you enrol online, or sign and date your enrolment form, you declare that the information you have supplied is true and correct and agree to abide by the regulations relevant to TAFE NSW, and the following:

As a student, you have a right to:

- attend classes (once you have paid, or been granted an exemption from the tuition fee)
- be treated fairly and with respect by staff and students
- learn in an environment free of harassment and discrimination
- have access to a supportive and stimulating environment in which to pursue your goals
- have access to counselling if desired or required
- privacy concerning your student records that contain personal information, subject to statutory requirements
- be given information about assessment procedures at the beginning of the subject and progressive results as they occur
- lodge a complaint without fear of retaliation or victimisation
- have access to certain information through the Government Information and Public Access Act.

As a student, you have a responsibility to:

- treat other students and staff with respect and fairness
- follow any reasonable direction from a member of staff
- refrain from swearing, drinking and eating in classrooms and other learning areas
- refrain from smoking where indicated
- behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing property, cheating or being under the influence of alcohol or drugs
- not use mobile phones at any time in the class
- do all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- return or renew library resources by the due date
- follow normal safety practices, by wearing approved clothing, protective equipment and following both written and verbal directions given by staff
- not behave in any way that could offend, embarrass, threaten or endanger the safety of others
- use the internet in accordance with North Coast TAFE’s Internet Access policy
- park or drive vehicles on TAFE NSW property in accordance with instructions
- respect the environment by responsible use of resources like water and power and using recycling facilities where available
- follow the directions of your teacher and wardens during evacuation procedures.

We have the responsibility to:

- provide you with the opportunity to study, learn and develop skills in a safe and healthy educational and social environment
- safeguard the welfare of children and other vulnerable people who may come into contact with our students in the context of workplace components of a course, visits to industry and simulated workplace settings
- ask students (where applicable) to sign a declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people, and offer the services of a TAFE counsellor should a student request it in relation to making this declaration
- do our best to make sure that you can complete your course at the campus of your choice and in ways that are convenient to you
- not make casual changes to the running of a course or its time, date, fees, or location
- make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconvenience
- advise you of changes to fees, course delivery, timetable and location and of any alternative arrangements available to you.

We have the right to:

- choose to run any course or withdraw it, and where necessary hold a course at a campus other than that advertised
- alter the fees, times or dates for the whole or any part of a course
- not necessarily guarantee that you will be able to complete your course at the campus where you first enrolled, at the times or on the days you were first offered, and/or in the manner you were first offered; for example, by class attendance or external studies.

Privacy

North Coast TAFE is committed to protecting the privacy of your personal information ensuring it is used only for the purpose to which you have agreed. Personal information you supply on-line may only be used by North Coast TAFE staff for matters related to administration, provision of services and the provision of information to staff, students and parents where appropriate.

Personal information concerning you, including your email address, will only be disclosed in accordance with the NSW Privacy and Personal Information Protection Act or as required by Commonwealth or State agencies in accordance with legislative requirements.

For more information on how our Online Privacy Statement governs the collection, storage, use, access and disposal of data including all personal information obtained on Department of Education and Communities and North Coast TAFE websites, you can visit our privacy information page found at www.northcoasttafe.edu.au/privacy.aspx.
Student discipline

You should feel comfortable to report any other student’s behaviour who is interfering with your studies or breaching the TAFE NSW Student Discipline Policy. Report this to your teacher or talk to your TAFE Counsellor for further information.

Students breaching the Discipline Policy may be penalised. Penalties may include suspension from attending your campus for a period, fines up to $200, exclusion from TAFE NSW for up to twelve (12) months or even being expelled.

Students will also be held individually responsible for breach of copyright to all applicable State, Commonwealth and International laws and regulations. See the Library and Information Services section for copyright procedures.

Suggestions, complaints and allegations

We value your suggestions and complaints as they help us to address your concerns and improve the quality of our service.

Accordingly, we have procedures for responding to suggestions, complaints and allegations, so that we do our best to remedy problems promptly and deal with each matter fairly.

If you have any problems, complaints or allegations, we encourage you to try first to resolve them by discussing your concerns with the teacher in charge of your course or seeking support and advice from the campus counsellor.

You should report your problem as soon as it arises so we have a better chance of helping you within a reasonable timeframe, depending on the nature and seriousness of the problem/complaint.

We prefer that you give your name and sign your complaint as anonymous complaints can be acted on only in certain circumstances. You can make a suggestion orally or in writing. If you have a request for remedial action or help which cannot be immediately and completely dealt with by the staff member receiving the request, you will need to put it in writing. We can assist you with this.

You can search for a suggestion or complaint form on our North Coast TAFE website or it is available from your campus administration office. Your complaint will be directed to the appropriate person for investigation, so a solution can be implemented as soon as practicable.

You will be advised of the action that has or will be taken. If you are still dissatisfied, you may wish to talk to a senior staff member of North Coast TAFE or request an appeal process if you are unhappy with the outcome. Whatever the problem, you can feel confident we will deal with it promptly and effectively.

As part of our Consumer Protection Policy, we have a dedicated Consumer Protection Officer, who can be contacted on (02) 6586 2221 or email northcoasttafefeedback@tafensw.edu.au.

Student responsibilities in work environments

In many TAFE NSW courses, some of the learning and assessment occurs in the workplace or a simulated workplace. A simulated workplace is very similar to a real workplace and may have clients, but is usually within a TAFE NSW campus. TAFE NSW has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace, you may not be allowed to participate in a work placement, at least for a period of time.

To help you understand your responsibilities in the workplace, you will be given a code of practice which indicates expected standards of behaviour. Your teacher will explain to you and your workplace supervisor the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your teacher.

You need to take particular care if people in the workplace are clients who may be in vulnerable circumstances. For example, people who are frail, children, young people, people with a disability or people who are receiving a type of service which may put them in vulnerable circumstances (for example, massage therapy or nursing care). A Prohibited Employment Declaration form must be signed by students in courses where contact will be made with children and young people. Your teacher will give you more information about this.

Students who have committed a breach of discipline or who are assessed as presenting a significant risk to themselves or others during work placement may be prevented from undertaking or continuing further work placement. This may mean they will not complete the course. Your teacher or an enrolling officer can provide you with more information about this policy.

If you are unsure about whether it may prevent you from completing a course you could discuss the matter with a NCTAFE counsellor. In some circumstances, students may be required to undertake a Working with Children Check or a National Criminal Record check from NSW Police. More information and an application form can be found at www.police.nsw.gov.au.

Requirements for students attending workplace learning in the aged care, nursing, community services and children’s services sectors

Students enrolled in courses in aged care, allied health, health services assistance, enrolled nursing, disability, children's services and community services undertake workplace learning as part of their studies. Most workplaces require students to have a current national police check or a completed Prohibitive Employment Declaration. Some workplaces also require students to be vaccinated against certain diseases. Meeting these requirements is usually not negotiable and will be at your cost.

You will get more specific information once enrolled and you can access up-to-date information on the NSW Department of Health website when you search for ‘clinical placement’.
Harassment and discrimination

It is against the law to harass or discriminate against another person on the basis of an attribute such as (but not limited to) age, gender, sexual preference, race, disability, homosexuality, marital status or pregnancy.

Harassment includes inappropriate conduct that is unwelcome, demeaning, unreciprocated, intimidating and/or offensive against an individual or a group of people. Behaviour that may be acceptable in private, social or cultural settings among some groups of people may be unacceptable in a workplace situation or educational institution. Behaviour that is acceptable to one person may not be acceptable to another. The person being harassed, not the harasser, is the one who decides whether they feel harassment has occurred.

North Coast TAFE has produced a video that raises student awareness and gives suggestions on how to deal with harassment and bullying. We want all staff and students to work and learn in a positive environment, free from harassment. You will be shown the video and asked to sign a sheet to say that you have seen it.

If you or another student has been discriminated against or harassed, students are encouraged to ask the person treating them in this way to stop and remind them that discrimination and harassment are not accepted at TAFE NSW. If you don’t feel you can do this, you can seek advice and support from the campus counsellor, who will refer you to your course head teacher to make a formal complaint. It may constitute a breach of the Student Discipline Policy or be a criminal offence and will be dealt with promptly and effectively.

Management of risk of harm to students and staff

North Coast TAFE is required by law to ensure the health and safety of students, staff and visitors on our premises. In order to meet these legal obligations, it is necessary for us to assess and manage any known risk of violent behaviour. If you have a history of violence that may suggest that you could pose a current risk of any type to TAFE students, staff and/or visitors, it is a condition of your enrolment to advise the enrolling officer, a TAFE counsellor or your head teacher prior to attending your first class. For these purposes, ‘violence’ is not restricted to physical acts. It includes any behaviour in the last ten years that seriously interferes with the physical or psychological safety and well-being of others such as:

- actual violence to any person
- possession or use of a weapon or any item with the intention to cause harm or injury to others
- threats of violence or intimidation of others
- suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

If you don’t disclose this information when signing the enrolment form or enrolling online, then you are in breach of this regulation and risking your enrolment to be invalid.

North Coast TAFE is committed to offering vocational education and training to the entire community. Following your advice of a potential risk, we will carry out an assessment of the current risk and, if necessary, provide you with support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate, safe environment to suit every student’s needs and maximise your success in your studies.

Work health and safety

North Coast TAFE is committed to providing a safe learning environment through meeting relevant work health and safety standards and having staff trained in appropriate prevention and risk management processes, fire and evacuation procedures, maintaining buildings, and appropriate security services. Students are required to comply with the work health and safety requirements of TAFE NSW and should familiarise themselves with the evacuation plan for their campus including assembly points and exits. Each campus has its own Health and Safety Committee, so any health and safety concerns can be raised with, or reported to this committee, a relevant staff member or your teacher.

In the interests of health and safety, you are required to observe standard safety practices, including wearing appropriate clothing and using personal protective equipment (PPE) for the specific task or area. This includes the wearing of appropriate protective footwear as necessary and students can be refused entry to certain areas if they do not have the required clothing/equipment.

Students must inform their teacher of any injuries suffered, or incidents where injuries could have potentially occurred while on TAFE premises or property, or during class activities away from TAFE premises. The incident needs to be notified to the DEC Safety Hotline via 1800 811 523 by any staff member.

Child protection

North Coast TAFE is committed to ensuring that its students and teachers work in a safe environment free from sexual, physical and emotional abuse. TAFE is committed to ensuring that it meets this expectation through the range of programs and services that it undertakes. In the course of their work, all staff members have a duty to take reasonable care to protect young people against risks of harm that should have been foreseen. This is achieved by:

- planning for a safe environment
- assessing the levels of risk
- supporting young people in ways that are responsive to their needs
- being aware of indicators of abuse and neglect
- reporting concerns about risk
- participating in relevant training, such as the Child Wellbeing ‘Keeping them Safe’ training
- following departmental guidelines.

All of our staff are required to report to NSW Community Services (via a senior TAFE manager) if, during the course of their work, they observe or receive information indicating that a child or young person under 18 years, involved in any TAFE related activity, is at risk from abuse or neglect.

If you have any problems, complaints or allegations relating to child protection, you can discuss the issue with your course head teacher or the campus counsellor and the matter will be dealt with promptly, fairly and confidentially.
Emergency evacuation procedures

In the event of an emergency/evacuation:
• remain calm
• cease work immediately
• follow directions if asked to leave the building. If so, do so immediately in an orderly manner and take valuables
• go to the designated assembly area
• stay with your class
• do not leave the campus unless you have notified your teacher (it is important not to block access to the campus for emergency vehicles)
• wait to have your name called from the roll
• do not re-enter the building until directed by campus staff.

Emergency Evacuation Areas are marked on campus maps throughout the campus.

Please note:
• the nearest evacuation assembly area to your classrooms
• where you are in the building
• your nearest exit points
• other assembly areas.

Non-smoking policy

Smoking is not permitted in any building or within five metres of any building on campus.

North Coast TAFE, in line with the Smoke Free Environment Act 2000, extends restrictions on passive smoking to prevent tobacco smoke penetrating non-smoking areas. Campus management plans showing the extended restricted areas are in place and all staff, students and visitors are asked to cooperate to ensure tobacco smoke is kept well away from all buildings and restricted areas.

Student Association

Every North Coast TAFE student has a complimentary membership of the Student Association. Student associations are run by students for students and are a great way of getting more involved with campus activities.

Services provided vary from campus to campus, but the Student Association organises get-togethers like campus barbecues, competitions, sporting, creative, artistic and social activities and lots more. You can receive notice of these campus activities when you ‘like’ your local campus Facebook page or view campus noticeboards.

Student Associations may raise funds to buy equipment such as outdoor seating, lockers, laptops, student refrigerators or to provide campus landscaping.

By attending student advisory meetings at a campus, you get a chance to have your say about how things are done and what students’ needs are. For more information, please see your campus or section Information Sheet for how to contact your local Student Association Officer.

Student Association Officers

All campuses have a Student Association Officer. Student Association Officers at North Coast TAFE work part time and support two or three campuses.

The role of the Student Association Officer is to:
• assist with the running of the Student Association at each campus
• find out what out-of-class facilities, services and activities are needed by students
• let students know about their rights and responsibilities
• communicate campus events via the campus Facebook page and noticeboards
• maintain Job Boards to let students know of employment opportunities in their area
• support the online Jobs Hubs at www.jobshubnct.org.au
• organise training in resume and job application writing and interview skills when required
• communicate student scholarship and grant opportunities when they become available

After you commence your studies, you will hear more from the Student Association Officer about what is specifically going on at your campus and how you can become more involved in student activities. Orientation sessions are provided to all new student groups and this will be your opportunity to meet your Student Association Officer and discuss the support that they can offer you while you are studying with North Coast TAFE.

Some Student Association Officers are providing training in mentoring and facilitating student- to- student mentoring support.

Check with your Student Association officer to see whether this service is provided at your campus.
Course information

North Coast TAFE offers a wide variety of courses via campus or workplace delivery, or via online or distance learning through TAFENow. There are also opportunities to study on-the-job or through flexible learning options.

We have nationally recognised qualifications from certificate through to advanced diploma level, graduate certificates and graduate diplomas. You can progress from your TAFE study through to university via our uni pathways. We also have a range of short courses that meet legislative or specific skill needs.

Campus administration and North Coast TAFE's Customer Service Centre staff can help you with information on courses and services throughout TAFE NSW campuses, including course outlines, unit details, entrance requirements, and application and enrolment procedures.

Customer Service Centre: 1300 628233
North Coast TAFE website: www.northcoasttafe.edu.au

Course-to-course transfers

You can apply for a course-to-course transfer if:

- it is within the first three teaching weeks from the date of enrolment
- it is within two months of the date of enrolment
- North Coast TAFE cancels the course.

Contact the campus administration office where you are enrolled to see if you need to pay an extra fee or if you are entitled to a refund.

TAFE counselling and career development

Counsellors are available to help both intending and enrolled students. The service is free and voluntary. It is also confidential, subject to legal requirements.

TAFE counsellors may help intending and enrolled students with educational and course planning, as well as career choice, development, or change.

For enrolled students, TAFE counsellors can also assist in a wide variety of areas such as:

- educational difficulties
- study skills development
- financial assistance schemes
- personal problems, for example, depression, anxiety
- relationship difficulties, stress and substance use issues
- jobs and job seeking
- referral to other services (for example, legal, medical, accommodation or financial).

Their aim is to help students overcome barriers to learning, succeed in their studies, achieve their goals and make learning a positive experience.

More information is available when you search for ‘counselling’ on our North Coast TAFE website. Contact your local campus administration staff or the counsellor if you want to make an appointment.

Learner support

Learner support can be organised to help to develop study skills and provides contextualised language, literacy and numeracy support to enable successful course completion. The support options can include individual tuition, working in small groups with a learner support teacher, or having support provided in the classroom. Learner support is contextualised to the content of the course you are enrolled in and specialised support is also offered to improve skills in communication for the workplace and team building.

If you would like support to successfully complete your course, please talk to your teacher about the options available.

Learner Support Centres

Learner Support Centres are there to help you be successful in your studies. For example, many students have trouble with writing essays, preparing for exams, researching topics, using computers for assignments or even fully understanding what is expected in an assessment task.

Teachers in the Learner Support Centre are rostered at various times and are available to help you. They are highly experienced in helping students achieve and you can receive individual attention.

The centres are equipped with the latest computers with internet access. Main services include support for:

- preparing and writing assignments
- research skills
- study skills
- examination preparation
- essay and report writing
- using a computer for assignments
- presenting seminars
- English language skills
- learning mathematical skills
- reading, writing and spelling
- internet research.

Study, stress and drugs

The pressures of study may cause you or your friends to feel stressed, more emotional and subsequently anxious at times. Sometimes you and/or your friends may use alcohol and other substances so that you can ‘cope’, or to ‘relax and feel normal’.

Addiction occurs when you or your friends must have the drug on a regular basis to function throughout the day.

Do you or your friends experience any of these signs or symptoms?

**Physical:** Tremors in the hands that decrease after drug use; loss of weight; insomnia or poor wound healing.

**Emotional:** Irritability that decreases after drug use; mood swings; irrational and sometimes over-reactive responses causing harm to yourself/themselves or others when using drugs; anxiety or paranoia.

**Behavioural:** Planning social and daily events around taking or obtaining their/your drugs; withdrawing from your social network, for example, being unable to attend class because of hangovers, or withdrawing from your usual friends or family; or waking up in the morning and using substances (including alcohol) to begin the day.

If you feel you want more information for yourself, family members, friends or colleagues then please contact the TAFE counsellor on campus, the Student Association Officer, or call 1300 662 263 to talk to someone at your local drug and alcohol service.
North Coast TAFE offers a range of learning modes or approaches in addition to full-time and part-time classroom sessions. These include:

- online delivery
- distance learning
- lectures and tutorials
- learning and/or assessment in the workplace
- self-paced learning
- computer-based sessions
- weekend sessions
- individual study
- projects and/or learning contracts
- peer support or learning groups.

Teachers will work with you to help you find a learning mode or approach that fits best with your lifestyle and commitments.

**Flexible learning**

TAFE offers a range of learning modes or approaches in addition to full-time and part-time classroom sessions. These include:

- online delivery
- distance learning
- lectures and tutorials
- learning and/or assessment in the workplace
- self-paced learning
- computer-based sessions
- weekend sessions
- individual study
- projects and/or learning contracts
- peer support or learning groups.

Teachers will work with you to help you find a learning mode or approach that fits best with your lifestyle and commitments.

**Library services**

North Coast TAFE libraries provide library and information services to TAFE NSW students and staff. Library staff members assist with locating information resources to support TAFE teaching and learning, and provide training in information skills. North Coast TAFE libraries provide a quiet place to study, with access to photocopiers, computers, scanners, audiovisual equipment and videoconference facilities. A range of services and electronic resources is also available when you search for 'library' on the North Coast TAFE's website.

**Resources**

Campus libraries contain a wide variety of resources including books, periodicals, DVDs, and other print and audiovisual resources. The library catalogue lists resources at all TAFE NSW libraries and is available online at www.tafecat.tafensw.edu.au/tafecat.html.

**Borrowing**

All TAFE NSW students who are currently enrolled can borrow from North Coast TAFE libraries on presentation of their TAFECard. Library items must be returned by the due date. Fines and charges are payable for items returned late or damaged, or if you fail to return items. Borrowers are responsible for all items borrowed on their card. Always ensure your address details are current as notices for overdue items and fines are posted. These fines may accumulate to a significant debt and prevent the release of your results until they are paid.

Search for the ‘Library Orientation Online’ page of the North Coast TAFE website for more information.

**Computers and internet access**

Computers in North Coast TAFE libraries offer access to electronic resources, the internet and software applications. Some computers require prior bookings, and time limits may apply. There are guidelines for appropriate use of the internet that students must comply with (see the policy on computer, internet and intranet use on page 21).

**Library familiarisation**

Library tours are normally provided to new students at the commencement of their course. If you miss your tour, please see any of the library staff who will show you around or you can access the online library orientation found on the North Coast TAFE website. Further information is available from your campus or section Information Sheet, or from campus libraries.

**Photocopying and copyright**

Many libraries, in partnership with the campus Student Association, provide students with access to a photocopier. Students can use other people’s copyrighted material in their study without getting permission. Use of copyright material for the purpose of research or study will not infringe copyright, provided the use is “fair”.

The “reasonable portion” or “10% rule” applies to textual information and allows you to copy for research or study the following:

- 10% of the number of pages (if it's text or music and is more than 10 pages long)
- One chapter (if it's divided into chapters) either printed or electronic
- An article from a newspaper, magazine or journal (or more than one if it's on the same subject)
- 10% of the number of words in an electronic work (internet/CD-ROM).
Fees, charges and assistance

When you enrol, you pay a tuition fee for your course. North Coast TAFE offers a wide choice of courses - some that attract government subsidies and some that do not. The fees payable will vary, depending on your personal circumstances, your study history and the course you choose. Our website provides some basic fee information and a fee calculator, and a customer service officer will be able to help you arrive at a final fee.

If you choose a government subsidised course, and are eligible for a subsidised place in that course, you will pay a reduced fee. Depending on your personal situation, you may also be entitled to a concession or an exemption that will reduce your fee even further.

Fee information for government subsidised courses
From January 2015, courses on the NSW Skills List are subsidised by the NSW Government under an initiative known as ‘Smart and Skilled’. More information on this initiative is on our website.

Fees for funded (subsidised) places in such courses are set by the NSW Government. No matter where you study, fees for funded courses will be the same for the same course. However, the exact fee you pay will depend on your individual circumstances.

To be eligible for government subsidised training you must meet certain criteria. Once you have done this, part of the course price is paid by the government. This reduces the fee you pay to complete your course.

To be eligible for a government subsidised place you must be:
• 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.

The fee you pay will also depend on what you have studied in the past:
• If you have never studied before, more of your course price is paid by the government, so the fee that you pay will be lower.
• If you have previously completed a course after high school, you may still be able to access a government subsidised place, but the fee you pay will be slightly higher, as the government will pay less towards your course price.
• In some cases, courses you have completed previously may mean you are not able to access a government subsidised place.

You can check to see if you are eligible for a subsidised place and get a fee estimate for the course you’ve chosen by clicking on the ‘Apply now’ button located on the relevant course page on our website.

Fee information for non-subsidised courses
If you are not eligible to access a government subsidised place, or choose to study a non-subsidised course, you will need to pay the full fee. No concessions or exemptions are available for non-subsidised courses.

Non-subsidised courses include short courses, Statements of Attainment, Graduate Certificates and Graduate Diplomas, TAFE Delivered Vocational Education and Training delivered to Years 11 and 12 students studying their HSC (see below) and courses undertaken by students not living or working in New South Wales, international students and temporary visa holders.

We offer a range of convenient, affordable ways to pay your fees including formalised payment plans, flexible part payments or VET-FEE Help. If you can’t pay your full course fees when you enrol, there are different types of assistance available. Speak to a customer service officer at a campus or on 1300 628233 to find out what assistance would suit you.

Apart from your tuition fee, there may also be some additional costs for items such as textbooks, personal protective equipment, and/or industry equipment.

More information about fees for a specific course is available on the relevant course page on our website. Alternatively you can speak to a customer service officer at a campus or on 1300 628233.

TAFE-delivered Vocational Education and Training (TVET) courses
North Coast TAFE offers Year 11 and 12 school students with the opportunity to study TAFE courses as part of their HSC and provides TVET courses to high schools on a fee-for-service basis. Your school may require you to pay additional fees to contribute to the cost of TAFE-delivered courses. Find out more about TVET courses on our website or speak to your school careers adviser or our VET for Schools coordinator.

VET FEE-HELP
If you are planning to study a diploma, advanced diploma, a graduate certificate, graduate diploma or certain certificate IV courses, you may be able to access VET FEE-HELP. With VET FEE-HELP, you can defer payment of your fees so that you study now and pay later. Once you complete your course you repay your fees when your income reaches a certain level. Find out more about VET FEE-HELP on our website or talking to a Customer Service Officer on 1300 628233.
Financial assistance

Apart from our flexible payment options that give you convenient ways to pay your fees, there are other types of financial assistance available that may help you reduce the cost of your study.

Depending on the course you choose to study and your personal circumstances, you may be able to get financial support through:

- a Government-subsidised place;
- a fee exemption or concession if you are receiving Centrelink benefits or a Disability Support Pension;
- a scholarship;
- your Job Network Agency or employer, who may be willing to help with payment in an approved course (we can provide an invoice and receipt if needed);
- A trade support loan (for apprentices only).

Students may be eligible for financial support through childcare assistance. If you are a sole parent and a ‘JET’ client, you may get priority. You can also call the Childcare Access Hotline on 1800 670 305. This is a Commonwealth Government service which also offers a translator and TTY service.

If you are not sure about what financial assistance is possible for you, contact a customer service officer on 1300 628233.

Scholarships

You may be able to get help meeting part or all of your course fees and expenses by gaining a scholarship. Scholarships are available from a variety of sources, such as government departments, individuals or organisations. Each has different eligibility criteria.

To apply for a particular scholarship you need to follow the guidelines set down by the organisation offering the scholarship scheme. Find out more about some of the scholarships available on our website at www.northcoasttafe.edu.au/get-started/fees-and-financial-assistance/scholarships.aspx.

The Country Education Foundation also has an extensive listing of scholarships and grants available to students in regional areas at www.cef.org.au/students/scholarships.

Fee information for apprentices and trainees

Apprentices

Apprentices eligible for a government subsidised place pay a capped fee for the whole qualification. You may also be eligible for a concession fee or exemption. To be eligible for the capped fee you must provide proof of your apprenticeship. Further information and frequently asked questions are available on the Australian Apprenticeships website www.australianapprenticeships.gov.au.

Information on assistance available to apprentices in NSW can be found on the State Training Services website www.training.nsw.gov.au/promotions/apprenticeships_traineeships.html.

Fees for trainees vary depending on whether you are a ‘New Entrant’ trainee or an ‘Existing Worker’ trainee. The fee you pay will depend on the course you choose.

Existing Worker trainees

An ‘Existing Worker’ trainee is a person who has already been working full time in the business for longer than 3 months before being offered a traineeship. If you are an existing worker trainee, North Coast TAFE partners with your employer to deliver only the formal portion of training you need for your qualification. The rest of the training is gained on the job.

Fees for Existing Worker trainees is on a ‘fee for service’ basis – government subsidised places are not available.
Concessions, exemptions and allowances

Concessions
A concession (or fee reduction) is available on subsidised courses if, at the time of your enrolment, you meet the eligibility criteria to access a government-subsidised place and you receive certain Centrelink benefits such as:
- Abstudy
- Age Pension
- Austudy including Veterans Children Education Scheme
- Carer Payment
- Disability Support Pension
- 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 Pension including Widow 'B' Pension
- Wife Pension
- Youth Allowance

Students who are recognised as a dependent child/spouse/partner of a recipient of an eligible benefit or allowance may also be eligible for the concession fee.

Exemptions
An exemption means you are not required to pay the course tuition fee, but you may still need to pay relevant additional costs.

If you are an Australian Aboriginal or Torres Strait Islander person, and are eligible for a subsidised place, you are exempt from paying the course fee.

If you live and work in NSW and receive a Disability Support Pension, a Veteran’s Affairs Compensation Pension, or are assessed as having a long term condition, injury or disability you may be eligible for one fee exemption per year for a government subsidised place. If you enrol in any subsequent government subsidised courses in that year you will be eligible for the concession fee. These exemptions or concessions are only available at the time you enrol.

If you don’t receive a Disability Support Pension from Centrelink but you think you may have a long term condition or a learning difficulty (such as dyslexia, ADHD or ADD), it is worthwhile having a talk to our support service counsellors.

By letting us know about your disability (such as deafness or hearing impairment, intellectual disability, physical disability and vision impairment, mental health, autism) or a learning disability or additional learning needs at the time you enrol, we can also help you to access our specialist support services so that you get the most out of your course. Search for Disability Support Services on our website at www.northcoasttafe.edu.au/student-support/student-services/disability-support-services.aspx.

Trade Support loans for apprentices
You may be able to apply for a Trade Support Loan of up to $20,000, which you can use to assist with the costs of living and learning while you are undertaking your apprenticeship.

The loans are flexible to meet your needs. For example, you could apply for six months only to buy your tools, or you could save up your first year’s payments to buy a second-hand vehicle and then opt out of further payments; or you could take the full loan to cover living expenses such as rent, public transport and phone bills throughout your years of training.

To be eligible for Trade Support loan payments, you must:
- reside in Australia and be an Australian citizen, or the holder of a permanent visa and
- be undertaking a:
  > Certificate III or IV level qualification that leads to an occupation on the National Skills Needs List; or
  > Certificate II, III or IV level agricultural qualification; or
  > Certificate II, III or IV level horticultural qualification while working in rural or regional Australia; and
- meet the eligibility criteria which are assessed by your Australian Apprenticeships Centre (AAC) when you lodge your Trade Support Loans Application Form.

You will have to repay the amount you borrow under a Trade Support Loan but will not be charged interest or fees on the loan. It is, however, indexed each year in line with the Consumer Price Index. Repayments are made through the tax system once your income reaches a certain level.


Having difficulty paying?
If you are suffering from financial hardship you can talk to one of our counsellors or disability consultants. TAFE counsellors can assist students with financial matters as well as career planning, study skills, course articulation and credit transfer and personal issues such as managing stress.

Counselling sessions are confidential except where information is governed by government legislation and professional requirements.

To arrange an appointment, contact a customer service officer.
Refunds and withdrawals

Current and detailed information on refunds and withdrawals can be found on our website by searching ‘refunds’.

Government-subsidised courses

If you are withdrawing from a government-subsidised place or applying for a refund, you need to complete a Withdrawal/Refund Application form and post it or return it to your campus of enrolment.

You will not be eligible for a refund of your course fee unless you meet the exceptional circumstances listed below. If you are applying for a refund you will need to attach information and documents that show how you are eligible for a refund.

A refund of all or part of the TAFE NSW fee may be given in the following exceptional circumstances:

• You have overpaid the TAFE NSW fee.
• You enrolled in a course that has been cancelled by the campus or Institute.
• You have paid the full TAFE fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment or the date of first attendance at class (you will be eligible for the concession fee).
• You are offered and accept a place in a course at university or at the same/another TAFE NSW campus within the first three teaching weeks.
• You enrol in a course only to repeat a failed unit/module but are then granted a pass in that unit/module by an Assessment Review Committee.
• You formally advise the campus before classes commence and with no attendance, that you are withdrawing from the course.
• You make a full-year payment and withdrew with no attendance in Semester Two. You may be eligible for a refund of the Semester Two TAFE NSW fee.
• The campus delegate is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example, if you meet with a serious misadventure and you were unable to continue your enrolment.
• Extended hospitalisation or illness (two weeks minimum) supported by a medical certificate and resulting in extended absence from classes.

• A refund of the fee for the second semester may be given for pregnancy/child birth (other than in cases of medical complication covered by the above), in this case a refund of the fee for second semester may be given.
• If you enrol in an approved apprenticeship or traineeship course without evidence of being an apprentice or trainee, you will be asked to pay the full fee. If you subsequently provide evidence that you are an apprentice or trainee you will be refunded the difference between the course fee and the capped apprenticeship or traineeship fee.

Non-subsidised courses

Refund/transfers for non-subsidised courses are only available if you notify us of your withdrawal at least seven (7) days prior to the commencement of the course. Refunds are made to the student, organisation or third party who originally paid the course fee.

Reasons for not refunding payment of fees

Generally, these circumstances are not usually regarded as grounds for a refund ie when:

• you change your job
• you change work hours
• your travel to campus becomes inconvenient
• you move interstate
• you are retrenched or made redundant.

Refunds are not provided if you do not attend or do not give adequate prior notification that you cannot attend a practical session or workshop, or have actively participated in a course, ie you have:

• attended one or more class sessions
• submitted an application for recognition of prior learning (RPL)
• accessed activities and unit support pages in the learning management system or Moodle website
• submitted assessments
• attended practical sessions
• attended exams or tests
• completed units or made satisfactory progress in learner support
• contacted your teaching section for support and assistance.

If materials, equipment or resources you have paid for remain your property, you will not be refunded.
Credit

If you already have skills and knowledge that are relevant to your course, you may be able to apply for credit.

Credit may be granted through a number of processes:
- Articulation allows you to progress from one completed qualification to another in a defined pathway (such as from school to TAFE, or from TAFE to university).
- Credit Transfer allows you to receive an agreed amount of credit for previous learning which is considered to be equivalent in content and learning outcomes to your nominated course.
- Recognition of Prior Learning (RPL) allows you to be granted credit based on an assessment of your previous learning and unique experience, if there are equivalent outcomes.
- Advanced Standing allows you to receive a reduced course qualification if you can clearly show you have already gained the equivalent skills and knowledge you may be given an exemption for a unit of study or, in some cases, a full course.

If your application is successful, you will have your skills and knowledge recognised and you may receive your qualification faster because the study required to achieve your qualification may be reduced.

If you can clearly show you have already gained the equivalent skills or knowledge, you may be given an exemption for a unit of study or, in some cases, a full course.

RPL and advanced standing

Recognition of prior learning (RPL) is a process which North Coast TAFE uses to recognise the skills and knowledge that you have gained through previous studies, work, and life experiences. If those directly relate to parts of the qualification you are enrolling in, you may be eligible for advanced standing.

If this is the case, your competence in the unit may be recorded. This makes you exempt from attending these classes, or undertaking assessment activities and may mean you complete your course in a shorter time period.

You can apply for RPL if you have formal qualifications from TAFE, university, school or another registered training organisation (RTO) in Australia, which includes the same or similar subjects, to those in the qualification you are enrolling in.

Recognition also takes into account work in related occupations both in Australia and overseas; skills and knowledge gained by working for a community or voluntary organisation such as a church, school, sporting club, kindergarten, bushfire brigade, surf life-saving club or a fundraising organisation; or through hobbies, sport, or leisure activities etc. On-the-job training programs can also be considered.

Overseas study, work, or life experiences can also qualify for RPL. You need to supply supporting documents, such as testamurs, reports, or references, and they must be translated into English for the application for RPL. Contact your campus counsellor for organising assistance with this.

There is no fee to apply for RPL for individual students currently enrolled in TAFE NSW courses. Enterprises or individuals requiring a customised service may access a commercial recognition service.

Contact your head teacher to discuss applying for RPL or ask at your campus administration office for a copy of North Coast TAFE’s Recognition of Prior Learning brochure.


Assessments and examinations

To gain a TAFE NSW qualification, you must demonstrate competence in each of the units you enrol in. This means you will be assessed in every unit.

Assessment could be a test of practical skills and/or a written test of knowledge. Some assessments are done at the TAFE campus, or in your workplace or at home and submitted to your teacher by a specified date.

Assessments will vary depending on the course and may be a combination of a range of approaches, so see the specific course information flyer for your course on our website for more detail.

Your teacher will give you an outline of the course, the assessment scheme and any special requirements that apply, along with the assessment guide for both the course and the units you are studying and a copy of Every Student’s Guide to Assessment in TAFE NSW, also found on the TAFE NSW website www.tafensw.edu.au/courses/assessment.

You must submit work required for assessment events such as projects or reports, and attend class tests on required dates. If, for any reason, you are unable to attempt an assessment task, you should let your teacher know in advance of the due date. You may negotiate an extension of time, otherwise a penalty is applied.

If it is due to illness you must advise your teacher as soon as possible, preferably prior to the scheduled time.

Assessment appeals

All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement.

Appeals against an assessment process must be lodged within six months of being formally notified of the result of the assessment. Help for this can be obtained at your campus administration office.

Grounds for appeal may include failure to:
- provide appropriate advice to the candidate before and during the assessment
- provide reasonable adjustment where necessary
- take literacy, numeracy and language requirements of the student into consideration
- consider the ‘conditions of the day’ and make appropriate adjustments
- consider all available evidence
- make an assessment decision consistent with the evidence provided.

National Recognition

You can apply for National Recognition if you have already successfully completed one or more of the units in your intended course in a course delivered by any registered training provider in Australia.

You will need to provide a certified copy of your Academic Transcript or bring the original and a copy to your local campus so we can verify the copy against the original document.
Formal examinations
In some courses, you may be required to do a formal Category A or B final examination. These are held outside normal class times and at the same time and date throughout NSW. They are normally held over a two to three week period in June and November.

Campuses will display the dates and times on noticeboards and it is your responsibility to check the details there or online via the DEC Student Portal. No information about these examinations will be provided by phone or fax.

You must present your TAFE Card for identification purposes at all examinations. Remember to be seated no later than 15 minutes prior to the examination’s scheduled start.

For more information, search ‘exams’ on North Coast TAFE’s website.

Reasonable adjustment
If you have a disability and have to sit a final exam or class assessment as part of your subject assessment, you may be eligible for ‘reasonable adjustment’. This needs to be organised with the local disability teacher/consultant no later than three weeks prior to the scheduled examination date.

Results and completions
Course completion - testamurs
Testamurs are formal documents which certify that you have successfully completed your course. They are printed in Sydney and posted to the address listed on your enrolment form. If you want a replacement testamur, you must complete an Application for Replacement Testamur form and pay a fee to the administration office at the campus where you studied.

North Coast TAFE reserves the right to revoke or cancel a testamur if it is subsequently established that the quality assurance process has not been fully applied. This includes, but is not limited to, inadequate assessment, false or misleading assessment documentation and administrative errors in issuing the testamur or establishing eligibility of the qualifications and competencies. You will be notified in writing of the proposed action, and invited to provide a written response where relevant.

Course results – transcripts
Transcripts of your academic record are posted to you either in July (for studies completed mid-year) or in January (for studies completed at the end of the previous year). Transcripts are valuable because they show the names and results of all of the units you have enrolled in. Information about course results can also be obtained from your teacher or campus administration office at your enrolled campus after correct personal identification.

Your results, including a report to the employer if you are an apprentice or trainee, will be withheld if you have any fees or library fines owing or unreturned library books or resources, or if you have been excluded from a TAFE NSW Institute, campus or establishment or any TAFE courses or units.

Exam results
Result notices are posted to your home address approximately four weeks after the examination period. It is important your current address is registered correctly with the campus administration office before the examination period.

You are able to view your results at the TAFE NSW Learner Portal, accessible from the North Coast TAFE page found at www.northcoasttafe.edu.au/current-students/links-to-tools-login-portals.aspx.

TAFE2Uni pathways a head start to a university degree
A TAFE to university pathway is a great way to get practical ‘job ready’ skills and then gain entry to a university at an advanced stage by receiving credits for units studied as part of your TAFE qualification.

A TAFE Certificate IV or Diploma could give you between 6-12 months credit in a university degree and some advanced diplomas offer even more credit. This enables you to complete a degree program in a shorter timeframe.

North Coast TAFE graduates may also be eligible for guaranteed places into some degree programs at our partner universities. Search for ‘TAFE2Uni’ on our North Coast TAFE website for the latest updates and links to websites of our partner universities.

For more information on credit transfer arrangements at other universities throughout NSW and Australia, visit the TAFE NSW TAFE to University website at www.tafensw.edu.au/career/pathways/tafe_to_university.htm, or go to the website of your preferred university and search ‘TAFE’.

It is essential that, as a prospective student, you contact the university you are planning to attend and enquire about current TAFE advanced standing arrangements, as these change and are updated frequently.

Disclaimer about course offerings
In most cases you will be able to complete your course as you intend, subject to you making satisfactory progress. However, in some cases, it may not be possible to complete your course at the same campus, with the same pattern of attendance or under the same fee structure as you started.

These changes can be made even when students are enrolled and despite any expectation students might have about where or when they might complete their course. North Coast TAFE will not be liable for any loss, expense or inconvenience that these changes may cause to anyone.
Personal Information

Unique Student Identifier
From January 2015, every student will need a Unique Student Identifier, known as the 'USI'. This is a number that is yours for life and is used to track any studies that you complete and gives you access to your training records. Think of it as a tax file number for your education.

You can get your Unique Student Identifier (USI) through the Australian Government Department of Industry website at www.usi.gov.au. When you create your USI, you will need to have proof of your identity handy. Our website has useful information to help you through this process.

You need to allow North Coast TAFE to access your records so that your enrolment can be processed and your results can be updated on your records – which will help when you’re job hunting or seeking credit transfers or recognition for prior learning (RPL) in the future. Our website has more detail, and you can contact a customer service officer on 1300 628233 if you have any questions.

TAFEcard
TAFEcard is a student identity and campus services card and it displays your photograph, name and TAFE NSW Student Number.

It facilitates:
• student identification on campus and in final exams
• registration with the TAFE NSW library network
• identification of eligible student travel concessions
• the ability to purchase and load value to your TAFEcard when photocopying and printing.

It is essential to have your TAFEcard with you at all times while at TAFE NSW. The card must be brought to all examinations for identification purposes and to use resources at a TAFE library. Your enrolment is not complete unless you have your TAFEcard photograph taken. The TAFEcard will be posted to you. If you are enrolling on behalf of someone else, find out from the enrolling officer how the student can arrange for the issue of their TAFEcard.

There may also be a replacement fee for lost or stolen cards. Use of your TAFEcard is subject to the terms and conditions of the applications represented on the card. Please do not let anyone else use your TAFEcard. Report lost, stolen or damaged TAFEcards immediately to the campus administration office.

Change of address or personal details
If you change your address or other personal details, it is most important that you tell us so that results, certificates and important information and notices are delivered to the correct place. You can update your details online via the DEC Student Portal. Search 'student portal' on our website and use your current username and password to log on and access the right area.

If you are unable to access the internet, please contact the administration office at your campus where you will be required to fill out an official form and sign it. Only you can do this. Changes could include withdrawal from subjects, change of class and subject and/or unit, transferring between campuses, change of address, name, telephone number or employer details (the latter applies to apprentices only).

Non-payment of fines applied to the overdue return of library resources can become a problem if the notices are not able to be sent to the correct address. This situation may result in the withholding of results and an avoidable debt.

Access to and management of your private details by North Coast TAFE is subject to privacy legislation as described on page 8.
Policy on computer, internet and intranet use

North Coast TAFE’s internet and intranet services are provided for the education of its students. North Coast TAFE reserves the right to monitor and record all usage of its computer networks and to take disciplinary action when breaches of expected behaviour occur. Disciplinary action may include legal action, and illegal acts will be referred to the appropriate legal authority. Full details of the Internet and Intranet User Policy are available from your local campus and include the following.

Students should not:
• compromise system security by disclosing their password to another person
• risk user safety and privacy by publishing personal contact information or forwarding private information without the permission of the sender
• participate in inappropriate conduct including using insensitive or threatening language and publishing or accessing inappropriate information
• engage in illegal or destructive activities
• plagiarise or infringe copyright.

Students should:
• protect the reputation of TAFE NSW
• respect copyright and avoid plagiarism
• support the management of resources by minimising the size of files being downloaded
• maintain system security by following virus protection procedures and reporting any identified security problems detected to their teacher
• protect user safety and privacy by disclosing the receipt of offensive materials.

Wireless (WiFi) networks

North Coast TAFE provides you with wireless access to our network on all of our campuses. The network is designed to support notebook, laptop and netbook computers but will also support other wireless capable devices such as mobile phones, PDA’s, tablets and music devices.

Accessing technology

On enrolment, students are provided with a DEC User ID/username (formulated from the first given name that was supplied at enrolment) and password (which can be changed after the initial login) in the format first.last.

This is the same as the account that is used to access the DEC Student Portal (which also contains the link to the TAFE NSW Learner Portal).

When enrolled students log on to North Coast TAFE educational workstations to access internet resources, they will need to use their DEC User ID. They will receive access to a secure student U: drive. This drive is secure to the student and can be used to store educational material. Please note this secure U: drive is not backed up and students should maintain their own backup to CD or USB drive.

All students enrolled at North Coast TAFE will also be provided with an email account to allow communication between teachers and students. This email account consists of the student DEC User ID + @tafensw.net.au. You can access this email account via the DEC Student Portal at www.student.det.nsw.edu.au.

Student Portals

The DEC Student Portal provides students with access to:
• student email
• the Learner Portal, where students can
  - access their email
  - access their online learning
  - view their learning plan of enrolled units and assessment due dates
  - create a timetable
  - access their results
  - pay for their qualification
  - interact with their teacher
  - request a transcript of results
  - view notifications and calendar information such as scheduled TAFE NSW final exams
  - keep up to date with any news or announcements
• a calendar
• Google
• relevant web links for career information
• study guides
• library services
• online learning management systems
• other educational based resources.

All students enrolling in North Coast TAFE will be provided with information on and access to the DEC Student Portal, which may also be found at www.northcoasttafe.edu.au/current-students/links-to-tools-login-portals.aspx.
Special Programs and Services

Aboriginal Learning Circle

The Aboriginal Learning Circle is a collaboration in TAFE NSW of culturally appropriate solutions for Aboriginal people, communities, organisations and employers. Aboriginal Learning Circle programs are designed to support Aboriginal people to get new skills and knowledge and connect them with pathways to employment or a new step in their career or further study.

Business Relationships and Pathway Design Consultants work with teaching staff to enable Aboriginal students to access suitable programs. As well, they work with Aboriginal communities and organisations to develop specific courses for Aboriginal students.

Engagement and Personalised Pathway Coordinators provide support for Aboriginal students at each campus. They will give you advice about pathways, help with Abstudy and provide assistance to organise your studies.

Disability services

Disabilities head teachers/consultants aim to meet the individual needs of students who are living with an injury, disability or health condition while they complete their TAFE study.

Disclosure is voluntary and if you would like to use this service, it is best to make an appointment before enrolment.

We can help you choose and apply for an appropriate course, and talk to you about the types of assistance you may require.

By contacting us in advance, ‘reasonable adjustment’ can be put in place to ensure you will have an equal opportunity to succeed in your course. This may be done with the provision of special equipment, note-takers, interpreters, tutors or team teachers.

With your approval, disability head teacher/consultants can also talk to your class teachers about any changes to course delivery, teaching methods or assessment tasks that may be required.

To make an appointment for an assessment of your needs you can contact a disability head teacher/consultant directly by contacting the Customer Service Centre on 1300 628233 or go to the campus administration office.

The service is free, confidential and ongoing.

International students

North Coast TAFE is growing in popularity as a place to study for international students, with more students from over 20 countries choosing North Coast TAFE as their preferred place to live and study. As an international student, you can gain knowledge and skills that can be part of a study pathway with our partner universities (including worthwhile credits towards your degree).

Study at North Coast TAFE can also lead to gaining new friendships and exploring new cultures and communities, as you will attend classes with both local students and other international students.

Check out the Guide to Living and Studying in Australia created by the Australian Government found at www.studyinaustralia.gov.au.

As an international student studying in Australia on a study visa, you must comply with the student visa regulations of the Department of Immigration and Border Protection (DIBP). Supervised study on campus for 20 hours a week will be required.

More details are available from either:
1. International Services Unit
   +61 2 66720809 or +61 417 127 474

Temporary residents

North Coast TAFE recognises the importance of eligible temporary residents being allowed access to further education in Australia, subject to availability of places, and welcomes the international understanding promoted through their presence.

Anyone holding a Temporary Resident’s Visa is welcome to check eligibility and discuss training needs and further options with our Customer Service Centre on 1300 628233 or your local NCTAFE campus administration team.

‘Our Place’ (below) is the winning design for the 2014 e-Greeting Card Design Competition. It was designed by Melissa Streaton studying the Certificate III in Design Fundamentals at Port Macquarie Campus.
Accommodation
Are you looking for a place to live? Do you have a spare room you’d like to rent out? Do you want to share with another TAFE student?
The accommodation noticeboard at your campus can be used for students offering room and board, as well as for students requiring accommodation.

Australian Qualifications Framework (AQF)
The AQF is a nationally agreed framework that identifies the qualifications available in Australia in the three educational sectors (schools, vocational education and training, and higher education).
AQF qualifications offered in TAFE NSW are Certificates I, II, III and IV, Diplomas and Advanced Diplomas, as well as some Graduate Certificates and Graduate Diplomas.
TAFE NSW also offers higher education programs including Bachelor Degrees and post graduate qualifications. More information on these qualifications can be found at www.highered.tafensw.edu.au.
These qualifications are used Australia-wide and are developed with industry and community consultation.
Each qualification is based on the level of outcome achieved, and not on the length of the course. North Coast TAFE qualifications align with the Australian Qualifications Framework.

Bookshops
The Co-op Bookshop is open from mid January through to late December at Coffs Harbour Education Campus - phone (02) 6659 3225.

Canteen
Most campuses offer canteens and other refreshment facilities, including kitchens (normally with hot water, fridge and microwave) and vending machines.

Car sharing and pooling
If you are having problems travelling to your classes, have space in your car, or are interested in car pooling, please put the information on the Student Association noticeboard. This allows you to match up with people with similar classes. For northern campuses, visit Northern Rivers Car Pool at www.nrcarpool.com.au and for southern campus students, go to Carpool Mid North Coast at www.carpoolmnc.org.

Childcare
Most campuses do not offer on-campus childcare facilities. However, there are several community-based options for students needing childcare facilities.
These can include:
- Family Day Care
- Centre Based Care
- Out of School Hours care (OOSH).
Students may be eligible for fee relief in the form of childcare assistance. If you are a sole parent and a ‘JET’ client, you may get priority.
You can also call the Childcare Access Hotline on 1800 670 305. This is a Commonwealth Government service which also offers a translator and TTY service.

First Aid
All accidents that occur while on North Coast TAFE premises must be reported immediately to your teacher, head teacher or another member of staff. A Work Health and Safety Incident Report must be notified to could have potentially occurred while on TAFE premises or property, or during class activities away from TAFE premises. The incident needs to be notified to the DEC Safety Hotline via 1800 811 523 by any staff member. It will also be forwarded to the campus Health and Safety Representative (HSR) for investigation.
There are trained first aid officers available throughout each campus. Any person requiring first aid should advise a member of staff so that they can be directed to the most appropriate first aid officer. Our first aid officers are not permitted to issue students with pain killers or any other kind of medication. If you suffer from headaches, we advise you to carry your own supply of pain relief.
For access to your nearest first aid officer, contact the campus administration office.

Lockers
These are available at some campuses through the Student Association.
All you are required to do is claim an empty one and then supply your own padlock and key. All lockers not emptied by students at the end of each year are cleared by campus staff and the contents labelled for collection.

Registered Training Organisation (RTO)
North Coast TAFE is a Registered Training Organisation. This means you can access vocational education and training which provides you with qualifications that are recognised and transferable throughout Australia.

Second-hand textbooks
You can save money by buying second-hand textbooks. It is your responsibility to check that your purchase is the correct edition, print and author as there is no refund. You may also be able to sell textbooks you no longer need. The Student Association noticeboard can be used to advertise second-hand books, or contact your Student Association Officer or the head teacher of your course.

Security
Security officers/general assistants ensure the campus is secure at the completion of each day’s classes. They also patrol campus grounds and report suspicious or inappropriate behaviour to the police. You should not leave your bag or personal possessions unattended while on the campus. North Coast TAFE cannot accept responsibility for the theft of students’ belongings.

Student recreation areas and facilities
Each campus has a variety of recreational facilities for students to access.

Training Packages
Training Packages are an industry developed and nationally endorsed basis for vocational education and training provided throughout Australia. Training Packages identify a range of skills and knowledge (competencies) that employers require in people who work in their industry.

Transport
Most campuses are serviced by local bus companies and taxi services.
We acknowledge the Bundjalung, Yaegl, Gumbaynggirr, Dunghutti, Biripi and Worimi peoples, the traditional custodians of the land on which we learn and work together, and commit to build relationships, respect and opportunities for all Aboriginal people in our region.